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 Tue 22-Jul-2025 09:41:03 am 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)='01215062513', CallType='External (Inbound Only)'
Sorted By:	[No Field Sorting Configured - Using Default Row Ordering]
Total Rows:	6 Row(s)

Charting Overview

CALLS BY 6 MONTH

INBOUND ABANDONED: 2048

INBOUND CALLS: 8701

INBOUND ANSWERED: 6653

- INBOUND CALLS
- INBOUND ANSWERED
- INBOUND ABANDONED
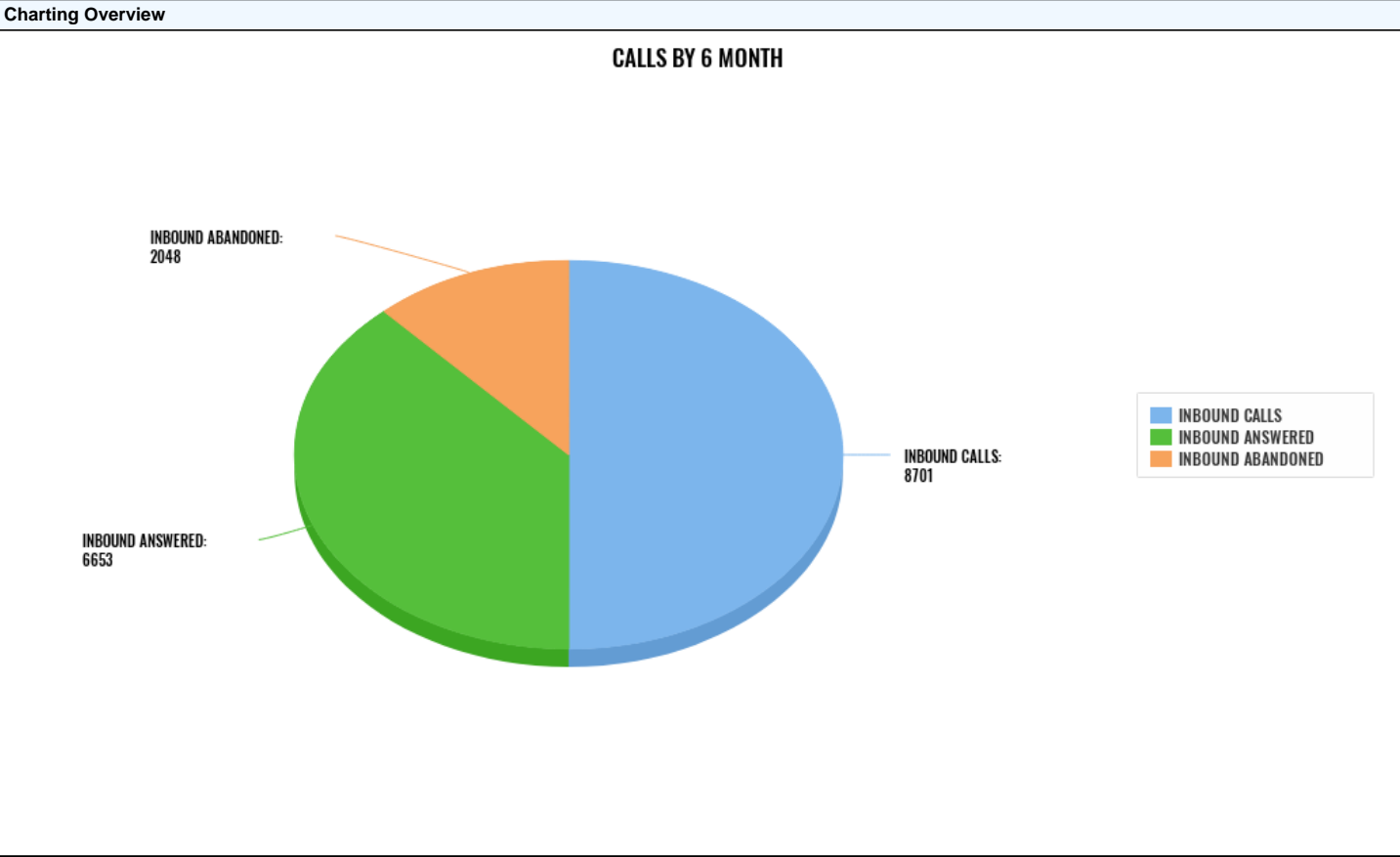
Detailed Report Fields/Statistics

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	1416	1056	360	00:07:06	00:06:50	00:06:54	00:04:10	74.6%
02/2025	1413	1074	339	00:06:33	00:06:21	00:06:24	00:04:25	76.0%
03/2025	1277	1058	219	00:04:36	00:04:05	00:04:10	00:04:16	82.9%
04/2025	1662	1277	385	00:04:36	00:05:10	00:05:03	00:04:17	76.8%
05/2025	1508	1120	388	00:06:26	00:05:51	00:06:00	00:04:38	74.3%
06/2025	1425	1068	357	00:06:00	00:04:33	00:04:55	00:04:45	74.9%
	8701	**6653**	**2048**	**00:05:57**	**00:05:28**	**00:05:35**	**00:04:25**	**76.5%**