

Company: Sample Company  
 Authorised Contact: Karen James  
 Reporting Period: April 2007

Report For: Karen James  
 Report Reference: NAT -001  
 Date Produced: 01/05/2007

## VIRTUAL BRANCH CALL ANALYSIS

Branch	SortCode	TOT	ATT	ANS	%Ans	UAD	%UAD	ED	%ED	FP0	PDA	AD	OOH	TD	DA	%DA
Aberystwyth	1226789	4	4	3	75	1	25	0	0	0	0	130	0	1	0	0
Abbeywood - 1	1226790	1	1	0	0	0	0	1	100	0	0	0	0	1	0	0
Abbeywood - 2	1226791	16	13	12	92	1	8	0	0	0	0	267	3	1	0	0
Abbots Hill	1226792	15	12	9	75	2	17	0	0	0	1	95	3	2	0	0
Aberdeen - 1	1226793	4	4	3	75	1	25	0	0	0	0	126	0	1	0	0
Aberdeen - 2	1226794	5	5	3	60	1	20	0	0	0	1	207	0	1	0	0
Aberdeen - 3	1226795	38	30	22	73	7	23	0	0	0	1	159	8	7	1	14
Aberdeen - 4	1226796	9	8	6	75	0	0	1	13	0	1	213	1	1	0	0
Aberdeen - 5	1226797	10	9	5	56	4	44	0	0	0	0	164	1	4	0	0
Aberdeen - 6	1226798	11	11	10	91	0	0	1	9	0	0	122	0	1	0	0
Aberdeen - 7	1226799	2	2	1	50	0	0	0	0	0	1	77	0	0	0	0
Aberfeldy	1226800	4	4	3	75	1	25	0	0	0	0	130	0	1	0	0
Abington	1226801	3	2	1	50	1	50	0	0	0	0	535	1	1	0	0
Acomb	1226802	5	5	5	100	0	0	0	0	0	0	283	0	0	0	0
Addlestone	1226803	3	3	2	67	1	33	0	0	0	0	443	0	1	1	100
Baker Street	1226804	3	2	1	50	1	50	0	0	0	0	329	1	1	0	0
Bakewell															0	0
Baldock															0	0
Bangor															0	0
Banner Cross															0	0
Banstead															1	17
Chigwell															0	0
Chiswick															0	0
Covent Garden - 1															0	0
Covent Garden - 2	1226813	18	16	12	75	1	6	2	13	0	1	168	2	3	0	0
Covent Garden - 3	1226814	14	14	13	93	0	0	0	0	0	1	144	0	0	0	0
Dublin	1226815	3	3	1	33	1	33	0	0	0	1	95	0	1	0	0
Dunfermline	1226816	3	0	0	0	0	0	0	0	0	0	0	3	0	0	0
Finsbury Park - 1	1226817	24	21	14	67	2	10	1	5	0	4	200	3	3	0	0
Finsbury Park - 2	1226818	8	5	4	80	1	20	0	0	0	0	419	3	1	0	0
Finsbury Park - 3	1226819	11	9	7	78	0	0	0	0	0	2	65	2	0	0	0
Walthamstow	1226820	6	5	5	100	0	0	0	0	0	0	182	1	0	0	0
Welling	1226821	4	3	0	0	0	0	0	0	0	3	0	1	0	0	0
Yeovil	1226822	22	21	12	57	7	33	0	0	0	2	240	1	7	0	0

### Report: Virtual Branch Analysis Report

Reports the total number of inbound calls to a branch and percentage answered in branch, by a contact centre, or abandoned. Also shows the number of calls received out of office hours

## Glossary

%Ans	% calls answered
%DA	% of calls diverted but abandoned
%ED	% of calls diverted on busy
%UAD	% of calls unanswered in branch but diverted
AD	Average call duration
ANS	Number of Answered calls
ATT	Number of Attempted calls
DA	Abandoned diverted calls
ED	Diverted Calls on Busy
FP0	Calls forwarded by pressing 0
OOH	Out of Hours calls
PDA	Pre-divert abandoned calls
TD	Total diverted calls
TOT	Total Calls Answered
UAD	Unanswered Diverted Calls