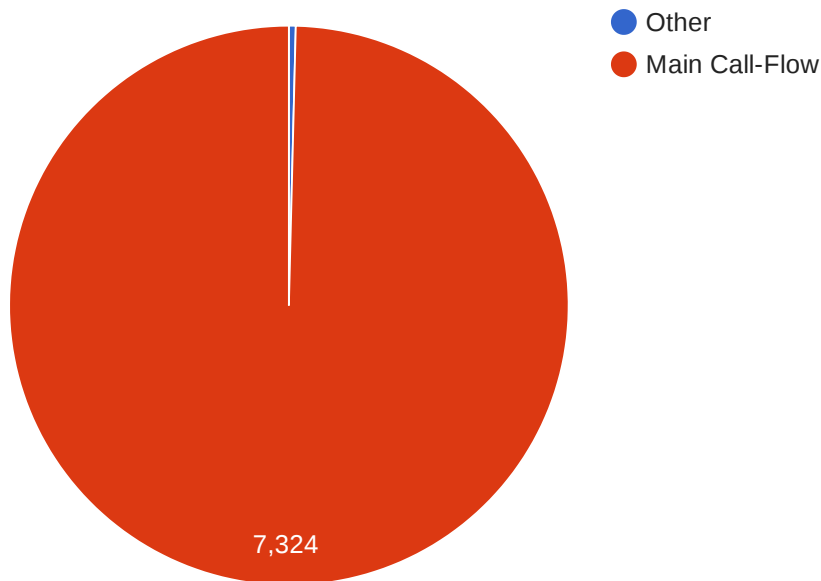


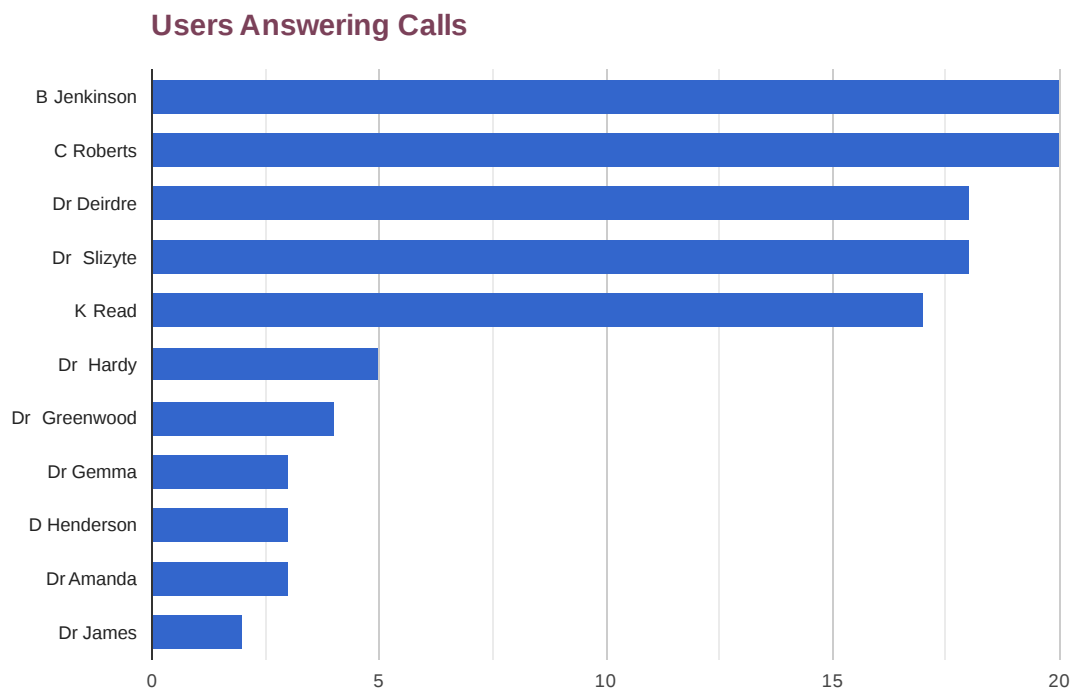
### 1. Call Summary

<b>Total Inbound:</b>	7,353	<b>Calls That Queued:</b>	5,513
<b>Answered:</b>	5,111	<b>Answered from Queue:</b>	4,837 (87.7%)
<b>Dialled Calls:</b>	3,118	<b>Missed from Queue:</b>	676 (12.3%)
<b>Average Queue Time Answered</b>	2m 17s	<b>...Ignoring Repeat Callers:</b>	471 (8.5%)
<b>Average Queue Time Missed</b>	1m 10s		

