

Company: Sample Company
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Reporting Period: 01/05/2007 - 31/05/2007

Report For: Ann Other
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Relationship Manager Call Performance by Branch

Branch	RM	Total Calls	Ave. Time to Answer (secs)	Ave. Call Duration (secs)	% Answered by RM	% Answered by Assistants	% Answered by Voicemail	% Calls Abandoned
Alnwick	Betty Blue	601	26	125	77	15	0	8
	Peter Purple	290	34	20	12	45	13	30
	Roger Red	184	15	291	38	11	50	1
	William White	517	37	186	43	6	4	47
Ashington	Gillian Green	959	34	132	21	48	25	6
Billingham	Mary Mauve	359	40	101	16	30	43	11
Blyth	Lily Lavender	623	22	78	26	62	10	2
	Yasmin Yellow	864	23	44	30	47	9	14
	Bruno Black	389	37	91	82	7	5	6
	Celia Crimson	652	23	303	15	48	33	4
Cramlington	Billy Brown	925	34	80	33	48	17	2
Darlington	Oliver Orange	214	40	130	62	26	0	12
Durham	Sheila Silver	192	39	7	39	30	24	7
Gateshead	Gary Gray	632	43	31	22	41	17	20
Grimsby	Conelia Cream	440	18	189	31	40	21	8
	Phillip Pink	765	18	108	28	46	3	23
	Fiona Fuschia	576	21	127	58	18	4	20
	Georgina Gold	707	32	116	47	28	6	19
	Irene Indigo	260	43	109	36	54	6	4
Harrogate	Victoria Violet	867	43	230	68	13	16	3
Hartlepool	Tina Turquoise	522	43	142	54	38	1	7
Houghton Le Spring	Teresa Teal	721	43	54	72	27	0	1
		12259	32	122	41	33	13	11

Report: Relationship Manager Call Performance by Relationship Manager

Time to Answer Threshold 15 secs
 Call Abandonment Threshc 20%

Report of the total calls to each branch showing average call answer time and duration, percentage of calls answered by the RM / assistant / voicemail or were abandoned