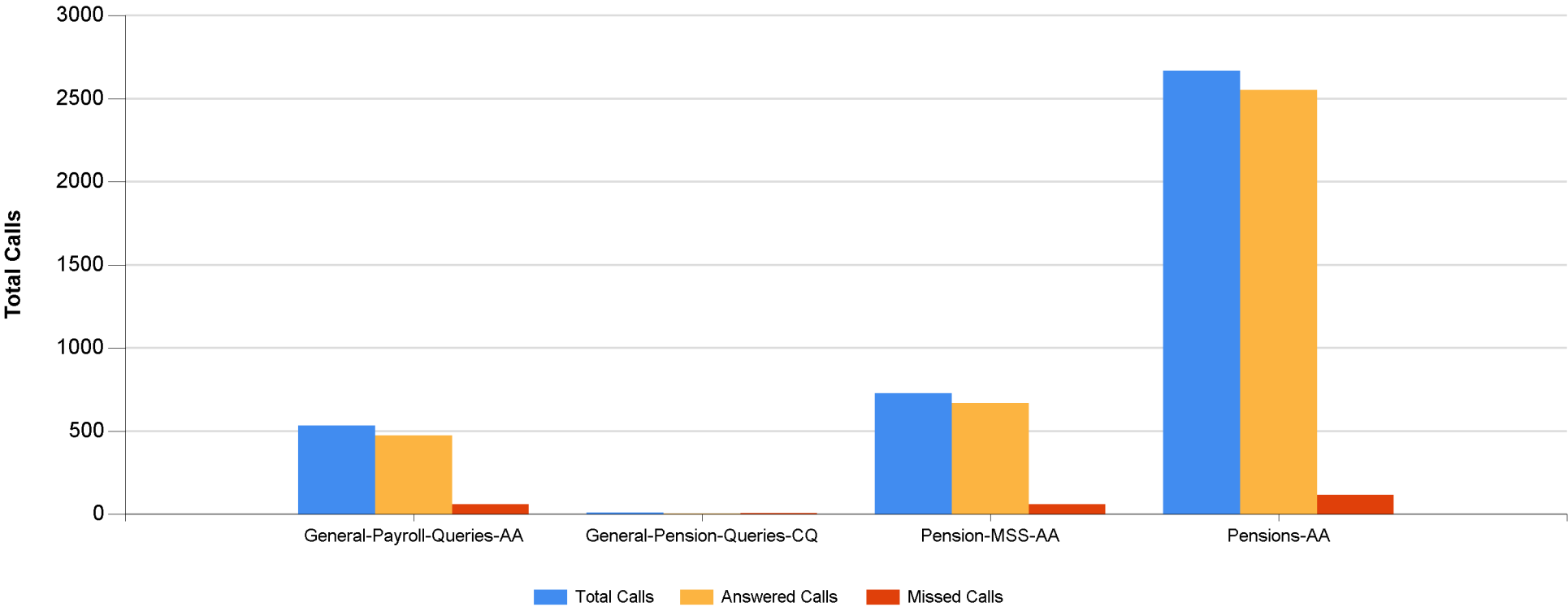


Summary grouped by Auto attendants, Queue
01/04/2026 - 30/06/2026 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
Call Direction Out In Internal



Summary grouped by Auto attendants, Queue

01/04/2026 - 30/06/2026 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Call Direction Out In Internal

Auto attendant	Queue name	Total Calls	Answered Calls	Answered Calls %	Missed Calls	Missed Calls %	Incoming Calls	Internal Calls	VM Calls	Answered Calls RT 0-60sec	Answered with RT over 61sec	Avg Ring time	Total Duration	Avg Duration
General-Payroll-Queries-AA	Pensions-Systems-Team-CQ	533	473	88.74	60	11.26	533	0	98	375	98	0:00:25	22:21:03	0:02:50
General-Pension-Queries-CQ	General-Pension-Queries-CQ	10	3	30.00	7	70.00	10	0	0	3	0	0:00:14	0:35:33	0:11:51
Pension-MSS-AA	Pension-MSS-CQ	729	669	91.77	60	8.23	729	0	204	442	227	0:00:40	34:27:58	0:03:05
Pensions-AA	pension-benefit-administration-CQ	2081	1981	95.19	100	4.81	2081	0	506	1215	766	0:00:55	139:57:46	0:04:14
Pensions-AA	Pension-employer-team-CQ	111	104	93.69	7	6.31	111	0	100	53	51	0:00:58	0:42:44	0:00:24
Pensions-AA	pension-Fire-Service-Pension-Scheme-CQ	18	18	100.00	0	0.00	18	0	10	9	9	0:00:54	0:37:33	0:02:05

Summary grouped by Auto attendants, Queue

01/04/2026 - 30/06/2026 (UTC+00:00) Dublin, Edinburgh, Lisbon, London

Call Direction Out In Internal

Auto attendant	Queue name	Total Calls	Answered Calls	Answered Calls %	Missed Calls	Missed Calls %	Incoming Calls	Internal Calls	VM Calls	Answered Calls RT 0-60sec	Answered with RT over 61sec	Avg Ring time	Total Duration	Avg Duration
Pensions-AA	pension-payroll-CQ	342	334	97.66	8	2.34	342	0	187	217	117	0:00:55	12:01:39	0:02:09
Pensions-AA	pension-self-service-CQ	117	115	98.29	2	1.71	117	0	59	55	60	0:00:58	4:54:35	0:02:33
Total for 3941 calls		3941	3697	93.81	244	6.19	3941	0	1164	2369	1328	0:00:48	215:38:51	0:03:29