

### Call Performance by Employee for Branch \_cleaning

For Period: 01/04/2018 To 10/05/2018

0013	Hipperson, Mellie											
Location	Duty Start	Duty End	Call Type	Schedule	Actual	Tel. No. Exp.	Tel. No. Used/ Geo Location	Method	Username	Reason	Comment Recorded	CLI Mismatch
Fawly Towers	28/04/18 09:00	28/04/18 21:00	ON	09:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	10:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	11:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	12:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	13:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	14:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	15:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	16:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	17:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	18:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	19:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	CHK	20:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	28/04/18 09:00	28/04/18 21:00	OFF	21:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	ON	09:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	10:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	11:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	12:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	13:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	14:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	15:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	16:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	17:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	18:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	19:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	CHK	20:00		0909837459837		Missed				<input type="checkbox"/>
Fawly Towers	05/05/18 09:00	05/05/18 21:00	OFF	21:00		0909837459837		Missed				<input type="checkbox"/>

<b>Call Totals</b>	<b>Total Calls 65</b>	<b>Manual 0</b>	<b>Outbound 0</b>	<b>Prompted 0</b>	<b>Not Made 65</b>
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0034	Guard1, Guard1											
Location	Duty Start	Duty End	Call Type	Schedule	Actual	Tel. No. Exp.	Tel. No. Used/ Geo Location	Method	Username	Reason	Comment Recorded	CLI Mismatch
Space Care	01/04/18 07:00	01/04/18 19:00	ON	07:00		01384237333		Missed				<input type="checkbox"/>
Space Care	01/04/18 07:00	01/04/18 19:00	OFF	19:00		01384237333		Missed				<input type="checkbox"/>
Space Care	09/04/18 07:00	09/04/18 19:00	ON	07:00		01384237333		Missed				<input type="checkbox"/>
Space Care	09/04/18 07:00	09/04/18 19:00	OFF	19:00		01384237333		Missed				<input type="checkbox"/>
Space Care	10/04/18 07:00	10/04/18 19:00	ON	07:00		01384237333		Missed				<input type="checkbox"/>
Space Care	10/04/18 07:00	10/04/18 19:00	OFF	19:00		01384237333		Missed				<input type="checkbox"/>
Space Care	11/04/18 07:00	11/04/18 19:00	ON	07:00		01384237333		Missed				<input type="checkbox"/>
Space Care	11/04/18 07:00	11/04/18 19:00	OFF	19:00		01384237333		Missed				<input type="checkbox"/>
Space Care	14/04/18 07:00	14/04/18 19:00	ON	07:00		01384237333		Missed				<input type="checkbox"/>

**Call Performance Summary by Employee for Branch \_cleaning**  
**For Period: 01/01/2018 To 10/05/2018**



		Expected Calls	Total Made Calls	Manual	%	Outbound	%	Prompted	%	CallTaker In	%
0013	Hipperson, Mellie	221	0	0	0.00	0	0.00	0	0.00	0	0.00
0034	Guard1, Guard1	50	0	0	0.00	0	0.00	0	0.00	0	0.00
0045	Harrap, Kevin	74	1	0	0.00	0	0.00	0	0.00	1	1.35
0046	button, jenson	76	0	0	0.00	0	0.00	0	0.00	0	0.00
0058	Guard2, Guard2	22	1	0	0.00	0	0.00	0	0.00	1	4.55
0064	Guard3, Guard3	50	0	0	0.00	0	0.00	0	0.00	0	0.00
0080	Guard4, Guard4	22	2	0	0.00	0	0.00	0	0.00	2	9.09
0083	Flintstone, Fred	52	1	0	0.00	0	0.00	0	0.00	1	1.92
0092	Guard5, Guard5	52	1	0	0.00	0	0.00	0	0.00	1	1.92
0099	Naresh, Bill	520	0	0	0.00	0	0.00	0	0.00	0	0.00





