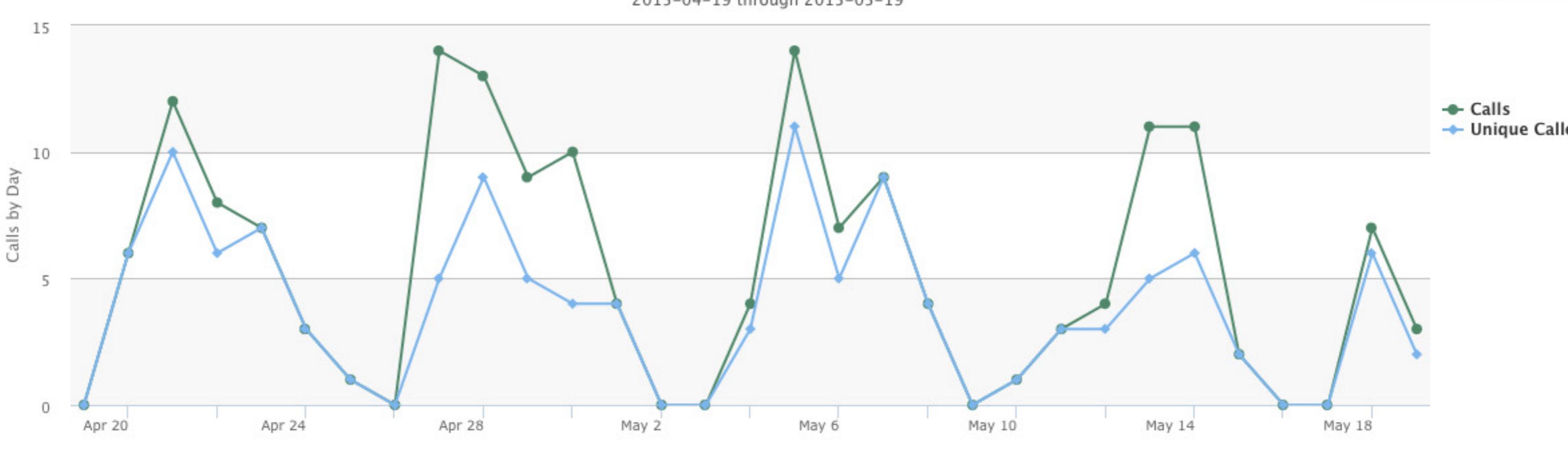


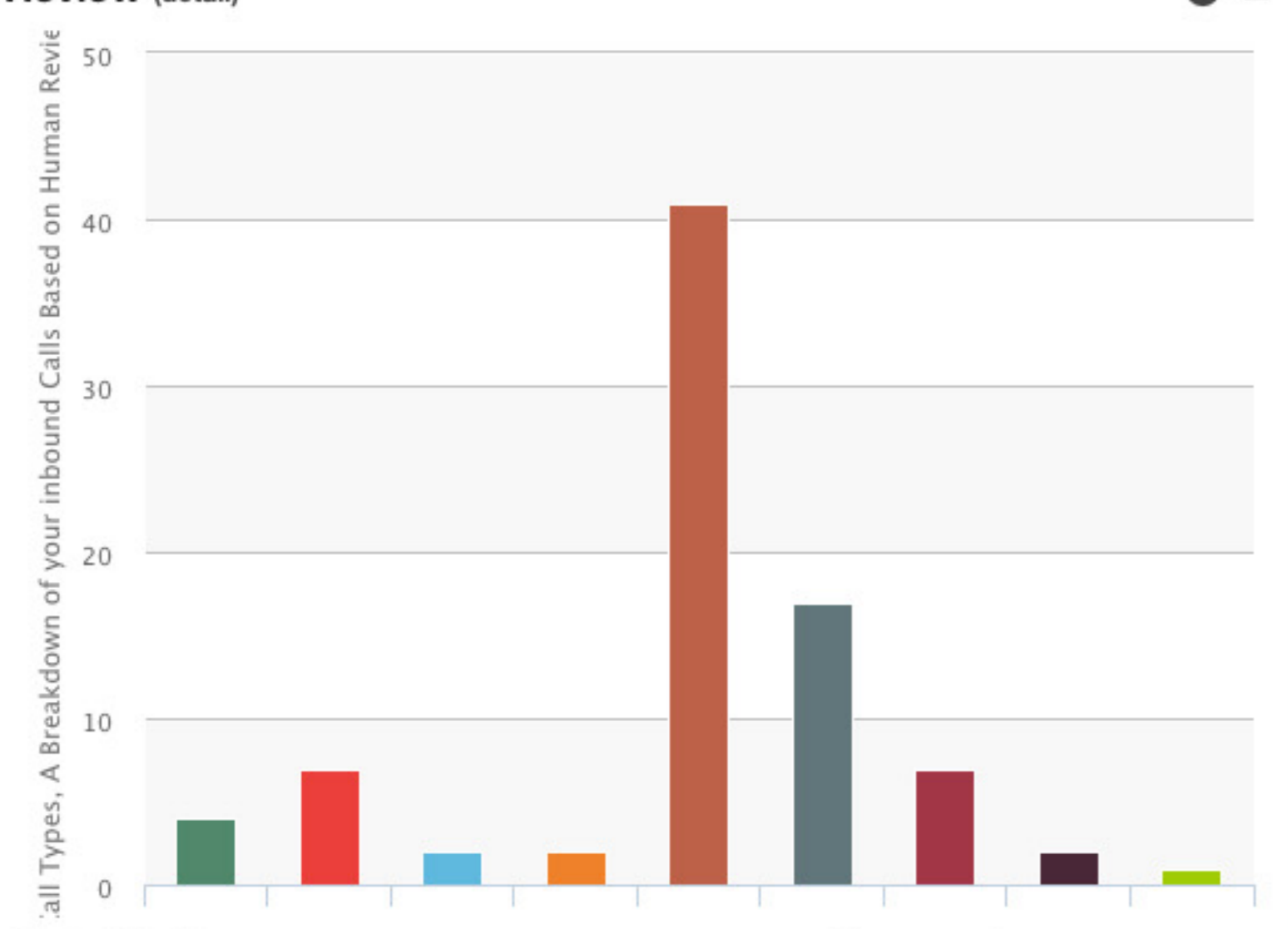
Daily Calls

2015-04-19 through 2015-05-19



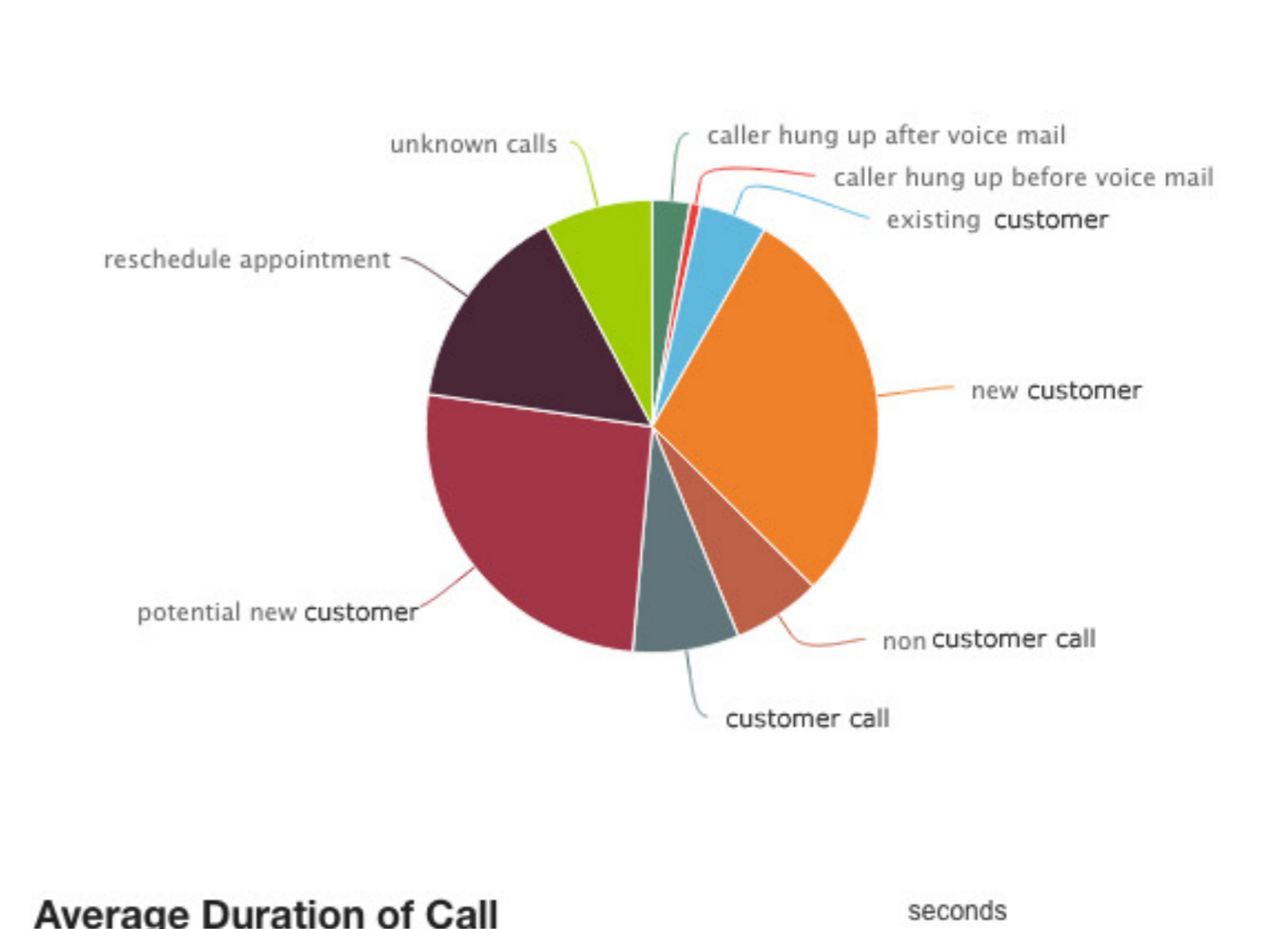
Total Calls	Total Callers	Avg Ring Time	Avg Talk Time	Top Call Source	Top Call Day	Top Call Hour	Top Keyword
165	80	6	155	Google Organic	Tuesday	11 am	

Call Types, A Breakdown of your inbound Calls Based on Human Review (detail)



Call Type	calls	callers	Percentage
noncustomer call	41	15	49%
customer call	17	13	20%
potential customer call	7	7	8%
caller hung up before voice mail	7	5	8%
caller hung up after voice mail	4	4	5%
reschedule appointment	2	2	2%
new customer call	2	2	2%
existing customer - new appointments	2	2	2%
unknown calls	1	1	1%

