

## 29 Daily call response - BBW

Time Period	Busy	Answered	Calls			% Answered	Ring Time		% Calls Answered	
			Unanswered	Unknown			Average	Longest	15 secs	30 secs
Sunday 01/01/2006	0	3	16	0	15.79	41.63	153	15.79	15.79	
Monday 02/01/2006	0	40	8	0	83.33	11.08	65	83.33	83.33	
Tuesday 03/01/2006	0	1341	191	0	87.53	13.58	213	69.52	78.46	
Wednesday 04/01/2006	0	982	114	0	89.60	12.60	379	75.09	84.67	
Thursday 05/01/2006	0	890	66	0	93.10	10.65	242	80.96	87.34	
Friday 06/01/2006	0	877	82	0	91.45	11.76	334	79.46	85.92	
Saturday 07/01/2006	0	18	11	0	62.07	18.62	76	58.62	62.07	
Sunday 08/01/2006	0	20	6	0	76.92	12.96	81	69.23	76.92	
Monday 09/01/2006	0	1199	85	0	93.38	11.62	176	77.10	85.83	
Tuesday 10/01/2006	0	1051	112	0	90.37	13.89	180	70.16	81.26	
Wednesday 11/01/2006	0	1131	108	0	91.28	12.82	182	78.69	84.50	
Thursday 12/01/2006	0	996	149	0	86.99	20.37	373	62.53	71.53	
Friday 13/01/2006	0	1001	148	0	87.12	15.80	229	67.71	76.33	
Saturday 14/01/2006	0	25	8	0	75.76	11.39	49	75.76	75.76	
Sunday 15/01/2006	0	10	11	0	47.62	26.90	103	47.62	47.62	
Monday 16/01/2006	0	1274	154	0	89.22	16.57	414	66.39	76.68	
Tuesday 17/01/2006	0	985	154	0	86.48	14.61	345	72.52	79.72	
Wednesday 18/01/2006	0	1150	98	0	92.15	10.78	150	79.25	88.70	
Thursday 19/01/2006	0	1215	234	0	83.85	20.79	413	59.28	67.49	
Friday 20/01/2006	0	882	134	0	86.81	17.44	212	65.75	74.41	
Saturday 21/01/2006	0	20	11	0	64.52	17.77	66	61.29	64.52	
Sunday 22/01/2006	0	14	12	0	53.85	18.54	76	53.85	53.85	
Monday 23/01/2006	0	1174	151	0	88.60	17.91	253	64.53	74.87	
Tuesday 24/01/2006	0	1108	91	0	92.41	13.03	160	73.98	82.99	
Wednesday 25/01/2006	0	988	172	0	85.17	16.34	210	68.10	78.02	
Thursday 26/01/2006	0	1090	87	0	92.61	9.60	180	82.67	89.04	
Friday 27/01/2006	0	968	86	0	91.84	9.48	175	82.26	88.43	
Saturday 28/01/2006	0	25	17	0	59.52	24.14	179	52.38	59.52	
Sunday 29/01/2006	0	22	10	0	68.75	11.75	51	68.75	68.75	
Monday 30/01/2006	0	1321	129	0	91.10	10.51	141	78.76	86.14	
Tuesday 31/01/2006	0	1039	87	0	92.27	11.34	196	80.91	87.83	
<b>Grand Total</b>	0	22859	2742	0	89.29	14.03	414	72.67	80.97	