

Sheet1

THE COMPANY'S CURRENT STATUS REPORT:

GP	AVTLK ---(SEC)----	DATE AVDLY	1993
1	244	145	
2	11	0	
3	130	109	
4	0	0	
5	40	25	

CUMULATIVE STATUS REPORT

GP	#RCVD	#ANSW	#ABN	#OVFL	#TRAN
1	500	461	37	0	20
2	54	541	49	0	0
3	366	345	20	0	69
4	0	0	0	0	0
5	888	684	6	200	634

TRUNK DISPLAY GROUP REPORT

TD GRP	ACD GRP	#TR	#IN	AVANS	AVTRK
0	5	3	155	74	242
6	5	10	710	71	291
7	5	6	3	3	8
8	5	1	1	20	155
16	5	0	0	0	0
30	5	0	0	0	0

POSITION PERFORMANCE AND STATUS REPORT

GP	EXTN	TRK#	#CLS	#OUT	#TRAN
1	4779	0	35	6	1
	4220	0	27	15	2
	4221	0	45	9	1
	4227	0	50	8	1
	4275	0	40	4	0
	4272	0	56	8	1
	4303	0	55	26	5
	4217	0	55	9	5
	4271	0	0	1	0
	4276	0	59	10	4

Sheet1

	4304	0	39	1	0
2	0030	0	341	0	0
	0031				
3	4306	0	90	21	23
	4307	0	92	15	15
	4308	0	79	43	17
	4305	0	47	36	8
	4657	0	37	6	6
4	4130	0	0	0	0
	4133	0	0	0	0
5	4610	0	0	0	0
	4904	0	224	110	207
	4611	0	0	0	0
	4905	0	234	111	216
	4612	0	0	0	0
	4906	0	226	105	211

```
=====
DATE      29 JUNE 87
=====
```

```
GP#          #RCVD
---          ----
1(TSR)       500
3(CSR)       366
TOTAL/ACD    866

5(OPER)      888
=====
```

#DLYD #2AN

```
227    127
  0      0
164    77
  0      0
 15      0
-----
```

GRP# EXTN

```
----          ----
GRP1
1             4779
2             4220
3             4221
4             4403
5             4275
6             4272
7             4303
8             4217
9             4271
10            4276
11            4304
GRP3
1             4306
2             4307
3             4308
4             4305
5             4657
GRP5
1             4610
2             4904
3             4611
4             4905
5             4612
6             4906
```

#OUT OUTTM #ABN ATBSC

```
  0      0      29    2855
  0      0      69    3880
  0      0       0       0
  0      0       0    155
  0      0       0       0
  0      0       0       0
-----
```

TIME TLKTM WRKTM OUTTM AVTLK AVWRK
----- --(MIN)----- ---- --- (SEC C)-----

```
227    151      0     32    259      0
712     81    443     73    180    985
304    202      0     46    269      0
281    182      0     14    219      0
350    220      0     25    331      0
388    245      0     19    262      0
308    133      0     48    145      0
347    210      0     29    229      0
  0      0       0       0       0
342    227      0     22    231      0
```

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TD GRP 0

Sheet1

296	217	0	18	335	0	TD GRP 6
721	42	0	0	7	0	TD GRP 7
						TD GRP 8
296	187	0	15	125	0	TD GRP 16
350	217	0	27	141	0	TD GRP 30
311	177	0	42	134	0	=====
222	86	0	44	109	0	=====
149	78	0	13	127	0	
721	0	0	0	0	0	
721	0	0	0	0	0	
0	0	0	0	0	0	
498	147	0	11	39	0	
721	0	0	0	0	0	
721	149	0	2	38	0	
721	0	0	0	0	0	
721	155	0	2	41	0	

CUSTOMER SERVICE DAILY ACTIVITY REPORT

CUMULATIVE STATUS REPORT SUMMARY

#ANSW(ND)	#DLY(NA)	#ABN
-----	-----	----
271	190	37
201	144	20
472	334	57
675	9	6

POSITION PERFORMANCE AND STATUS REPORT

#CLS	#OUT	#TRAN
----	----	-----
35	6	1
27	15	2
45	9	1
50	8	1
56	4	0
56	8	1
55	26	5
55	9	5
0	1	0
59	10	4
39	1	0
90	21	23
92	15	15
79	43	17
47	36	8
37	6	6
0	0	0
224	110	207
0	0	0
234	234	216
0	0	0
226	105	211

TRUNK DISPLAY GROUP REPORT

#IN	AVANS	AVTRK
155	74	242

Sheet1

710	71	291
3	3	8
1	20	155
0	0	0
0	0	0
=====	=====	=====

Sheet1

#TRAN	#OVFL	#OUT	%ANS(ND)	%DLY(NA)	%ABN	%OVFL
----	----	----	-----	-----	----	-----
20	0	97	54%	38%	7%	0%
69	0	121	55%	39%	5%	0%
89	0	218	55%	39%	7%	0%
634	200	326	76%	1%	1%	23%

TLKTM	OUTTM	AVTLK	ONDUTY 360=6HR	%TIME ONDUTY	EFCY
----	----	----	-----	-----	----
151	32	259	195	54%	77%
81	73	180	196	54%	41%
202	46	269	258	72%	78%
182	14	219	267	74%	68%
220	25	331	325	90%	68%
245	19	262	369	102%	66%
133	48	145	260	72%	51%
210	29	229	318	88%	66%
0	0	0	0	0%	#DIV/0!
227	22	231	320	89%	71%
217	18	335	278	77%	78%
187	15	125	281	78%	67%
217	27	141	323	90%	67%
177	42	134	269	75%	66%
86	44	109	178	49%	48%
78	13	127	136	38%	57%
0	0	0	0	0%	#DIV/0!
147	11	39	487	135%	30%
0	0	0	721	200%	0%
149	2	38	719	200%	21%
0	0	0	721	200%	0%
155	2	41	719	200%	22%

#OUT	OUTTM	#ABN	ATBSC(MIN)
0	0	29	47.58

Sheet1

0	0	69	64.67
0	0	0	0.00
0	0	0	2.58
0	0	0	0.00
0	0	0	0.00

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Sheet1

{Print Macro Alt-P}
/CC2..D2~N2~/FS~R/PPRN1..AA55~AGPQ

AVGDLY (MIN)	AVGTLK (MIN)
-----	-----
2.42	4.07
1.82	2.17
3.33	5.15
0.42	0.67

NAME

Mark Cavender
Dave Roberts
Warren Hodges
Patsy Uphold
Frank Horn
Desiree Mann
Lisa Paracsi
Scottie Penton
Michelle Gehman
Mike Morris
Cliff Danielson

Susan Pugh
Debbie Layton
Jan Schulte
Lori Flick
Lynne Caldwell

Operator 1
Operator 2
Operator 1
Operator 2
Operator 1
Operator 2

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