

# FCR report from 10/1/2018 to 10/31/2018

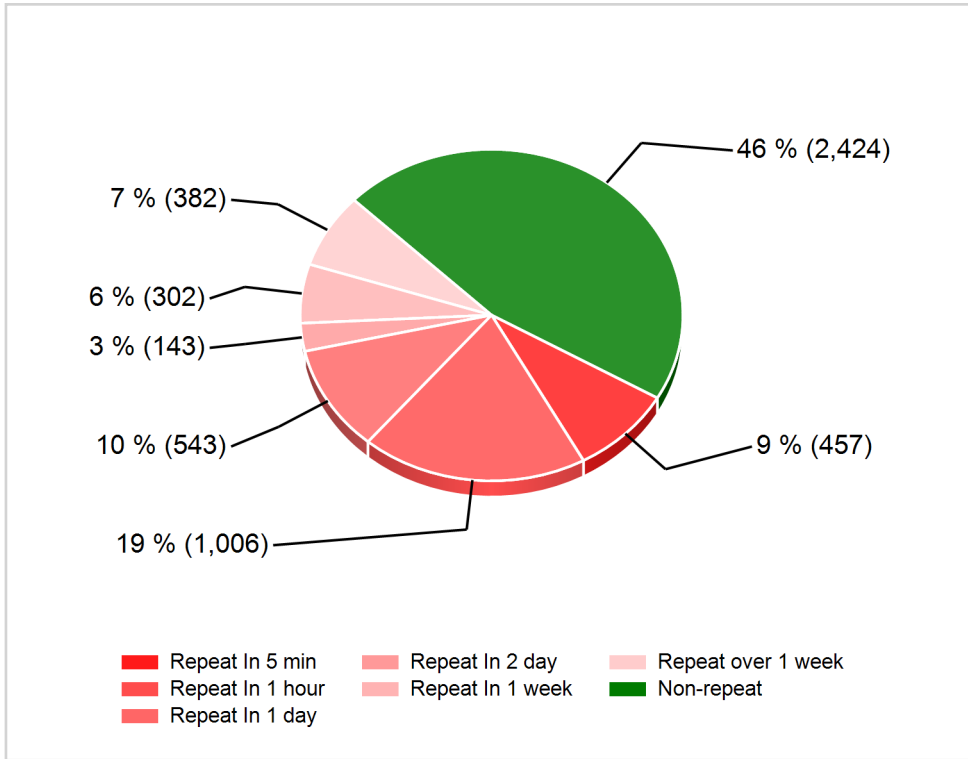
## Which are worst Quadrants?

Quadrant	Worst Value	Repeat Calls	Repeat Calls Percent
Worst hour	15	276	46%
Worst date	Oct 01, 2018	572	44%
Worst day of week	Monday	572	44%

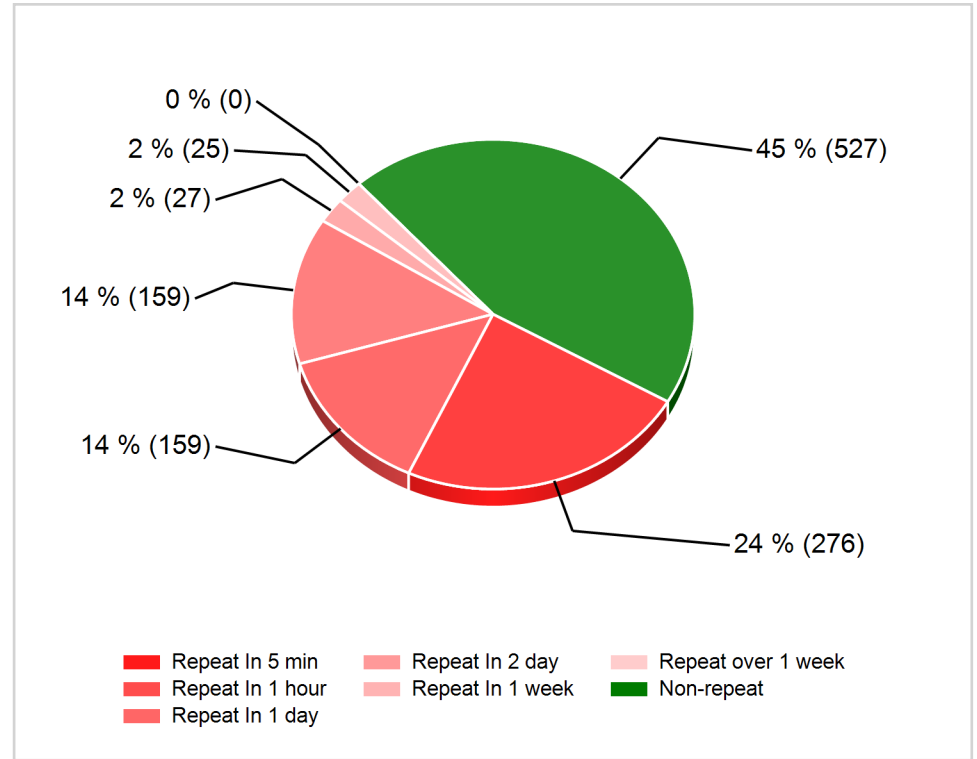
## Total repeat calls summary

Number of calls	Total repeat calls	Repeat in 5 min	Repeat in 1 hour	Repeat in 1 day	Repeat in 2 day	Repeat in 1 week	Repeat more than 1 week	Non-Repeat
5257	2237	457	1006	543	143	302	382	2424

