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America/Managua

Sonata Stats report from 2026-01-01 00:00 to 2026-12-31 23:59

Report details

Queues considered	5000 - Support 5001 - Marketing 5002 - Billing - Dev
Period start date	2026-01-01 00:00
Period end date	2026-12-31 23:59
Total calls processed	101 answered / 91 abandoned
Percent	52.60% answered / 47.40% abandoned
Disconnection causes	89 by agent (88.12%) / 12 by caller (11.88%)

Waiting time(seconds)	Number calls	Delta	Percent
10	121	0	63.02%
20	147	+ 26	76.56%
30	176	+ 29	91.67%
40	177	+ 1	92.19%
50	180	+ 3	93.75%
60	182	+ 2	94.79%
60+	192	+ 10	100.00%

Answered calls

Answered calls	101
Avg calls length	00:01:53
Min calls length	00:00:00
Max calls length	00:40:59
Total calls length	03:10:58
Avg calls waiting time	00:00:13
Min waiting time	00:00:02
Max waiting time	00:03:00
Total waiting time	00:22:54

Abandoned calls

Abandoned calls	91
Avg calls waiting time	00:00:19
Min waiting time	00:00:01
Max waiting time	00:02:00
Total waiting time	00:29:02

Lost calls

Lost calls	65
Avg calls waiting time	00:00:08
Min waiting time	00:00:01
Max waiting time	00:00:25
Total waiting time	00:09:26