

June 2010

	Total								Average	Average	Average	
	Incoming					ACD	Avg Speed	Abandoned	Aban	Call	Talk	
Date	Locates	# Faxes	# E-Locates	# Remote	Lone Star	Calls	Of Answer	Calls	Time	Length	Time	Voice
6/1	8071	418	1604	356	2109	3001	115	288	122	563	471	3584
6/2	7788	631	1728	275	1776	3091	248	580	213	521	477	3378
6/3	7065	917	1224	357	1559	2563	52	133	63	538	458	3008
6/4	6319	502	1295	272	1634	2138	55	133	62	579	473	2616
6/5	1226	353	348	3	190	431	18	21	28	278	361	332
6/6	477	15	56	18	58	285	27	26	50	365	315	330
6/7	7644	419	1752	366	1569	3066	130	348	116	545	472	3538
6/8	7830	864	1793	293	1848	2707	155	343	115	549	490	3032
6/9	6856	604	1544	282	1343	2345	50	133	42	651	495	3083
6/10	6401	508	1394	273	1482	2390	56	135	56	540	470	2744
6/11	6051	480	1204	213	1673	2083	40	82	53	529	444	2481
6/12	1099	160	364	19	195	431	15	17	70	280	334	361
6/13	352	7	66	4	63	258	34	21	59	270	328	212
6/14	7909	487	1558	376	1735	3046	40	126	68	584	474	3753
6/15	7312	638	1547	272	1664	2690	43	119	83	550	464	3191
6/16	7559	609	1569	375	1772	2642	43	121	60	573	468	3234
6/17	6926	708	1559	272	1520	2400	48	103	54	578	484	2867
6/18	5636	602	1101	158	1397	2035	50	103	68	545	466	2378
6/19	747	106	168	10	146	362	31	23	104	293	335	317
6/20	335	1	52	0	46	299	47	33	100	249	316	236
6/21	8364	423	1548	421	1900	3151	65	175	63	601	465	4072
6/22	7709	905	1641	323	1392	2859	47	130	57	567	470	3448
6/23	7025	501	1471	279	1779	2635	52	144	58	521	458	2995
6/24	6771	526	1340	233	1702	2498	52	132	64	540	454	2970
6/25	5475	437	1049	236	1378	2001	32	70	37	515	434	2375
6/26	530	25	44	23	76	412	54	31	119	340	387	362
6/27	407	11	122	3	70	288	27	16	92	199	285	201
6/28	7510	635	1655	346	1555	2751	41	109	48	549	455	3319
6/29	6508	572	1313	315	1619	2306	37	67	33	534	458	2689
6/30	6194	538	1297	261	1300	2120	30	41	34	615	466	2798
Totals	160,096	13,602	33,406	6634	36,550	59,284	57.80	3803	73.03	485.26	430.90	69904
% of Incoming Locates:		8%	21%	4%	23%							