

Phone System Data

February 4, 2026

Data Source: Bell Total Connect: January 2025-Jan 2026

Call Volumes

SHERIDAN	Outgoing	Call Transfer	Incoming	Call Transfer	Average # Unique IDs
	170694	93015	161252	55857	58

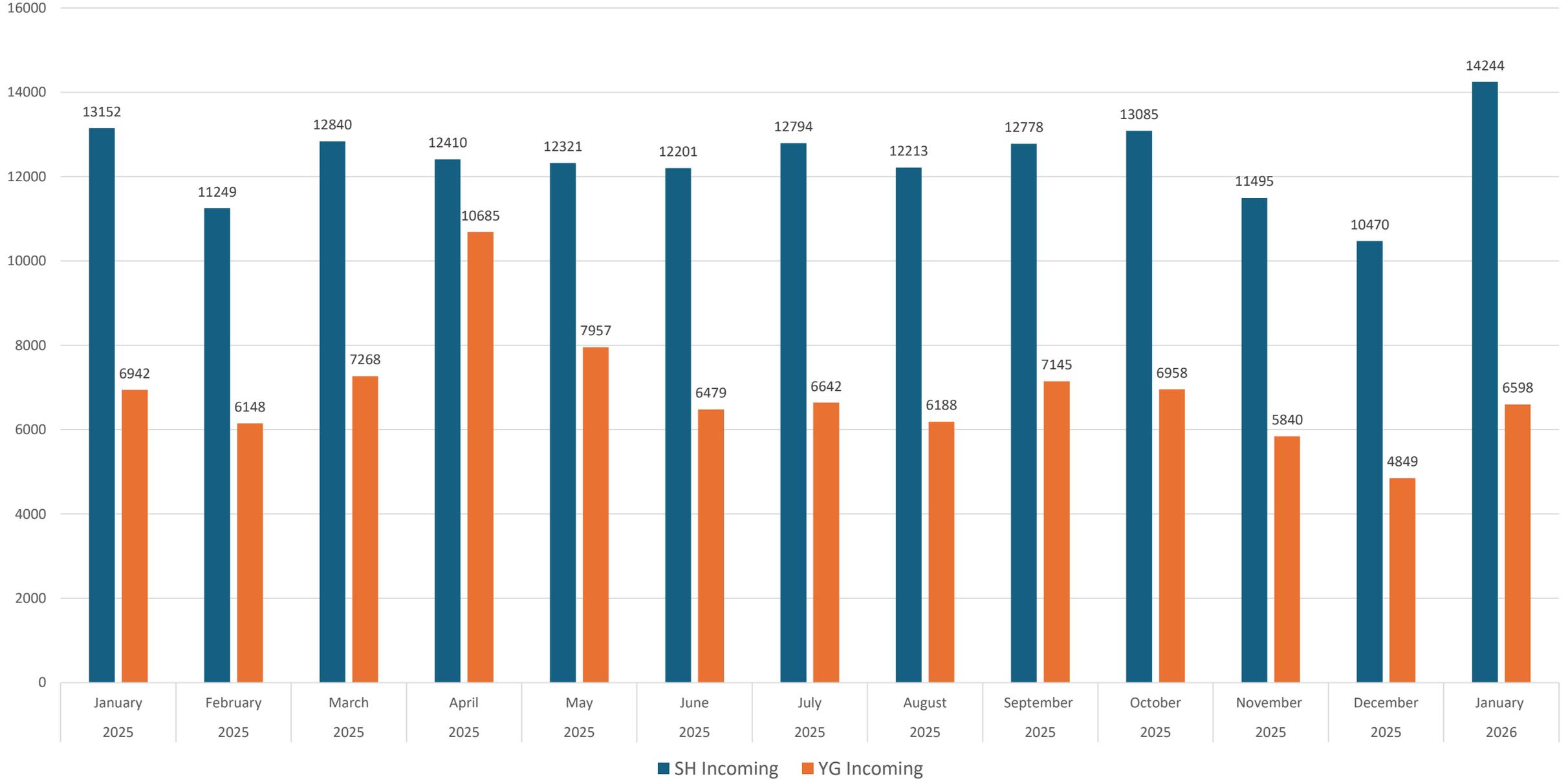
YORKGATE	Outgoing	Call Transfer	Incoming	Call Transfer	Average # Unique IDs
	96150	25222	89699	25599	35

