



Summary Calling By Day

Locations: BCM 4.0, BCM 50R3, Only External
Date: 12/01/2008 to 01/10/2009

Date	Inbound Calls	Outbound Calls	Total Calls	Total Call Duration	Avg. Call Duration	Calls (% of Total)	Duration (% of Total)
01-01-2009	1	9	10	00:10:44	00:01:04	0.47%	0.05%
02-01-2009	14	7	21	00:36:59	00:01:45	0.99%	0.19%
03-01-2009	4	3	7	00:21:15	00:03:02	0.33%	0.11%
04-01-2009	2	6	8	00:26:28	00:03:18	0.38%	0.13%
04-12-2008	44	27	71	05:18:24	00:04:29	3.34%	1.62%
05-01-2009	43	64	107	05:15:03	00:02:56	5.03%	1.61%
05-12-2008	27	35	62	02:30:33	00:02:25	2.91%	0.77%
06-01-2009	43	48	91	06:40:13	00:04:23	4.28%	2.04%
06-12-2008	0	1	1	00:00:04	00:00:04	0.05%	0.00%
07-01-2009	39	36	75	05:54:13	00:04:43	3.53%	1.80%
07-12-2008	2	8	10	00:11:38	00:01:09	0.47%	0.06%
08-01-2009	38	52	90	07:32:32	00:05:01	4.23%	2.31%
08-12-2008	71	117	188	151:58:49	00:48:30	8.84%	46.46%
09-01-2009	37	33	70	05:05:23	00:04:21	3.29%	1.56%
09-12-2008	21	45	66	36:36:54	00:33:17	3.10%	11.19%
10-01-2009	3	1	4	00:32:25	00:08:06	0.19%	0.17%
10-12-2008	51	58	109	05:04:51	00:02:47	5.12%	1.55%
11-12-2008	42	47	89	27:47:48	00:18:44	4.18%	8.50%
12-12-2008	51	62	113	07:39:25	00:04:03	5.31%	2.34%
13-12-2008	0	1	1	00:00:02	00:00:02	0.05%	0.00%
14-12-2008	2	12	14	02:23:34	00:10:15	0.66%	0.73%
15-12-2008	53	43	96	05:51:38	00:03:39	4.51%	1.79%
16-12-2008	59	51	110	06:41:41	00:03:39	5.17%	2.05%
17-12-2008	66	66	132	10:15:54	00:04:39	6.21%	3.14%
18-12-2008	51	33	84	06:35:56	00:04:42	3.95%	2.02%
19-12-2008	43	21	64	04:57:21	00:04:38	3.01%	1.51%
20-12-2008	1	2	3	00:06:02	00:02:00	0.14%	0.03%
21-12-2008	1	2	3	00:00:58	00:00:19	0.14%	0.00%
22-12-2008	32	35	67	05:14:34	00:04:41	3.15%	1.60%
23-12-2008	31	18	49	02:38:33	00:03:14	2.30%	0.81%
24-12-2008	18	7	25	01:10:10	00:02:48	1.18%	0.36%
25-12-2008	5	9	14	01:10:18	00:05:01	0.66%	0.36%
26-12-2008	5	3	8	00:10:49	00:01:21	0.38%	0.06%
27-12-2008	1	8	9	00:00:23	00:00:02	0.42%	0.00%
28-12-2008	1	3	4	00:01:06	00:00:16	0.19%	0.01%
29-12-2008	38	47	85	04:11:03	00:02:57	4.00%	1.28%
30-12-2008	32	89	121	02:34:21	00:01:16	5.69%	0.79%
31-12-2008	17	29	46	03:20:11	00:04:21	2.16%	1.02%
Totals:	989	1138	2127				