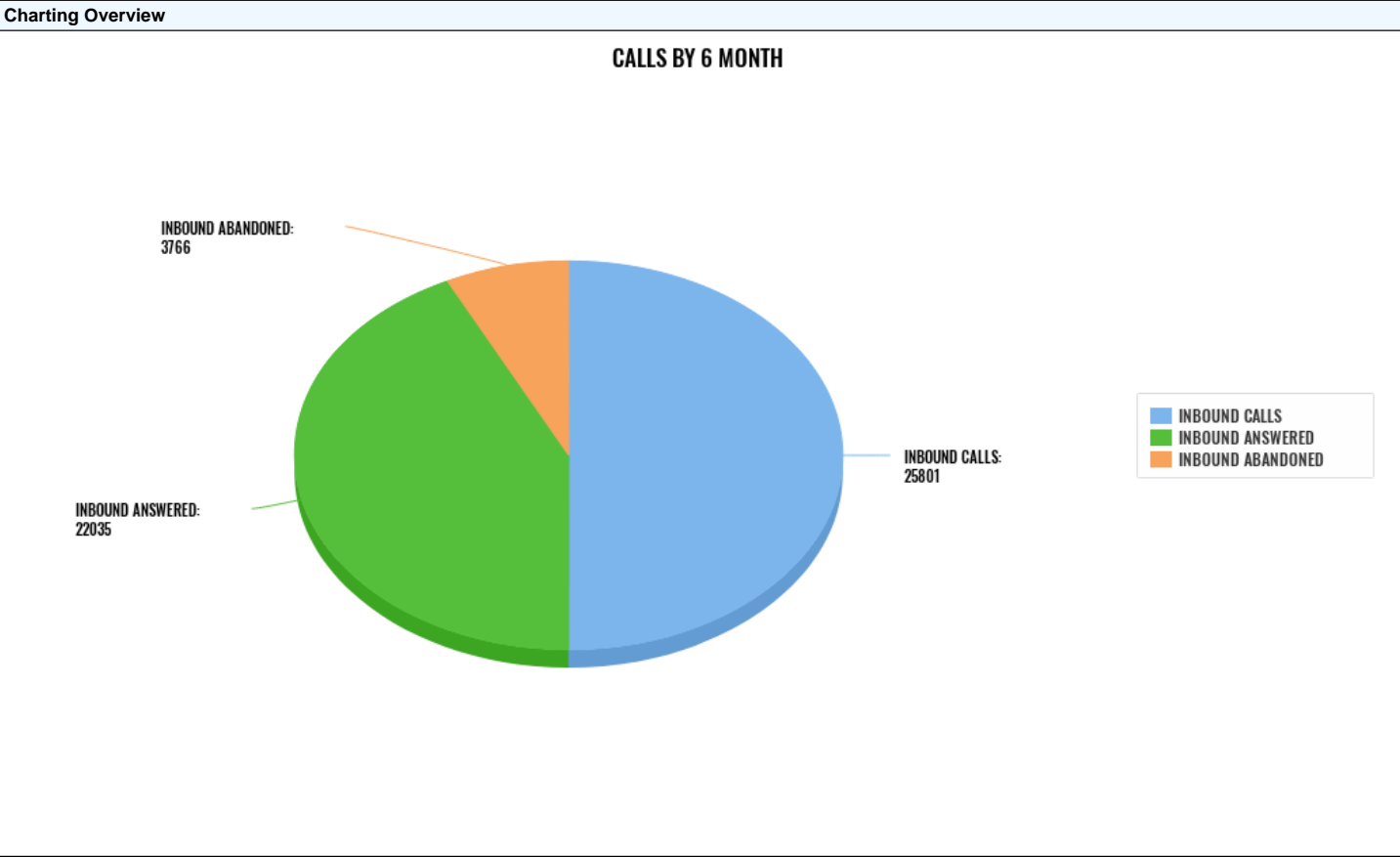


Report Summary Information	
Report Description:	Calls By 6 Month
Run For Duration:	Between Mon 06-Jan-2025 08:00:00 am GMT And Mon 30-Jun-2025 06:30:00 pm BST (Run At Mon 21-Jul-2025 04:28:53 pm BST Local Time)
Report Type/Style:	Contact Items By Interval
Run By User:	Surjit Kaur
Filter Options:	Tel Server='16431-13P-BSOL', Partitions='16431-13P-BSOL', Device(s)='01217735390x2001-01217735390x2002', CallType='External (Inbound Only)'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	6 Row(s)



Detailed Report Fields/Statistics								
Interval	Inbound Calls	Inbound Answered	Inbound Abandoned	Avg Abandoned Time	Avg Answer Time (In)	Avg Waiting Time	Avg Talk Time (In)	% Inbound Answered
01/2025	4580	3691	889	00:03:18	00:05:04	00:04:43	00:03:38	80.6%
02/2025	4041	3411	630	00:03:32	00:04:41	00:04:30	00:03:51	84.4%
03/2025	3997	3557	440	00:02:49	00:02:49	00:02:49	00:03:32	89.0%
04/2025	4319	3747	572	00:02:34	00:03:41	00:03:32	00:03:36	86.8%
05/2025	4400	3735	665	00:02:46	00:03:24	00:03:19	00:03:35	84.9%
06/2025	4464	3894	570	00:02:26	00:03:14	00:03:08	00:03:36	87.2%
	25801	22035	3766	00:02:57	00:03:48	00:03:41	00:03:38	85.4%