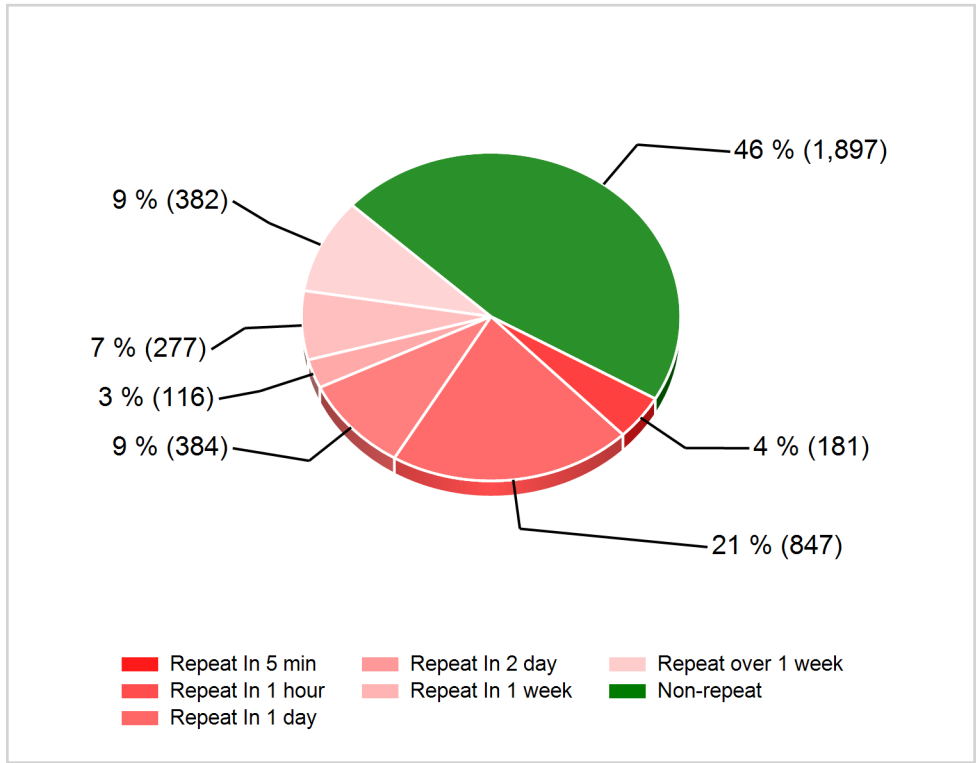
**Total calls**



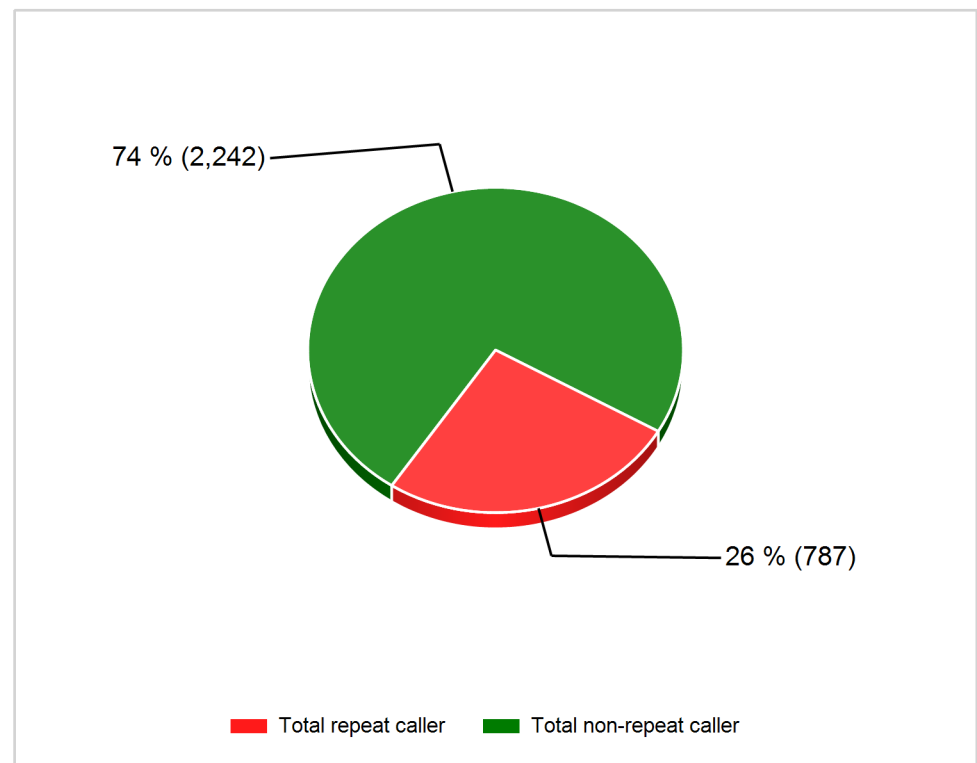
**Repeat calls at IVR**