# Call Performance (All Calls) by Location for Branch\_cleaning

For Period: 01/04/2018 To 10/05/2018

Home Working												
Employee	Duty Start	Duty End	Call Type	Schedule	Actual	Tel. No. Exp.	Tel. No. Used/ Geo Location	Method	Username	Reason	Comment Recorded	CLI Mismatch
Aaron Smith	09/04/18 19:00	10/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	09/04/18 19:00	10/04/18 07:00	OFF	07:00		07970111111		Missed	TelMe	Missed		<input type="checkbox"/>
Aaron Smith	10/04/18 19:00	11/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	10/04/18 19:00	11/04/18 07:00	OFF	07:00		07970111111		Missed	TelMe	Missed		<input type="checkbox"/>
Aaron Smith	11/04/18 19:00	12/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	11/04/18 19:00	12/04/18 07:00	OFF	07:00		07970111111		Missed	TelMe	Missed		<input type="checkbox"/>
Aaron Smith	12/04/18 19:00	13/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	12/04/18 19:00	13/04/18 07:00	OFF	07:00		07970111111		Missed	TelMe	Missed		<input type="checkbox"/>
Aaron Smith	13/04/18 19:00	14/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	13/04/18 19:00	14/04/18 07:00	OFF	07:00		07970111111		Missed	TelMe	Missed		<input type="checkbox"/>
Aaron Smith	23/04/18 19:00	24/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	23/04/18 19:00	24/04/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	24/04/18 19:00	25/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	24/04/18 19:00	25/04/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	25/04/18 19:00	26/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	25/04/18 19:00	26/04/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	26/04/18 19:00	27/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	26/04/18 19:00	27/04/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	27/04/18 19:00	28/04/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	27/04/18 19:00	28/04/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	07/05/18 19:00	08/05/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	07/05/18 19:00	08/05/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	08/05/18 19:00	09/05/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	08/05/18 19:00	09/05/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	09/05/18 19:00	10/05/18 07:00	ON	19:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	09/05/18 19:00	10/05/18 07:00	OFF	07:00		07970111111		Missed				<input type="checkbox"/>
Aaron Smith	10/05/18 19:00	11/05/18 07:00	ON	19:00		07970111111		Scheduled				<input type="checkbox"/>
Aaron Smith	10/05/18 19:00	11/05/18 07:00	OFF	07:00		07970111111		Scheduled				<input type="checkbox"/>
<b>Call Totals</b>	<b>Total Calls 28</b>		<b>Manual 0</b>			<b>Outbound 0</b>	<b>Prompted 0</b>	<b>Not Made 26</b>				

  

NEW SITE												
Employee	Duty Start	Duty End	Call Type	Schedule	Actual	Tel. No. Exp.	Tel. No. Used/ Geo Location	Method	Username	Reason	Comment Recorded	CLI Mismatch
jensonbutt	03/04/18 06:00	03/04/18 14:00	ON	06:00		012144897		Missed				<input type="checkbox"/>
jensonbutt	03/04/18 06:00	03/04/18 14:00	OFF	14:00		012144897		Missed				<input type="checkbox"/>
jensonbutt	04/04/18 06:00	04/04/18 14:00	ON	06:00		012144897		Missed				<input type="checkbox"/>
jensonbutt	04/04/18 06:00	04/04/18 14:00	OFF	14:00		012144897		Missed				<input type="checkbox"/>
Harrap - K	05/04/18 06:00	05/04/18 14:00	ON	06:00		012144897		Missed				<input type="checkbox"/>
Harrap - K	05/04/18 06:00	05/04/18 14:00	OFF	14:00		012144897		Missed				<input type="checkbox"/>
Harrap - K	06/04/18 06:00	06/04/18 14:00	ON	06:00		012144897		Missed				<input type="checkbox"/>