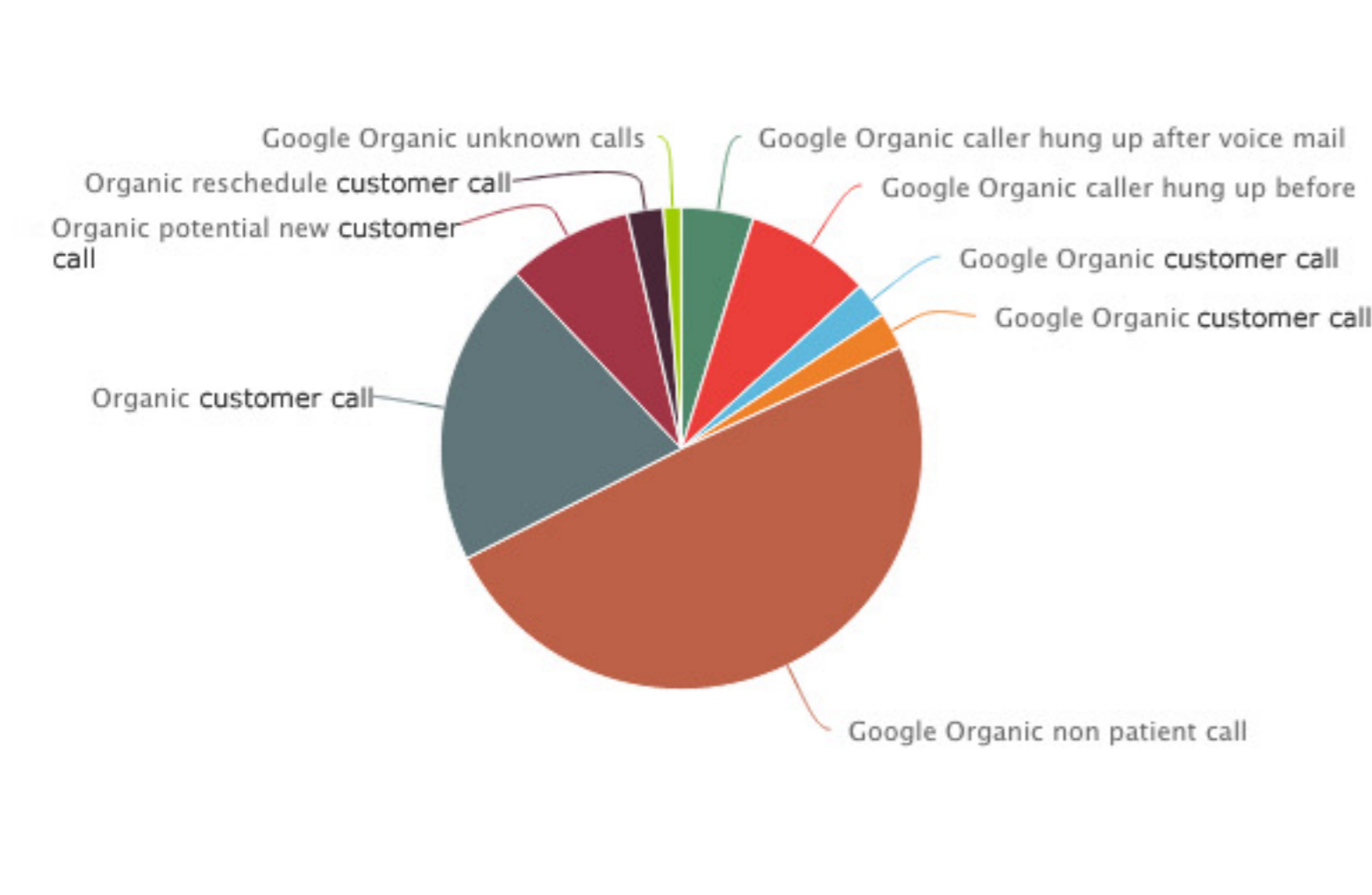
Which Type Of Calls Has The Longest Call Duration (detail)



