



# 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	82,936	
Inbound Calls	63,440	76.5%
Land Line Calls	59,285	71.5%
Abandoned Land Line Calls	559	0.7%
Wireless Calls	3,139	3.8%
Abandoned Wireless Calls	457	0.6%
Hit Calls	0	0.0%
Outbound Calls	19,496	23.5%