

April 2011

	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
4/1	6289	414	1192	418	1555	2239	31	112	108	640	529	2710
4/2	752	134	130	9	142	406	19	19	42	291	350	337
4/3	554	23	116	87	90	282	12	13	30	296	351	238
4/4	8130	360	1472	716	1762	3219	43	149	62	598	504	3820
4/5	8237	516	1776	513	1669	3063	32	140	75	641	522	3763
4/6	7694	385	1529	510	1862	2948	35	137	81	614	531	3408
4/7	7295	501	1410	471	1739	2739	41	143	99	618	533	3174
4/8	6439	373	1284	334	1723	2292	27	84	64	630	530	2725
4/9	608	31	71	2	117	425	27	39	131	348	382	387
4/10	585	11	110	73	91	305	23	19	28	388	394	300
4/11	8630	291	1575	685	2008	3575	56	258	61	608	534	4071
4/12	7795	539	1477	397	1747	3168	36	169	45	602	525	3635
4/13	7699	458	1366	539	1782	3038	38	136	74	632	540	3554
4/14	7389	529	1556	434	1657	2984	33	147	72	528	490	3213
4/15	6081	305	1256	396	1595	2303	22	99	85	574	523	2529
4/16	666	16	104	12	181	432	22	18	26	297	363	353
4/17	488	2	51	70	86	287	27	15	102	390	401	279
4/18	8541	454	1608	602	1945	3338	36	156	74	607	515	3932
4/19	8456	619	1847	584	2021	2843	25	90	53	614	516	3385
4/20	7591	517	1506	471	1710	2755	26	116	69	641	521	3387
4/21	7519	626	1367	576	1828	2478	24	66	71	658	522	3122
4/22	3771	415	795	247	579	1524	6	23	99	531	466	1735
4/23	567	11	63	9	117	414	20	19	90	315	355	367
4/24	317	4	59	20	57	243	19	12	75	212	291	177
4/25	8758	509	1634	714	2168	3114	38	123	39	614	512	3733
4/26	8059	525	1487	501	1763	3059	34	144	90	653	528	3783
4/27	7879	568	1653	400	1735	3010	34	108	73	602	514	3523
4/28	7166	462	1319	495	1836	2608	35	104	74	612	523	3054
4/29	6205	377	1164	370	1643	2202	35	79	94	643	534	2651
4/30	846	49	163	42	155	456	15	12	15	320	334	437
Totals	161,006	10,024	31,140	10697	37,363	61,749	29.03	2749	70.03	523.80	471.10	71782
% of Incoming Locates:		6%	19%	7%	23%							