West Wales Properties Call Usage Report

Date: 2026-11-05 Timezone: Europe/London

Handled Calls	Answer Rate	Inbound Taken	Outbound Made
572	96.6%	216	356

Missed Calls	Internal Calls	Talk Time
20	138	15:13:45

Agent Performance

Ext	Name	Inbound Taken	Outbound Made	Internal	Total Calls	Talk Time	Avg Call
2661	Helen Cox	19	51	7	77	01:45:59	00:01:44
2271	Sarah Stockwell	15	41	13	69	01:10:32	00:01:18
2662	Aaron Churchill	16	35	8	59	01:24:35	00:01:48
2591	Angharad Shears	20	27	10	57	01:28:18	00:01:58
2593	Ian Kidd	14	25	9	48	01:27:40	00:02:35
2814	Emma Lovatt	10	25	10	45	00:40:37	00:01:10
2176	Abigail Jones	12	29	2	43	00:54:19	00:01:31
2273	Fiona Llewellyn	30	13	0	43	00:49:17	00:01:09
2179	Alicia Ley	5	21	10	36	00:31:05	00:01:25
2337	Charlotte Clark	7	18	9	34	00:23:58	00:00:58
2482	Lynda Griffiths	8	12	12	32	00:39:34	00:02:12
2812	Jude Phillips	9	18	1	28	00:53:35	00:02:14
2122	Amanda Kersey	11	9	6	26	00:50:08	00:02:38
2813	Kerry Buckley	4	2	13	19	00:19:31	00:03:15
2816	Tristram Davies	5	13	0	18	00:32:50	00:02:03
2272	Melissa James	10	5	1	16	00:25:42	00:01:43
2175	Peter Kirkpatrick	9	5	0	14	00:12:31	00:01:08
2592	Lakshmi Wynter	5	3	3	11	00:19:51	00:02:29
2663	Emma-Sue Lowde	1	3	7	11	00:08:35	00:02:52
2124	Neil Evans	0	0	8	8	00:00:00	00:00:00
2815	Ceri Fitzpatrick	4	1	1	6	00:11:41	00:02:20
2737	Matthew Shaw	0	0	5	5	00:00:00	00:00:00
2255	Steph Reubens	1	0	3	4	00:03:25	00:03:25
2123	Linda Phillips	1	0	0	1	00:00:02	00:00:02