



[AutoAnswer](#)

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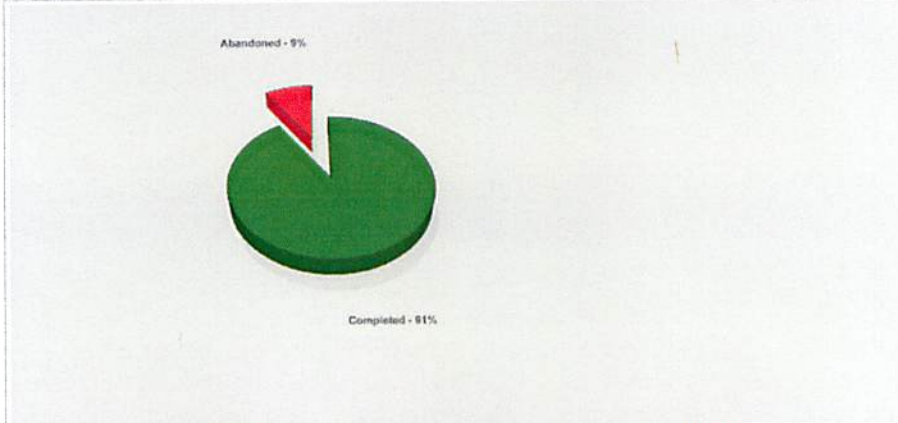
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Note: Reports are being updated on average every 21 minutes?

[Create New Report](#) (01-01-09 12:00am - 01-31-09 11:59pm)

[Call Distribution :: Snapshot](#)



Date	Completed	Abandoned	Total Calls	Complete vs. Abandon
All dates	2770 calls	272 calls	3042 calls	91% 9%

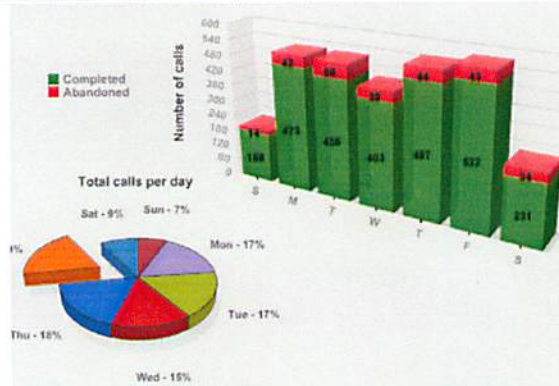
[Call Distribution :: Day](#)



Date	Completed	Abandoned	Total Calls	Complete / Abandon / Volume
01/01/09	45 calls	3 calls	48 calls	94% 2% 6%
01/02/09	98 calls	6 calls	104 calls	94% 3% 6%
01/03/09	46 calls	5 calls	51 calls	90% 2% 10%
01/04/09	47 calls	6 calls	53 calls	89% 2% 11%
01/05/09	110 calls	8 calls	118 calls	93% 4% 7%
01/06/09	133 calls	24 calls	157 calls	85% 5% 15%
01/07/09	110 calls	9 calls	119 calls	92% 4% 8%
01/08/09	106 calls	15 calls	121 calls	88% 4% 12%
01/09/09	125 calls	5 calls	130 calls	96% 4% 4%
01/10/09	55 calls	10 calls	65 calls	85% 2% 15%
01/11/09	66 calls	4 calls	70 calls	94% 2% 6%
01/12/09		11 calls	153 calls	93% 7%

	142 calls				5%
01/13/09	117 calls	14 calls	131 calls	89%	11%
01/14/09	93 calls	10 calls	103 calls	90%	10%
01/15/09	115 calls	11 calls	126 calls	91%	9%
01/16/09	94 calls	11 calls	105 calls	90%	10%
01/17/09	34 calls	6 calls	40 calls	85%	15%
01/18/09	45 calls	3 calls	48 calls	94%	6%
01/19/09	116 calls	10 calls	126 calls	92%	8%
01/20/09	105 calls	9 calls	114 calls	92%	8%
01/21/09	106 calls	8 calls	114 calls	93%	7%
01/22/09	107 calls	8 calls	115 calls	93%	7%
01/23/09	98 calls	5 calls	103 calls	95%	5%
01/24/09	55 calls	8 calls	63 calls	87%	13%
01/25/09	30 calls	1 call	31 calls	97%	3%
01/26/09	105 calls	13 calls	118 calls	89%	11%
01/27/09	101 calls	9 calls	110 calls	92%	8%
01/28/09	94 calls	12 calls	106 calls	89%	11%
01/29/09	124 calls	7 calls	131 calls	95%	5%
01/30/09	107 calls	16 calls	123 calls	87%	13%
01/31/09	41 calls	5 calls	46 calls	89%	11%