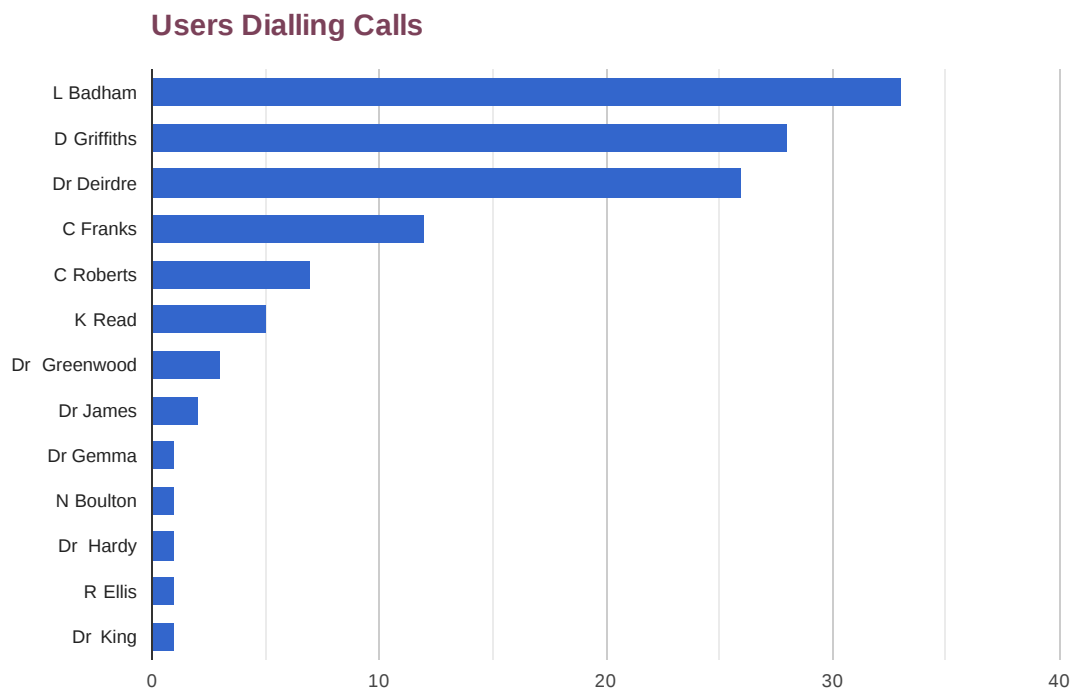
### 2. Which Numbers Took the Most Inbound Calls?



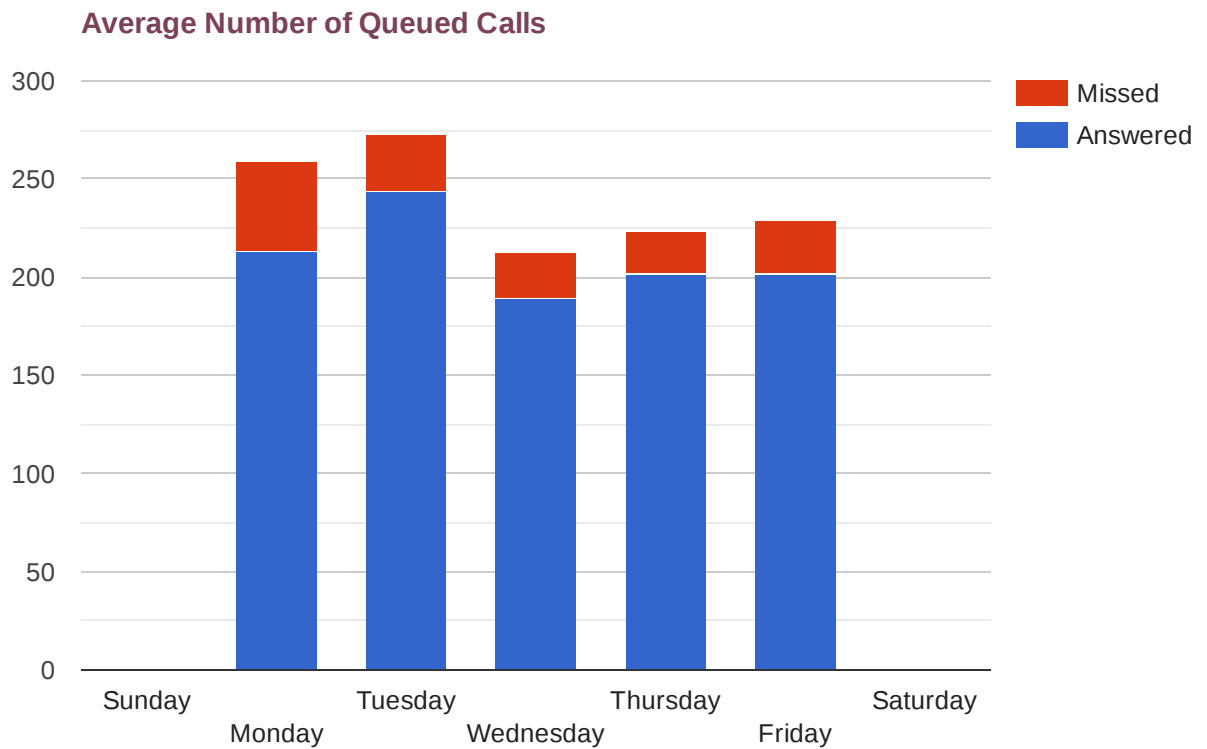
### 3. Which Users Answered the Most Inbound Calls?



