



Hourly Call Center Overview

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

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

Call Data Averages

Hour	All Calls Average Count	Inbound											Outbound	
		Overall			Land Line			Wireless			Hit			
		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	Average Count	% of All Calls
00:00	6.3	4.6	0.1	73.2%	4.3	0.0	92.6%	0.3	0.0	7.4%	0.0	0.0%	1.7	26.8%
01:00	4.4	3.4	0.0	75.9%	3.2	0.0	94.6%	0.2	0.0	5.4%	0.0	0.0%	1.1	24.1%
02:00	4.1	3.0	0.0	72.5%	2.8	0.0	93.7%	0.2	0.0	6.3%	0.0	0.0%	1.1	27.5%
03:00	3.4	2.6	0.0	75.2%	2.4	0.0	93.8%	0.1	0.0	6.2%	0.0	0.0%	0.8	24.8%
04:00	2.9	2.2	0.0	75.8%	2.1	0.0	94.4%	0.1	0.0	5.6%	0.0	0.0%	0.7	24.2%
05:00	3.3	2.5	0.0	77.4%	2.3	0.0	93.1%	0.2	0.0	6.9%	0.0	0.0%	0.7	22.6%
06:00	4.4	3.4	0.1	77.2%	3.2	0.0	94.2%	0.2	0.0	5.8%	0.0	0.0%	1.0	22.8%
07:00	6.7	5.2	0.0	78.4%	5.0	0.0	95.5%	0.2	0.0	4.5%	0.0	0.0%	1.4	21.6%
08:00	10.3	8.0	0.1	78.6%	7.8	0.0	97.1%	0.2	0.0	2.9%	0.0	0.0%	2.2	21.4%
09:00	11.3	8.1	0.1	73.1%	7.9	0.1	96.9%	0.2	0.0	3.1%	0.0	0.0%	3.0	26.9%
10:00	12.6	9.4	0.1	75.6%	9.2	0.1	96.7%	0.3	0.1	3.3%	0.0	0.0%	3.1	24.4%
11:00	12.8	9.5	0.1	75.2%	9.2	0.1	96.5%	0.3	0.0	3.5%	0.0	0.0%	3.2	24.8%
12:00	12.5	9.4	0.2	76.3%	9.0	0.1	95.1%	0.4	0.1	4.9%	0.0	0.0%	3.0	23.7%
13:00	12.7	9.5	0.1	75.7%	9.1	0.1	95.8%	0.3	0.1	4.2%	0.0	0.0%	3.1	24.3%
14:00	13.0	9.7	0.1	75.9%	9.2	0.1	94.1%	0.5	0.1	5.9%	0.0	0.0%	3.1	24.1%
15:00	13.7	10.5	0.2	77.6%	9.9	0.1	93.6%	0.6	0.1	6.4%	0.0	0.0%	3.1	22.4%
16:00	13.7	10.4	0.2	77.2%	9.8	0.1	93.5%	0.6	0.1	6.5%	0.0	0.0%	3.1	22.8%
17:00	14.0	10.5	0.2	76.6%	9.9	0.1	93.4%	0.6	0.1	6.6%	0.0	0.0%	3.3	23.4%
18:00	13.7	10.5	0.2	77.7%	9.8	0.1	92.8%	0.7	0.1	7.2%	0.0	0.0%	3.1	22.3%
19:00	12.3	9.2	0.2	76.6%	8.7	0.1	93.3%	0.5	0.1	6.7%	0.0	0.0%	2.9	23.4%
20:00	11.7	8.8	0.2	77.2%	8.2	0.1	92.0%	0.6	0.1	8.0%	0.0	0.0%	2.7	22.8%
21:00	10.6	8.1	0.2	78.3%	7.6	0.1	93.1%	0.5	0.1	6.9%	0.0	0.0%	2.3	21.7%
22:00	9.1	7.1	0.1	78.8%	6.6	0.0	93.2%	0.4	0.0	6.8%	0.0	0.0%	1.9	21.2%
23:00	7.6	5.7	0.1	76.4%	5.4	0.0	93.3%	0.3	0.1	6.7%	0.0	0.0%	1.8	23.6%



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Call Data Totals

Hour	All Calls	Inbound										Outbound		
	Total Count	Total			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		
00:00	2,303	1,667	19	73.2%	1,552	10	92.6%	115	9	7.4%	0	0.0%	617	26.8%
01:00	1,620	1,223	7	75.9%	1,161	3	94.6%	62	4	5.4%	0	0.0%	390	24.1%
02:00	1,500	1,077	11	72.5%	1,012	7	93.7%	65	4	6.3%	0	0.0%	412	27.5%
03:00	1,252	933	9	75.2%	881	3	93.8%	52	6	6.2%	0	0.0%	310	24.8%
04:00	1,068	800	10	75.8%	758	7	94.4%	42	3	5.6%	0	0.0%	258	24.2%
05:00	1,195	916	9	77.4%	856	5	93.1%	60	4	6.9%	0	0.0%	270	22.6%
06:00	1,617	1,223	25	77.2%	1,166	9	94.2%	57	16	5.8%	0	0.0%	369	22.8%
07:00	2,438	1,895	17	78.4%	1,817	9	95.5%	78	8	4.5%	0	0.0%	526	21.6%
08:00	3,752	2,923	27	78.6%	2,848	16	97.1%	75	11	2.9%	0	0.0%	802	21.4%
09:00	4,115	2,968	39	73.1%	2,887	27	96.9%	81	12	3.1%	0	0.0%	1,108	26.9%
10:00	4,615	3,440	51	75.6%	3,344	31	96.7%	96	20	3.3%	0	0.0%	1,124	24.4%
11:00	4,689	3,479	49	75.2%	3,373	31	96.5%	106	18	3.5%	0	0.0%	1,161	24.8%
12:00	4,568	3,420	64	76.3%	3,277	38	95.1%	143	26	4.9%	0	0.0%	1,084	23.7%
13:00	4,631	3,453	54	75.7%	3,326	32	95.8%	127	22	4.2%	0	0.0%	1,124	24.3%
14:00	4,727	3,538	52	75.9%	3,346	33	94.1%	192	19	5.9%	0	0.0%	1,137	24.1%
15:00	5,008	3,818	67	77.6%	3,596	41	93.6%	222	26	6.4%	0	0.0%	1,123	22.4%
16:00	5,016	3,794	79	77.2%	3,583	37	93.5%	211	42	6.5%	0	0.0%	1,143	22.8%
17:00	5,109	3,826	85	76.6%	3,602	50	93.4%	224	35	6.6%	0	0.0%	1,198	23.4%
18:00	5,008	3,821	70	77.7%	3,576	33	92.8%	245	37	7.2%	0	0.0%	1,117	22.3%
19:00	4,504	3,367	81	76.6%	3,174	43	93.3%	193	38	6.7%	0	0.0%	1,056	23.4%
20:00	4,257	3,211	75	77.2%	2,980	44	92.0%	231	31	8.0%	0	0.0%	971	22.8%
21:00	3,861	2,967	55	78.3%	2,788	26	93.1%	179	29	6.9%	0	0.0%	839	21.7%
22:00	3,325	2,587	32	78.8%	2,425	16	93.2%	162	16	6.8%	0	0.0%	706	21.2%
23:00	2,758	2,078	29	76.4%	1,957	8	93.3%	121	21	6.7%	0	0.0%	651	23.6%
	82,936	62,424	1,016	76.5%	59,285	559	94.3%	3,139	457	5.7%	0	0.0%	19,496	23.5%



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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%



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Average Inbound Calls