Produced on: 10/05/2018 Manual: ■ Inbound to Control Outbound: ■ CallTaker or Control to Employee Prompted: ■ Call received but not completed from CallTaker followed by an inbound to CallTaker Call not made: ■ Page 1 of 102

# Call Performance Summary (All Calls) by Location for Branch \_cleaning



For Period: 01/04/2018 To 10/05/2018

	Expected Calls	Total Made Calls	Manual	%	Outbound	%	Prompted	%	CallTaker In	%
Home Working	28	2	0	0.00	0	0.00	0	0.00	2	7.14
NEW SITE	46	1	0	0.00	0	0.00	0	0.00	1	2.17
Space Care	132	5	0	0.00	0	0.00	0	0.00	5	3.79

# Call Performance Summary (All Calls) by Location for Branch \_Security



For Period: 01/04/2018 To 10/05/2018

	Expected Calls	Total Made Calls	Manual	%	Outbound	%	Prompted	%	CallTaker In	%
Nags Head	180	0	0	0.00	0	0.00	0	0.00	0	0.00
Holby City Hospital	58	3	1	1.72	0	0.00	0	0.00	2	3.45
Crossroads Motel	152	2	0	0.00	0	0.00	0	0.00	2	1.32
Edmonton Green	769	23	0	0.00	1	0.13	0	0.00	22	2.86
Grange Hill School	58	1	0	0.00	0	0.00	0	0.00	1	1.72
Fawlty Towers	328	4	0	0.00	0	0.00	0	0.00	4	1.22

# Call Performance Summary (All Calls) by Location for Branch Aston Uni



For Period: 01/04/2018 To 10/05/2018

	Expected Calls	Total Made Calls	Manual	%	Outbound	%	Prompted	%	CallTaker In	%
Main Building	337	22	0	0.00	0	0.00	0	0.00	22	6.53

# Call Performance Summary (All Calls) by Location for Branch Patrol & Alarm



For Period: 01/04/2018 To 10/05/2018

	Expected Calls	Total Made Calls	Manual	%	Outbound	%	Prompted	%	CallTaker In	%
Alarm Site 1	28	0	0	0.00	0	0.00	0	0.00	0	0.00



# Call Performance Summary (All Calls) by Location for Branch Sierra West



For Period: 01/04/2018 To 10/05/2018

	Expected Calls	Total Made Calls	Manual	%	Outbound	%	Prompted	%	CallTaker In	%
Factory1	48	0	0	0.00	0	0.00	0	0.00	0	0.00
Old Hospital	1,209	38	0	0.00	0	0.00	0	0.00	38	3.14
NU Norvic House	138	0	0	0.00	0	0.00	0	0.00	0	0.00
Co-Operative Stores	166	0	0	0.00	0	0.00	0	0.00	0	0.00
test site	176	4	0	0.00	0	0.00	0	0.00	4	2.27
daves place	36	1	0	0.00	0	0.00	0	0.00	1	2.78





# Call Performance Summary (All Calls) by Location for Branch Sierra West



**For Period: 01/04/2018 To 10/05/2018**

	Expected Calls	Total Made Calls	Manual	%	Outbound	%	Prompted	%	CallTaker In	%
<b>Report Call Totals</b>	<b>3,889</b>	<b>106</b>	<b>1</b>	<b>0.03</b>	<b>1</b>	<b>0.03</b>	<b>0</b>	<b>0.00</b>	<b>104</b>	<b>2.67</b>

**CallTaker Compliance Report**  
**for Period: 01/04/2018 To 10/05/2018**



**Compliance Type: Incorrect No.**

Location	Employee		Duty Start	Duty Finish	Duty Hours	Call Type	Scheduled Call Time	Actual Call Time	Action Source
		CallerID		Audit Comment			Incident Comment		
Crossroads Mote	8833	Aaron Smith	15/04/2018 07:00	15/04/2018 19:00	12.00	ON	15/04/2018 07:00	16/04/2018 21:20	TelMe Android
Crossroads Mote	8833	Aaron Smith	15/04/2018 07:00	15/04/2018 19:00	12.00	OFF	15/04/2018 19:00	16/04/2018 21:20	System

