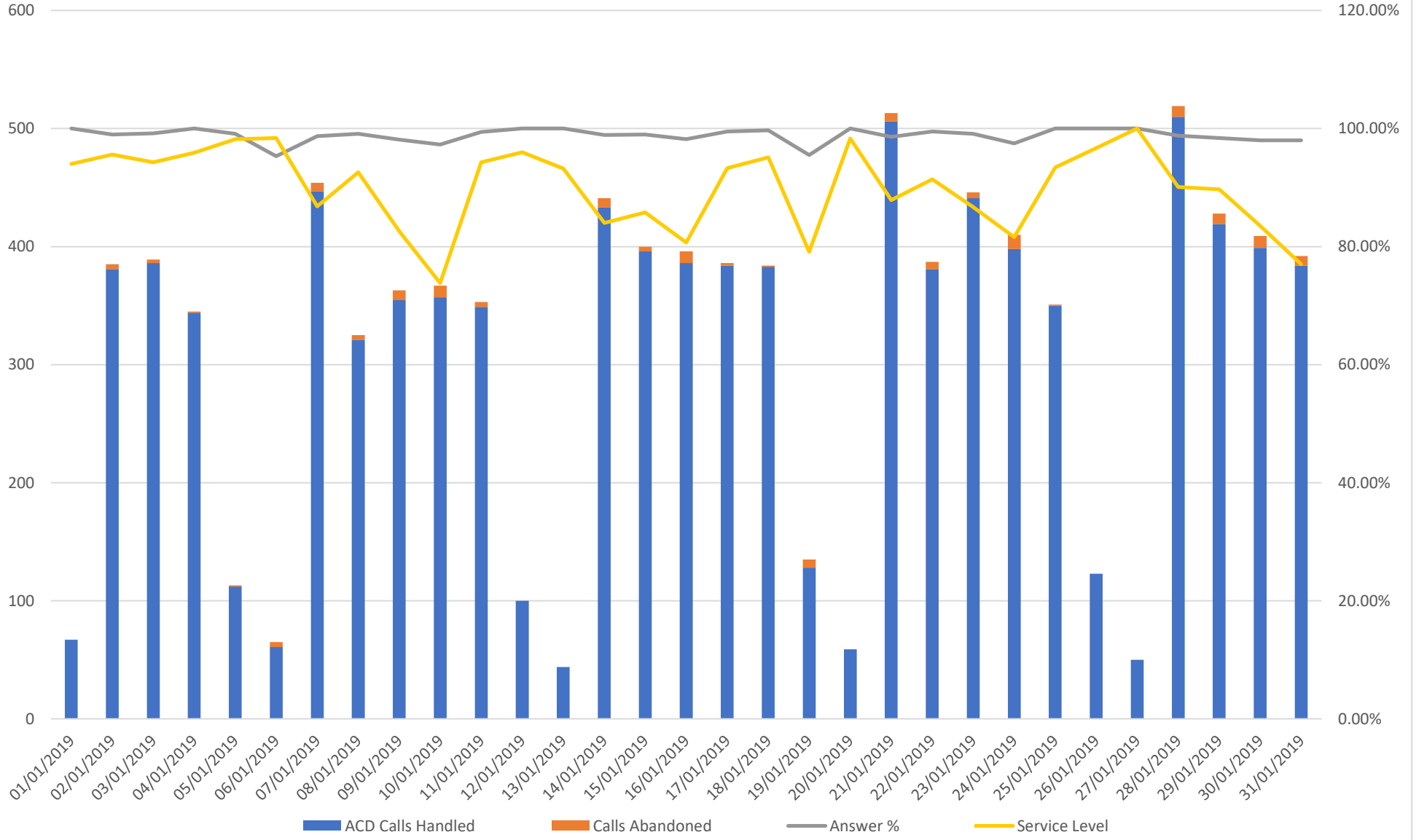


Activity period	ACD calls offered	ACD calls handled	Calls abandoned	Average speed of answer	Average delay to abandon	Abandon %	Service level %	Answer %
01/01/2019	67	67	0	00:00:11	00:00:00	0.00%	94.00%	100.00%
02/01/2019	385	381	4	00:00:08	00:01:12	1.00%	95.60%	99.00%
03/01/2019	389	386	3	00:00:11	00:04:48	0.80%	94.30%	99.20%
04/01/2019	344	344	1	00:00:09	00:00:00	0.00%	95.90%	100.00%
05/01/2019	113	112	1	00:00:10	00:00:18	0.90%	98.20%	99.10%
06/01/2019	64	61	4	00:00:09	00:01:55	4.70%	98.40%	95.30%
07/01/2019	453	447	7	00:00:20	00:00:52	1.30%	86.80%	98.70%
08/01/2019	324	321	4	00:00:13	00:00:31	0.90%	92.60%	99.10%
09/01/2019	362	355	8	00:00:32	00:00:46	1.90%	82.60%	98.10%
10/01/2019	367	357	10	00:00:38	00:01:08	2.70%	73.80%	97.30%
11/01/2019	351	349	4	00:00:13	00:02:45	0.60%	94.30%	99.40%
12/01/2019	100	100	0	00:00:15	00:00:00	0.00%	96.00%	100.00%
13/01/2019	44	44	0	00:00:34	00:00:00	0.00%	93.20%	100.00%
14/01/2019	438	433	8	00:00:24	00:00:55	1.10%	84.00%	98.90%
