



Summary Unanswered Calling By Day

Locations: BCM 4.0, BCM 50R3, Only External
Date: 12/1/2008 to 12/31/2008

| Date | Inbound Calls | Unanswered Calls | Total Unanswered Calls Duration | Unanswered Calls (% of Total) |
|------------|---------------|------------------|---------------------------------|-------------------------------|
| 04/12/2008 | 9 | 2 | 00:00:00 | 22.22% |
| 05/12/2008 | 4 | 2 | 00:00:11 | 50.00% |
| 08/12/2008 | 29 | 6 | 00:01:34 | 20.69% |
| 09/12/2008 | 3 | 1 | 00:00:06 | 33.33% |
| 10/12/2008 | 16 | 4 | 00:01:05 | 25.00% |
| 11/12/2008 | 7 | 2 | 00:00:13 | 28.57% |
| 14/12/2008 | 1 | 1 | 00:00:09 | 100.00% |
| 15/12/2008 | 23 | 1 | 00:00:15 | 4.35% |
| 17/12/2008 | 24 | 1 | 00:00:01 | 4.17% |
| 23/12/2008 | 11 | 1 | | 9.09% |
| 24/12/2008 | 13 | 3 | 00:00:45 | 23.08% |
| 29/12/2008 | 7 | 5 | 00:00:18 | 71.43% |
| 30/12/2008 | 9 | 1 | | 11.11% |
| Totals: | 156 | 30 | | |