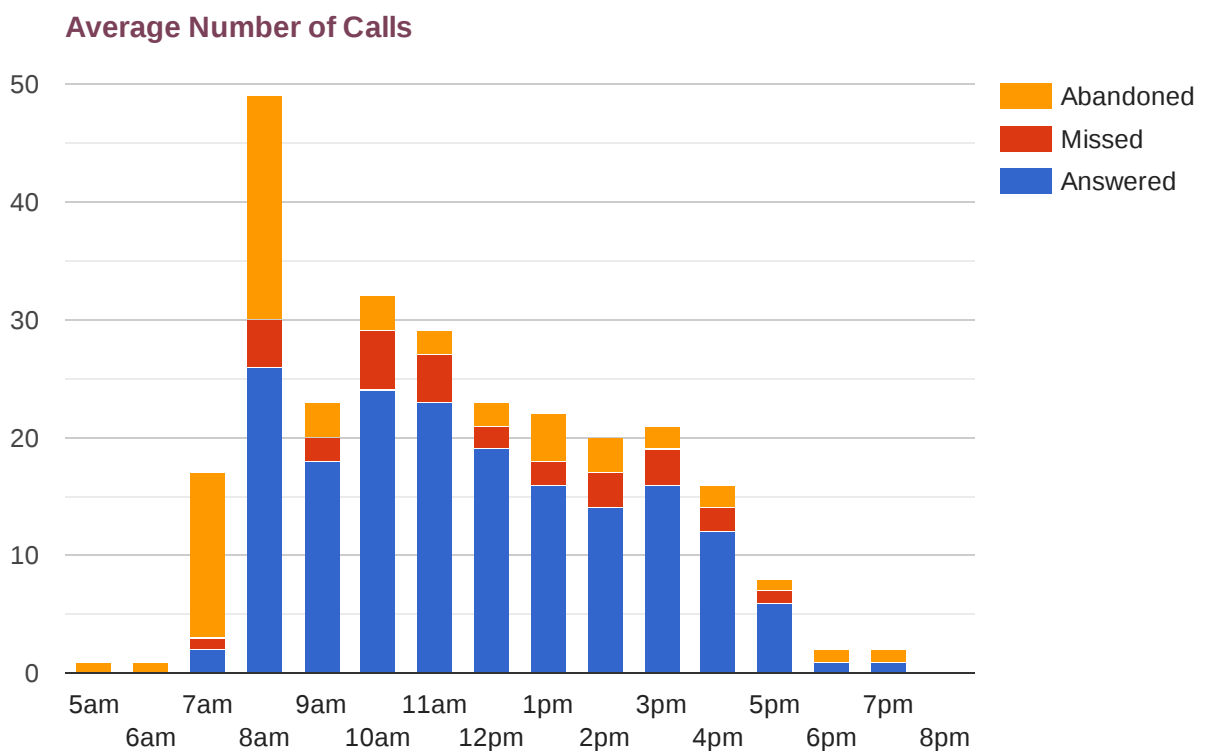
### 4. Which Users Dialed the Most Outbound Calls?



