

March 2011

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	Total								Average	Average	Average	
	Incoming					ACD	Avg Speed	Abandoned	Average	Average	Average	
Date	Locates	# Faxes	# E-Locates	# Remote	Lone Star	Calls	Of Answer	Calls	Time	Call Length	Talk Time	Voice
3/1	7371	592	1483	534	1417	2640	23	76	86	665	525	3345
3/2	7658	462	1427	577	1573	2853	30	92	97	653	515	3619
3/3	7168	401	1392	482	1876	2542	20	52	86	611	515	3017
3/4	6392	408	1445	465	1402	2121	13	46	61	630	500	2672
3/5	614	42	70	19	90	368	17	14	13	371	347	393
3/6	518	7	106	107	84	251	13	13	9	286	335	214
3/7	8594	410	1516	766	1755	3268	19	74	56	657	518	4147
3/8	7826	530	1780	486	1539	2714	14	49	124	659	512	3491
3/9	7617	580	1198	567	1814	2857	32	132	131	627	518	3458
3/10	7174	480	1319	594	1643	2660	24	82	99	605	513	3138
3/11	6555	467	1234	484	1485	2312	27	60	52	643	515	2885
3/12	853	89	144	40	149	427	19	17	27	389	385	431
3/13	514	13	136	4	92	308	19	24	32	307	352	269
3/14	8274	371	1464	749	1739	3164	31	126	85	657	526	3951
3/15	7733	630	1404	601	1645	2823	19	70	75	618	505	3453
3/16	7564	391	1586	540	1587	2726	36	109	127	650	512	3460
3/17	6984	429	1387	480	1641	2624	26	101	129	582	501	3047
3/18	5817	351	1112	419	1364	2168	22	55	110	588	496	2571
3/19	642	11	90	3	194	460	18	24	39	262	351	344
3/20	678	3	217	13	123	309	15	11	5	385	369	322
3/21	7927	283	1403	591	1743	3333	25	124	100	584	498	3907
3/22	8354	691	1718	584	1649	3098	30	112	92	596	497	3712
3/23	7677	414	1607	411	1795	3039	36	137	125	552	486	3450
3/24	7465	553	1465	457	1706	2776	31	102	73	591	500	3284
3/25	6679	482	1355	404	1566	2403	20	49	70	571	478	2872
3/26	687	29	142	10	150	417	17	19	47	295	345	356
3/27	504	18	104	27	74	301	24	19	47	296	317	281
3/28	8508	414	1543	658	1902	3329	40	153	87	610	509	3991
3/29	7597	613	1321	550	1707	3028	25	86	59	551	490	3406
3/30	7959	494	1492	475	1918	2970	39	131	77	616	511	3580
3/31	7287	451	1453	386	1778	2820	24	98	85	573	502	3219
Totals	177,190	11,109	34,113	12483	39,200	67,109	24.13	2257	74.35	538.02	465.90	80285
% of Incoming Locates:		6%	19%	7%	22%							