October 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
10/1	5842	436	1342	320	1264	2027	53	101	77	584	477	0	2480
10/2	659	86	189	4	98	363	20	27	108	287	369	0	282
10/3	393	7	44	50	52	245	18	6	35	315	322	0	240
10/4	7237	293	1206	526	1531	3022	69	180	47	615	505	0	3681
10/5	7599	609	1741	414	1514	2710	49	117	53	621	507	0	3321
10/6	7315	659	1350	381	1592	2618	52	139	41	628	493	0	3333
10/7	6349	460	1127	425	1371	2507	53	98	48	618	522	0	2966
10/8	5972	477	1146	302	1276	2045	38	65	38	703	519	0	2771
10/9	562	77	81	0	79	391	25	26	123	263	316	0	325
10/10	412	7	121	3	41	295	27	21	101	240	295	0	240
10/11	7266	347	1394	489	1592	2738	45	147	48	635	505	0	3444
10/12	7185	664	1293	426	1384	2783	56	155	34	619	504	0	3418
10/13	6776	417	1359	423	1351	2660	42	127	50	589	486	0	3226
10/14	6547	490	1121	482	1515	2419	50	102	42	606	499	0	2939
10/15	6092	508	1321	352	1202	2112	35	71	32	636	496	0	2709
10/16	499	18	78	0	89	348	4	3	5	282	312	0	314
10/17	380	9	78	6	58	248	14	10	69	305	330	0	229
10/18	6961	326	1213	488	1526	2902	53	148	42	567	483	0	3408
10/19	7349	579	1734	367	1419	2628	40	101	36	607	491	0	3250
10/20	6699	407	1190	351	1530	2557	51	121	48	612	486	0	3221
10/21	6426	397	1177	445	1358	2382	58	134	41	627	490	0	3049
10/22	5220	311	1045	299	1266	1918	51	84	49	556	464	0	2299
10/23	672	186	61	0	114	325	32	15	90	297	310	0	311
10/24	398	5	53	0	92	292	10	16	38	256	301	0	248
10/25	7529	574	1394	516	1438	2860	44	123	39	621	492	0	3607
10/26	6949	587	1231	371	1577	2549	34	93	55	604	484	0	3183
10/27	6559	338	1336	381	1378	2471	51	124	103	624	493	0	3126
10/28	6264	409	1274	385	1362	2301	55	128	67	621	504	0	2834
10/29	5670	484	1079	267	1269	1902	52	80	44	695	514	0	2571
10/30	581	70	49	0	107	427	18	26	91	284	342	0	355
10/31	406	3	92	22	80	269	15	9	51	236	304	0	209
Totals	144,768	10,240	27,919	8495	30,525	55,314	39.16	2597	56.29	508.15	439.19	0	67589
% of Incoming Locates:		7%	19%	6%	21%								