HUB	Outgoing	Call Transfer	Incoming	Call Transfer	Average # Unique IDs
	6105	64	1586	27	13

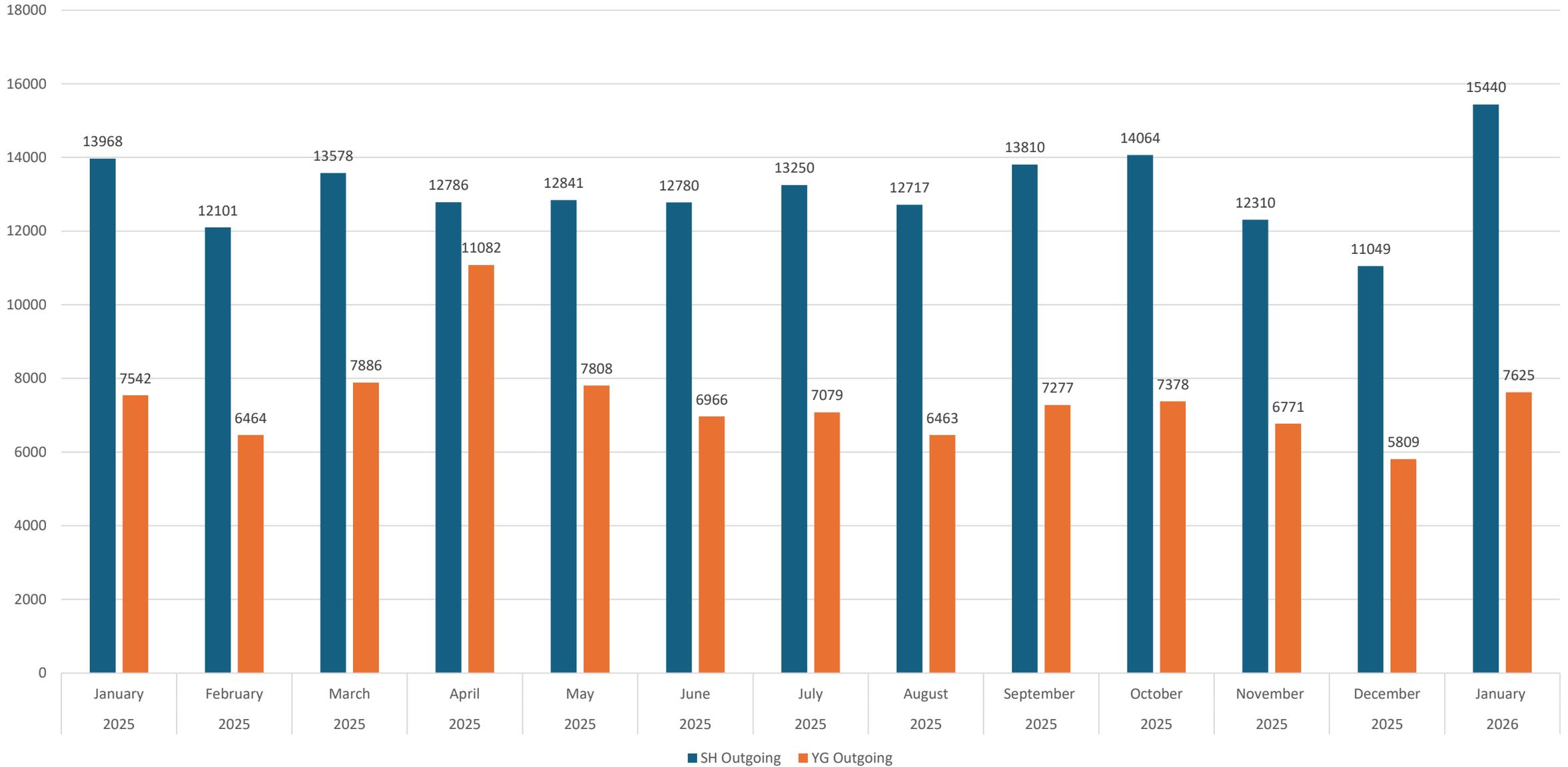
Percentage Change in Volume from January 2025 compared to January 2026

