



IVR Statistics: **866-YOUR-NUMB Menu Selections**

Date Range from: 10/1/2013 to 12/31/2013

Overall 866-123-4567 Call Statistics

Total # Inbound Customer Calls	Total # IVR Call Minutes	Avg. IVR Minutes per Call
12,486	24,522	1.96

Customer Menu Selection	# Times Selected	% of Customer Calls	# IVR Call Minutes	Avg. IVR Min/Call
Expedited Line Calls	551	4.41%	279.6	0.51
Homeowners Assoc/Property Mgt	85	0.68%	115.3	1.36
Garage Door or Gate Installer	592	4.74%	772.4	1.30
Hangups and After Hours Calls	3,795	30.39%	2,267.2	0.60
GM Vehicle Owner Calls	3,744	29.99%	4,809.3	1.28
Ford Vehicle Owner Calls	3,185	25.51%	3,921.7	1.23
Mazda Vehicle Owner Calls	0	0.00%	0.0	0.00
GM Vehicle Dealer Calls	338	2.71%	429.1	1.27
Ford Vehicle Dealer Calls	201	1.61%	257.0	1.28
Mazda Vehicle Dealer Calls	0	0.00%	1.0	0.00