**Compliance Type: Incorrect No.**

**Events 2 Hours 12.00 Percent 0.07%**

**Compliance Type: Unallocated**

Location	Employee		Duty Start	Duty Finish	Duty Hours	Call Type	Scheduled Call Time	Actual Call Time	Action Source
		CallerID		Audit Comment			Incident Comment		
Holby City Hosp	0000	Unallocated	01/04/2018 06:00	01/04/2018 14:00	8.00				
Alarm Site 1	0000	Unallocated	01/04/2018 06:00	01/04/2018 14:00	8.00				
test site	0000	Unallocated	01/04/2018 06:00	01/04/2018 14:00	8.00				
Grange Hill Sch	0000	Unallocated	01/04/2018 06:00	01/04/2018 14:00	8.00				
daves place	0000	Unallocated	01/04/2018 06:00	01/04/2018 14:00	8.00				
Crossroads Mote	0000	Unallocated	01/04/2018 06:00	01/04/2018 14:00	8.00				
Space Care	0000	Unallocated	01/04/2018 07:00	01/04/2018 19:00	12.00				
Nags Head	0000	Unallocated	01/04/2018 07:00	01/04/2018 19:00	12.00				
test site	0000	Unallocated	01/04/2018 07:00	01/04/2018 19:00	12.00				
Old Hospital	0000	Unallocated	01/04/2018 07:00	01/04/2018 19:00	12.00				
Sentinel House	0000	Unallocated	01/04/2018 07:00	01/04/2018 19:00	12.00				

**CT Monitor report for \_cleaning**  
**For Period: 01/01/2017 To 10/05/2018**



Time	Line	Call	Out	Digits Entered	CT Response	PIN	SIN	MIN	Employee	Location	Post	Caller ID	Message / Error
01/11/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
08/11/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
15/11/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
22/11/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
29/11/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
06/12/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
13/12/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
20/12/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
27/12/2017 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
03/01/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
10/01/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
17/01/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
24/01/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
31/01/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
07/02/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
14/02/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
21/02/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
28/02/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
07/03/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
14/03/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
21/03/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
28/03/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
28/03/2018 19:47	0	1	<input type="checkbox"/>		DN	8833	0039		Aaron Smith	Home Working	Nights	{"User": "aaron smith", "Lat": "52.0725578", "Lng": "-1.3635267"}	
04/04/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
11/04/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
18/04/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
25/04/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
02/05/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	

**If the Caller ID does not match the telephone number set in the application, the number is displayed with a grey background**

**CallTaker Monitor Report**  
**For Period: 01/01/2018 To 10/05/2018**



Time	Line	Call	Out	Digits Entered	CT Response	PIN	SIN	MIN	Employee	Location	Post	Caller ID	Message / Error
16/04/2018 21:20	0	1	<input type="checkbox"/>		DN	8833	0025		Aaron Smith	Crossroads Mote	0900-1100	{"audittypeid": "17", "description": "on duty", "reason": "Forgot PIN", "supervisorid": "262", "User": "aaronsmith"}	
18/04/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
25/04/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
02/05/2018 06:10	2	0	<input checked="" type="checkbox"/>		Busy		0019		<Not Found>	Dudley	Day	441384214995	
03/05/2018 17:08	1	0	<input type="checkbox"/>	45124521	Invalid	4521	4512						
03/05/2018 17:08	1	0	<input type="checkbox"/>	25624789	Invalid	4789	2562						
03/05/2018 17:08	1	0	<input type="checkbox"/>	085	Hungup								

**If the Caller ID does not match the telephone number set in the application, the number is displayed with a grey background**

