



Outbound Calls - Results By Call Attempt

Date Range: less than or equal to 1/17/2014

Call List(s): Charity - Need Addl Info, Charity List - Oct 19th, Charity List - Oct 22, Charity Not Selected, Charity Not Selected - 2, Lost Charity, NO Charity/More Info

Call Actions		Call Attempt 1				Call Attempt 2				Total			
		# Calls	% of Total	Call Min	Avg Min	# Calls	% of Total	Call Min	Avg Min	# Calls	% of Total	Call Min	Avg Min
Contact Made	Answered Questions	46	18.25%	298.25	6.48	10	14.71%	48.82	4.88	56	17.50%	347.07	6.20
	Dealer Called In - No Outbound Call Made	122	48.41%	197.53	1.62	37	54.41%	61.25	1.66	159	49.69%	258.78	1.63
	Emailed Information	2	0.79%	13.57	6.78	0	0.00%	0.00	0.00	2	0.63%	13.57	6.78
	Escalate to Supervisor	4	1.59%	29.27	7.32	1	1.47%	5.45	5.45	5	1.56%	34.72	6.94
	Invalid Phone Number	2	0.79%	3.22	1.61	1	1.47%	1.65	1.65	3	0.94%	4.87	1.62
	No Reason Given	1	0.40%	6.02	6.02	0	0.00%	0.00	0.00	1	0.31%	6.02	6.02
	Processed Cancellation	2	0.79%	11.47	5.73	0	0.00%	0.00	0.00	2	0.63%	11.47	5.73
	Re-Sent Enrollment Confirmation Email	0	0.00%	0.00	0.00	1	1.47%	9.40	9.40	1	0.31%	9.40	9.40
	Updated Information	73	28.97%	595.85	8.16	17	25.00%	132.57	7.80	90	28.13%	728.42	8.09
	Verified Dealer Enrollment	0	0.00%	0.00	0.00	1	1.47%	19.10	19.10	1	0.31%	19.10	19.10
	Total	246	100%	1,155	4.58	67	100%	278	4.09	313	100%	1,433	4.48
Contact NOT Made	Contact Not Available - Unable to	3	1.29%	6.00	2.00	0	0.00%	0.00	0.00	3	1.03%	6.00	2.00
	Dealer Not in Database	1	0.43%	1.38	1.38	0	0.00%	0.00	0.00	1	0.34%	1.38	1.38
	Left Message w/Person	53	22.75%	221.60	4.18	14	23.73%	56.78	4.06	67	22.95%	278.38	4.15
	Left Voicemail Message	174	74.68%	611.48	3.51	44	74.58%	140.00	3.18	218	74.66%	751.48	3.45
	No Answer	2	0.86%	3.60	1.80	1	1.69%	2.98	2.98	3	1.03%	6.58	2.19
	Total	233	100%	844	3.62	59	100%	200	3.39	292	100%	1,044	3.57
Grand Totals		479		1,999	4.12	126		478	3.76	605		2,477	4.05