## 5. Which Days of the Week are Busiest for Queued Calls?

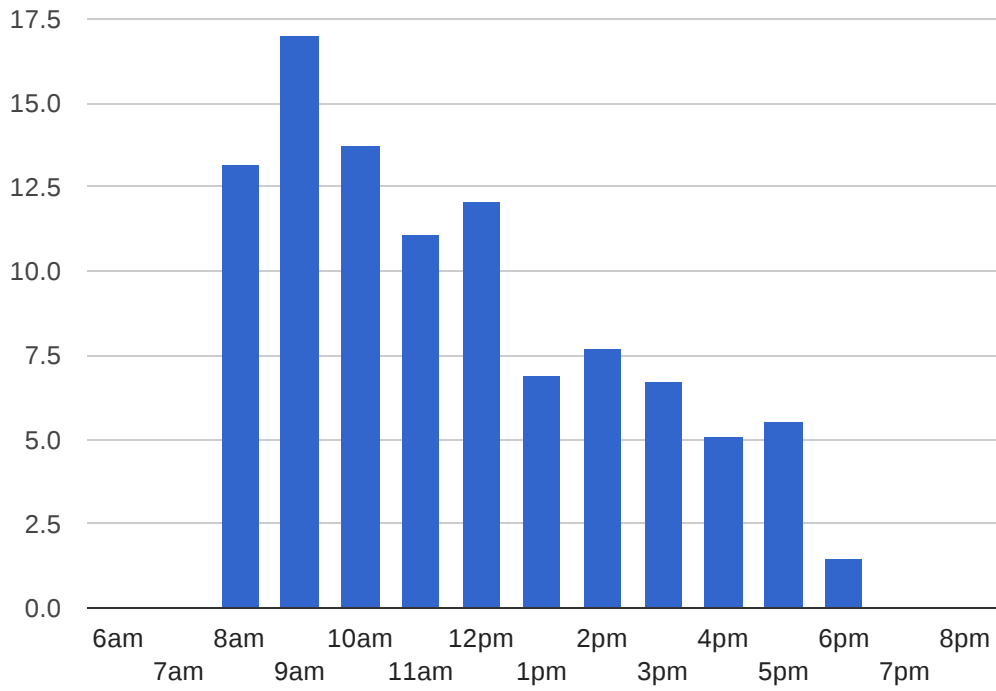


## 6. What Times of the Day are Busiest for Calls?

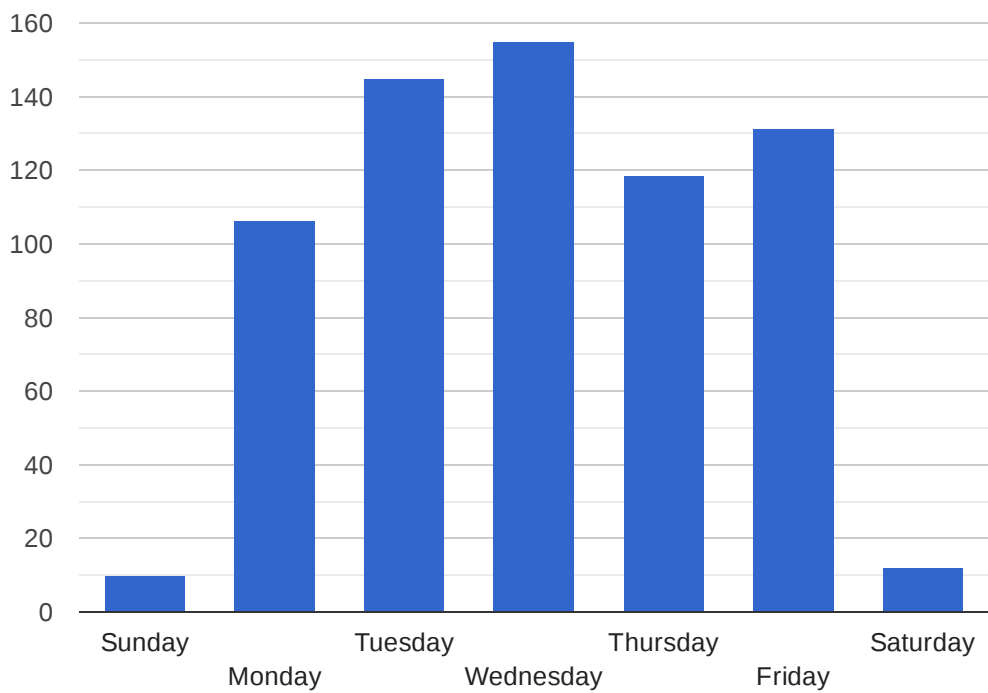