Average Duration of Call

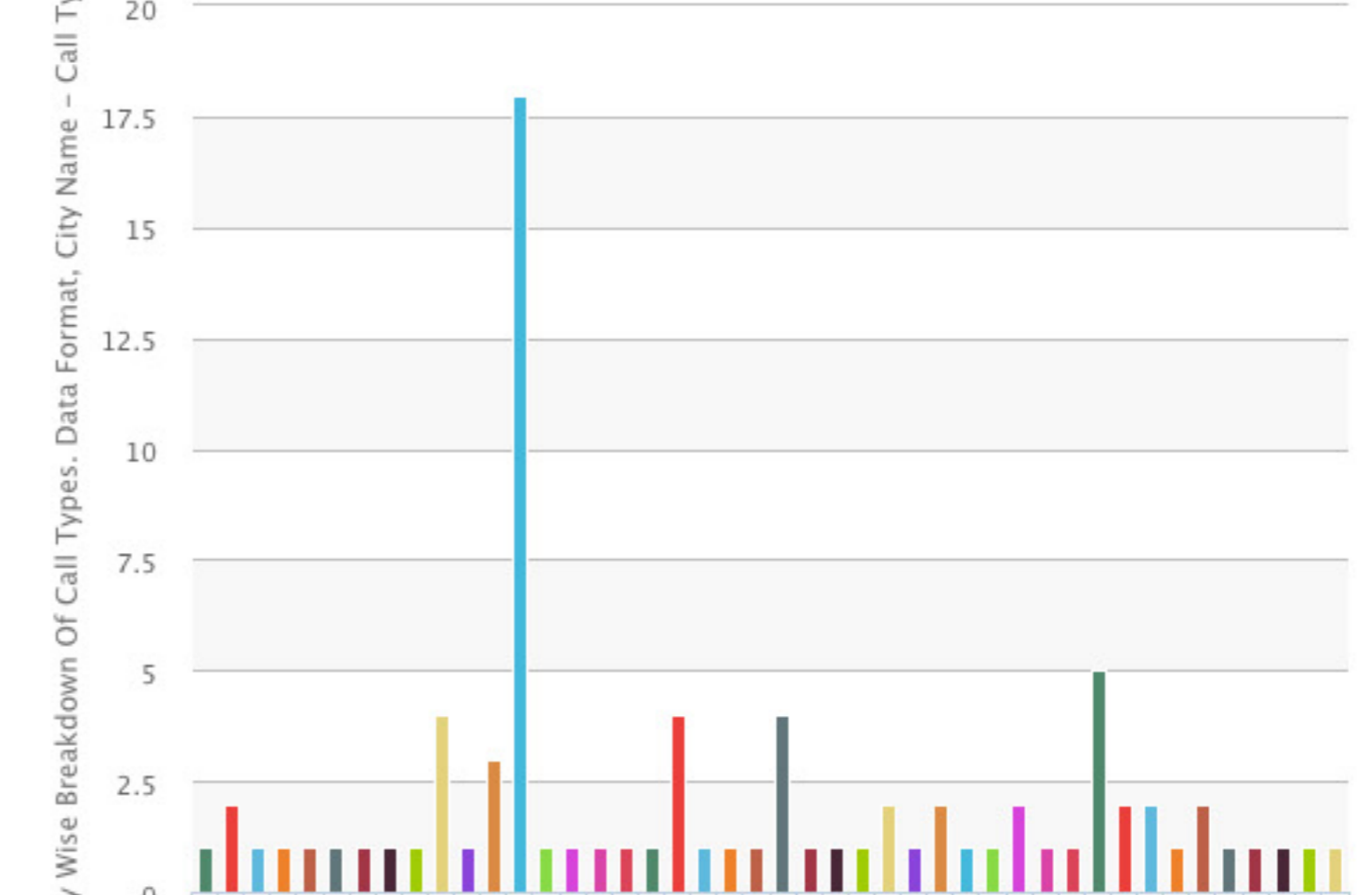
Call Type	Average Duration (seconds)	Percentage
new customer call	625	29%
potential new customer call	553	26%
reschedule appointment	320	15%
unknown calls	166	8%
customer call	162	8%
non customer call	136	6%
existing customer call	103	5%
caller hung up after voice mail	57	3%
caller hung up before voice mail	16	1%

Which Marketing Funnel Is Generating Which Type Of Calls? (detail)



