



Calls: **Total Calls Processed**

Reporting for dates: **between 10/1/2013 and 12/31/2013**

Vehicle Brand: **ALL**

			Total		
			# of Calls	# of Call Minutes	Avg Min per Call
IVR Call Processing	IVR Inbound		12,492	21,914	1.75
	Total		12,492	21,914	1.75
Live Agent Call Processing	Inbound	Handled By Agent	8,068	60,443	7.49
		Escalated to Engineer	21	246	11.71
		Escalated to Supervisor	220	2,666	12.12
	Outbound	Handled By Agent	2,463	11,270	4.58
		Escalated to Engineer	1	7	7.00
		Escalated to Supervisor	17	155	9.12
	Total		10,790	74,787	6.93

Total Unique Customers in the Date Range: 5,933

Total Customer Count in the Database since 1/1/2012: 53,418