May 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
5/1	680	101	53	4	112	445	21	17	21	381	414	0	410
5/2	522	0	222	3	44	314	13	12	21	264	328	0	253
5/3	7457	602	1385	316	1378	4651	492	1890	319	393	484	2	3774
5/4	7339	712	1304	255	1719	4349	555	2003	371	376	488	0	3349
5/5	7458	769	1503	206	1853	4752	707	2585	429	320	487	1	3126
5/6	7172	686	1355	297	1862	4018	598	1881	339	374	505	0	2972
5/7	6402	562	1346	195	1684	3032	444	1157	307	428	496	3	2612
5/8	830	108	194	2	99	435	16	17	20	393	400	0	427
5/9	565	1	164	0	61	301	11	12	31	375	333	0	339
5/10	7899	534	1609	245	1814	3955	396	1231	249	449	480	0	3697
5/11	8046	760	1761	274	2093	3339	369	961	278	455	481	0	3158
5/12	7587	704	1480	336	1926	3202	413	977	243	483	492	0	3141
5/13	6672	644	1349	297	1704	2835	439	914	283	467	494	0	2678
5/14	5596	515	1299	193	1469	2135	323	555	179	482	485	0	2120
5/15	612	105	118	2	82	373	25	35	43	257	314	0	305
5/16	530	3	237	7	79	279	39	25	85	234	320	0	204
5/17	7548	471	1775	277	1597	3274	311	755	213	517	494	0	3428
5/18	7282	765	1241	221	1745	2666	57	164	94	571	460	1	3309
5/19	6845	832	665	362	1595	3099	368	805	250	542	495	0	3391
5/20	7071	432	1616	310	1890	2588	228	471	221	519	476	0	2823
5/21	5909	596	1187	224	1539	2050	79	175	103	553	480	0	2363
5/22	893	126	173	22	199	449	38	32	50	331	398	0	373
5/23	291	4	35	0	55	279	23	18	42	212	300	0	197
5/24	8007	515	1678	361	1756	3392	258	714	205	525	482	0	3697
5/25	7884	852	1623	295	1837	2616	40	106	55	601	480	0	3277
5/26	7249	519	1519	275	1792	2572	33	115	46	575	470	2	3142
5/27	7415	839	1931	301	1569	2385	50	146	76	548	471	0	2775
5/28	5596	484	1059	260	1521	1801	22	53	29	594	471	0	2272
5/29	427	19	75	1	71	369	18	25	75	228	323	0	261
5/30	491	174	73	1	40	277	27	20	107	197	269	0	203
5/31	825	38	287	7	115	359	19	12	24	382	363	0	378
Totals	149,100	13,472	30,316	5549	35,300	66,591	207.48	17883	155.10	420.17	433.32	9	64454
% of Incoming Locates:		9%	20%	4%	24%								