

Call Type:

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

Month/Year:

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

Date Range:

From:

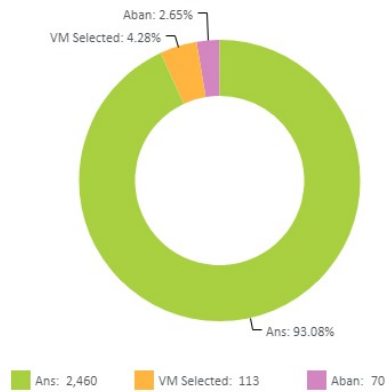
To:

Valid selection, 12 months from current

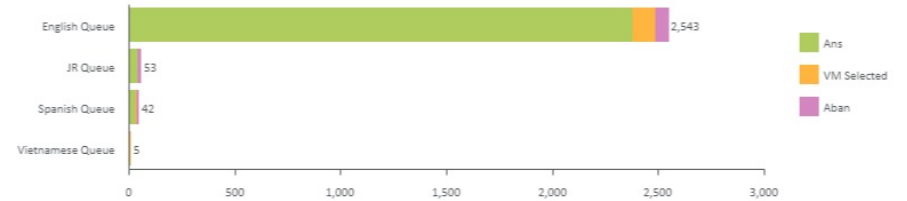


2,643
Total Calls

By Call Outcome - 2022-05



By Call type and Outcome - 2022-05



Call Type	Ans	VM Selected	Aban	Total Incoming Calls
English Queue	2,381	104	58	2,543
JR Queue	42	2	9	53
Spanish Queue	33	6	3	42
Vietnamese Queue	4	1	0	5
Total	2,460	113	70	2,643

Call Outcome Trend - 2022-05