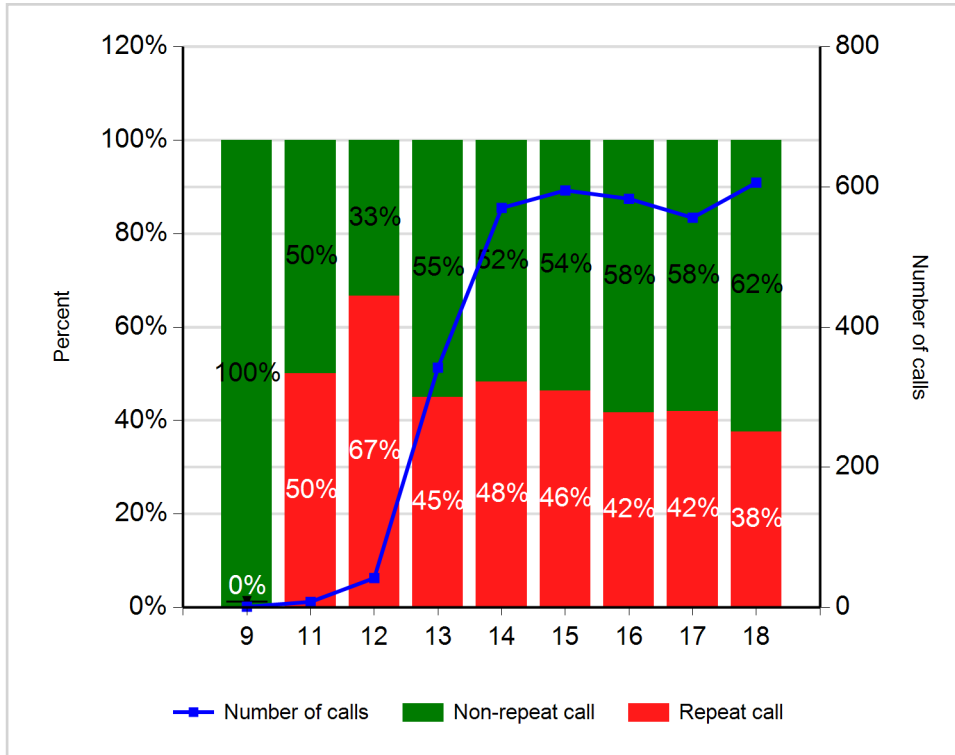
**Repeat calls at agent**



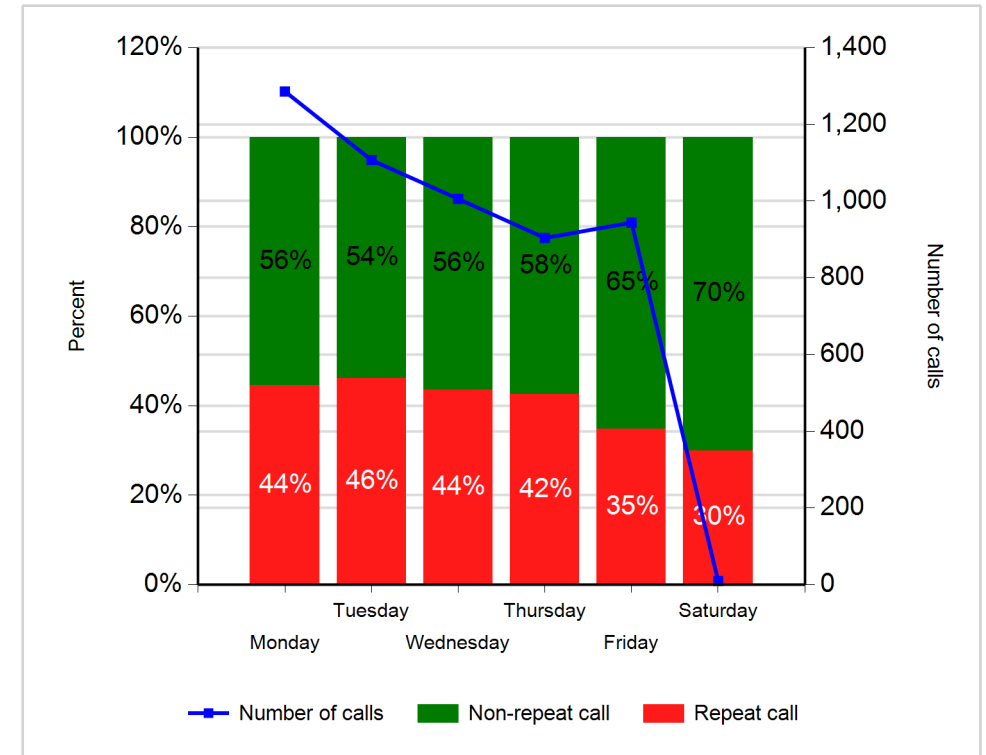
**Percent of caller that generated repeat calls**