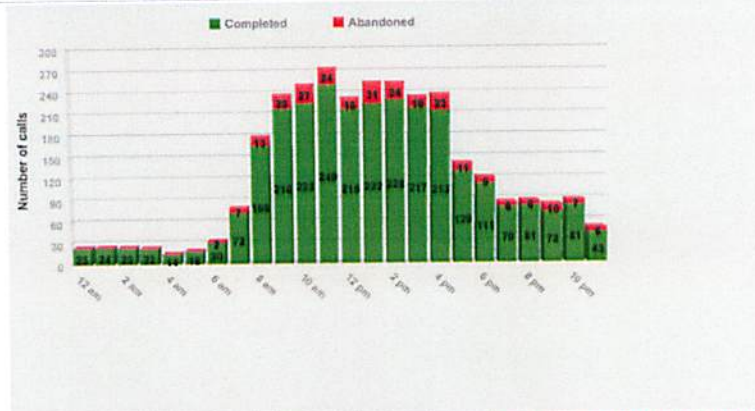
Call Distribution :: Weekday



Date	Completed	Abandoned	Total Calls	Complete / Abandon / Volume
Sun	188 calls	14 calls	202 calls	93% 7%
Mon	473 calls	42 calls	515 calls	92% 8%
Tue	456 calls	56 calls	512 calls	89% 17%
Wed	403 calls	39 calls	442 calls	91% 9%
Thu	497 calls	44 calls	541 calls	92% 18%

Fri	522 calls	43 calls	565 calls	87%	19%
Sat	231 calls	34 calls	265 calls	9%	13%

Call Distribution :: Hour



Date	Completed	Abandoned	Total Calls	Complete / Abandon / Volume
12am - 1am	23 calls	2 calls	25 calls	92% 1% 8%
1am - 2am	24 calls	4 calls	28 calls	86% 1% 14%
2am - 3am	23 calls	2 calls	25 calls	92% 1% 8%
3am - 4am	22 calls	0 calls	22 calls	100% 1%
4am - 5am	14 calls	2 calls	16 calls	88% 1% 12%
5am - 6am	18 calls	4 calls	22 calls	82% 1% 18%
6am - 7am	30 calls	2 calls	32 calls	94% 1% 6%
7am - 8am	72 calls	7 calls	79 calls	91% 3% 9%
8am - 9am	165 calls	13 calls	178 calls	93% 6% 7%
9am - 10am	216 calls	20 calls	236 calls	92% 8% 8%
10am - 11am	223 calls	27 calls	250 calls	89% 8% 11%
11am - 12pm	249 calls	24 calls	273 calls	91% 9% 9%
12pm - 1pm	215 calls	16 calls	231 calls	93% 8% 7%
1pm - 2pm	222 calls	31 calls	253 calls	88% 8% 12%
2pm - 3pm	228 calls	24 calls	252 calls	90% 8% 10%
3pm - 4pm	217 calls	16 calls	233 calls	93% 8% 7%
4pm - 5pm	213 calls	23 calls	236 calls	90% 8% 10%
5pm - 6pm	129 calls	11 calls	140 calls	92% 5% 8%
6pm - 7pm	111 calls	9 calls	120 calls	92% 4% 8%
7pm - 8pm	79 calls	6 calls	85 calls	93% 3% 7%
8pm - 9pm	81 calls	6 calls	87 calls	93% 3% 7%
9pm - 10pm	72 calls	10 calls	82 calls	88% 3% 12%
10pm - 11pm	81 calls	7 calls	88 calls	92% 3% 8%
11pm - 12pm	43 calls	6 calls	49 calls	88% 2% 12%