**CallTaker OutBound Calls for Branch: All Branches**

**Customer: All Customers**

**Period: 01/01/2018 To 10/05/2018**



**Branch: \_cleaning**

All Branches

**Location: 0019 Dudley**

Employee		Expected Inbound Call		CallTaker OutBound Call Activity					
PIN	Name	Date & Time	Type	Date & Time	No. called	Call Result	Response Type	Digits Recieved	Message Recieved
0000	<Not Found>	03/01/2018 06:00	ON	03/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	10/01/2018 06:00	ON	10/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	17/01/2018 06:00	ON	17/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	24/01/2018 06:00	ON	24/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	31/01/2018 06:00	ON	31/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	07/02/2018 06:00	ON	07/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	14/02/2018 06:00	ON	14/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	21/02/2018 06:00	ON	21/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	28/02/2018 06:00	ON	28/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	07/03/2018 06:00	ON	07/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	14/03/2018 06:00	ON	14/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	21/03/2018 06:00	ON	21/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	28/03/2018 06:00	ON	28/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	04/04/2018 06:00	ON	04/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	11/04/2018 06:00	ON	11/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	18/04/2018 06:00	ON	18/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	25/04/2018 06:00	ON	25/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	02/05/2018 06:00	ON	02/05/2018 06:10	441384214995	Not Answered	Busy		
<b>Totals for Location: Dudley</b>				<b>Calls to Mobile numbers</b>		<b>0</b>			
				<b>Calls to non Mobile Numbers</b>		<b>18</b>			
				<b>Total Outbound Calls made</b>		<b>18</b>		<b>Correct Responses 0</b>	
<b>Totals for Branch: _cleaning</b>				<b>Calls to Mobile numbers</b>		<b>0</b>			
				<b>Calls to non Mobile Numbers</b>		<b>18</b>			
				<b>Total Outbound Calls made</b>		<b>18</b>		<b>Correct Responses 0</b>	

**CallTaker OutBound Calls for Branch: All Branches**

**Customer: All Customers**

**Period: 01/01/2018 To 10/05/2018**



<b>Totals for Report:</b>	<b>Calls to Mobile numbers</b>	<b>0</b>	
	<b>Calls to non Mobile Numbers</b>	<b>18</b>	
	<b>Total Outbound Calls made</b>	<b>18</b>	<b>Correct Responses 0</b>

**CallTaker OutBound Calls (Answered) for Branch:**

**Customer:**

**Period: To**



**Branch:**

**Location:**

Employee		Expected Inbound Call		CallTaker OutBound Call Activity					
PIN	Name	Date & Time	Type	Date & Time	No. called	Call Result	Response Type	Digits Recieved	Message Recieved
<b>Totals for Location:</b>					<b>Calls to Mobile numbers</b>				
					<b>Calls to non Mobile Numbers</b>				
					<b>Total Outbound Calls made</b>		<b>Correct Responses</b>		
<b>Totals for Branch:</b>					<b>Calls to Mobile numbers</b>				
					<b>Calls to non Mobile Numbers</b>				
					<b>Total Outbound Calls made</b>		<b>Correct Responses</b>		

**CallTaker OutBound Calls (Answered) for Branch:**

**Customer:**

**Period: To**



<b>Totals for Report:</b>	<b>Calls to Mobile numbers</b>	
	<b>Calls to non Mobile Numbers</b>	
	<b>Total Outbound Calls made</b>	<b>Correct Responses</b>



**CallTaker OutBound Calls (Answered) for Branch:**



**Summary Version**

**Customer:**

**Period:**

**To**

**Branch:**

<b>Totals for :</b>	<b>Calls to Mobile numbers</b>	
	<b>Calls to non Mobile Numbers</b>	
	<b>Total Outbound Calls made</b>	<b>Correct Responses</b>
<b>Totals for Branch:</b>	<b>Calls to Mobile numbers</b>	
	<b>Calls to non Mobile Numbers</b>	
	<b>Total Outbound Calls made</b>	<b>Correct Responses</b>

