

smartnumbers

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

Report For: Ann Other
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Relationship Management: Summary Call Performance by Region

Region	Total Calls	Ave. Time to Answer (secs)	Ave. Call Duration (secs)	% Answered by RM	% Answered by Assistants	% Answered by Voicemail	% Calls Abandoned
Scotland	3522	19	154	68	13	17	2
NE England	2582	21	128	31	31	22	15
NW England	8155	7	79	38	26	6	30
Central	2600	32	231	19	26	14	41
SW England	8893	7	137	31	17	16	36
SE England	3955	8	85	14	23	24	39
Total	29707	15	135	33	22	16	27

Time to Answer Threshold 15 secs
Call Abandonment Threshc 20%

Report: Relationship Manager Call Performance by Region

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