Member   Member   Member   Member   Calls   Calls   Carter Calls												Line	Average				Support			
MRE Call Centre   Calls   Calle   Ca					DUC Courts at	DUC Ctt	ttedd									**	Staff			A
Marcall Center   Received   Answered   Received   Answered   Received   Answered   Received   Answered   Received   Answered   Calls Abandoned   Marcall   Calls Abandoned   Calls Aband								Hawki Calla	Total	Calla				^ handannan					Comileo	
3-Oct 503 503 367 365 16 16 886 884 2 0:00:00 0:00:00:00:00:00:00:00:00:00:00	IME Call Canton										Calls Abandoned							Training		
4-Oct 443 441 313 307 21 21 777 769 8 0.00.005 1.03% 0.04.55 30 10 4 98.33% 11 5.000	livie Call Ceriter		Received	Allsweieu	Received	Alisweleu	Received	Allsweieu	Received	Alisweleu	Calls Aballuolleu	matej	answereu	1 /0	Tille	riiones	riiolles	Hailing	Level	Seconds
S-Oct 447 445 293 288 21 21 761 754 7 0:00:06 0.92% 0:04:47 28 11 4 97.77% 15 6-Oct 358 355 288 287 13 13 659 655 4 0:00:03 0:61% 0:05:01 27 11 4 98.48% 10 7-Oct 313 312 275 274 12 12 600 598 2 0:00:06 0:33% 0:04:45 26 11 4 97.50% 14 10-Oct 427 416 346 341 34 33 807 790 17 0:00:17 2:11% 0:05:26 24 11 4 98.59% 76 11-Oct 464 462 349 345 26 26 839 833 6 0:00:05 0:07:00:04:49 27 11 4 97.05% 22 11-Oct 405 401 324 324 26 26 755 751 4 0:00:03 0:53% 0:04:45 26 10 4 97.75% 16 13-Oct 403 403 343 339 19 19 765 761 4 0:00:05 0:52% 0:04:43 23 10 4 96.08% 29 14-Oct 359 357 294 292 15 15 668 664 4 0:00:06 0:04:57 26 9 4 97.66% 16 13-Oct 452 455 342 342 19 19 823 816 7 0:00:06 1.98% 0:04:43 29 10 4 94.58% 36 18-Oct 462 455 342 342 19 19 823 816 7 0:00:06 1.98% 0:04:45 27 10 4 97.57% 15 19-Oct 427 421 319 314 24 27 770 759 11 0:00:06 1.48% 0:04:43 29 10 4 94.58% 36 18-Oct 402 400 310 307 16 15 728 722 6 0:00:06 1.28% 0:04:45 27 10 4 97.07% 16 20-Oct 407 402 400 310 307 16 15 728 722 6 0:00:06 1.28% 0:04:45 29 11 4 95.19% 32 21-Oct 319 315 237 230 17 17 573 562 11 0:00:05 1.10% 0:04:56 29 11 4 95.19% 32 21-Oct 319 315 237 230 17 17 573 562 11 0:00:05 0.64% 0:05:01 28 11 4 95.19% 32 21-Oct 447 451 318 311 22 22 811 794 17 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 445 440 352 348 23 23 38 20 811 9 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 461 318 311 22 22 811 794 17 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 461 318 311 22 22 811 794 17 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 461 318 311 22 22 811 794 17 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 451 318 311 22 22 811 794 17 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 451 318 311 22 22 811 8 860 844 16 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 451 318 311 22 22 811 8 860 844 16 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 451 318 311 22 22 811 8 860 844 16 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 28-Oct 447 451 318 311 22 22 811 8 860 844 16 0:00:05 0.66% 0:05:05 0.66% 0:04:58 27 10 4 97.70% 14 28-Oct 447 451 318 311 2		3-Oct	503	503	367	365	16	16	886	884	2		0:00:04	0.23%	0:04:48	27	10	4	97.29%	23
