

Call Type:

- ALL
- English Queue
- Spanish Queue
- Vietnamese Queue
- JR Queue

Month/Year:

- All Months
- 2021-02
- 2021-03
- 2021-04
- 2021-05
- 2021-06
- 2021-07
- 2021-08
- 2021-09
- 2021-10
- 2021-11
- 2021-12
- 2022-01
- 2022-02

Date Range:

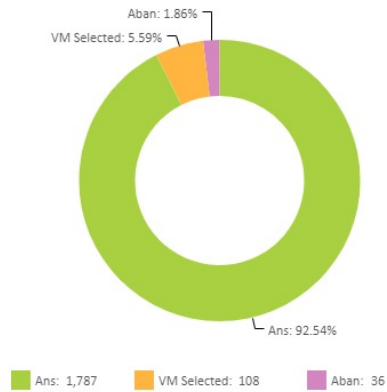
From: Valid selection, 12 months from current

To:

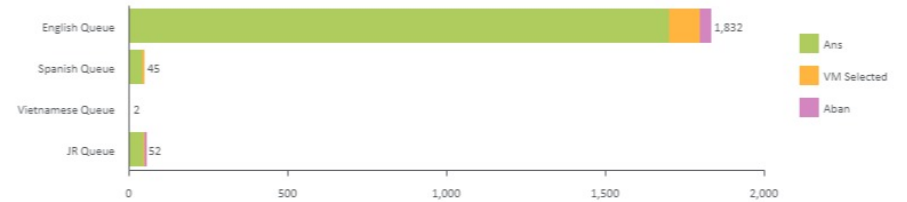


1,931
Total Calls

By Call Outcome - 2022-01



By Call type and Outcome - 2022-01



Call Type	Ans	VM Selected	Aban	Total Incoming Calls
English Queue	1,700	99	33	1,832
Spanish Queue	42	3	0	45
Vietnamese Queue	0	1	1	2
JR Queue	45	5	2	52
Total	1,787	108	36	1,931

Call Outcome Trend - 2022-01

