

Call Type:

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

Month/Year:

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

Date Range:

From:

To:

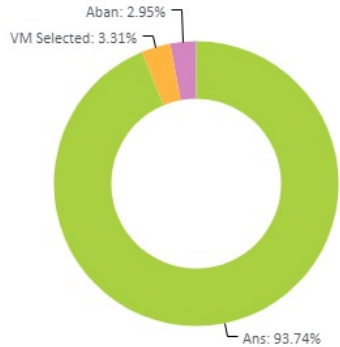
Valid selection, 12 months from current



Detail Report

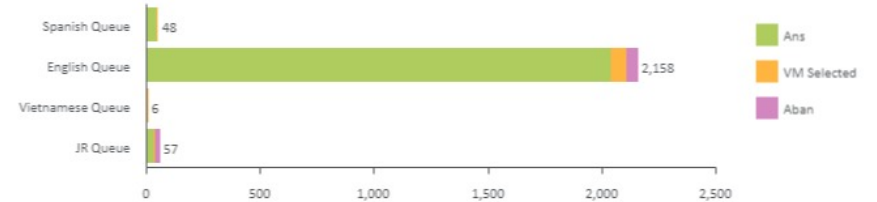
2,269
Total Calls

By Call Outcome - 2022-04



Ans: 2,127 VM Selected: 75 Aban: 67

By Call type and Outcome - 2022-04



Call Type	Ans	VM Selected	Aban	Total Incoming Calls
Spanish Queue	47	1	0	48
English Queue	2,041	69	48	2,158
Vietnamese Queue	2	4	0	6
JR Queue	37	1	19	57
Total	2,127	75	67	2,269

Call Outcome Trend - 2022-04

Day

