

Call Type:

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

Month/Year:

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

Date Range:

From:

Valid selection, 12 months from current

To:

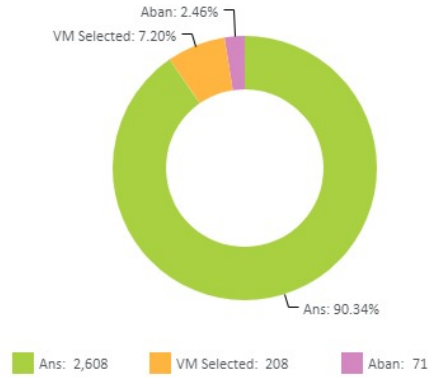


Detail Report

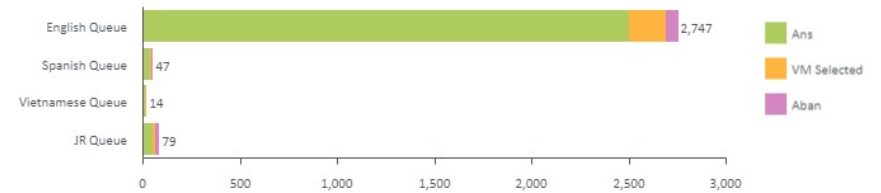
2,887

Total Calls

By Call Outcome - 2022-03



By Call type and Outcome - 2022-03



Call Type	Ans	VM Selected	Aban	Total Incoming Calls
English Queue	2,504	186	57	2,747
Spanish Queue	39	5	3	47
Vietnamese Queue	11	3	0	14
JR Queue	54	14	11	79
Total	2,608	208	71	2,887

Call Outcome Trend - 2022-03

Day