Location	Incoming	Outgoing
SHERIDAN	8%	11%
YORKGATE	5%	1%
HUB	-58%	-47%

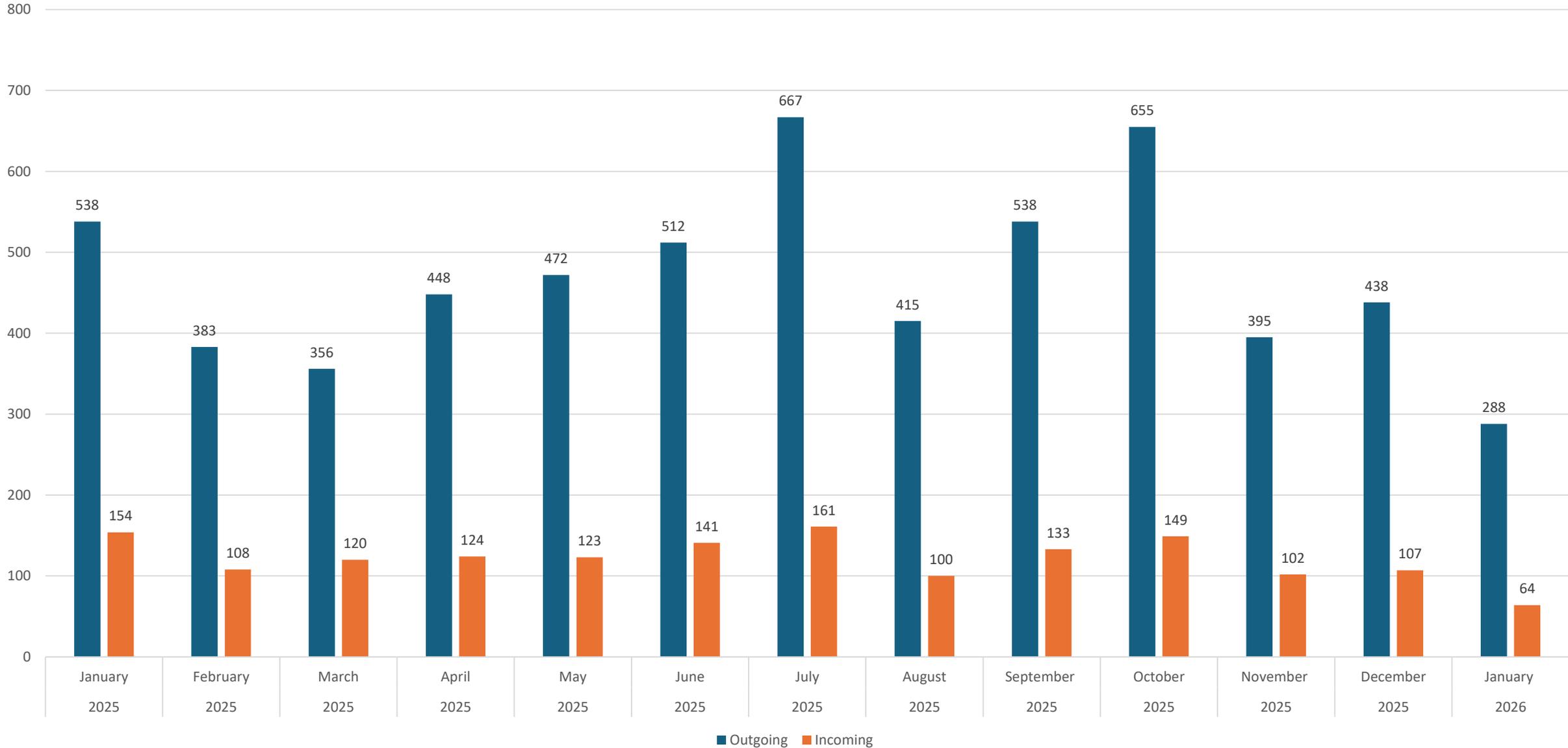
Incoming Calls: Sheridan and Yorkgate Jan 2025 - Jan 2026