6-Oct 358 355 288 287 13 13 659 655 4 0.00.03 0.61% 0.05.01 27 11 4 98.48% 10 7-Oct 313 31 275 274 12 12 600 598 2 0.00.06 0.33% 0.04.45 26 11 4 97.50% 14 11.0ct 464 462 349 345 26 26 839 833 6 0.00.05 0.72% 0.04.49 27 11 4 97.50% 22 12.0ct 405 401 324 324 26 26 26 839 833 6 0.00.05 0.72% 0.04.49 27 11 4 97.02% 22 12.0ct 403 403 343 339 19 19 765 761 4 0.00.03 0.53% 0.04.46 26 10 4 97.75% 16 13-Oct 403 403 343 339 19 19 765 761 4 0.00.05 0.72% 0.04.49 27 11 4 97.60% 29 14.0ct 359 357 294 292 15 15 668 664 4 0.00.04 0.60% 0.04.57 26 9 4 97.46% 16 17-Oct 528 519 401 391 31 31 99 823 816 7 0.00.05 0.58% 0.04.43 29 10 4 97.55% 15 19-Oct 462 455 342 342 19 19 823 816 7 0.00.05 0.58% 0.04.55 27 10 4 97.57% 15 19-Oct 407 407 400 310 307 16 15 728 722 6 0.00.05 0.88% 0.04.53 27 10 4 97.57% 15 20-Oct 407 400 310 307 16 15 728 722 6 0.00.06 0.88% 0.04.53 27 10 4 97.57% 15 20-Oct 407 400 310 307 16 15 728 722 6 0.00.06 0.88% 0.04.53 27 10 4 97.57% 15 20-Oct 402 400 310 307 16 15 728 722 6 0.00.06 0.88% 0.04.53 27 10 4 97.57% 16 20-Oct 402 400 310 307 16 15 728 722 6 0.00.06 0.88% 0.04.53 27 10 4 97.57% 16 20-Oct 445 445 440 352 348 23 23 820 811 9 0.00.06 0.88% 0.04.52 28 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 880 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 880 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 445 440 352 348 23 23 880 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 445 440 352 348 23 23 880 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 445 440 352 348 23 23 880 811 9 0.00.05 0.66% 0.04.52 28 11 4 93.19% 31 24-Oct 445 445 440 352 348 23 23 880 880 880 880 880 880 880 880 880 88		4-Oct	443	441	313	307	21	21	777	769	8		0:00:05	1.03%	0:04:55	30	10	4	98.33%	11
7-Oct 313 312 275 274 12 12 600 598 2 0:00:06 0.33% 0:04:45 26 11 4 97.50% 14 10-Oct 427 416 346 341 34 33 807 790 17 0:00:17 2:11% 0:05:26 24 11 4 89.59% 76 11-Oct 464 462 349 345 26 26 839 833 6 0:00:05 0.72% 0:04:49 27 11 4 97.50% 22 12-Oct 405 401 324 324 26 26 26 755 751 4 0:00:03 0:53% 0:04:46 26 10 4 97.75% 16 13-Oct 403 403 343 339 19 19 765 761 4 0:00:05 0.52% 0:04:3 23 10 4 96.08% 29 11-Oct 4:0-Oct 4:		5-Oct	447	445	293	288	21	21	761	754	7		0:00:06	0.92%	0:04:47	28	11	4	97.77%	15
10-Oct 427 416 346 341 34 33 807 790 17 0:00:17 2:11% 0:05:26 24 11 4 89.59% 76 11-Oct 464 462 349 345 26 26 839 833 6 0:00:05 0:72% 0:04:49 27 11 4 97.02% 22 12 12-Oct 405 401 324 324 26 26 755 751 4 0:00:05 0:52% 0:04:49 27 11 4 97.02% 22 12 13-Oct 403 403 343 339 19 19 19 765 761 4 0:00:05 0:52% 0:04:43 23 10 4 96.08% 29 14-Oct 359 357 294 292 15 15 668 664 4 0:00:06 0:06% 0:04:57 26 9 4 97.46% 16 17-Oct 528 519 401 391 31 31 960 941 19 0:00:06 1:98% 0:04:32 91 0 4 94.58% 36 18-Oct 462 455 342 342 19 19 823 816 7 0:00:05 0.85% 0:04:55 27 10 4 97.57% 15 19-Oct 427 421 319 314 24 24 770 759 11 0:00:06 1:43% 0:04:53 27 10 4 97.57% 16 20-Oct 402 400 310 307 16 15 728 722 6 0:00:06 0.82% 0:04:22 28 11 4 95.19% 32 21-Oct 319 315 237 230 17 17 573 562 11 0:00:01 1:192% 0:05:16 24 11 4 95.19% 32 21-Oct 445 440 352 348 23 23 820 811 9 0:00:05 0:64% 0:00:01 1:192% 0:05:16 24 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0:00:05 0:64% 0:05:17 28 11 4 96.05% 21 27-Oct 370 366 308 306 18 18 18 696 690 6 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:05 0:00:		6-Oct	358	355	288	287	13	13	659	655	4		0:00:03	0.61%	0:05:01	27	11	4	98.48%	10
