

Program Overview

Select Programs: All
Select Call Period: 01-Jan-22 to 31-Dec..

Includes call data through 01-Oct-22

Program	Hours	Appointments	Appointments per Hour	Appointment Calls	Appointment Calls per Hour	Appointment Call Conversion %	Conversion Goal	Appointment Call Conversion % to Goal	Contacts	Contacts per Hour	Finalized	Finalized per Hour	Dials	Dials per Hour
Sample Program	698.53	145	0.21	145	0.21	8.46%	25%	33.84%	1,714	2.45	9,027	12.92	17,280	24.7
Sample Program	473.09	41	0.09	41	0.09	2.87%	25%	11.46%	1,431	3.02	4,093	8.65	14,970	31.6
Sample Program	5,558.54	2,410	0.43	1,600	0.29	9.43%	25%	37.72%	16,967	3.05	43,918	7.90	209,179	37.6
Sample Program	5,442.76	1,074	0.20	1,009	0.19	9.21%	25%	36.86%	10,950	2.01	35,504	6.52	170,768	31.3
Sample Program	2,755.68	177	0.06	177	0.06	4.25%	25%	17.02%	4,160	1.51	15,119	5.49	99,893	36.2
Sample Program	13.38	26	1.94	26	1.94	21.14%	25%	84.55%	123	9.19	336	25.11	1,727	129.0
Sample Program	387.30	6	0.02	6	0.02	1.81%	25%	7.25%	331	0.85	1,234	3.19	9,935	25.6
Sample Program	1,471.10	5	0.00	5	0.00	0.58%	25%	2.33%	858	0.58	8,095	5.50	42,845	29.1
Sample Program	1.40	0	0.00	0	0.00		25%		0	0.00	0	0.00	15	10.7
Sample Program	67.06	21	0.31	21	0.31	8.11%	25%	32.43%	259	3.86	1,626	24.25	4,955	73.8
Sample Program	1,687.13	689	0.41	689	0.41	13.22%	25%	52.87%	5,213	3.09	30,926	18.33	150,864	89.4
Sample Program	4,763.58	9	0.00	9	0.00	90.00%	25%	360.00%	10	0.00	16	0.00	21	0.0
Sample Program	92.34	8	0.09	8	0.09	4.35%	25%	17.39%	184	1.99	464	5.03	1,763	19.0
Sample Program	678.38	103	0.15	103	0.15	4.82%	25%	19.29%	2,136	3.15	15,702	23.15	52,607	77.5
Sample Program	1,041.19	408	0.39	391	0.38	18.23%	25%	72.91%	2,145	2.06	4,228	4.06	18,053	17.1
Sample Program	19.17	6	0.31	6	0.31	4.58%	25%	18.32%	131	6.83	344	17.94	2,145	111.0
Sample Program	951.15	2	0.00	2	0.00	0.90%	25%	3.59%	223	0.23	339	0.36	2,270	2.3
Sample Program	701.20	292	0.42	292	0.42	14.64%	25%	58.55%	1,995	2.85	2,187	3.12	19,919	28.4
Sample Program	2,656.44	201	0.08	201	0.08	23.76%	25%	95.04%	846	0.32	1,433	0.54	9,383	3.5
Sample Program	2,537.06	884	0.35	866	0.34	13.14%	25%	52.56%	6,590	2.60	28,367	11.18	125,231	49.3
Sample Program	2,596.20	245	0.09	245	0.09	2.21%	25%	8.86%	11,067	4.26	27,428	10.56	169,903	65.4
Grand Total	34,592.68	6,752	0.20	5,842	0.17	8.68%	25%	34.71%	67,333	1.95	230,386	6.66	1,123,726	32.4

Interval Results

Call Date: 01-Jan-22 to 31-Dec-22 | CallDate: 08-Nov-21 to 31-Dec-22 and Null values | Program: All | Language: All | Day of Week: All | Interval: Multiple valu... | Includes call data through 01-Oct-22

	Interval														
	Grand Total	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Appointment Call % of Dials	0.49%	1.69%	0.51%	0.42%	0.46%	0.43%	0.50%	0.47%	0.51%	0.49%	0.56%	0.60%	0.51%	0.88%	0.00%
Appointment Calls	5,574	41	121	357	756	796	661	649	523	518	501	574	69	8	0
Appointments	6,435	41	126	377	845	936	737	764	598	619	627	680	77	8	0
Live Connect % of Dials	7.81%	11.88%	9.71%	7.18%	6.99%	6.95%	8.35%	8.19%	7.53%	8.41%	7.93%	8.41%	12.09%	9.74%	8.42%
Live Connects	88,916	289	2,287	6,145	11,446	12,726	11,155	11,232	7,736	8,905	7,150	8,104	1,644	89	8
Dials	1,138,897	2,433	23,551	85,624	163,757	183,221	133,527	137,142	102,676	105,892	90,166	96,306	13,593	914	95
Contacts	66,935	240	1,681	4,546	8,578	9,430	8,443	8,494	5,838	6,829	5,336	6,079	1,364	69	8
Appointment Call Conversion - Goal 25%	8.33%	17.08%	7.20%	7.85%	8.81%	8.44%	7.83%	7.64%	8.96%	7.59%	9.39%	9.44%	5.06%	11.59%	0.00%
Appointment Conversion % - 2x or more per call	9.61%	17.08%	7.50%	8.29%	9.85%	9.93%	8.73%	8.99%	10.24%	9.06%	11.75%	11.19%	5.65%	11.59%	0.00%

