August 2010

Date	Total Incoming Locates	# Faxes	# E-Locates	# Remote	Lone Star	ACD Calls	Avg Speed Of Answer	Abandoned Calls	Average Aban Time	Average Call Length	Average Talk Time	# TOCS	Voice
8/1	421	3	98	3	56	320	32	26	69	218	267	0	261
8/2	7393	397	1348	440	1661	2955	57	152	44	567	472	0	3547
8/3	7201	698	1440	472	1592	2568	43	114	44	572	490	0	2999
8/4	6933	596	1363	240	1551	2550	43	100	45	583	467	0	3183
8/5	6487	416	1428	389	1336	2477	52	121	69	544	462	0	2918
8/6	6071	550	1188	311	1407	2042	45	103	73	598	467	0	2615
8/7	541	26	39	9	108	433	36	32	156	295	356	0	359
8/8	375	5	66	6	50	309	59	40	123	250	312	0	248
8/9	7272	477	1411	343	1571	2893	47	130	42	551	459	0	3470
8/10	7066	668	1433	361	1412	2587	36	79	34	587	476	0	3192
8/11	7482	688	1636	316	1678	2639	41	119	32	556	464	0	3164
8/12	6100	451	1224	282	1329	2448	56	123	40	536	466	0	2814
8/13	5645	438	1150	291	1337	1999	49	106	47	541	445	0	2429
8/14	823	113	157	9	130	437	42	37	120	360	380	0	414
8/15	479	11	110	38	45	339	44	35	66	244	301	0	275
8/16	7435	532	1349	546	1548	2797	40	102	42	559	452	0	3460
8/17	6898	620	1411	322	1501	2577	43	119	64	541	458	0	3044
8/18	6815	675	1295	424	1431	2547	50	122	41	548	467	0	2990
8/19	6604	672	1116	452	1484	2364	51	101	54	565	464	0	2880
8/20	5622	347	1116	409	1427	1983	39	74	31	554	473	0	2323
8/21	590	65	75	2	106	431	37	34	125	261	329	0	342
8/22	395	11	61	7	42	342	35	37	139	234	292	0	274
8/23	7663	513	1284	571	1629	2939	51	129	38	581	466	0	3666
8/24	7303	605	1658	379	1367	2763	44	127	99	527	442	0	3294
8/25	6455	617	1112	401	1332	2405	47	84	31	571	459	0	2993
8/26	6379	350	1181	363	1497	2424	47	93	52	574	466	0	2988
8/27	5702	471	1224	335	1267	2112	43	88	38	526	462	0	2405
8/28	913	237	127	13	165	469	43	53	104	307	388	0	371
8/29	505	10	31	98	58	406	71	53	174	249	328	0	308
8/30	7468	407	1361	514	1564	3293	143	336	87	526	478	0	3622
8/31	6840	572	1360	369	1467	2726	88	213	65	539	478	0	3072
Totals	153,876	12,241	29,852	8715	33,148	59,574	50.13	3082	70.58	473.06	425.35	0	69920
% of Incoming Locates:		8%	19%	6%	22%								