**CallTaker OutBound Calls (Answered) for Branch:**



**Summary Version**

**Customer:**

**Period:**

**To**

<b>Totals for Report:</b>	<b>Calls to Mobile numbers</b>	<b>Correct Responses</b>
	<b>Calls to non Mobile Numbers</b>	
	<b>Total Outbound Calls made</b>	

CallTaker OutBound Calls (Not Answered) for Branch All Branches

Customer: All Customers

Period: 01/01/2018 To 10/05/2018



Branch: \_cleaning

Location: 0019 Dudley

Employee		Expected Inbound Call		CallTaker OutBound Call Activity					
PIN	Name	Date & Time	Type	Date & Time	No. called	Call Result	Response Type	Digits Recieved	Message Recieved
0000	<Not Found>	03/01/2018 06:00	ON	03/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	10/01/2018 06:00	ON	10/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	17/01/2018 06:00	ON	17/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	24/01/2018 06:00	ON	24/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	31/01/2018 06:00	ON	31/01/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	07/02/2018 06:00	ON	07/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	14/02/2018 06:00	ON	14/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	21/02/2018 06:00	ON	21/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	28/02/2018 06:00	ON	28/02/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	07/03/2018 06:00	ON	07/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	14/03/2018 06:00	ON	14/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	21/03/2018 06:00	ON	21/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	28/03/2018 06:00	ON	28/03/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	04/04/2018 06:00	ON	04/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	11/04/2018 06:00	ON	11/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	18/04/2018 06:00	ON	18/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	25/04/2018 06:00	ON	25/04/2018 06:10	441384214995	Not Answered	Busy		
0000	<Not Found>	02/05/2018 06:00	ON	02/05/2018 06:10	441384214995	Not Answered	Busy		
<b>Totals for Location: Dudley</b>					<b>Calls to Mobile numbers</b>			<b>0</b>	
					<b>Calls to non Mobile Numbers</b>			<b>18</b>	
					<b>Total Outbound Calls made</b>			<b>18</b>	
<b>Totals for Branch: _cleaning</b>					<b>Calls to Mobile numbers</b>			<b>0</b>	
					<b>Calls to non Mobile Numbers</b>			<b>18</b>	
					<b>Total Outbound Calls made</b>			<b>18</b>	

**CallTaker OutBound Calls (Not Answered) for Branch All Branches**

**Customer: All Customers**

**Period: 01/01/2018 To 10/05/2018**



<b>Totals for Report:</b>	<b>Calls to Mobile numbers</b>	<b>0</b>
	<b>Calls to non Mobile Numbers</b>	<b>18</b>
	<b>Total Outbound Calls made</b>	<b>18</b>

# Check Call Performance by Employee for Branch \_Security

For Period:

01/01/2018 To 10/05/2018

Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	11:00	07970-118 555	Missed
Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	12:00	07970-118 555	Missed
Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	13:00	07970-118 555	Missed
Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	14:00	07970-118 555	Missed
Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	15:00	07970-118 555	Missed
Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	16:00	07970-118 555	Missed
Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	17:00	07970-118 555	Missed
Crossroads Motel	20/04/18 07:00	20/04/18 19:00	CHK	18:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	08:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	09:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	10:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	11:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	12:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	13:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	14:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	15:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	16:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	17:00	07970-118 555	Missed
Crossroads Motel	30/04/18 07:00	30/04/18 19:00	CHK	18:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	20:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	21:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	22:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	23:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	00:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	01:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	02:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	03:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	04:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	05:00	07970-118 555	Missed
Crossroads Motel	01/05/18 19:00	02/05/18 07:00	CHK	06:00	07970-118 555	Missed

