

August 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
8/1	8413	475	1589	802	1711	3248	52	216	86	588	498	3836
8/2	8377	639	1666	551	1711	3017	33	141	113	596	472	3810
8/3	8274	575	1794	564	1736	2820	31	119	87	630	493	3605
8/4	7179	433	1441	643	1568	2648	32	125	92	569	487	3094
8/5	6846	641	1528	408	1541	2277	42	137	71	571	477	2728
8/6	1136	42	196	99	155	665	37	39	76	354	366	644
8/7	674	4	99	21	164	517	71	84	280	230	308	386
8/8	8502	432	1818	583	2004	3467	93	350	97	500	473	3665
8/9	8382	618	1910	636	1744	3021	59	224	76	574	499	3474
8/10	7836	429	1611	606	1834	2871	55	214	93	570	488	3356
8/11	7628	570	1459	514	1861	2887	55	206	65	563	504	3224
8/12	7163	358	1448	524	1808	2387	46	138	84	624	492	3025
8/13	1244	104	268	68	250	548	11	16	119	398	394	554
8/14	831	8	63	107	211	487	38	56	75	319	351	442
8/15	9118	835	1641	814	1954	3363	119	391	106	581	504	3874
8/16	8749	731	2075	573	1725	2861	43	135	75	627	492	3645
8/17	8092	452	1739	659	1877	2780	36	102	50	588	486	3365
8/18	7822	1009	1440	580	1809	2541	38	108	61	568	484	2984
8/19	6792	415	1548	354	1754	2264	20	58	93	588	489	2721
8/20	852	33	55	12	253	558	8	11	29	331	370	499
8/21	803	2	75	126	212	508	44	100	65	242	317	388
8/22	8256	638	1584	555	1603	3186	58	209	62	605	497	3876
8/23	8551	490	1897	432	2000	3100	50	174	51	590	490	3732
8/24	8014	356	1979	501	1919	2836	30	99	41	550	479	3259
8/25	7217	191	1593	479	1704	2825	34	132	52	542	471	3250
8/26	6562	227	1558	487	1714	2139	34	93	42	583	484	2576
8/27	1129	4	117	66	465	513	8	10	12	321	345	477
8/28	749	1	135	55	207	414	14	12	65	259	306	351
8/29	9137	366	2111	788	1946	3265	47	143	51	578	481	3926
8/30	7811	317	1675	533	1812	2819	22	61	39	614	498	3474
8/31	7908	315	1854	504	1890	2730	19	67	67	576	470	3345
Totals	190,047	11,710	39,966	13644	43,142	69,562	41.26	3970	76.61	510.63	450.48	81585
% of Incoming Locates:		6%	21%	7%	23%							