

Date	Total Calls Offered	Calls Answered			Calls Abandoned			Average Talk Time			Avg Post Call Time			Total Handle Time	Service Indicators					Workload		
		Total	App	Inq	Total	App	Inq	Total	App	Inq	Total	App	Inq		Avg Answer Delay	# Answ'd Within Threshold	% Answ'd Within Thrshld	# Calls Abnd After Thrshld	Avg Time Before Abnd	Percent Worked	# of Faxed in Apps	Total Calls/Intakes
January	7,476	6,670	3,378	3,296	835	286	549	0:07:21	0:11:46	0:02:49	0:03:03	0:04:23	0:01:43	0:10:24	0:01:46	5,253	79%	435	0:03:40	71%	64	6,734
February	6,813	6,005	2,956	3,049	809	224	585	0:06:56	0:11:18	0:02:42	0:03:02	0:04:21	0:01:45	0:09:58	0:01:38	4,712	78%	419	0:02:55	76%	37	6,042
March	6,174	5,594	2,654	2,940	580	186	394	0:06:27	0:10:53	0:02:29	0:02:44	0:04:06	0:01:33	0:09:11	0:01:27	4,551	81%	295	0:03:19	68%	47	5,641
April	5,949	5,478	2,740	2,738	471	214	257	0:06:42	0:10:47	0:02:30	0:02:40	0:04:09	0:01:14	0:09:22	0:01:15	4,586	84%	211	0:02:21	63%	54	5,532
May	6,611	5,935	2,838	3,097	676	309	367	0:06:43	0:11:10	0:02:45	0:02:51	0:04:23	0:01:28	0:09:34	0:01:54	4,532	76%	355	0:03:14	73%	36	5,971
June																						
July																						
August																						
September																						
October																						
November																						
December																						
Totals	33,023	29,682	14,566	15,120	3,371	1,219	2,152	0:06:50	0:11:11	0:02:39	0:02:52	0:04:16	0:01:33	0:09:42	0:01:36	23,634	80%	1715	0:03:06	70%	238	29,920