11-Oct		7-Oct	313	312	275	274	12	12	600	598	2		0:00:06	0.33%	0:04:45	26	11	4	97.50%	14
12-Oct 405 401 324 324 26 26 755 751 4 0:00:03 0.53% 0:04:46 26 10 4 97.75% 16 13-Oct 403 403 343 339 19 19 765 761 4 0:00:05 0.52% 0:04:43 23 10 4 96.08% 29 14-Oct 359 357 294 292 15 15 668 664 4 0:00:06 0:00:06 0.50% 0:04:43 29 10 4 94.58% 36 18-Oct 462 455 342 342 19 19 823 816 7 0:00:05 0.85% 0:04:43 29 10 4 94.58% 36 18-Oct 427 421 319 314 24 24 770 759 11 0:00:06 1.43% 0:04:53 27 10 4 97.57% 15 20-Oct 402 400 310 307 16 15 728 722 66 0:00:08 0.82% 0:04:22 28 11 4 95.19% 32 21-Oct 319 315 237 230 17 17 573 562 11 0:00:11 1.92% 0:05:16 24 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0:00:05 0.85% 0:04:65 29 11 4 98.54% 10 25-Oct 456 452 302 301 24 24 782 777 5 0:00:05 0.64% 0:05:01 28 11 4 95.57% 16 26-Oct 471 461 318 311 22 22 811 794 17 0:00:08 2.10% 0:05:17 28 11 4 96.05% 21 27-Oct 370 366 308 306 18 18 696 690 6 0:00:08 0.86% 0:04:45 28 10 4 93.14% 50 28-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50		10-Oct	427	416	346	341	34	33	807	790	17		0:00:17	2.11%	0:05:26	24	11	4	89.59%	76
13-Oct   403   403   343   339   19   19   765   761   4   0:00:05   0.52%   0:04:43   23   10   4   96.08%   29   14-Oct   359   357   294   292   15   15   668   664   4   0:00:06   0:00:57   26   9   4   97.46%   16   16-Oct   528   519   401   391   31   31   960   941   19   0:00:06   1.98%   0:04:43   29   10   4   94.58%   36   18-Oct   462   455   342   342   19   19   823   816   7   0:00:05   0.85%   0:04:55   27   10   4   97.57%   15   19-Oct   427   421   319   314   24   24   24   770   759   11   0:00:06   1.43%   0:04:53   27   10   4   97.01%   16   20-Oct   402   400   310   307   16   15   728   722   6   0:00:08   0.82%   0:04:22   28   11   4   95.19%   32   21-Oct   319   315   237   230   17   17   573   562   11   0:00:11   1.92%   0:05:16   24   11   4   93.19%   31   24-Oct   445   440   352   348   23   23   820   811   9   0:00:05   1.10%   0:04:36   29   11   4   98.54%   10   25-Oct   456   452   302   301   24   24   782   777   5   0:00:05   0.64%   0:05:01   28   11   4   97.57%   16   226-Oct   471   461   318   311   22   22   811   794   17   0:00:08   2.10%   0:05:17   28   11   4   96.05%   21   227-Oct   370   366   308   306   18   18   696   690   6   0:00:05   0.64%   0:05:17   28   11   4   96.05%   21   227-Oct   364   361   259   258   12   12   635   631   4   0:00:06   0:63%   0:05:29   30   9   4   98.74%   8   31-Oct   473   464   369   362   18   18   860   844   16   0:00:09   1.86%   0:04:45   28   10   4   93.14%   50   4   97.70%   14   4   4   4   4   4   4   4   4		11-Oct	464	462	349	345	26	26	839	833	6		0:00:05	0.72%	0:04:49	27	11	4	97.02%	22