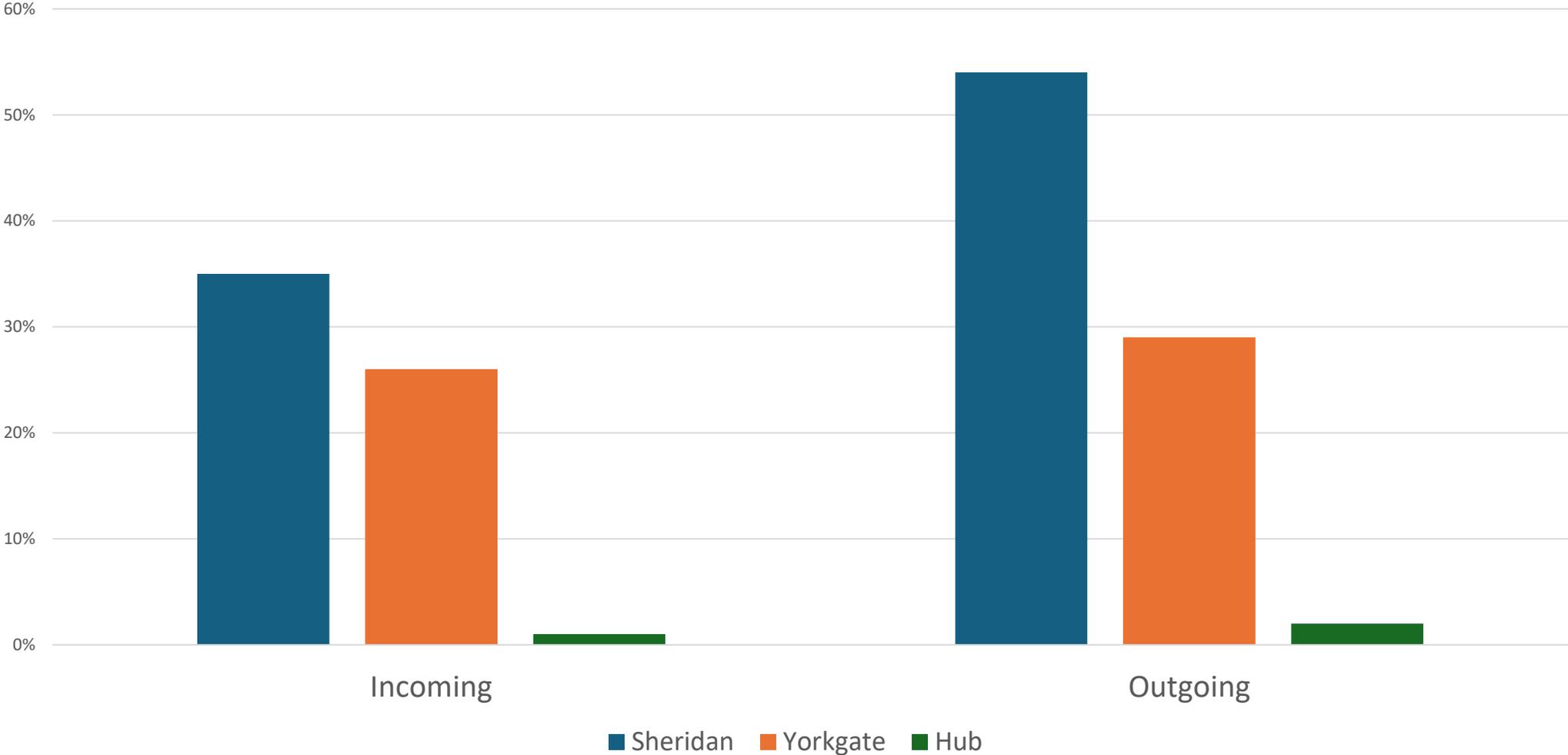
Outgoing Calls: Sheridan and Yorkgate Jan 2025 – Jan 2026



