

Users	Call Type	Queue/Non_Queue Calls	Call Length From	Call Length To	From Time	To Time
1 Users	All Types	All Calls	00:00:00	No Limit	09/01/2025 12:00:00 AM	12/31/2025 11:59:01 PM

2583

Total Calls

21.17

Avg. Calls/Day

870

Inbound

1713

Outbound

24.37

% Missed (w/VM)

00:02:01

Avg. Handle Time

#	Name	User Status	Ext	Total Calls	Avg. Calls/Day	# Inbound	# Outbound
1	Family First Homecare	Active	101	2583	21.17	870	1713

#	Name	% Missed (w/VM)	# Missed (w/VM)	Avg. Handle Time	% Answered (in)
1	Family First Homecare	24.37	212	00:02:01	75.63