January 2012

Date	Total Incoming Locates	# E-Locates	# Remote	Lone Star	ACD Calls	Avg Speed Of Answer	Abandoned Calls	Average Aban Time	Average Call Length	Average Talk Time	Voice
1/1	354	41	62	88	235	8	12	28	213	307	163
1/2	2153	545	105	446	1083	106	141	115	451	462	1057
1/3	9089	2448	711	2101	3169	36	137	64	530	439	3829
1/4	7944	2317	511	1559	2980	40	157	86	531	445	3557
1/5	7923	2113	528	1663	2884	49	164	81	580	462	3619
1/6	6982	1765	552	1864	2348	47	152	104	536	449	2801
1/7	865	96	64	339	393	9	3	2	346	372	366
1/8	531	77	46	111	254	16	8	25	510	436	297
1/9	6577	1905	762	1149	1891	6	9	18	664	455	2761
1/10	6732	1959	468	1665	2035	9	27	33	579	446	2640
1/11	7155	1891	432	1601	2431	12	51	39	635	478	3231
1/12	6685	1658	418	1683	2288	13	30	38	577	451	2926
1/13	6406	1736	374	1445	2206	28	92	81	597	462	2851
1/14	797	135	80	149	475	31	28	59	343	376	433
1/15	484	112	16	108	287	7	8	24	298	345	248
1/16	7343	2088	479	1560	2552	24	80	35	617	490	3216
1/17	7951	2179	473	1807	2951	23	92	71	537	454	3492
1/18	7992	2133	697	1741	2908	55	198	69	548	466	3421
1/19	7564	2198	543	1590	2607	25	71	44	585	472	3233
1/20	6246	1789	423	1487	2185	33	103	65	534	458	2547
1/21	702	131	71	141	390	10	15	6	349	379	359
1/22	483	123	5	99	315	18	13	78	317	390	256
1/23	8198	2443	658	1807	3747	185	917	174	475	541	3290
1/24	7961	2405	533	1784	2472	12	45	24	615	469	3239
1/25	6112	1803	437	1367	1921	8	25	9	612	469	2505
1/26	7072	1971	391	1894	2394	30	68	79	526	447	2816
1/27	6295	1773	400	1493	2148	24	89	102	552	451	2629
1/28	985	150	201	162	536	19	24	29	318	361	472
1/29	559	69	72	102	338	14	0	0	331	354	316
1/30	8987	2689	588	1850	3042	42	149	51	615	485	3860
1/31	7859	2277	545	1573	2799	40	112	48	582	470	3464
Totals	**162,986**	**45,019**	**11645**	**36,428**	**58,264**	**31.58**	**3020**	**54.23**	**524**	**436.81**	**69894**
% of Incoming Locates:		**27.62%**	**7.14%**	**22.35%**							**42.88%**