

September 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
9/1	7772	339	1890	478	1776	2529	22	63	50	653	502	3289
9/2	6604	279	1555	544	1623	2095	17	50	46	581	468	2603
9/3	830	3	81	35	240	518	5	6	5	297	327	471
9/4	824	0	134	35	317	415	11	12	43	234	287	338
9/5	1070	2	114	70	342	567	11	14	29	326	341	542
9/6	9480	400	2137	783	2165	3450	75	309	63	558	482	3995
9/7	9222	397	2157	533	2202	3217	84	283	102	609	498	3933
9/8	8222	334	1866	524	2016	3072	96	305	87	562	496	3482
9/9	7300	200	1840	384	1954	2639	79	264	96	549	496	2922
9/10	1099	1	108	68	327	648	17	18	65	347	378	595
9/11	924	5	107	43	245	498	23	23	90	360	342	524
9/12	9134	351	2030	767	2071	3702	84	336	81	514	486	3915
9/13	9335	331	2242	570	2348	3165	56	195	82	608	501	3844
9/14	8140	386	1832	546	1998	2904	50	169	95	566	487	3378
9/15	7598	261	1737	559	1917	2639	45	139	66	590	498	3124
9/16	6434	162	1576	430	1602	2324	50	131	95	553	482	2664
9/17	909	6	159	42	236	518	7	9	19	303	337	466
9/18	759	8	115	92	152	422	11	16	77	301	324	392
9/19	8970	386	1976	551	2058	3335	44	153	61	555	463	3999
9/20	8113	203	1979	564	1889	2856	23	90	47	589	484	3478
9/21	7895	387	1964	525	1609	2832	34	105	44	600	498	3410
9/22	7406	284	1812	548	1799	2616	28	80	33	547	483	2963
9/23	6548	332	1438	366	1764	2143	33	76	44	598	484	2648
9/24	757	1	99	34	231	469	8	9	11	296	354	392
9/25	515	1	71	12	156	352	10	8	8	222	284	275
9/26	9278	350	2231	716	2135	3051	42	117	50	620	492	3846
9/27	8159	309	2019	550	1960	2758	21	59	50	591	491	3321
9/28	7915	272	1951	499	1851	2688	24	67	46	608	489	3342
9/29	7584	220	1819	534	1874	2571	24	76	39	615	504	3137
9/30	6399	208	1542	434	1752	2137	32	74	34	549	476	2463
Totals	175,195	6,418	40,581	11836	42,609	63,130	35.53	3256	55.27	496.73	441.13	73751
% of Incoming Locates:		4%	23%	7%	24%							