

ACD TRUNK REPORT														
	ACD CALLS OFFERED	% ACD OFFERED NOT TAKEN	AVG.. ANS. SPEED	AVG. TALK TIME		ACD CALLS OFFERED	% ACD OFFERED NOT TAKEN	AVG.. ANS. SPEED	AVG. TALK TIME		ACD CALLS OFFERED	% ACD OFFERED NOT TAKEN	AVG.. ANS. SPEED	AVG. TALK TIME
<u>2006</u>					<u>2007</u>					<u>2008</u>				
Jan-06	17,734	7	0:01:04	0:06:37	Jan-07	17,045	1	0:01:01	0:06:00	Jan-08	17,348	4	0:00:30	0:05:39
Feb-06	17,376	10	0:01:55	0:06:43	Feb-07	17,002	3	0:00:23	0:05:52	Feb-08	17,712	4	0:00:33	0:05:32
Mar-06	24,593	16	0:02:55	0:06:02	Mar-07	22,870	5	0:00:36	0:05:43	Mar-08	16,454	6	0:01:00	0:04:54
Apr-06	21,534	4	0:02:13	0:06:23	Apr-07	22,655	2	0:01:35	0:05:48	Apr-08	22,152	6	0:00:57	0:06:02
May-06	22,221	5	0:00:31	0:06:16	May-07	23,210	6	0:00:47	0:05:50	May-08	22,765	4	0:00:44	0:05:49
Jun-06	19,968	3	0:00:35	0:05:40	Jun-07	21,461	6	0:00:33	0:05:44	Jun-08	23,814	3	0:00:39	0:05:45
Jul-06	18,557	6	0:01:02	0:05:42	Jul-07	20,490	3	0:00:25	0:05:58	Jul-08	22,418	2	0:00:30	0:06:06
Aug-06	20,891	6	0:00:53	0:06:22	Aug-07	20,995	3	0:00:24	0:05:36	Aug-08	18,959	1	0:00:19	0:05:37
Sep-06	18,321	5	0:00:40	0:05:50	Sep-07	18,777	6	0:00:47	0:05:40	Sep-08	19,352	2	0:00:24	0:05:26
Oct-06	20,090	5	0:00:06	0:00:43	Oct-07	21,503	5	0:00:40	0:05:22	Oct-08	19,770	2	0:00:17	0:05:23
Nov-06	16,573	3	0:00:02	0:00:27	Nov-07	17,889	4	0:00:30	0:05:26	Nov-08	13,864	1	0:00:22	0:05:16
Dec-06	13,996	4	0:00:02	0:00:24	Dec-07	13,805	2	0:00:13	0:05:05	Dec-08	14,133	1	0:00:10	0:05:03
Total	231,854	74	0:11:58	0:57:09	Total	237,702	46	0:07:54	1:08:04	Total	228,741	36	0:06:25	1:06:32
AVG. answer speed & talk time		6	0:01:00	0:04:46	AVG. answer speed & talk time		4	0:00:40	0:05:40	AVG. answer speed & talk time		3	0:00:32	0:05:33
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	ACD CALLS OFFERED	% ACD OFFERED NOT TAKEN	AVG.. ANS. SPEED	AVG. TALK TIME		ACD CALLS OFFERED	% ACD OFFERED NOT TAKEN	AVG.. ANS. SPEED	AVG. TALK TIME		ACD CALLS OFFERED	% ACD OFFERED NOT TAKEN	AVG.. ANS. SPEED	AVG. TALK TIME
<u>2009</u>					<u>2010</u>					<u>2011</u>				
Jan-09	14,231	2	0:00:17	0:05:35	Jan-10	13,972	6	0:00:26	0:06:06					
Feb-09	15,012	4	0:00:22	0:05:43	Feb-10	14,013	6	0:00:34	0:06:12					
Mar-09	17,786	5	0:00:28	0:06:04	Mar-10	20,588	8	0:00:51	0:06:28					
Apr-09	19,884	9	0:00:51	0:06:04	Apr-10	20,844	7	0:00:45	0:06:34					
May-09	17,391	6	0:00:37	0:06:04	May-10	17,319	4	0:00:39	0:06:34					
Jun-09	18,643	5	0:00:27	0:06:09	Jun-10	17,912	6	0:00:29	0:06:42					
Jul-09	17,214	5	0:00:29	0:06:12	Jul-10	15,564	4	0:00:33	0:06:45					
Aug-09	15,741	3	0:00:17	0:06:05	Aug-10	16,715	6	0:00:48	0:06:30					
Sep-09	16,027	3	0:00:16	0:05:58										
Oct-09	15,222	3	0:00:16	0:05:57										
Nov-09	12,434	4	0:00:24	0:05:58										
Dec-09	12,099	3	0:00:15	0:05:56										
Total	191,684	52	0:04:59	1:11:45	Total	136,927	47	0:05:05	0:51:51	Total	0	0	0:00:00	0:00:00
AVG. answer speed & talk time		4	0:00:25	0:05:59	AVG. answer speed & talk time		6	0:00:38	0:06:29	AVG. answer speed & talk time		0	0:00:00	0:00:00