

BBW Call Management Service

## 22a Hourly initial call response - BBW

Time Period	Busy	Answered	Calls			Ring Time		% Calls Answered	
			Unanswered	Unknown	% Answered	Average	Longest	15 secs	30 secs
00:00 - 01:00	0	32	1	0	96.97	10.97	21	96.97	96.97
01:00 - 02:00	0	0	2	0	0.00	4.00	5	0.00	0.00
02:00 - 03:00	0	0	2	0	0.00	2.00	3	0.00	0.00
03:00 - 04:00	0	1	0	0	100.00	27.00	27	0.00	100.00
04:00 - 05:00	0	1	0	0	100.00	4.00	4	100.00	100.00
05:00 - 06:00	0	1	0	0	100.00	6.00	6	100.00	100.00
06:00 - 07:00	0	2	1	0	66.67	18.00	43	66.67	66.67
07:00 - 08:00	0	140	8	0	94.59	7.16	114	90.54	94.59
08:00 - 09:00	0	1162	156	0	88.16	10.61	196	77.92	84.67
09:00 - 10:00	0	3346	348	0	90.58	15.22	379	68.65	78.61
10:00 - 11:00	0	2976	301	0	90.81	15.32	414	70.83	80.01
11:00 - 12:00	0	2865	248	0	92.03	13.40	345	75.39	83.49
12:00 - 13:00	0	2198	272	0	88.99	15.52	213	70.57	79.35
13:00 - 14:00	0	2050	222	0	90.23	13.56	174	74.08	81.65
14:00 - 15:00	0	2679	291	0	90.20	13.45	210	75.86	83.23
15:00 - 16:00	0	2494	282	0	89.84	13.39	373	74.46	81.99
16:00 - 17:00	0	1964	227	0	89.64	11.64	242	77.18	85.49
17:00 - 18:00	0	396	120	0	76.74	13.94	199	70.93	76.36
18:00 - 19:00	0	70	44	0	61.40	20.26	253	57.02	61.40
19:00 - 20:00	0	29	9	0	76.32	16.61	147	68.42	76.32
20:00 - 21:00	0	32	11	0	74.42	17.53	167	69.77	74.42
21:00 - 22:00	0	12	6	0	66.67	18.39	46	22.22	66.67
22:00 - 23:00	0	3	2	0	60.00	8.40	22	60.00	60.00
23:00 - 24:00	0	7	2	0	77.78	9.33	12	77.78	77.78
<b>Grand Total</b>	<b>0</b>	<b>22460</b>	<b>2555</b>	<b>0</b>	<b>89.79</b>	<b>13.86</b>	<b>414</b>	<b>73.31</b>	<b>81.56</b>

The Busiest Time period is:

09:04 - 10:04