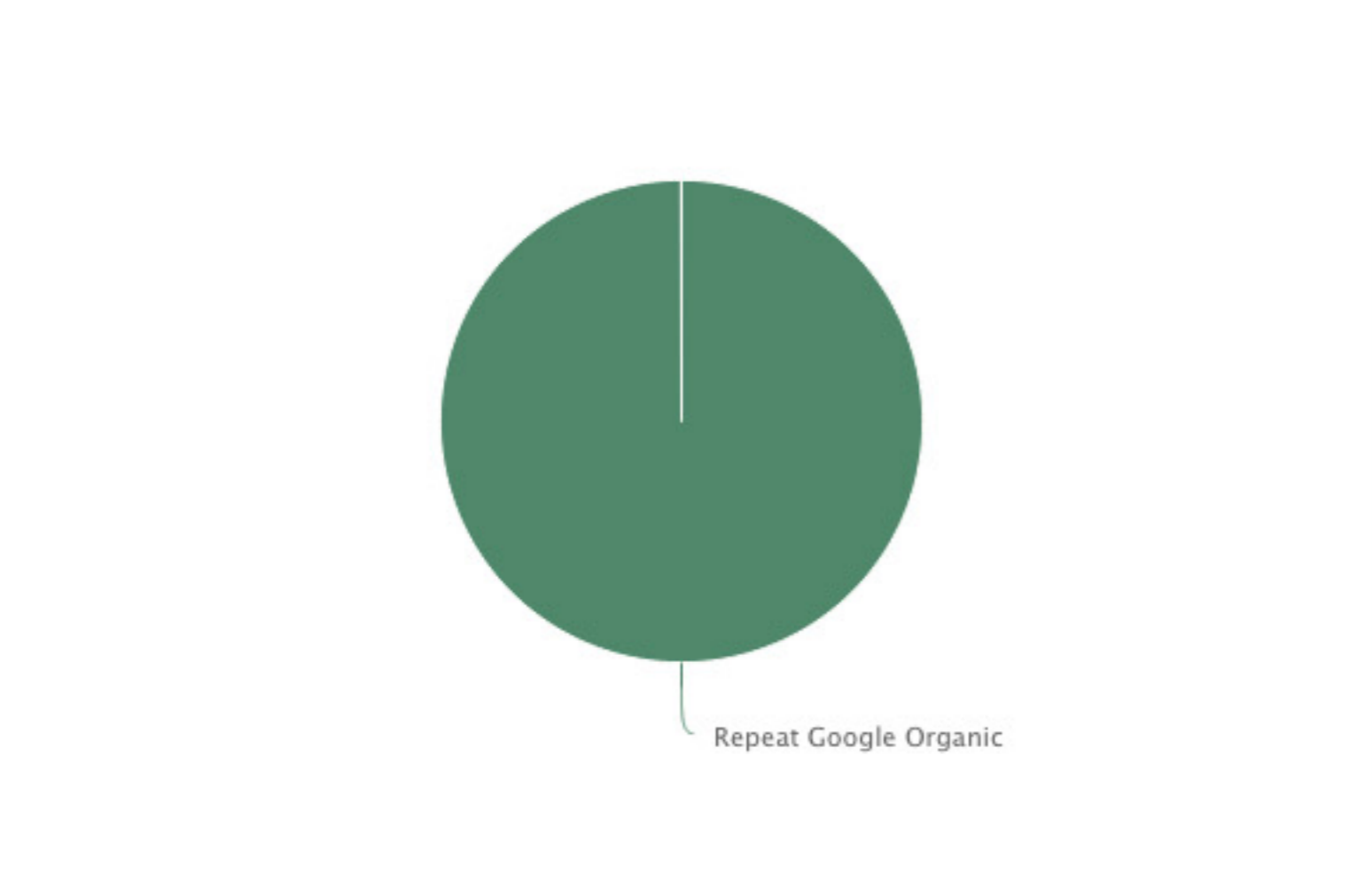
Marketing Funnel	Call Type	calls	callers	Percentage
Google Organic non customer call		41	15	49%
Google Organic customer call		17	13	20%
Google Organic potential new customer call		7	7	8%
Google Organic caller hung up before voice mail		7	5	8%
Google Organic caller hung up after voice mail		4	4	5%
Google Organic reschedule appointment		2	2	2%
Google Organic new customer call		2	2	2%
Google Organic existing caller - new appointments		2	2	2%
Google Organic unknown calls		1	1	1%

City Wise Breakdown Of Call Types. Data Format, City Name - Call Type (detail)



City	Call Type	calls	callers	Percentage
FONTANA non customer call		18	2	22%
SACRAMENTO non customer call		5	1	6%
LOS ANGELES non customer call		4	2	5%
COLTON customer call		4	1	5%
LA CRESCENTA non customer call		4	1	5%
FONTANA caller hung up before voice mail		3	1	4%
ONTARIO potential customer call		2	2	2%
SAN BERNARDINO customer call		2	1	2%
SAN BERNARDINO non customer call		2	2	2%
SAN JUAN CAPISTRANO customer call		2	2	2%

