Call Care

Reporting and Management Information

There are various types of reporting we can provide to you daily, weekly or monthly sent via email.

Raw call usage data such as an itemised call list to identify call usage:

Start time	Telephone No	Talk time	Hold time
23/10/2019 - 16:29:29	0161 920 8802	67	0
24/10/2019 - 16:05:19	01256 345342	48	0
23/10/2019 - 16:42:09	0161 653 2543	92	0
18/10/2019 - 17:00:54	0208 777 1000	116	0
22/10/2019 - 08:24:29	029 2039 1790	87	0

We will also send your detailed Management Information on your call types:

- 13% New Support Request
- 10% Existing Support Request
- 1% Chasing A Callout
- 12% Amending A Call Out
- 9% Cancelling A Callout
- 18% Engineer Calling In
- 7% Complaints
- 5% All Other Calls
- 16% Specific Person Requested
- 9% Sales

From talk time to highest average call date and average concurrent call, all our reporting can be tailored bespoke to the information you need.
We pride ourselves on being able to show business efficiencies and work in partnership to ensure our service best fits your needs.