

# INBOUND SAMPLE REPORT

Call Date  
01-Jan-22 to 31-Dec-22

Inbound Call Type  
All

Includes call data through 30-Sep-22

	Grand Total	September, 2022															
		Total	Fri, 09/30	Thu, 09/29	Wed, 09/28	Tue, 09/27	Mon, 09/26	Fri, 09/23	Thu, 09/22	Wed, 09/21	Tue, 09/20	Mon, 09/19	Fri, 09/16	Thu, 09/15	Wed, 09/14	Tue, 09/13	Mon, 09/12
Total Billed Hours	8,921.21	1,274.88	72.51	77.08	82.01	86.96	79.42	59.03	61.29	61.96	54.72	59.39	49.91	69.20	48.69	57.63	45
Total Handle Time (min)	246,170.63	39,544.22	2,014.33	2,013.87	2,056.32	2,225.02	2,206.40	2,148.57	1,865.70	2,094.10	1,810.40	2,127.70	1,594.65	2,201.70	1,745.47	1,863.67	1,561
Avg Handle Time (min)	9.54	8.98	9.83	8.46	8.71	8.27	9.39	9.90	7.81	9.56	8.75	7.82	11.90	8.74	9.49	6.98	7
Total Talk Time (min)	147,425.33	22,293.02	1,145.78	1,130.05	1,027.32	1,270.63	1,128.32	1,083.97	1,004.08	1,095.72	1,121.17	1,182.22	755.97	1,330.18	1,023.82	1,158.83	1,049
Avg Talk Time (min)	5.71	5.06	5.59	4.75	4.35	4.72	4.80	5.00	4.20	5.00	5.42	4.35	5.64	5.28	5.56	4.34	4
Total Wrap Time (Min)	98,745.30	17,251.20	868.55	883.82	1,029.00	954.38	1,078.08	1,064.60	861.62	998.38	689.23	945.48	838.68	871.52	721.65	704.83	512
Avg Wrap Time (min)	3.82	3.92	4.24	3.71	4.36	3.55	4.59	4.91	3.61	4.56	3.33	3.48	6.26	3.46	3.92	2.64	2
Total Interactions	30,175	4,728	219	258	253	290	244	229	258	229	223	286	161	271	193	284	2
Total Inbound Calls Offered	27,508	4,728	241	255	250	287	253	235	244	222	218	297	170	265	188	286	2
Total Answered Inbound Calls	25,817	4,404	205	238	236	269	235	217	239	219	207	272	134	252	184	267	2
Total Outbound Calls	4,358	324	14	20	17	21	9	12	19	10	16	14	27	19	9	17	
Total Chats Handled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Emails Handled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Non-Sales Calls	26,618	4,040	191	227	217	249	223	195	225	202	174	251	138	222	158	243	1
Conversion %	12.24%	14.90%	13.21%	12.92%	14.34%	14.39%	8.94%	15.04%	13.15%	11.95%	22.48%	12.46%	14.65%	18.42%	18.62%	14.75%	14.6
Total Sales	3,557	688	28	31	36	41	21	34	33	27	49	35	23	49	35	41	
Amount of Sales	\$2,285,189.44	\$470,715.88	\$21,763.57	\$14,418.48	\$24,296.52	\$37,048.53	\$16,275.86	\$22,495.63	\$18,148.28	\$16,607.50	\$32,490.80	\$22,458.45	\$30,701.33	\$31,654.94	\$15,728.48	\$16,713.19	\$15,164
Average Order Size	\$642.45	\$684.18	\$777.27	\$465.11	\$674.90	\$903.62	\$775.04	\$661.64	\$549.95	\$615.09	\$663.08	\$641.67	\$1,334.84	\$646.02	\$449.39	\$407.64	\$473
Number of Returns	441	87	5	1	6	6	2	5	4	7	9	11	3	6	7	3	
Amount of Returns	\$90,562.47	\$11,330.65	\$998.77	\$73.11	\$743.26	\$440.91	\$838.34	\$734.31	\$697.85	\$1,269.83	\$801.24	\$1,339.44	\$239.89	\$822.81	\$692.95	\$275.75	\$568
Average Return Size	\$205.36	\$130.24	\$199.75	\$73.11	\$123.88	\$73.49	\$419.17	\$146.86	\$174.46	\$181.40	\$89.03	\$121.77	\$79.96	\$137.14	\$98.99	\$91.92	\$142
Number of Cancel/Void	14	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
Amount of Cancel/Void	\$5,342.46	\$785.72										\$372.85					
Average Cancel/Void Size	\$381.60	\$392.86										\$372.85					
Abandoned > 30 Seconds	729	104	12	3	5	5	10	10	1	2	4	9	14	3	3	4	
Abandoned < 30 Seconds	952	218	24	14	9	12	8	8	3	1	7	16	22	10	1	15	
Abandon % > 30 Seconds	2.65%	2.20%	4.98%	1.18%	2.00%	1.74%	3.95%	4.26%	0.41%	0.90%	1.83%	3.03%	8.24%	1.13%	1.60%	1.40%	1.7
Calls Answered w/in 30 sec	22,884	3,960	173	214	210	245	203	192	221	198	186	241	110	228	162	233	1
Service Level Percentage (80% w/in 30 sec)	86.21%	87.84%	79.72%	88.80%	87.14%	89.42%	82.86%	84.58%	92.08%	89.59%	88.15%	85.77%	74.32%	89.41%	86.63%	85.98%	87.4
ASA (Average Speed to Answer)	32	30	68	20	31	25	42	48	11	23	29	39	64	24	20	38	