

October 2011

	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
10/1	860	9	126	75	222	458	13	11	25	331	354	428
10/2	599	1	85	82	130	332	9	7	34	299	330	301
10/3	8834	280	1986	551	2201	3390	86	341	106	570	506	3816
10/4	8494	350	2251	509	1921	2907	34	131	36	600	504	3463
10/5	7751	250	1822	571	1830	2671	29	83	52	617	503	3278
10/6	7232	193	1711	531	1617	2785	38	130	41	550	482	3180
10/7	6413	202	1670	397	1599	2201	27	59	57	550	476	2545
10/8	705	5	50	140	119	467	7	11	24	267	319	391
10/9	622	3	79	68	88	422	15	22	101	252	277	384
10/10	8117	335	1767	540	2096	2663	35	111	36	629	496	3379
10/11	7447	242	1637	534	1690	2766	37	112	53	592	490	3344
10/12	7679	322	2052	485	1682	2506	20	62	50	614	490	3138
10/13	7350	167	1904	435	1877	2368	19	40	41	618	493	2967
10/14	6219	174	1591	354	1454	2099	25	58	56	611	485	2646
10/15	792	5	92	136	166	440	6	1	3	305	341	393
10/16	647	0	116	120	133	300	12	9	49	279	301	278
10/17	8759	396	1977	585	2111	3181	66	213	95	564	486	3690
10/18	7672	213	2034	504	1744	2691	20	57	41	571	484	3177
10/19	7655	320	1738	430	1917	2659	22	69	33	606	496	3250
10/20	7428	210	1731	523	1915	2476	30	78	38	594	482	3049
10/21	6505	232	1475	374	1823	2216	34	85	54	527	449	2601
10/22	955	17	148	132	288	414	14	10	96	330	369	370
10/23	645	1	100	100	116	317	7	10	30	317	306	328
10/24	8782	305	1931	621	2117	3177	76	261	91	584	487	3808
10/25	7659	309	1940	540	1693	2673	22	74	41	584	491	3177
10/26	8097	263	1871	651	1752	2478	28	85	38	694	483	3560
10/27	6812	256	1637	599	1636	2137	20	38	37	609	485	2684
10/28	5845	181	1595	407	1149	1951	30	56	42	630	489	2513
10/29	760	14	154	49	168	434	9	9	19	265	307	375
10/30	482	0	57	37	83	349	10	7	4	266	304	305
10/31	8511	325	1971	692	1866	3042	74	242	81	579	482	3657
Totals	166,328	5,580	39,298	11772	39,203	58,970	28.19	2482	48.52	496.91	433.77	70475
% of Incoming Locates:		3%	24%	7%	24%							