

Inside Sales — Weekly Summary

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Weekly Summary — Inside Sales

****Period:**** 23-29 March 2026

****Generated by:**** Scheduled task (call-prep)

Volume

- Items processed: 108 (prev week: 118, -8.5%)
- Urgent items: 10 (prev: 8)
- Average resolution time: 6.1 days (prev: 6.0)

Top Categories

1. Inbound Web — 27% of volume
2. Outbound Cold — 27% of volume
3. Referral — 10% of volume
4. Partner Lead — 6% of volume

Trends

- Volume trending DOWN 8.5% week-over-week
- Urgent volume within normal range
- Average days since_contact: within target

Action Items Carried Forward

- 4 items from last week still unresolved
- Oldest open item: ISA-17501 (6 days old)
- No recurring patterns detected