

CONVERSIONS

Answering Service - Legal

Results based on 500 Prepaid minutes

Average Time Per Call: 3 minutes and 54 seconds

CCA (Court Appointed): 7

Customer Service Calls: 52

Other: 43

Outbound: 5

PNC (Potentially New Client): 47

Time Divided by Month

Average Time Per Call

3.54

Total Time (in minutes)

545.65

Total Time (in seconds)

32739

Total Time

9:05:39

Month

Month 25

Call Type	Call Time (in seconds)	Times Called	Handling Rate (in seconds)	Total Time (in seconds)	Total Time
CAA	1105.00	7	30	1315	0:21:55
Existing Clients	8423	52	30	9983	2:46:23
Judges/Court/Attorney	2513	24	30	3233	0:53:53
Other	2302	19	30	2872	0:47:52
Outbound	195	5	30	345	0:05:45
PNC	13581	47	30	14991	4:09:51