Which Marketing Funnel Is Generating Repeat Callers? Data Format, Marketing Funnel - Call Type (detail)



search calls 138 filtered calls

Contact	Source	Visitor Detail	Score	Audio	Metrics	Call Routing	Actions
Bertrand Dimitry (500) 555-0111 El Segundo, CA US	Google Paid (500) 555-0110 -	/manse/ google.com liquorish cpc / paranephric	Missed Call ★★★	no audio 00:33	Tue Jul 10th, 2012 02:00 PM completed	+ set agent (500) 555-0109	email, block, exclude
Root Presley (500) 555-0114 Greenville, SC US	Google Paid (500) 555-0113 -	/nonhuman/ google.com coleopterist cpc / leatherjacket	Existing Customer New Appointment ★★★★★	audio 38:11	Tue Jul 10th, 2012 02:00 PM completed	+ set agent (500) 555-0112	email, block, exclude
Root Presley (500) 555-0114 Greenville, SC US	Google Paid (500) 555-0113 -	/nonhuman/ google.com coleopterist cpc / leatherjacket	Missed Call ★★★	no audio 01:25	Tue Jul 10th, 2012 01:58 PM completed	+ set agent (500) 555-0112	email, block, exclude
Maarten Sonja (500) 555-0117 Oklahoma City, OK US	Youtube (500) 555-0116 -	/commensalism/ hemiparanesia.com cubic referral / ballate	Customer Rejected ★★	no audio 05:00	Tue Jul 10th, 2012 01:49 PM completed	+ set agent (500) 555-0115	email, block, exclude
Nicolette Ralph (500) 555-0120 Columbus, OH US	Google Paid (500) 555-0119 -	/beader/ google.com weakliness cpc / Nerium	Missed Call ★★★	no audio 01:53	Tue Jul 10th, 2012 01:45 PM completed	+ set agent (500) 555-0118	email, block, exclude
Ssi Miriamne (500) 555-0123 Brooklyn, NY US	Google Paid (500) 555-0122 -	/coversalls/ google.com overangelic cpc / pervertibly	Existing Customer - Appointment Reschedule ★★★★★	audio 05:23	Tue Jul 10th, 2012 01:37 PM completed	+ set agent (500) 555-0121	email, block, exclude
Raja Guido (500) 555-0126 Columbus, OH US	Google Paid (500) 555-0125 -	/manse/ google.com irremissibility cpc / preruleation	Existing Customer Billing Inquiry ★★★	audio 01:34	Tue Jul 10th, 2012 01:13 PM completed	+ set agent (500) 555-0124	email, block, exclude
Alan Vice (500) 555-0129 Lancaster, PA US	Google Paid (500) 555-0128 -	/manse/ google.com Stegosaurus cpc / unjudge	New Customer - Rejected Doctor Not Available ★★	audio 04:38	Tue Jul 10th, 2012 12:01 PM completed	+ set agent (500) 555-0127	email, block, exclude
Sigurd Izchak (500) 555-0131 Bowie, MD US	Google Paid (500) 555-0130 -	/macroconjant/ google.com incumbency cpc / Venite	Existing Customer New Appointment ★★★★★	audio 02:15	Tue Jul 10th, 2012 10:24 AM completed	+ set agent (500) 555-0115	email, block, exclude
Kee Myron (500) 555-0132 San Diego, CA US	Youtube (500) 555-0116 -	/dissymmetrical/ hemiparanesia.com forecastlehead referral / Metabola	New Customer ★★★★★	audio 02:07	Tue Jul 10th, 2012 03:32 AM completed	+ set agent (500) 555-0115	email, block, exclude
Kee Myron (500) 555-0132 San Diego, CA US	Youtube (500) 555-0116 -	/dissymmetrical/ hemiparanesia.com forecastlehead referral / Metabola	Customer Rejected - Vet Not Available ★★	audio 02:15	Tue Jul 10th, 2012 03:20 AM completed	+ set agent (500) 555-0115	email, block, exclude
Mike Ro (500) 555-0133 Danville, VA US	Google Paid (500) 555-0130 -	/ombrograph/ google.com aortectasia cpc / fuzzilly	Missed Call - Voice Mail ★★★	audio 03:21	Tue Jul 10th, 2012 02:44 AM completed	+ set agent (500) 555-0115	email, block, exclude