15/01/2019	400	396	4	00:00:22	00:01:37	1.00%	85.80%	99.00%
16/01/2019	393	386	10	00:00:31	00:00:59	1.80%	80.70%	98.20%
17/01/2019	386	384	2	00:00:13	00:02:15	0.50%	93.30%	99.50%
18/01/2019	384	383	1	00:00:11	00:01:03	0.30%	95.10%	99.70%
19/01/2019	134	128	7	00:00:57	00:02:10	4.50%	79.10%	95.50%
20/01/2019	59	59	0	00:00:17	00:00:00	0.00%	98.30%	100.00%
21/01/2019	513	506	7	00:00:22	00:01:40	1.40%	87.90%	98.60%
22/01/2019	383	381	6	00:00:15	00:01:18	0.50%	91.40%	99.50%
23/01/2019	445	441	5	00:00:20	00:00:45	0.90%	86.70%	99.10%
24/01/2019	408	398	12	00:00:31	00:01:30	2.50%	81.60%	97.50%
25/01/2019	350	350	1	00:00:14	00:00:00	0.00%	93.40%	100.00%
26/01/2019	123	123	0	00:00:15	00:00:00	0.00%	96.70%	100.00%
27/01/2019	50	50	0	00:00:06	00:00:00	0.00%	100.00%	100.00%
28/01/2019	516	510	9	00:00:17	00:00:50	1.20%	90.10%	98.80%
29/01/2019	426	419	9	00:00:18	00:00:54	1.60%	89.70%	98.40%
30/01/2019	407	399	10	00:00:28	00:01:32	2.00%	83.50%	98.00%
31/01/2019	392	384	8	00:00:37	00:02:33	2.00%	77.00%	98.00%
Totals	9570	9454	145			1.16%	90.00%	98.84%

