

ABBEY MEDICAL CENTRE- TELEPHONE CALL STATISTICS – OCTOBER 2023

Gamma														SIGN OUT
INTERVAL	OVRFD OFF	IN ABND	IN ANS	IN	OUT ANS	OUT	MAX WAIT	AVG WAIT	AVG IN ANS	AVG ABND	% SVC	AVG RNG (OUT)	TOT TLK	AVG TLK
10/2023	15217	1294	3978	20489	3874	5152	00:47:14	00:00:27	00:01:59	00:00:46	6.6%	00:00:13	202:49:00	00:01:32
	15217	1294	3978	20489	3874	5152	00:47:14	00:00:27	00:01:59	00:00:46	6.6%	00:00:13	202:49:00	00:01:32

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[Call Centre Performance Monthly](#)
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[Dashboard](#)

OFF