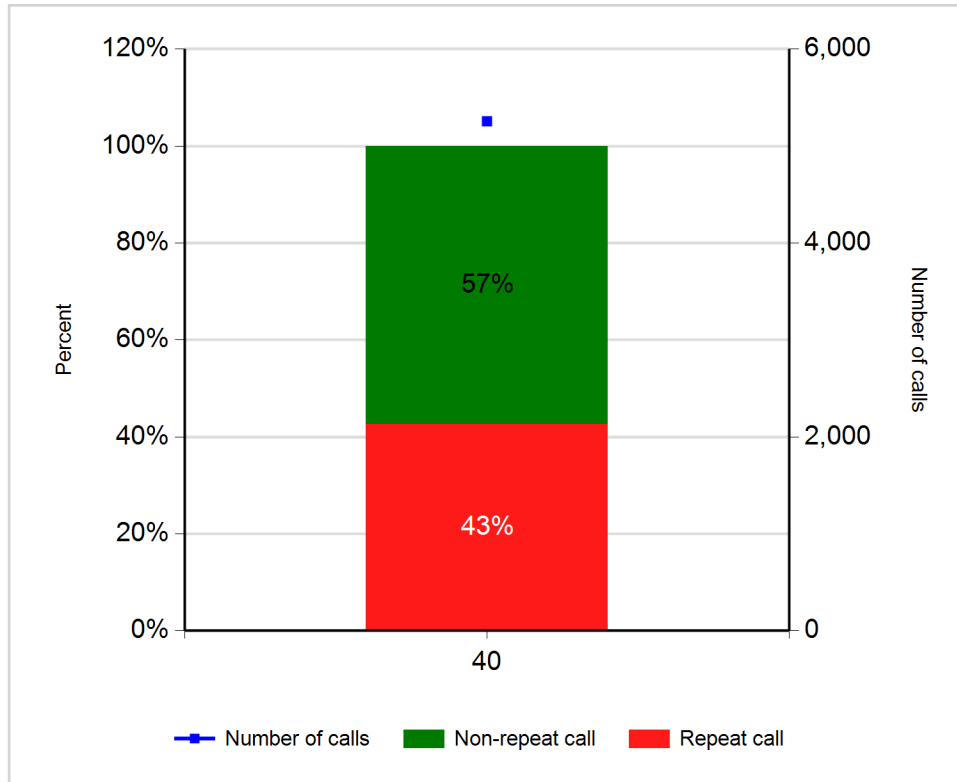
**Repeat calls by hour**



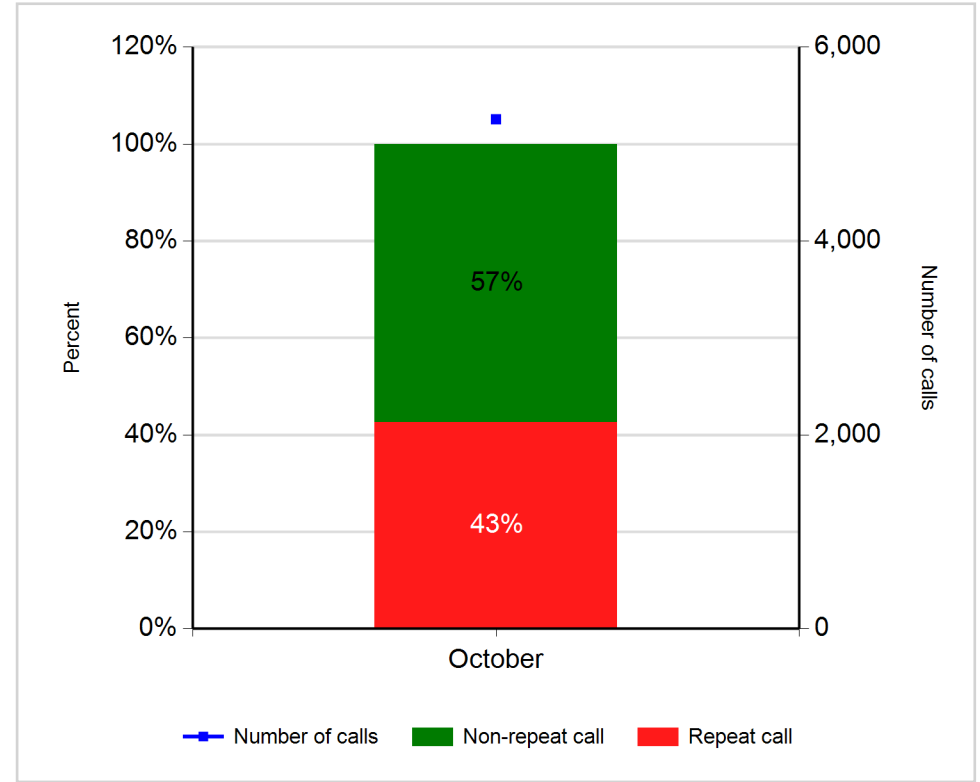
**Repeat calls by day of week**



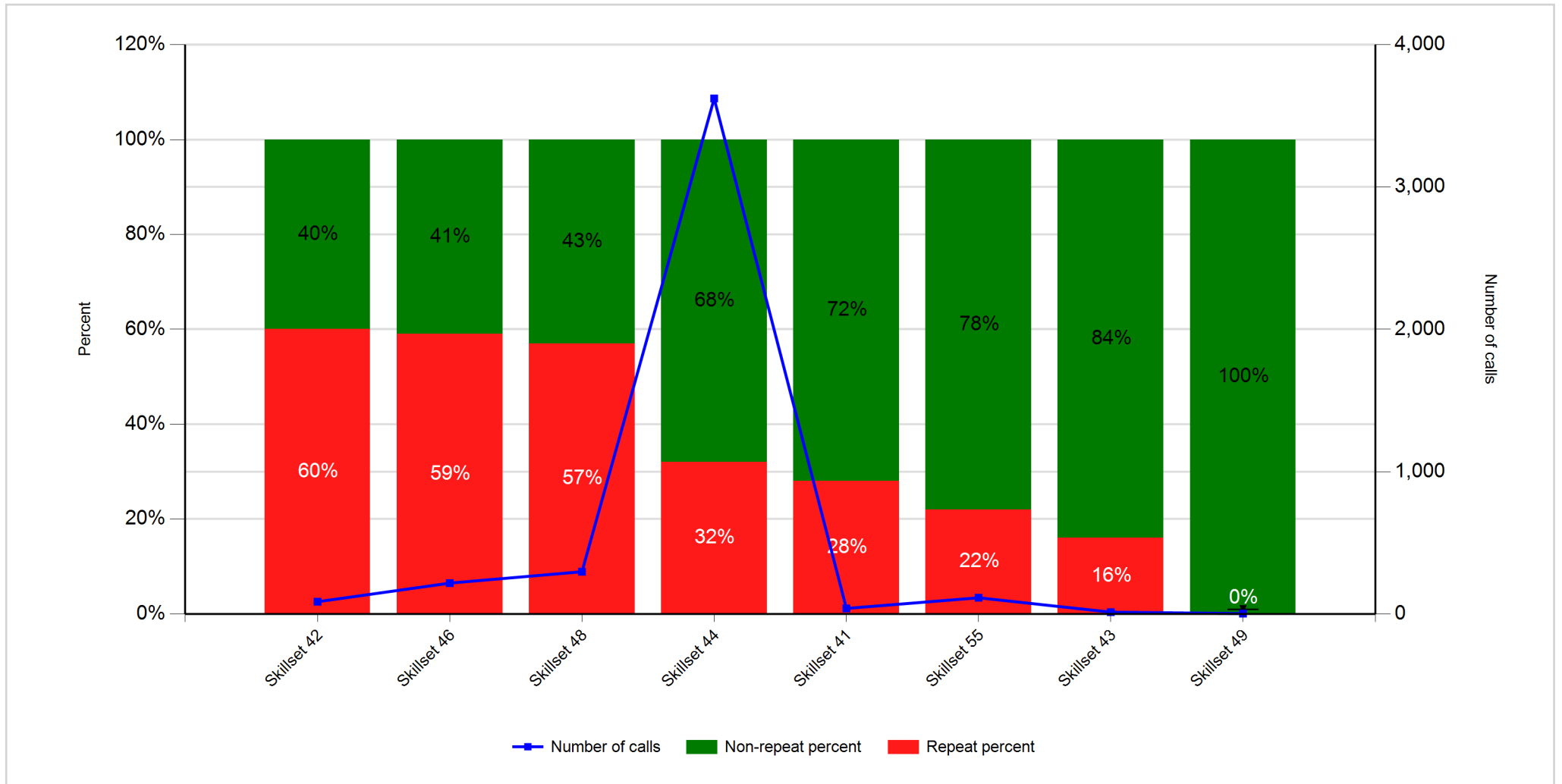
Repeat calls by week



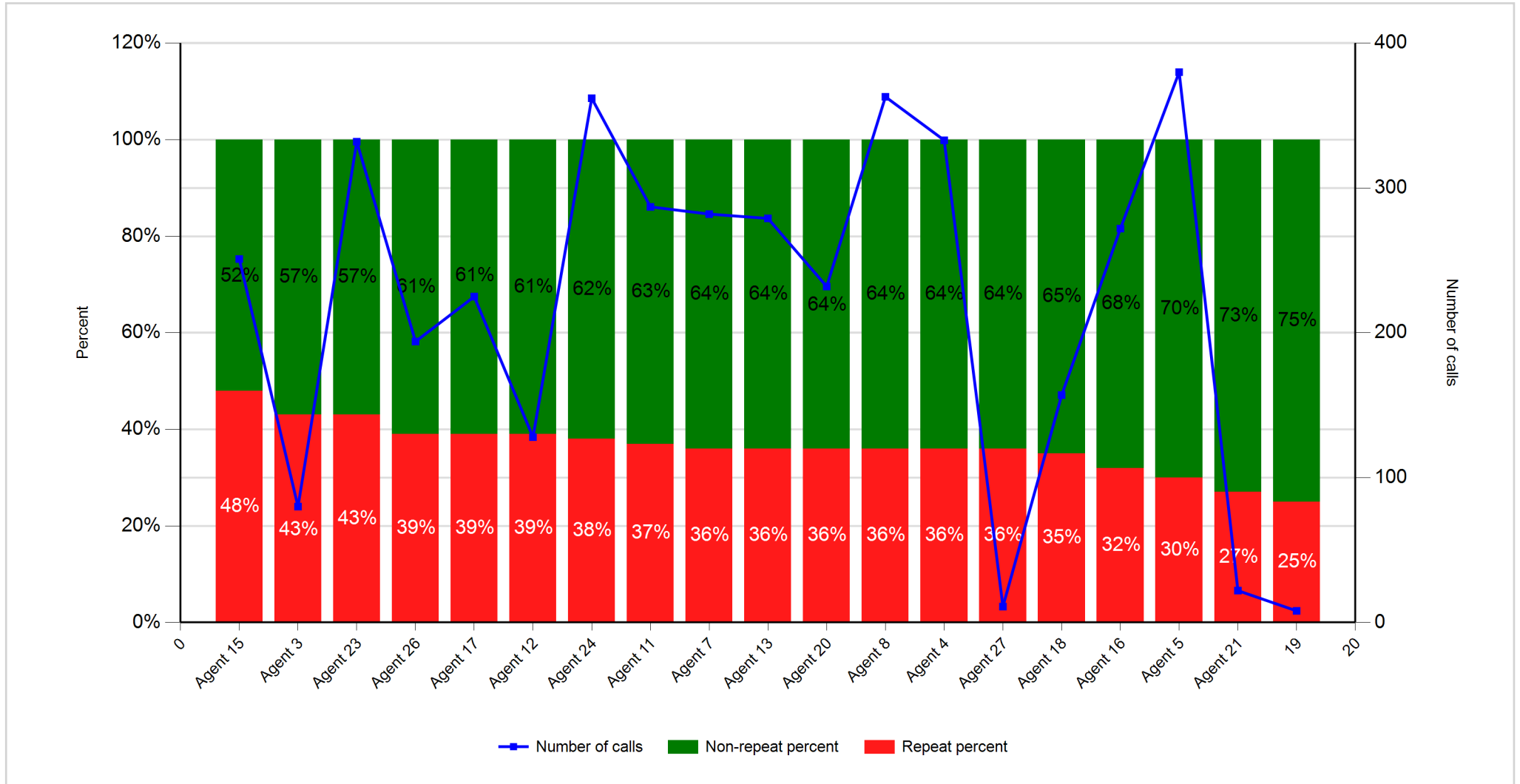
Repeat calls by month



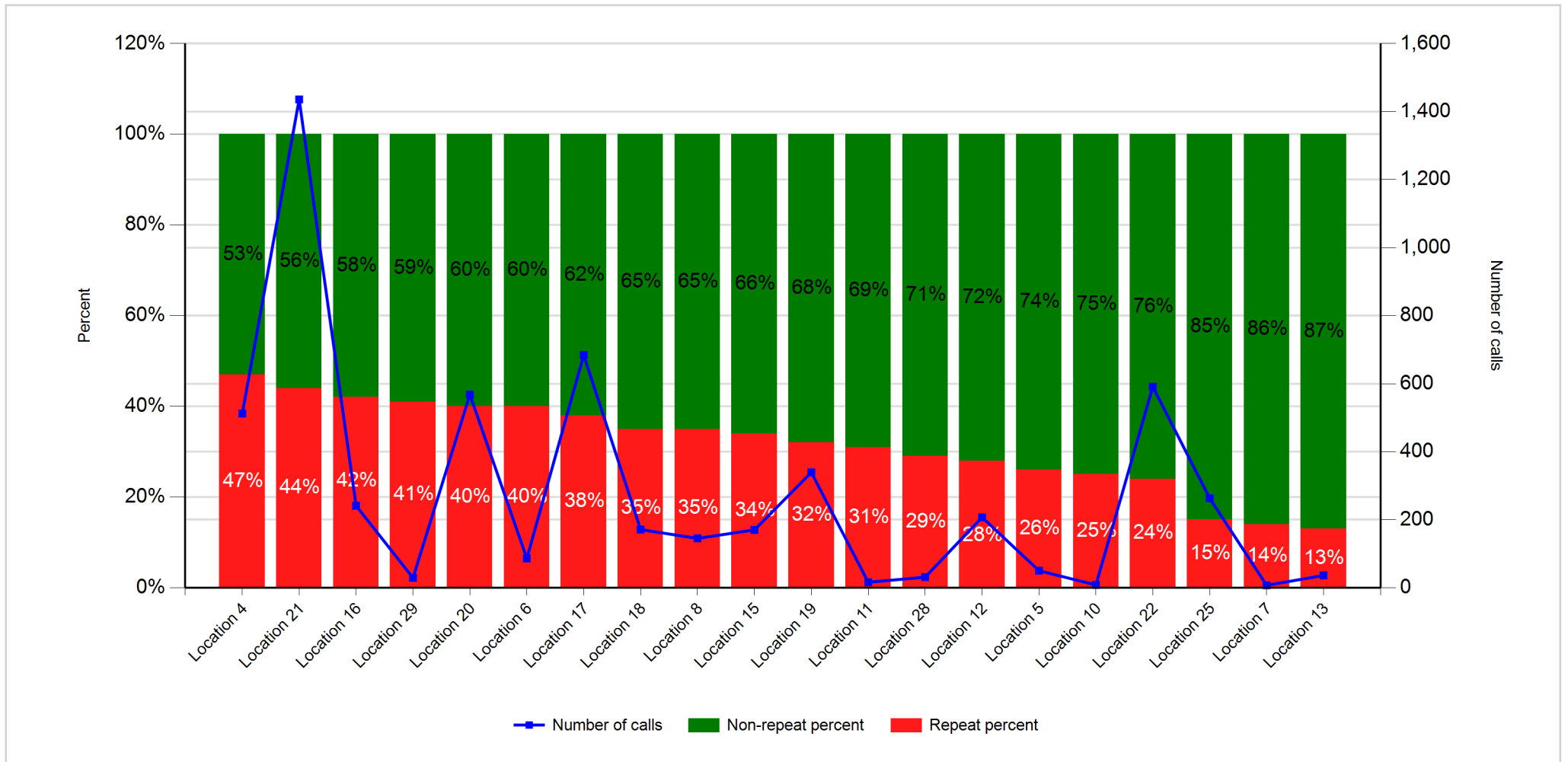
### Percent of repeat calls by Skillset



### Repeat calls by previous agent

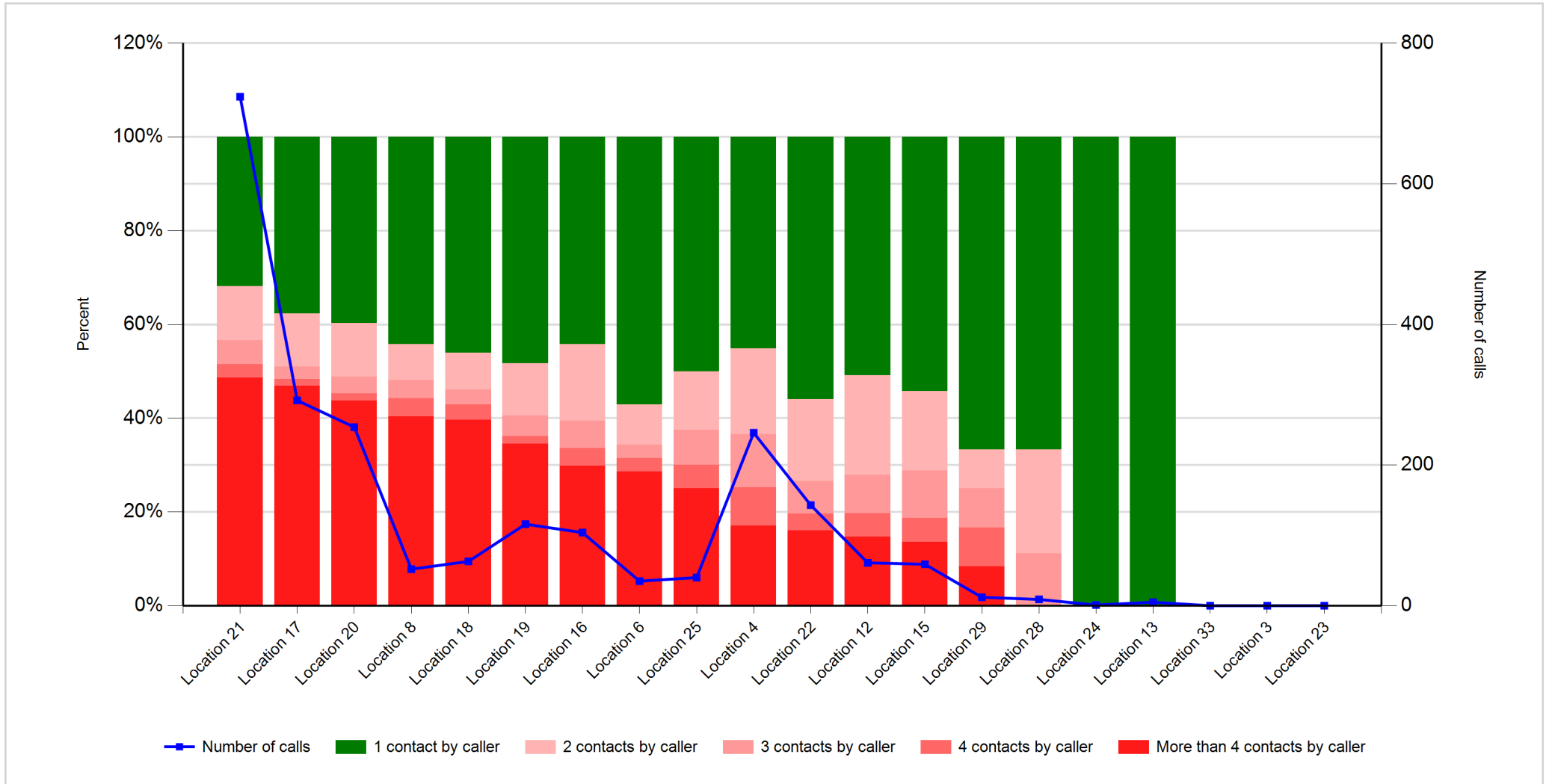