Hub Incoming and Outgoing Jan 2025-Jan 2026

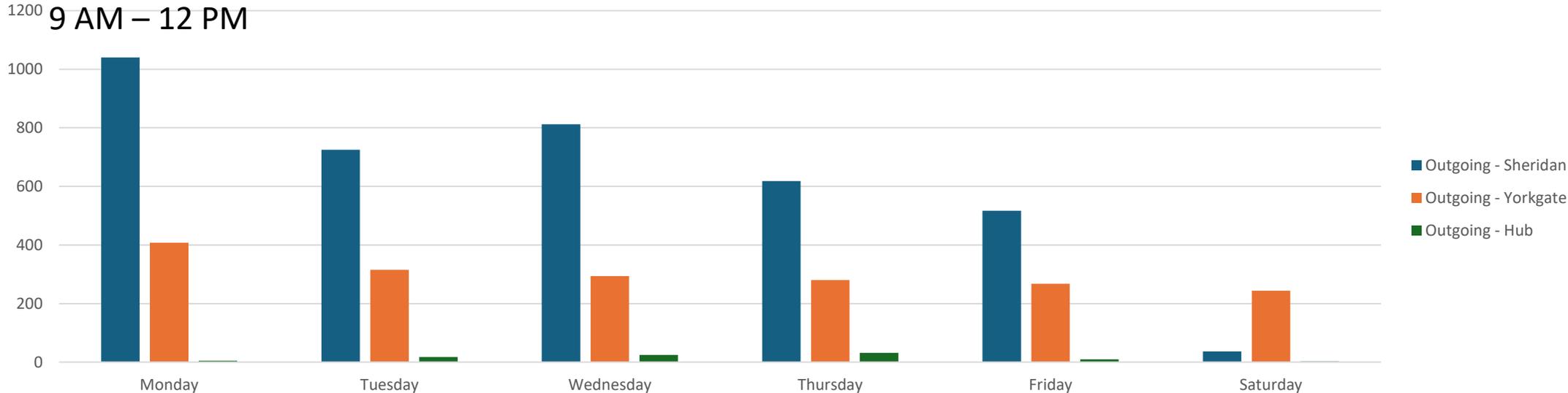


Transferred Calls



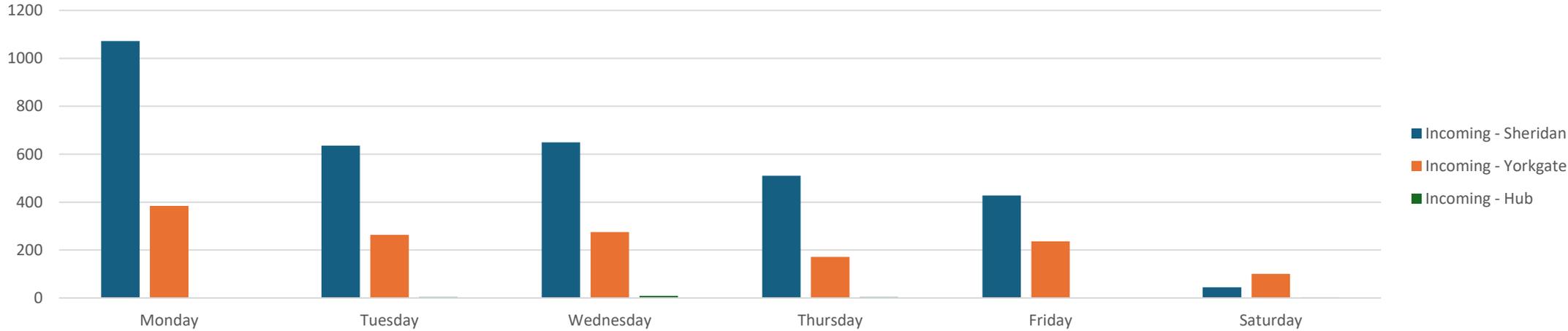
Outgoing Call Volumes by Location Week of January 19, 2026

Busiest Times:
9 AM – 12 PM



Incoming Call Volumes by Location Week of January 19, 2026

Busiest Times:
9 AM – 12 PM



Busiest/Least busiest hours			
Count of Row	Column Label		
Row Labels	Outgoing	Incoming (blank)	Grand Total
Monday	1453	1456	2909
09 AM	224	222	446
10 AM	215	223	438
12 PM	150	168	318
03 PM	149	143	292
01 PM	139	146	285
02 PM	138	135	273
11 AM	138	133	271
08 AM	124	139	263
05 PM	60	57	117
04 PM	54	57	111
06 PM	38	20	58
07 PM	12	8	20
07 AM	8	1	9
06 AM	3	3	6
09 PM	1	1	2

Saturday	284	147	431
11 AM	63	22	85
12 PM	51	30	81
03 PM	46	19	65
10 AM	34	30	64
04 PM	24	9	33
02 PM	23	9	32
09 AM	23	9	32
01 PM	15	14	29
08 AM	2	2	4
06 PM	2	2	4
05 PM	1	1	2

Call Volume by User - January 2026