## 7. When Are We Making The Most Outbound Calls?

### Average Outbound Calls By Hour

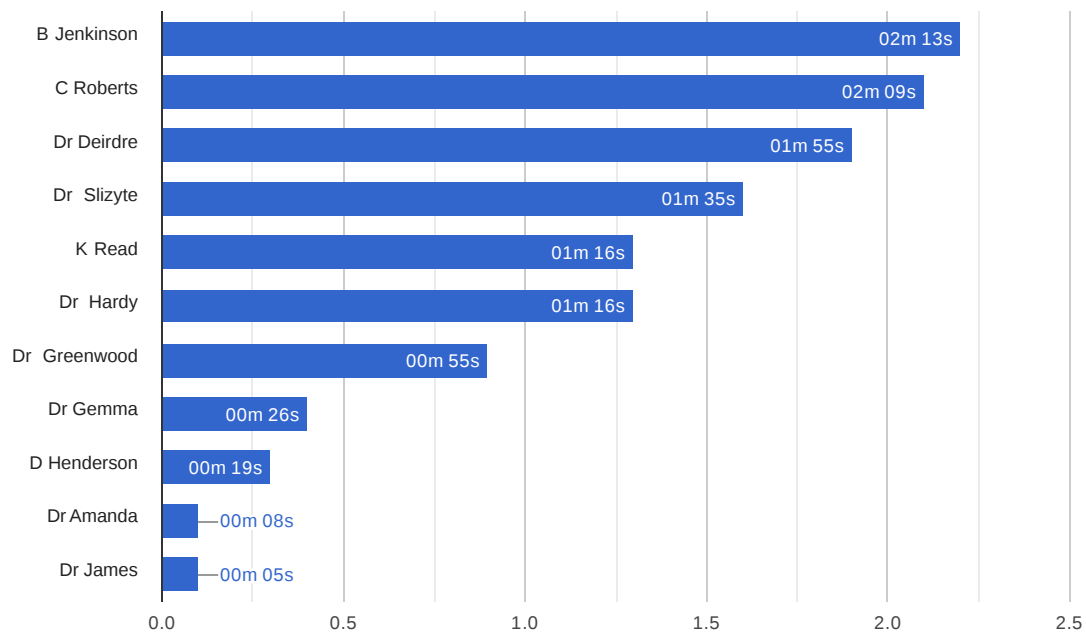


### Average Outbound Calls By Day

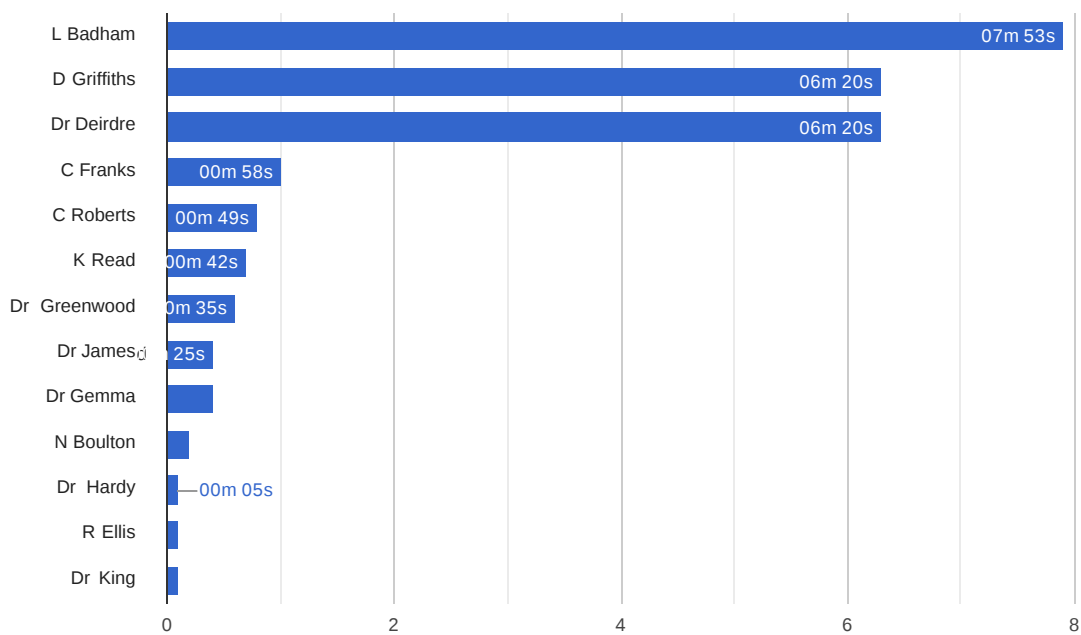