### Percent of repeat calls by facility





### Repeat calls by facility



**Top most repeat caller**

ANI	Total Call back	Calls In 5 Min	Calls In 1 Hour	Calls In 1 Day	Calls In 2 Day	Calls In 1 Week	Calls More Than 1 Week
2105754000	359	48	302	9	0	0	0
5129011000	165	17	137	11	0	0	0
5124472211	117	10	88	19	0	0	0
5123411000	44	2	24	18	0	2	0
2102374464	27	1	14	12	0	1	0
5129433000	25	2	7	16	0	1	0
2103757780	22	0	11	10	2	2	0
2105814512	21	3	5	13	0	0	0
3619850600	21	1	5	15	0	0	0
8602730123	21	2	7	12	0	1	0
6302829442	17	1	10	6	0	0	1
5124077000	16	1	4	11	1	0	0
7632743899	16	0	6	10	0	1	0
5027104766	15	1	4	10	1	1	0
8002446224	14	0	4	10	0	1	0
2103540817	12	0	4	8	0	1	0
9722387900	11	0	2	9	0	1	0
2102272347	10	1	2	7	0	0	0
2105754076	10	0	4	5	1	1	0
9592990300	10	0	3	7	0	1	0
2105814055	9	1	3	3	2	0	0
2106158757	9	3	2	3	0	2	0

