

Metrics Summary

Total Calls	16
Successful Transactions	12
Autonomous Completion Rate	75%
Agent Transfers	0

Pending Review Transactions

Time	PID	Appt. Type	Location	Original Date/Time	Status	Call Status	Reason
11:02 AM	1072	Annual Eye Exam	Houston		Scheduled	transfer	Other Reason
11:02 AM	1072	Annual Eye Exam	Houston		Scheduled	transfer	Other Reason
2:59 PM	6	Annual Eye Exam	Houston	05/05/25 09:00 AM	Scheduled	other	Moved Up - Insurance?
3:01 PM	6	Annual Eye Exam	Houston	05/05/25 09:00 AM	Scheduled	success	Moved Up - Insurance?
3:02 PM	6	Annual Eye Exam	Houston	05/05/25 09:00 AM	Scheduled	other	Moved Up - Insurance?
3:04 PM	6	Annual Eye Exam	Houston	05/05/25 09:00 AM	Scheduled	success	Moved Up - Insurance?
3:42 PM	6	Annual Eye Exam	Houston	05/05/25 09:00 AM	Scheduled	success	Moved Up - Insurance?
3:42 PM	6	Annual Eye Exam	Austin		Scheduled	success	Other Reason
3:44 PM	6	Annual Eye Exam	Houston	05/05/25 09:00 AM	Scheduled	success	Moved Up - Insurance?
6:16 PM	6	Annual Eye Exam	Houston	05/05/25 09:00 AM	Scheduled	success	Moved Up - Insurance?

Recent Transactions

Time	PID	Appt. Type	Location	Original Date/Time	New Date/Time	Status
2:48 PM	6	Annual Eye Exam	Houston	04/25/25 10:00 AM	04/25/25 10:00 AM	Rescheduled
3:01 PM	6	Annual Eye Exam	Austin	04/30/25 09:00 AM	04/30/25 09:00 AM	Rescheduled
3:04 PM	6	Annual Eye Exam	Austin	05/01/25 09:00 AM	05/01/25 09:00 AM	Rescheduled
4:21 PM	1023	B SCAN	Houston	04/05/25 08:00 AM	04/05/25 08:00 AM	Scheduled
4:21 PM	1023	Glass Check	Dallas	04/25/25 02:30 PM	04/25/25 02:30 PM	Scheduled
6:15 PM	1072	Annual Eye Exam	Houston	04/14/25 10:00 AM	04/14/25 10:00 AM	Scheduled
6:15 PM	1072	Annual Eye Exam	Houston	04/16/25 08:00 AM	04/16/25 08:00 AM	Scheduled
6:15 PM	1072	CATARACT Sx	Houston	04/09/25 09:00 AM	04/09/25 09:00 AM	Scheduled
6:16 PM	6	Annual Eye Exam	Houston	04/25/25 10:00 AM	04/25/25 10:00 AM	Scheduled
6:16 PM	6	Annual Eye Exam	Austin	05/02/25 10:00 AM	05/02/25 10:00 AM	Canceled
6:18 PM	646	Annual Eye Exam	Houston	04/18/25 09:00 AM	04/18/25 09:00 AM	Canceled