## 8. How Long do Users Spend on Calls?

### Inbound: Average Call Lengths

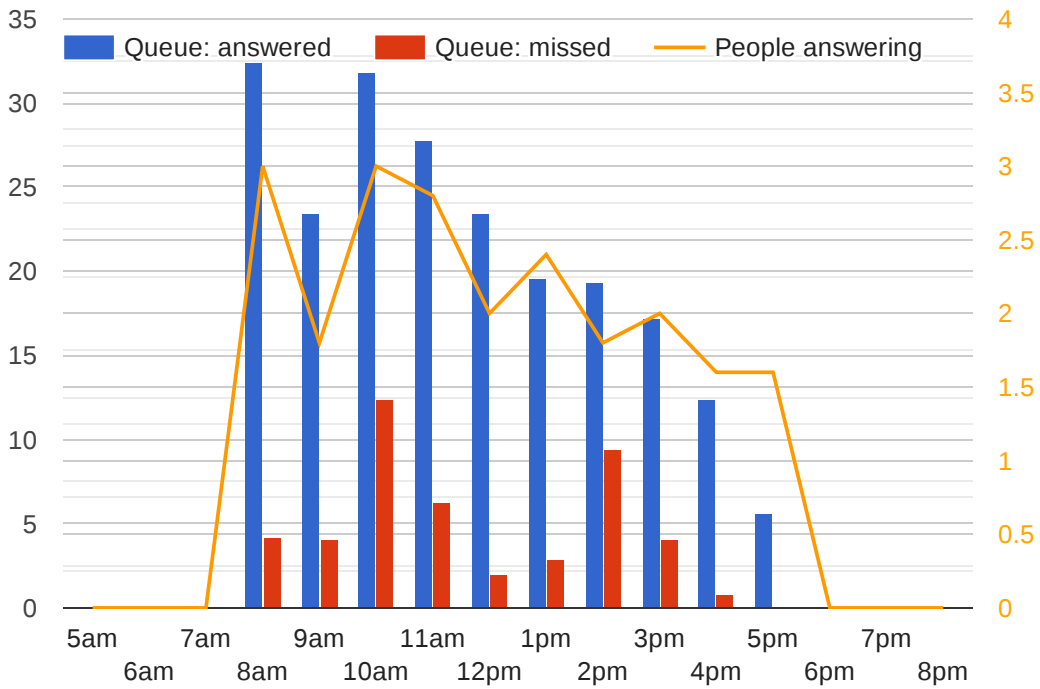


### Outbound: Average Call Lengths

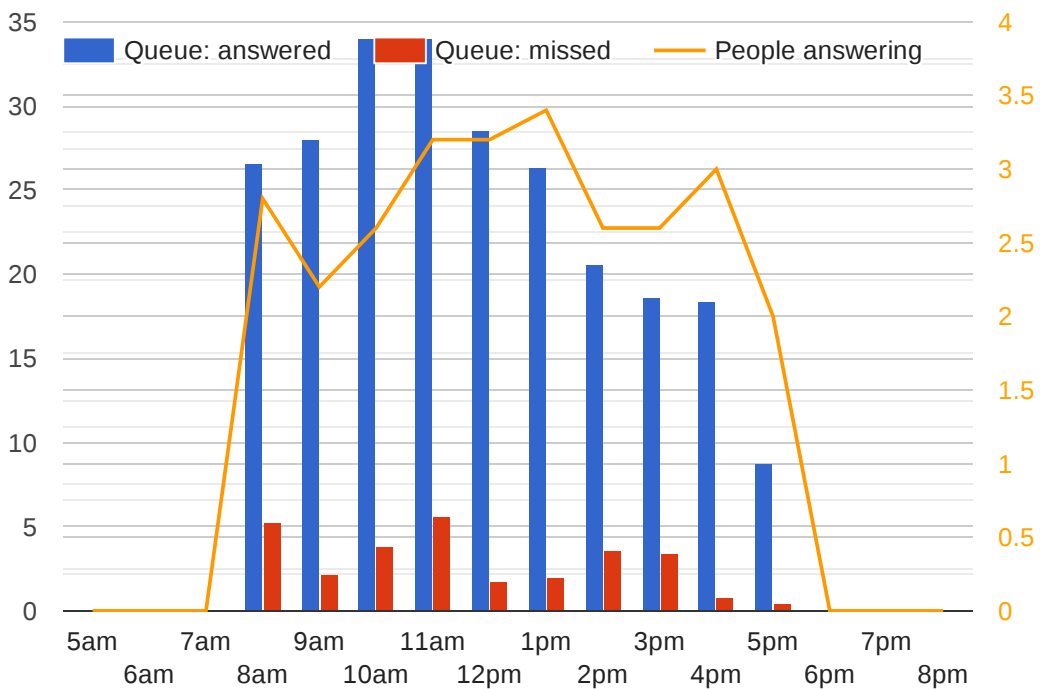


## 9. How Many People are Answering Queued Calls?

