

How do I know if I am receiving all my calls?



INFORMATION SERVICE FOR
1800-999-999
All Answerpoints
October 2005

FOR THE ATTENTION OF
 John Citizen
 ABC Company Limited

Tollfree Calls: Answerpoint Summary

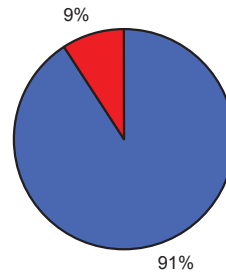
Answer Point	Description	Complete Calls	Call Duration Hrs:mins:secs	Busy Calls	Incomplete Calls			Avg Call Length	% Complete	Call Cost
					No Answer	Other Calls				
02-6280-5373	Sales Sydney	7	7:00	0	0	2	1:00	77.7	2.36	
02-6922-8611	Service Sydney	14	14:04	0	0	10	1:00	58.3	5.18	
64-92723731	Sales New Zealand	156	18:04:15	0	0	0	0:06	100	386.74	
64-9262-1217	Service New Zealand	64	1:04:06	0	0	13	0:01	83.1	16.84	
08-8234-9200	Sales WA	2	2:03	0	0	0	1:01	100	0.48	
08-9340-6262	Service WA	6	6:35	0	0	0	1:05	100	1.9	
		249	19:38:03	0	0	25	0:04	97.7	\$413.50	

What answerpoints are missing phone calls?

See what calls are costing you the most

Determine what departments are missing phone calls

■ Complete Calls ■ Incomplete Calls



See your percentage of incomplete calls at a glance