

May 2011

	Total								Average	Average	Average	
	Incoming					ACD	Avg Speed	Abandoned	Abandoned	Call	Talk	
Date	Locates	# Faxes	# E-Locates	# Remote	Lone Star	Calls	Of Answer	Calls	Time	Length	Time	Voice
5/1	563	2	77	80	117	338	18	12	44	305	359	287
5/2	7488	423	1746	604	1635	2565	52	92	71	628	523	3080
5/3	8220	410	1713	515	2068	2867	62	171	57	651	531	3514
5/4	7544	536	1592	421	1547	2844	45	137	73	624	515	3448
5/5	7565	549	1350	500	1853	2626	37	84	64	664	526	3313
5/6	6582	481	1396	472	1538	2234	38	85	48	616	511	2695
5/7	857	36	144	14	167	414	10	7	10	453	378	496
5/8	509	8	109	59	84	247	26	10	124	355	352	249
5/9	8561	451	1699	792	1987	3263	100	269	82	572	514	3632
5/10	8233	617	1815	570	1708	2828	51	134	60	642	515	3523
5/11	7470	418	1662	362	1886	2601	33	84	93	631	522	3142
5/12	6885	532	1578	450	1576	2324	19	58	61	597	505	2749
5/13	6829	355	1556	393	1568	2264	27	68	72	657	503	2957
5/14	644	21	105	7	144	402	8	9	11	365	400	367
5/15	537	37	68	53	91	252	14	6	98	378	331	288
5/16	8602	404	1758	684	1975	3282	74	240	67	591	513	3781
5/17	8056	572	1793	557	1708	2879	40	125	60	609	512	3426
5/18	7616	394	1564	487	1855	2724	34	80	66	596	490	3316
5/19	7488	487	1534	514	1903	2489	24	60	72	609	497	3050
5/20	6257	372	1173	503	1709	1986	29	72	75	662	526	2500
5/21	850	136	186	6	120	384	22	15	68	396	378	402
5/22	450	17	45	21	127	287	76	32	191	296	354	240
5/23	7813	315	1492	541	1972	3052	68	196	76	576	503	3493
5/24	8379	846	1680	583	1828	2775	32	86	81	623	502	3442
5/25	7991	401	1754	562	1808	2691	37	106	102	648	503	3466
5/26	7409	606	1561	474	1709	2472	22	66	74	615	497	3059
5/27	5771	323	1215	349	1532	1822	12	24	63	660	511	2352
5/28	509	4	77	2	141	331	30	21	59	273	317	285
5/29	410	0	31	69	99	281	40	23	93	216	287	211
5/30	905	52	119	52	166	420	18	9	93	527	429	516
5/31	8130	265	1581	685	1692	3514	74	246	103	533	479	3907
Totals	165,123	10,070	34,173	11381	38,313	59,458	37.81	2627	74.55	534.40	460.74	71186
% of Incoming Locates:		6%	21%	7%	23%							