# Call Performance (Manual Only) by Location for Branch Branch\_Security



**For Period: 01/04/2018 To 10/05/2018**

<b>Holby City Hospital</b>															
Employee	Duty Start		Duty End		Call Type	Schedule	Actual	Tel. No. Exp.			Tel. No. Used	Method	Username	Reason	Comment Recorded
Richard-Cliff	01/05/18	13:29	01/05/18	13:30	ON	13:29	12:16	01221	4242	235		WorkMonitor	gallinet-support1	Forgot PIN	
<b>Edmonton Green</b>															
Employee	Duty Start		Duty End		Call Type	Schedule	Actual	Tel. No. Exp.			Tel. No. Used	Method	Username	Reason	Comment Recorded
Fish-Michael	30/04/18	12:00	30/04/18	20:00	ON	12:00	12:16	01384	2153	70		WorkMonitor	gallinet-support1	Officer Called	erhdfghn

# Check Call Activity by Location for Branch Branch\_Security



For Period: 01/04/2018 To 10/05/2018

Holby City Hospital											
Employee	Duty Start	Duty End	Call Type	Schedule	Actual	Tel. No. Exp.	Tel. No. Used / Geo Location	Method	Username	Reason	Comment Recorded
Richard-Cliff	20/04/18 13:29	20/04/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	20/04/18 13:29	20/04/18 13:30	OFF	13:30		01221 4242 235		Missed	gallinet-suppor t1	Finish Old	
Richard-Cliff	23/04/18 13:29	23/04/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	23/04/18 13:29	23/04/18 13:30	OFF	13:30		01221 4242 235		Missed	gallinet-suppor t1	Finish Old	
Richard-Cliff	24/04/18 13:29	24/04/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	24/04/18 13:29	24/04/18 13:30	OFF	13:30		01221 4242 235		Missed	gallinet-suppor t1	Finish Old	
Richard-Cliff	25/04/18 13:29	25/04/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	25/04/18 13:29	25/04/18 13:30	OFF	13:30		01221 4242 235		Missed	gallinet-suppor t1	Finish Old	
Richard-Cliff	26/04/18 13:29	26/04/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	26/04/18 13:29	26/04/18 13:30	OFF	13:30		01221 4242 235		Missed	gallinet-suppor t1	Finish Old	
Richard-Cliff	27/04/18 13:29	27/04/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	27/04/18 13:29	27/04/18 13:30	OFF	13:30		01221 4242 235		Missed	gallinet-suppor t1	Finish Old	
Richard-Cliff	30/04/18 13:29	30/04/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	30/04/18 13:29	30/04/18 13:30	OFF	13:30		01221 4242 235		Missed	gallinet-suppor t1	Finish Old	
Richard-Cliff	01/05/18 13:29	01/05/18 13:30	ON	13:29	12:16	01221 4242 235		WorkMonitor	gallinet-suppor t1	Forgot PIN	
Richard-Cliff	01/05/18 13:29	01/05/18 13:30	OFF	13:30		01221 4242 235		Missed			
Richard-Cliff	02/05/18 13:29	02/05/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	02/05/18 13:29	02/05/18 13:30	OFF	13:30		01221 4242 235		Missed			
Richard-Cliff	03/05/18 13:29	03/05/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	03/05/18 13:29	03/05/18 13:30	OFF	13:30		01221 4242 235		Missed			
Richard-Cliff	04/05/18 13:29	04/05/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	04/05/18 13:29	04/05/18 13:30	OFF	13:30		01221 4242 235		Missed			
Richard-Cliff	07/05/18 13:29	07/05/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	07/05/18 13:29	07/05/18 13:30	OFF	13:30		01221 4242 235		Missed			
Richard-Cliff	08/05/18 13:29	08/05/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	08/05/18 13:29	08/05/18 13:30	OFF	13:30		01221 4242 235		Missed			
Richard-Cliff	09/05/18 13:29	09/05/18 13:30	ON	13:29		01221 4242 235		Missed			
Richard-Cliff	09/05/18 13:29	09/05/18 13:30	OFF	13:30		01221 4242 235		Missed			
Richard-Cliff	10/05/18 13:29	10/05/18 13:30	ON	13:29		01221 4242 235		Scheduled			
Richard-Cliff	10/05/18 13:29	10/05/18 13:30	OFF	13:30		01221 4242 235		Scheduled			

