

Cyril Jones Solicitors Call Usage Report

Date: 2026-09-15 Timezone: Europe/London

Handled Calls

177

Answer Rate

97.3%

Inbound Taken

119

Outbound Made

58

Missed Calls

5

Internal Calls

250

Talk Time

06:57:15

Agent Performance

Ext	Name	Inbound Taken	Outbound Made	Internal	Total Calls	Talk Time	Avg Call
2000	Reception Wrexham	73	12	59	144	02:22:04	00:01:43
2013	Rachael Jewkes	9	14	27	50	01:16:24	00:04:01
1000	Reception/Jolie Shotton	16	6	24	46	00:27:05	00:01:17
2001	Hugh Lloyd	9	0	29	38	00:18:07	00:02:01
1004	Mareesa Smith	3	2	20	25	00:11:17	00:02:15
2003	Sian Roberts	1	6	16	23	00:47:38	00:07:56
2004	Brett Butt	2	2	18	22	00:17:08	00:05:43
2012	Cerys Jones	1	5	14	20	00:10:38	00:02:08
1001	Michael Cunnah	2	0	17	19	00:13:39	00:06:50
2010	Tracey Forbes	2	5	8	15	00:05:41	00:01:54
2007	Cerys Lloyd	0	4	6	10	00:45:34	00:15:11
1003	Judith Bucknall	1	0	5	6	00:00:19	00:00:19
2008	Olivia Marks	0	2	2	4	00:01:41	00:00:51
2002	Glen Murphy	0	0	3	3	00:00:00	00:00:00
1005	Declan Butt	0	0	1	1	00:00:00	00:00:00
2005	Sandra Roberts	0	0	1	1	00:00:00	00:00:00