

ABBHEY MEDICAL CENTRE- TELEPHONE CALL STATISTICS – SEPTEMBER 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 |
| 09/2023 | 15349 | 1045 | 3780 | 20174 | 3785 | 5102 | 00:26:42 | 00:00:29 | 00:02:13 | 00:00:58 | 5.5% | 00:00:13 | 206:15:10 | 00:01:37 |
| | 15349 | 1045 | 3780 | 20174 | 3785 | 5102 | 00:26:42 | 00:00:29 | 00:02:13 | 00:00:58 | 5.5% | 00:00:13 | 206:15:10 | 00:01:37 |

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[Call Centre Performance Monthly](#)
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OFF