# Check Call Activity by Location for Branch Branch Patrol & Alarm



For Period: 01/04/2018 To 10/05/2018

Alarm Site 1											
Employee	Duty Start	Duty End	Call Type	Schedule	Actual	Tel. No. Exp.	Tel. No. Used / Geo Location	Method	Username	Reason	Comment Recorded
Mobile 2	01/04/18 06:00	01/04/18 14:00	ON	06:00				Missed			
Mobile 2	01/04/18 06:00	01/04/18 14:00	OFF	14:00				Missed			
Mobile 1	04/04/18 06:00	04/04/18 14:00	ON	06:00				Missed			
Mobile 1	04/04/18 06:00	04/04/18 14:00	OFF	14:00				Missed			
Mobile 1	11/04/18 06:00	11/04/18 14:00	ON	06:00				Missed			
Mobile 1	11/04/18 06:00	11/04/18 14:00	OFF	14:00				Missed			
Mobile 1	18/04/18 06:00	18/04/18 14:00	ON	06:00				Missed			
Mobile 1	18/04/18 06:00	18/04/18 14:00	OFF	14:00				Missed			
Mobile 2	23/04/18 06:00	23/04/18 14:00	ON	06:00				Missed			
Mobile 2	23/04/18 06:00	23/04/18 14:00	OFF	14:00				Missed			
Mobile 2	24/04/18 06:00	24/04/18 14:00	ON	06:00				Missed			
Mobile 2	24/04/18 06:00	24/04/18 14:00	OFF	14:00				Missed			
Mobile 1	25/04/18 06:00	25/04/18 14:00	ON	06:00				Missed			
Mobile 2	25/04/18 06:00	25/04/18 14:00	ON	06:00				Missed			
Mobile 1	25/04/18 06:00	25/04/18 14:00	OFF	14:00				Missed			
Mobile 2	25/04/18 06:00	25/04/18 14:00	OFF	14:00				Missed			
Mobile 2	26/04/18 06:00	26/04/18 14:00	ON	06:00				Missed			
Mobile 2	26/04/18 06:00	26/04/18 14:00	OFF	14:00				Missed			
Mobile 2	27/04/18 06:00	27/04/18 14:00	ON	06:00				Missed			
Mobile 2	27/04/18 06:00	27/04/18 14:00	OFF	14:00				Missed			
Mobile 2	28/04/18 06:00	28/04/18 14:00	ON	06:00				Missed			
Mobile 2	28/04/18 06:00	28/04/18 14:00	OFF	14:00				Missed			
Mobile 2	29/04/18 06:00	29/04/18 14:00	ON	06:00				Missed			
Mobile 2	29/04/18 06:00	29/04/18 14:00	OFF	14:00				Missed			
Mobile 1	02/05/18 06:00	02/05/18 14:00	ON	06:00				Missed			
Mobile 1	02/05/18 06:00	02/05/18 14:00	OFF	14:00				Missed			
Mobile 1	09/05/18 06:00	09/05/18 14:00	ON	06:00				Missed			
Mobile 1	09/05/18 06:00	09/05/18 14:00	OFF	14:00				Missed			



# Check Call Performance (Work monitor Only) by Location for Branc Branch \_cleaning



For Period: 01/01/2017 To 10/05/2018

_Office Block													
Employee	Duty Start		Duty End		Call Type	Schedule	Actual	Tel. No. Exp.	Tel. No. Used	Method	Username	Reason	Comment Recorded
Frank	09/09/17	07:00	09/09/17	19:00	CHK	11:00	11:03	01384-237 367		WorkMonitor	gallinet-suppor t1	Forgot PIN	