

# June 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
6/1	9039	531	1885	534	2352	3102	71	236	94	617	512	3737
6/2	7844	542	1697	543	1703	2837	70	207	112	606	512	3359
6/3	6783	278	1456	462	1770	2345	67	129	139	647	539	2817
6/4	1556	257	405	21	375	491	43	29	105	360	355	498
6/5	623	7	124	11	159	405	35	20	107	242	304	322
6/6	8597	332	1644	656	1972	3450	79	270	81	596	515	3993
6/7	8147	488	1612	515	1863	3023	40	104	65	589	485	3669
6/8	8297	578	1909	557	1703	2785	37	92	93	641	503	3550
6/9	7948	571	1753	552	1881	2724	43	111	70	582	497	3191
6/10	6369	476	1368	394	1377	2295	25	68	148	594	495	2754
6/11	1062	108	183	78	202	494	23	22	73	336	338	491
6/12	607	4	87	21	179	323	15	5	42	342	350	316
6/13	9233	517	1979	755	2082	3197	55	177	77	598	490	3900
6/14	9003	451	1850	597	2328	3101	32	115	76	570	468	3777
6/15	7875	545	1605	591	1723	2825	27	111	110	596	494	3411
6/16	7543	407	1519	543	1989	2693	40	132	73	557	486	3085
6/17	6478	412	1360	450	1550	2240	36	94	113	582	482	2706
6/18	1137	125	227	111	242	496	14	16	40	275	316	432
6/19	566	13	48	14	159	397	41	37	170	238	284	332
6/20	8744	395	1676	681	2002	3253	35	156	86	584	476	3990
6/21	8271	493	1695	433	1999	2980	27	111	86	571	466	3651
6/22	6959	392	1595	399	1515	2517	19	69	118	573	472	3058
6/23	7375	495	1368	466	1878	2663	11	49	64	560	471	3168
6/24	6752	443	1453	389	1809	2154	19	70	76	595	482	2658
6/25	957	69	265	58	190	445	18	16	37	292	347	375
6/26	506	3	109	22	122	340	21	19	38	219	298	250
6/27	9069	463	1831	755	2059	3173	57	171	58	630	505	3961
6/28	8335	485	1739	512	1939	2864	23	99	70	636	498	3660
6/29	7688	560	1649	449	1721	2740	32	125	86	575	476	3309
6/30	7001	403	1508	432	1717	2364	18	59	96	622	500	2941
Totals	180,364	10,843	37,599	12001	42,560	64,716	35.77	2919	86.77	514.24	447.20	77361
% of Incoming Locates:		6%	21%	7%	24%							