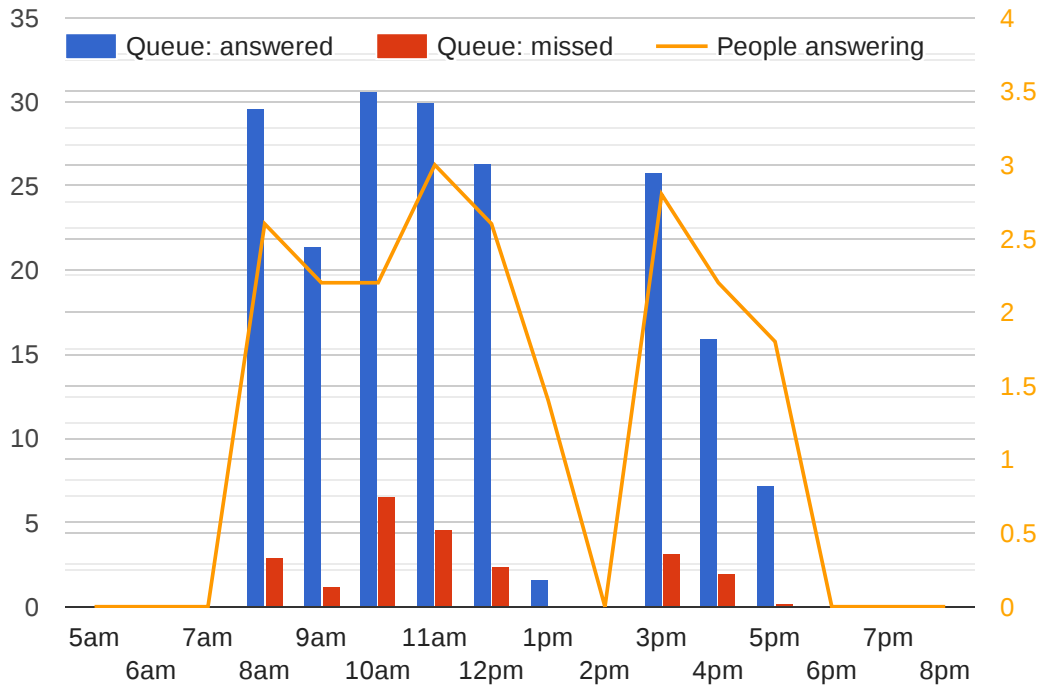
### Monday Average



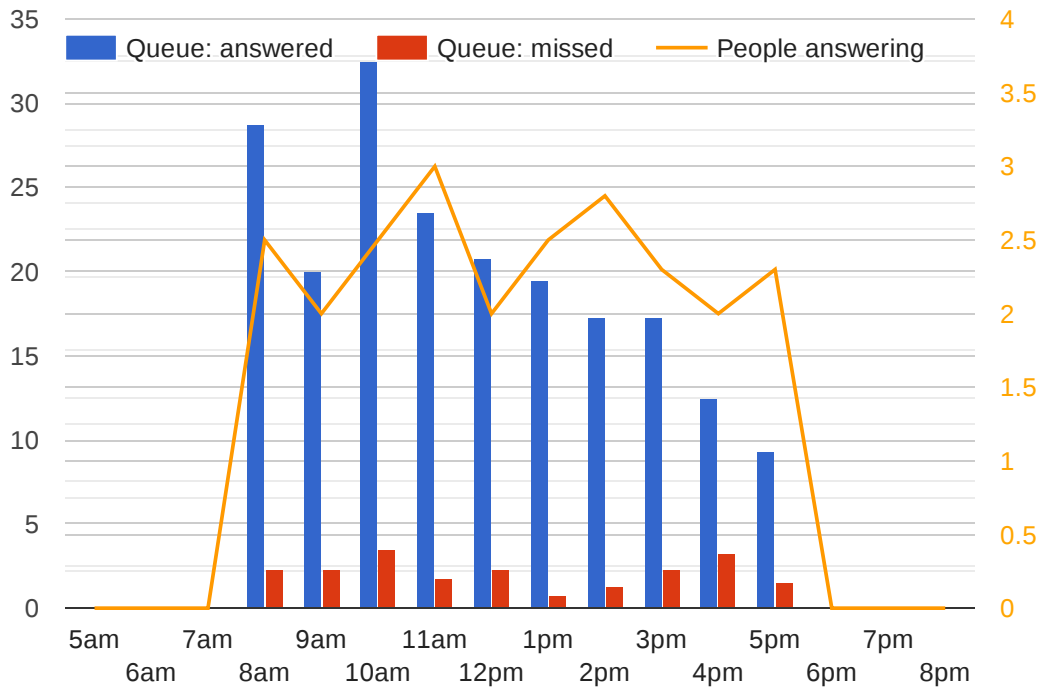
### Tuesday Average



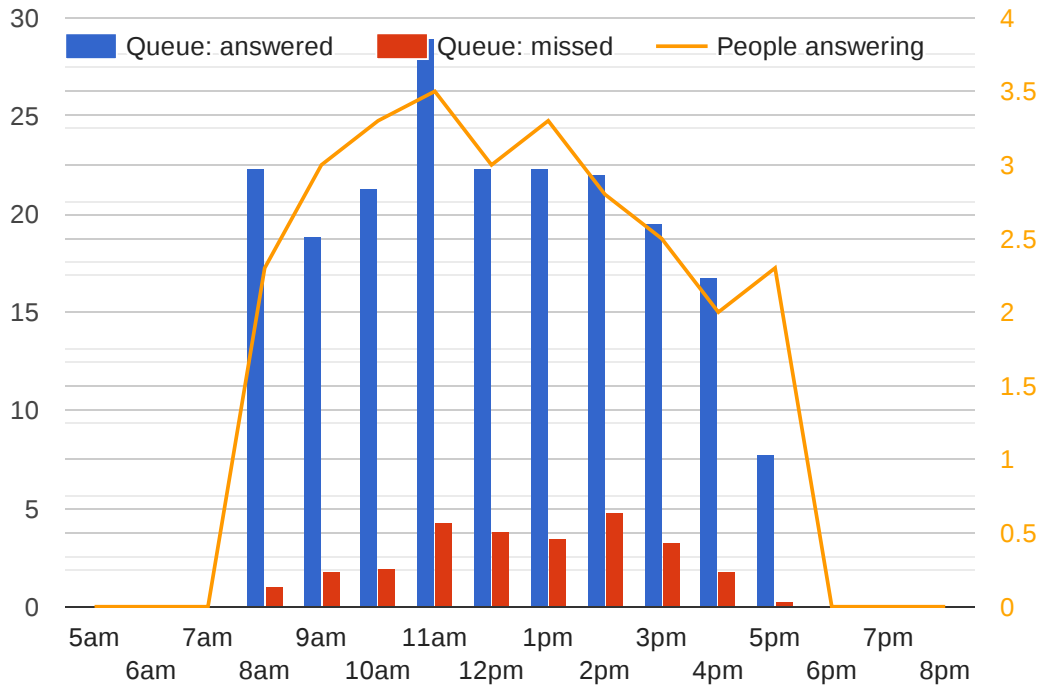
