

November 2010

	Total								Average	Average	Average		
	Incoming					ACD	Avg Speed	Abandoned	Average	Average	Average		
Date	Locates	# Faxes	# E-Locates	# Remote	Lone Star	Calls	Of Answer	Calls	Time	Call Length	Talk Time	# TOCS	Voice
11/1	6565	256	1306	455	1338	2738	45	123	42	557	475	0	3210
11/2	6406	584	1350	425	1261	2097	30	70	40	664	500	0	2786
11/3	5910	326	1469	280	1234	2051	50	103	61	634	500	0	2601
11/4	6157	430	1142	358	1390	2353	48	125	49	588	488	0	2837
11/5	5315	399	978	196	1485	1909	42	68	49	582	492	0	2257
11/6	518	7	69	9	97	390	13	13	38	285	331	0	336
11/7	483	37	62	45	71	314	30	12	92	260	305	0	268
11/8	6622	208	1246	456	1316	2763	45	127	68	589	479	0	3396
11/9	7538	741	1320	381	1694	2621	58	153	58	623	480	0	3402
11/10	6513	471	1361	316	1281	2488	64	141	53	599	483	0	3084
11/11	5831	424	1188	360	954	2161	44	92	37	673	501	0	2905
11/12	5546	418	1235	383	1231	1702	35	53	40	620	463	0	2279
11/13	642	118	112	15	72	335	21	13	81	323	333	0	325
11/14	478	1	62	41	89	237	14	4	42	392	326	0	285
11/15	6994	444	1377	424	1494	2548	36	86	34	608	476	0	3255
11/16	6831	572	1628	359	1263	2487	30	61	37	567	469	0	3009
11/17	6497	407	1314	317	1636	2330	54	129	42	566	467	0	2823
11/18	6069	421	1229	469	1280	2187	50	92	44	606	496	0	2670
11/19	5001	332	1016	300	1047	1798	25	47	60	585	456	0	2306
11/20	574	64	53	7	125	369	25	14	68	307	348	0	325
11/21	313	4	41	4	57	252	30	17	120	291	354	0	207
11/22	6681	361	1392	448	1298	2335	34	72	40	631	463	0	3182
11/23	6268	576	1408	378	1334	1995	30	60	51	611	474	0	2572
11/24	5081	300	1024	253	1409	1602	20	33	34	596	456	0	2095
11/25	151	13	16	5	16	140	6	7	7	203	281	0	101
11/26	745	17	90	16	168	457	4	4	4	395	398	0	454
11/27	325	9	29	0	46	285	15	19	86	303	358	0	241
11/28	355	2	76	30	36	246	31	20	179	271	316	0	211
11/29	7589	297	1385	469	1574	2927	53	137	46	635	481	0	3864
11/30	7449	528	1746	380	1479	2503	32	86	49	656	495	0	3316
Totals	131,447	8,767	26,724	7579	27,775	48,620	33.80	1981	55.03	507.33	431.47	0	60602
% of Incoming Locates:		7%	20%	6%	21%							0%	46%