

# February 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
2/1	3771	223	578	241	1171	1268	18	41	48	584	475	1558
2/2	3455	218	730	228	947	1221	8	20	18	491	450	1332
2/3	3907	323	689	345	1006	1058	5	5	11	747	512	1544
2/4	2153	132	366	157	528	799	11	20	19	506	417	970
2/5	813	14	41	35	118	652	38	61	77	340	366	605
2/6	659	2	128	6	73	503	64	43	107	270	302	450
2/7	7312	358	1298	558	1563	2695	19	52	107	665	507	3535
2/8	7308	542	1549	668	1480	2477	27	83	47	626	505	3069
2/9	4568	277	736	348	1175	1378	12	23	40	779	528	2032
2/10	6448	381	1205	494	1417	2255	26	65	39	700	535	2951
2/11	6078	330	1289	320	1339	2106	19	43	52	701	527	2800
2/12	731	39	94	11	146	529	31	36	47	283	339	441
2/13	580	6	57	70	85	455	27	36	38	243	305	362
2/14	7612	440	1239	647	1813	3998	124	526	113	424	488	3473
2/15	7651	487	1343	558	1612	2987	43	133	57	626	512	3651
2/16	6673	417	1129	356	1543	2828	33	122	60	543	476	3228
2/17	7006	490	1306	506	1492	2644	17	51	38	620	510	3212
2/18	5900	409	1237	377	1323	2140	20	43	80	610	511	2554
2/19	653	16	52	53	139	411	23	23	39	367	384	393
2/20	488	17	66	61	78	305	28	19	23	353	405	266
2/21	7586	370	1435	655	1611	2781	26	74	71	643	509	3515
2/22	7543	660	1510	380	1563	2874	37	98	66	648	543	3430
2/23	7443	555	1467	498	1622	2686	20	58	69	649	528	3301
2/24	7225	637	1445	418	1489	2468	31	70	81	724	552	3236
2/25	6637	396	1450	416	1546	2148	19	58	96	694	527	2829
2/26	655	23	78	43	124	405	21	19	69	337	353	387
2/27	623	26	72	80	67	277	40	28	77	540	396	378
2/28	8267	394	1338	668	1939	3184	29	82	79	632	512	3928
Totals	129,745	8,182	23,927	9197	29,009	49,532	29.14	1932	59.57	547.98	463.36	59430
% of Incoming Locates:		6%	18%	7%	22%							