

SUTUS



BC313 & BC5860

How To:

Read the Abandoned Calls Report

About the Abandoned Calls Report

- This report gives details on all of the calls that hung up while in the queue during the specified time period.
- Use this report to determine if you have lost customers due to slow answer times.
- You can run this report for a single day or multiple days.
- It can display in landscape or portrait mode.

Sample Abandoned Calls Report



Shuswap Pizza Queue Abandoned Report: 2012-01-01 - 2012-01-07

Total Auto Attendant Abandoned Calls: 101

Total Queue Abandoned Calls: 12

Auto Attendant Abandoned Calls table:

Call Time	Name	Phone Number	Auto Attendant Duration(s)
2012-01-01 07:55:02	John Doe	xxxxxxxZZZ	4
2012-01-01 11:16:35	John Doe	xxxxxxxZZZ	33
2012-01-01 11:22:53	John Doe	xxxxxxxZZZ	6
2012-01-01 13:42:36	John Doe	xxxxxxxZZZ	81
2012-01-01 15:34:13	John Doe	xxxxxxxZZZ	100
2012-01-01 16:15:24	John Doe	xxxxxxxZZZ	63
2012-01-01 17:14:37	John Doe	xxxxxxxZZZ	107
2012-01-01 18:46:35	John Doe	xxxxxxxZZZ	70
2012-01-01 19:01:44	John Doe	xxxxxxxZZZ	70
2012-01-01 19:06:02	John Doe	xxxxxxxZZZ	68
2012-01-01 19:07:01	John Doe	xxxxxxxZZZ	103
2012-01-01 20:04:00	John Doe	xxxxxxxZZZ	22
2012-01-01 20:03:06	John Doe	xxxxxxxZZZ	79
2012-01-01 20:05:18	John Doe	xxxxxxxZZZ	43
2012-01-02 00:27:16	John Doe	xxxxxxxZZZ	7
2012-01-02 10:22:40	John Doe	xxxxxxxZZZ	23
2012-01-02 11:11:38	John Doe	xxxxxxxZZZ	31
2012-01-02 13:40:19	John Doe	xxxxxxxZZZ	5

Shuswap Pizza Queue Abandoned Report:2012-01-01 - 2012-01-07

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The **Call Time** column displays the date and time when the caller hung up from the queue.



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Shuswap Pizza Queue Abandoned Report:2012-01-01 - 2012-01-07

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The **Name** column displays the Caller Name received on the line. If the caller is outside the local area, it may display as Unavailable or Wireless Caller.



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Shuswap Pizza Queue Abandoned Report:2012-01-01 - 2012-01-07

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The **Phone Number** column displays the Caller Number received on the line. If the caller blocks his or her number, it may display as Unavailable.



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Shuswap Pizza Queue Abandoned Report:2012-01-01 - 2012-01-07

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The **Auto Attendant Duration** column displays the number of seconds the caller waited in the queue(s) before hanging up.



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Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- support@sutus.com
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

- <http://help.sutus.com>