Inbound Calls



Queue Group Performance by Day of Month

504 - GP & HCP - Lincolnshire

01/01/2019 - 31/01/2019 - 07:00 - 19:00

Created on 12/02/2019 16:59:06 by phil.hodgkiss

Activity period	ACD calls offered	ACD calls handled	Calls abandoned (short)	Calls abandoned (long)	Calls interflowed	Calls requeued	Queue unavailable	Answered by ACD group 1	Answered by ACD group 2	Answered by ACD group 3	Answered by ACD group 4	Average speed of answer (hh:mm:ss)	Average delay to abandon (hh:mm:ss)	Average delay to interflow (hh:mm:ss)	ACD handling time (hh:mm:ss)	Average ACD handling time (hh:mm:ss)	Abandon %	Service level %	Answer %
1	67	67	0	0	0	0	0	45	14	8	0	00:00:11	00:00:00	00:00:00	04:57:03	00:04:26	0.0%	94.0%	100.0%
2	385	381	0	4	0	2	0	259	55	67	0	00:00:08	00:01:12	00:00:00	31:25:32	00:04:57	1.0%	95.6%	99.0%
3	389	386	0	3	0	6	0	281	46	59	0	00:00:11	00:04:48	00:00:00	29:30:13	00:04:35	0.8%	94.3%	99.2%
4	344	344	1	0	0	3	0	220	54	70	0	00:00:09	00:00:00	00:00:00	28:08:04	00:04:54	0.0%	95.9%	100.0%
5	113	112	0	1	0	1	0	0	112	0	0	00:00:10	00:00:18	00:00:00	09:11:24	00:04:55	0.9%	98.2%	99.1%
6	64	61	1	3	0	0	0	0	61	0	0	00:00:09	00:01:55	00:00:00	04:43:22	00:04:39	4.7%	98.4%	95.3%
7	453	447	1	6	0	1	0	275	85	87	0	00:00:20	00:00:52	00:00:00	37:10:55	00:04:59	1.3%	86.8%	98.7%
8	324	321	1	3	0	0	0	175	61	85	0	00:00:13	00:00:31	00:00:00	27:42:22	00:05:11	0.9%	92.6%	99.1%
9	362	355	1	7	0	0	0	188	79	88	0	00:00:32	00:00:46	00:00:00	27:05:39	00:04:35	1.9%	82.6%	98.1%
10	367	357	0	10	0	1	0	184	69	104	0	00:00:38	00:01:08	00:00:00	29:10:56	00:04:54	2.7%	73.8%	97.3%
11	351	349	2	2	0	3	0	221	49	79	0	00:00:13	00:02:45	00:00:00	30:39:45	00:05:16	0.6%	94.3%	99.4%
12	100	100	0	0	0	0	0	0	100	0	0	00:00:15	00:00:00	00:00:00	07:48:24	00:04:41	0.0%	96.0%	100.0%
13	44	44	0	0	0	0	0	0	44	0	0	00:00:34	00:00:00	00:00:00	03:12:34	00:04:23	0.0%	93.2%	100.0%
14	438	433	3	5	0	0	0	236	87	110	0	00:00:24	00:00:55	00:00:00	36:23:07	00:05:03	1.1%	84.0%	98.9%
15	400	396	0	4	0	1	0	219	71	106	0	00:00:22	00:01:37	00:00:00	33:53:43	00:05:08	1.0%	85.8%	99.0%
16	393	386	3	7	0	6	0	198	67	121	0	00:00:31	00:00:59	00:00:00	30:34:12	00:04:45	1.8%	80.7%	98.2%
17	386	384	0	2	0	8	0	267	63	54	0	00:00:13	00:02:15	00:00:00	33:12:01	00:05:11	0.5%	93.3%	99.5%
18	384	383	0	1	0	12	0	243	64	76	0	00:00:11	00:01:03	00:00:00	32:12:19	00:05:03	0.3%	95.1%	99.7%
19	134	128	1	6	0	3	0	0	128	0	0	00:00:57	00:02:10	00:00:00	11:24:40	00:05:21	4.5%	79.1%	95.5%
20	59	59	0	0	0	0	0	0	59	0	0	00:00:17	00:00:00	00:00:00	05:19:12	00:05:25	0.0%	98.3%	100.0%
21	513	506	0	7	0	3	0	312	87	107	0	00:00:22	00:01:40	00:00:00	41:53:37	00:04:58	1.4%	87.9%	98.6%
22	383	381	4	2	0	11	0	213	89	79	0	00:00:15	00:01:18	00:00:00	32:51:49	00:05:11	0.5%	91.4%	99.5%
23	445	441	1	4	0	6	0	248	90	103	0	00:00:20	00:00:45	00:00:00	35:35:55	00:04:51	0.9%	86.7%	99.1%
24	408	398	2	10	0	6	0	229	86	83	0	00:00:31	00:01:30	00:00:00	31:33:22	00:04:45	2.5%	81.6%	97.5%
25	350	350	1	0	0	4	0	244	50	56	0	00:00:14	00:00:00	00:00:00	28:00:22	00:04:48	0.0%	93.4%	100.0%
26	123	123	0	0	0	0	0	0	123	0	0	00:00:15	00:00:00	00:00:00	07:57:58	00:03:53	0.0%	96.7%	100.0%
27	50	50	0	0	0	0	0	0	50	0	0	00:00:06	00:00:00	00:00:00	03:13:18	00:03:52	0.0%	100.0%	100.0%
28	516	510	3	6	0	12	0	291	98	121	0	00:00:17	00:00:50	00:00:00	41:23:50	00:04:52	1.2%	90.1%	98.8%
29	426	419	2	7	0	5	0	252	80	87	0	00:00:18	00:00:54	00:00:00	34:30:32	00:04:56	1.6%	89.7%	98.4%
30	407	399	2	8	0	6	0	231	81	87	0	00:00:28	00:01:32	00:00:00	32:34:03	00:04:54	2.0%	83.5%	98.0%
31	392	384	0	8	0	17	0	227	67	90	0	00:00:37	00:02:33	00:00:00	32:33:19	00:05:05	2.0%	77.0%	98.0%
Totals	9570	9454	29	116	0	117	0	5258	2269	1927	0	00:00:20	00:01:26	00:00:00	775:53:32	00:04:55	1.2%	88.3%	98.8%

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