

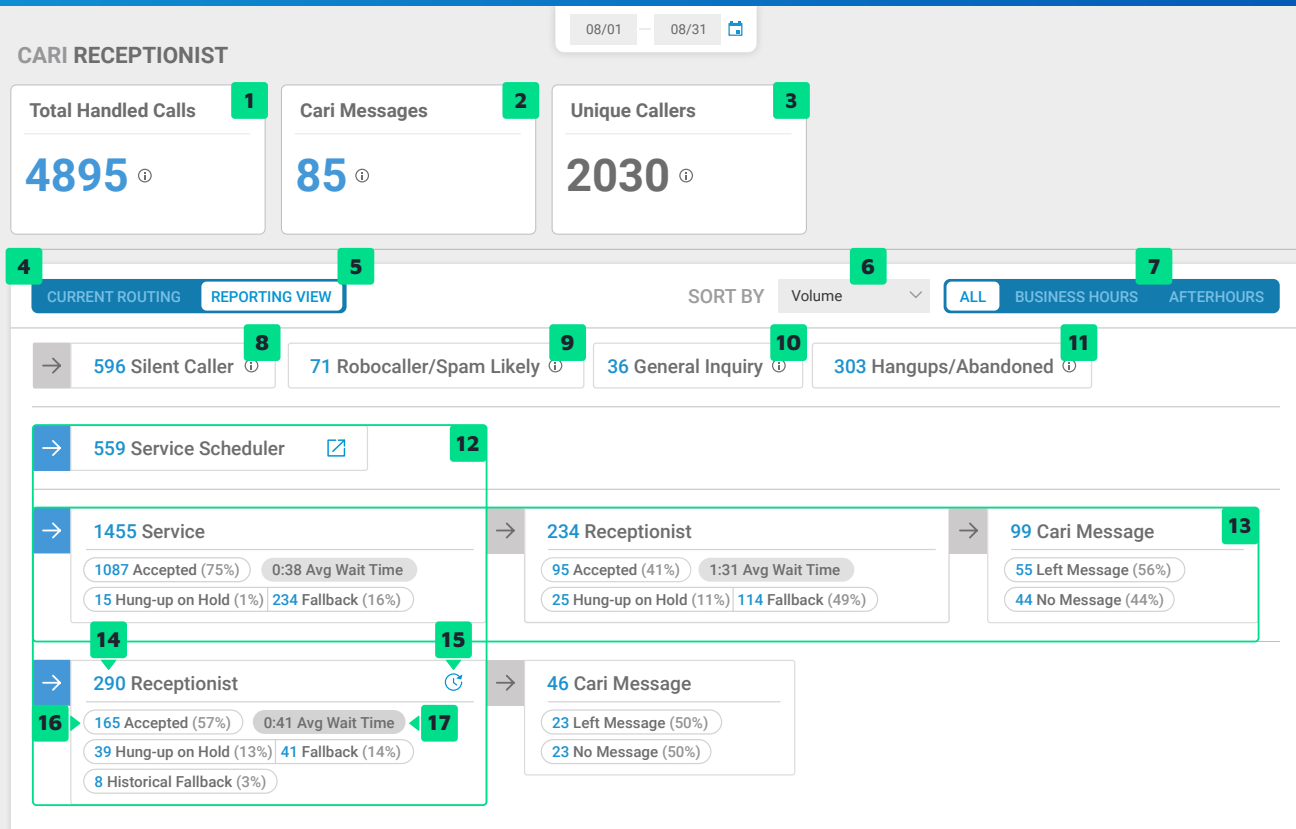
Cari Receptionist Report

A visual map of how inbound calls are handled

The Cari Receptionist Report shows how inbound calls are answered by Cari and handed off to your team, including transfer attempts, staff acceptance, wait times, and call outcomes where applicable. By visualizing call flow, staff acceptance, wait times, and outcomes in one place, the report helps teams quickly understand caller experience and identify routing or staffing gaps.

Use this report to validate how calls are being handled today and spot trends that impact customer experience.

How to Read the Report



1 Total inbound calls Cari answered and managed during the selected date range.

2 Voicemails or messages captured by Cari when a call was not accepted by a live agent.

3 Distinct phone numbers that called your dealership during the selected period.

4 A visual representation of your configured transfer and fallback paths.

- 5** Current view: Displays performance data and call outcomes based on activity within the selected date range.
- 7** Allows you to view how routing behavior and outcomes differ based on time of day.
- 9** Calls identified as automated or spam-related; call was not transferred.
- 11** Caller disconnected before the call reached a final resolution or was transferred (and did not qualify for Silent Caller, Robocaller/ Spam Likely, or General Inquiry).
- 13** Read a row left-to-right to follow a call from the first transfer attempt through any fallback attempts to the final result (accepted, message, hang-up).
- 15** Indicates that routing or fallback rules changed during the selected date range.
- 6** Sorts by performance (connect rate) or call volume.
- 8** Caller did not speak or respond; call was not transferred.
- 10** Calls fully handled by Cari without requiring a transfer to a department or agent.
- 12** The initial department or line Cari attempted to route the call to and the path the caller followed through each transfer.
- 14** Click any hyperlinked number to view the call details for those calls.
- 16** Calls successfully answered by a live agent at that transfer point.
- 17** The average time callers waited for the transfer to be answered.

Using the Cari Receptionist Report

How to Interpret the Results

Use this report to identify patterns in how calls are handled:

- Repeated long wait times can indicate coverage or staffing gaps.
- Frequent fallbacks to voicemail or receptionist may signal coverage issues, routing issues, or needed changes.
- High abandoned or hang-up volume after a specific transfer often points to where callers are getting stuck.

Why Average Wait Time Matters

Callers may wait multiple times as Cari attempts different transfers.

If total wait time is consistently high, consider adjusting fallback order or staffing the target department.

Best Practices

- Review trends over time, not individual calls.
- Pay attention to repeated fallbacks and long wait times.
- Compare performance before and after routing changes.
- Use alongside staffing schedules for context.

This report helps separate real customer behavior from noise, giving teams confidence to evaluate routing, staffing, and caller experience with clarity.

Need help reviewing your results?

Your consultant can help interpret trends and recommend adjustments.

[Schedule time with your consultant.](#)