December 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
12/1	6640	407	1416	354	1349	2346	48	107	57	662	499	0	3114
12/2	6482	441	1326	350	1431	2284	41	92	55	662	515	0	2934
12/3	5529	454	1097	301	1222	1991	39	68	35	630	511	0	2455
12/4	727	142	112	23	69	403	16	14	72	311	329	0	381
12/5	333	4	37	33	39	241	9	1	341	301	330	0	220
12/6	6991	383	1400	396	1450	2673	36	87	32	590	469	0	3362
12/7	6427	396	1221	318	1192	2474	36	95	48	655	491	0	3300
12/8	6832	541	1507	410	1332	2332	26	46	53	613	470	0	3042
12/9	6238	356	1154	409	1566	2107	27	62	37	626	479	0	2753
12/10	5044	303	992	305	1113	1833	18	30	30	598	470	0	2331
12/11	561	32	30	35	115	370	15	12	61	302	320	0	349
12/12	330	1	65	27	32	240	22	15	137	249	291	0	205
12/13	6771	368	1314	448	1258	2558	11	32	41	636	481	0	3383
12/14	6271	383	1168	434	1210	2357	10	29	43	616	472	0	3076
12/15	5671	420	967	331	1252	2381	18	41	48	520	458	0	2701
12/16	5666	376	988	348	1390	2102	16	30	51	598	490	0	2564
12/17	4877	309	821	381	1219	1717	7	13	35	601	481	0	2147
12/18	484	11	41	61	70	340	26	17	142	297	336	0	301
12/19	302	2	59	11	53	264	22	15	52	192	286	0	177
12/20	6253	359	1005	496	1483	2323	15	37	47	585	467	0	2910
12/21	5455	452	811	436	1186	1908	8	13	42	655	486	0	2570
12/22	4973	397	808	382	1088	1725	9	12	55	637	478	0	2298
12/23	3299	160	605	278	817	1085	6	11	12	671	506	0	1439
12/24	401	15	58	3	127	265	29	12	68	280	375	0	198
12/25	116	0	12	0	17	146	9	2	47	144	242	0	87
12/26	289	2	28	60	44	212	18	18	41	188	257	0	155
12/27	5363	402	930	384	1260	1901	6	12	40	598	476	0	2387
12/28	5011	321	906	356	1221	1676	7	23	21	656	498	0	2207
12/29	5006	319	904	313	1190	1653	7	18	16	703	510	0	2280
12/30	4360	247	838	310	1062	1531	6	12	34	602	484	0	1903
12/31	1021	41	104	42	278	593	109	77	83	529	564	0	556
Totals	123,723	8,044	22,724	8035	27,135	46,031	21.68	1053	60.52	513.07	436.16	0	57785
% of Incoming Locates:		7%	18%	6%	22%								