September 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
9/1	6312	568	1106	375	1248	2762	184	352	77	557	510	0	3015
9/2	6363	728	1258	303	1321	2670	218	392	103	525	509	0	2753
9/3	5309	383	1025	298	1219	1858	115	126	65	640	499	0	2384
9/4	509	27	55	1	91	412	72	52	174	305	375	0	335
9/5	245	9	3	3	43	240	22	15	101	229	294	0	187
9/6	626	6	118	29	98	419	14	12	34	308	344	0	375
9/7	6649	532	1316	537	1715	2181	115	172	52	550	471	0	2549
9/8	5605	299	1131	290	1201	2106	57	108	39	618	485	0	2684
9/9	6258	572	1045	336	1228	2411	97	187	57	615	482	0	3077
9/10	5554	280	1068	291	1407	2248	105	191	72	523	469	0	2508
9/11	1170	196	356	21	114	485	34	45	113	379	381	0	483
9/12	467	35	106	3	52	296	47	30	97	298	325	0	271
9/13	7751	417	1536	518	1609	3536	208	545	98	518	499	0	3671
9/14	7034	576	1230	522	1254	2859	77	202	67	594	492	0	3452
9/15	6746	512	1266	339	1485	2560	64	141	30	628	511	0	3144
9/16	6653	584	1369	370	1278	2396	54	107	48	646	507	0	3052
9/17	5834	404	1414	329	1476	2003	54	110	46	541	490	0	2211
9/18	659	98	122	1	144	388	35	23	139	220	290	0	294
9/19	291	1	30	0	57	245	42	29	95	249	300	0	203
9/20	6927	462	1185	537	1417	2693	71	181	45	601	487	0	3326
9/21	7103	587	1523	329	1475	2586	45	126	53	598	485	0	3189
9/22	6581	535	1332	403	1355	2350	45	105	52	604	480	0	2956
9/23	5982	496	1147	370	1277	2251	39	88	50	555	464	0	2692
9/24	5240	436	1021	327	1202	1956	44	130	129	529	459	0	2254
9/25	802	143	250	1	120	338	21	21	47	298	350	0	288
9/26	387	7	71	16	37	257	48	33	169	324	325	0	256
9/27	7648	395	1378	474	1865	2865	57	117	37	563	456	0	3536
9/28	7029	649	1416	330	1306	2571	30	85	55	625	483	0	3328
9/29	6670	458	1185	432	1393	2618	51	128	54	594	486	0	3202
9/30	6351	344	1218	420	1312	2481	48	117	39	583	473	0	3057
Totals	140,755	10,739	27,280	8205	29,799	55,041	70.43	3970	74.57	493.89	439.37	0	64732
% of Incoming Locates:		8%	19%	6%	21%								