ANI	Total Call back	Calls In 5 Min	Calls In 1 Hour	Calls In 1 Day	Calls In 2 Day	Calls In 1 Week	Calls More Than 1 Week
5124777333	9	0	2	6	2	0	0
2105318722	8	1	2	2	3	1	0
2106907009	8	0	2	4	2	1	0
2108365129	8	1	4	2	0	1	0
2105622700	7	1	1	3	2	1	0
2105750811	7	1	1	3	2	1	0
2542983000	7	2	2	2	0	2	0
5122462224	7	1	0	5	1	0	0
5124440400	7	0	2	4	2	0	0
6572201622	7	1	3	3	0	1	0
8003568932	7	0	0	7	1	0	0
8009556600	7	0	1	6	0	0	0
8179876900	7	1	1	5	1	1	0
2104444444	6	2	1	2	1	1	0
2392772940	6	0	0	5	3	1	0
6109925000	6	0	5	0	0	2	0
6366955300	6	0	0	4	2	1	0
7633674280	6	0	1	4	1	1	0
8664867527	6	0	0	4	2	1	0
9203373000	6	1	2	0	3	1	0
2102648448	5	1	2	1	1	0	0
2103256811	5	2	3	0	0	0	0
2103925966	5	4	1	0	0	0	0
2104491819	5	1	1	1	2	1	0

ANI	Total Call back	Calls In 5 Min	Calls In 1 Hour	Calls In 1 Day	Calls In 2 Day	Calls In 1 Week	Calls More Than 1 Week
2104817453	5	0	3	1	0	1	0
2105750355	5	1	0	4	0	1	0
2105750801	5	0	2	3	0	1	0
2106167700	5	0	3	1	1	1	0