



# Daily Call Center Overview

From: 01/01/2009 00:00:00

To: 12/31/2009 23:59:59

## Call Data Averages

Day	All Calls	Inbound											Outbound	
	Average Count	Overall			Land Line			Wireless			Hit		Average Count	% of All Calls
		Average Answered	Average Abandoned	% of All Calls	Average Answered	Average Abandoned	% of Inbound Calls	Average Answered	Average Abandoned	% of Inbound Calls	Average Count	% of Inbound Calls		
Sunday	193.2	146.0	2.8	77.0%	137.2	1.4	93.1%	8.8	1.4	6.9%	0.0	0.0%	44.5	23.0%
Monday	227.0	171.6	2.6	76.7%	164.3	1.4	95.1%	7.4	1.2	4.9%	0.0	0.0%	52.8	23.3%
Tuesday	244.9	182.7	2.8	75.8%	174.5	1.7	95.0%	8.1	1.2	5.0%	0.0	0.0%	59.4	24.2%
Wednesday	236.2	176.4	2.5	75.8%	167.0	1.4	94.1%	9.4	1.1	5.9%	0.0	0.0%	57.2	24.2%
Thursday	231.3	175.3	2.8	77.0%	166.8	1.5	94.5%	8.4	1.3	5.5%	0.0	0.0%	53.2	23.0%
Friday	231.3	175.1	2.6	76.8%	167.3	1.5	95.0%	7.8	1.1	5.0%	0.0	0.0%	53.6	23.2%
Saturday	226.6	170.0	3.3	76.5%	159.8	1.8	93.2%	10.3	1.5	6.8%	0.0	0.0%	53.3	23.5%



# Daily Call Center Overview

From: 01/01/2009 00:00:00

To: 12/31/2009 23:59:59

## Call Data Totals

Day	All Calls	Inbound											Outbound	
	Total Count	Overall			Land Line			Wireless			Hit		Total Count	% of All Calls
		Total Answered	Total Abandoned	% of All Calls	Total Answered	Total Abandoned	% of Inbound Calls	Total Answered	Total Abandoned	% of Inbound Calls	Total Count	% of Inbound Calls		
Sunday	10048	7592	144	77.0%	7134	71	93.1%	458	73	6.9%	0	0.0%	2312	23.0%
Monday	11804	8925	134	76.7%	8541	72	95.1%	384	62	4.9%	0	0.0%	2745	23.3%
Tuesday	12733	9498	148	75.8%	9075	86	95.0%	423	62	5.0%	0	0.0%	3087	24.2%
Wednesday	12282	9175	131	75.8%	8686	73	94.1%	489	58	5.9%	0	0.0%	2976	24.2%
Thursday	12259	9289	151	77.0%	8843	82	94.5%	446	69	5.5%	0	0.0%	2819	23.0%
Friday	12028	9104	136	76.8%	8699	80	95.0%	405	56	5.0%	0	0.0%	2788	23.2%
Saturday	11782	8841	172	76.5%	8307	95	93.2%	534	77	6.8%	0	0.0%	2769	23.5%
	82936	62424	1016	76.5%	59285	559	94.3%	3139	457	5.7%	0	0.0%	19496	23.5%



# Daily Call Center Overview

From: 01/01/2009 00:00:00

To: 12/31/2009 23:59:59

## Call Distribution Summary

Call Type	Count	Percent of Total
All Calls	82936	
Inbound Calls	63440	76.5%
Land Line Calls	59285	71.5%
Abandoned Land Line Calls	559	0.7%
Wireless Calls	3139	3.8%
Abandoned Wireless Calls	457	0.6%
Hit Calls	0	0.0%
Outbound Calls	19496	23.5%



# Daily Call Center Overview

From: 01/01/2009 00:00:00

To: 12/31/2009 23:59:59

## Average Inbound Calls