### Wednesday Average



### Thursday Average

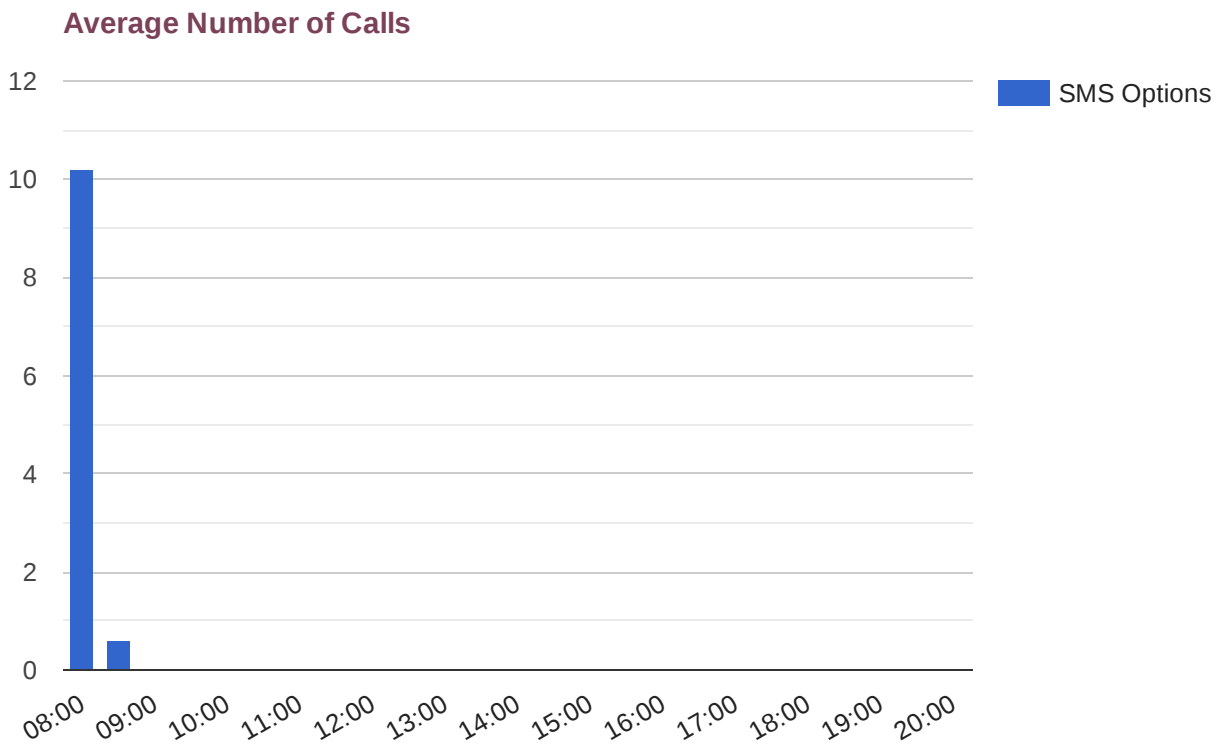
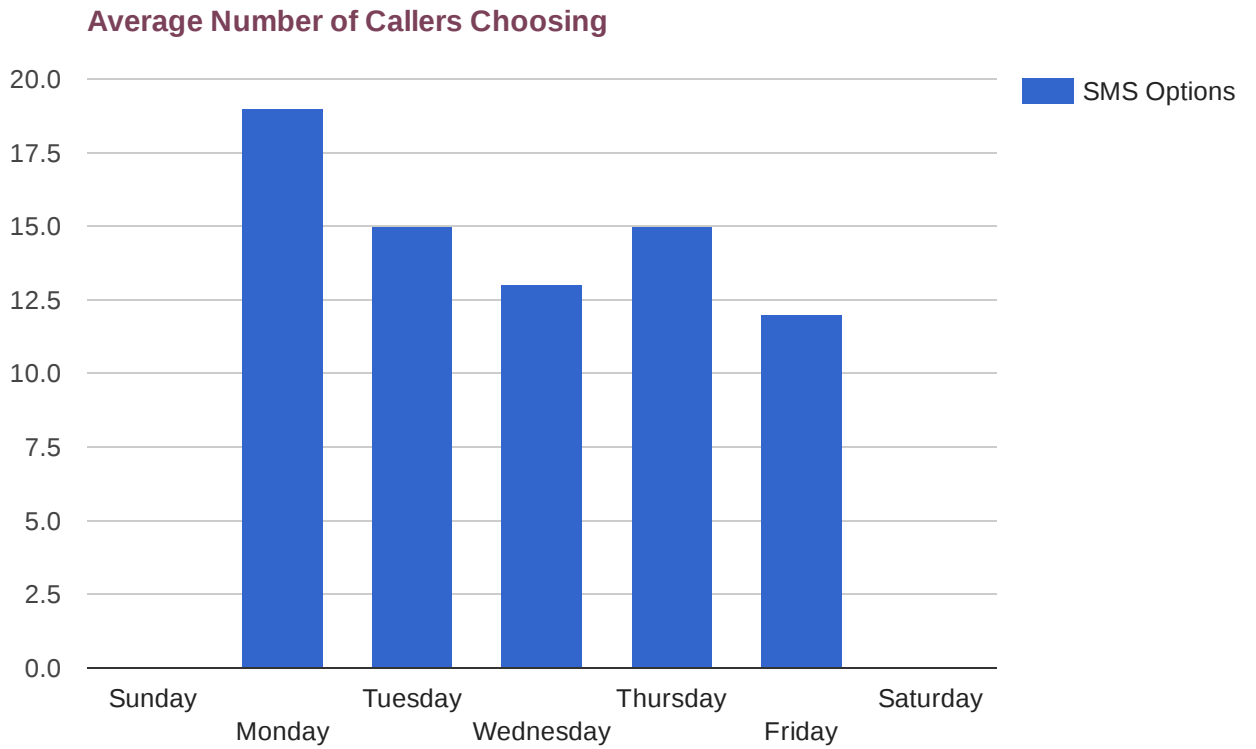


### Friday Average





## 10. What Choices did Callers Make in the Busiest Menu?



## 11. Monthly Summary

