

Customer Journey Report: Overview - Admin Panel

Purpose: Show how calls flow from start to finish, including transfers, pickups, misses, and handle time.

What you will see

- Total calls split into **Transferred** and **Not Transferred**.
- For transferred calls, destination numbers and their outcomes.
- For each branch, counts of picked up and not answered calls.
- Minimum, maximum, and average talk times at each branch.

How to use it

1. Set the **Select Duration**.
2. Look at the first split to see how many calls are transferred.
3. Follow the branches to see which destinations pick up and how fast.
4. Review talk times to understand effort on each path.

Questions this report answers

- Are transfers too frequent for certain reasons?
- Which numbers or teams miss more calls?
- Where do patients spend the most time on the phone?

Tips and good practices

- If a destination has slow pickup, adjust staffing or routing.
- Reduce transfers by giving the first agent the tools to resolve common requests.
- Share the top two slow paths in weekly huddles.

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