14-Oct         359         357         294         292         15         15         668         664         4         0:00:04         0.60%         0:04:57         26         9         4         97.46%         16           17-Oct         528         519         401         391         31         31         960         941         19         0:00:06         1.98%         0:04:43         29         10         4         94.58%         36           18-Oct         462         455         342         342         19         19         823         816         7         0:00:05         0.85%         0:04:43         29         10         4         94.58%         36           19-Oct         462         455         342         342         19         19         823         816         7         0:00:06         0.85%         0:04:25         27         10         4         97.57%         15           19-Oct         402         400         310         307         16         15         728         722         6         0:00:08         0.82%         0:04:22         28         11         4         95.19%         31         24         24		12-Oct	405	401	324	324	26	26	755	751	4		0:00:03	0.53%	0:04:46	26	10	4	97.75%	16
17-Oct 528 519 401 391 31 31 960 941 19 0:00:06 1.98% 0:04:43 29 10 4 94.58% 36 18-Oct 462 455 342 342 19 19 823 816 7 0:00:05 0.85% 0:04:55 27 10 4 97.57% 15 19-Oct 427 421 319 314 24 24 770 759 11 0:00:06 0.85% 0:04:53 27 10 4 97.01% 32 21-Oct 319 315 237 230 17 17 573 562 11 0:00:11 1.92% 0:05:16 24 11 4 95.19% 32 24-Oct 445 440 352 348 23 23 820 811 9 0:00:05 0.64% 0:05:01 28 11 4 98.54% 10 25-Oct 456 452 302 301 24 24 782 777 5 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 26-Oct 471 461 318 311 22 22 811 794 17 0:00:08 2.10% 0:05:17 28 11 4 97.57% 16 28-Oct 370 366 308 306 18 18 18 696 690 6 0:00:05 0.64% 0:05:17 28 11 4 97.70% 14 28-Oct 364 361 259 258 12 12 635 631 4 0:00:05 0.63% 0:05:29 30 9 4 98.74% 8 31-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50		13-Oct	403	403	343	339	19	19	765	761	4		0:00:05	0.52%	0:04:43	23	10	4	96.08%	29
18-Oct       462       455       342       342       19       19       823       816       7       0:00:05       0.85%       0:04:55       27       10       4       97.57%       15         19-Oct       427       421       319       314       24       24       770       759       11       0:00:06       1.43%       0:04:53       27       10       4       97.57%       16         20-Oct       402       400       310       307       16       15       728       722       6       0:00:08       0.82%       0:04:22       28       11       4       95.19%       32         21-Oct       319       315       237       230       17       17       573       562       11       0:00:11       1.92%       0:05:16       24       11       4       93.19%       31         24-Oct       445       440       352       348       23       23       820       811       9       0:00:05       1.10%       0:04:36       29       11       4       93.54%       10         25-Oct       456       452       302       301       24       24       782       777       5		14-Oct	359	357	294	292	15	15	668	664	4		0:00:04	0.60%	0:04:57	26	9	4	97.46%	16
19-Oct   427   421   319   314   24   24   770   759   11   0:00:06   1.43% 0:04:53   27   10   4   97.01%   16		17-Oct	528	519	401	391	31	31	960	941	19		0:00:06	1.98%	0:04:43	29	10	4	94.58%	36
20-Oct 402 400 310 307 16 15 728 722 6 0:00:08 0.82% 0:04:22 28 11 4 95.19% 32 21-Oct 319 315 237 230 17 17 573 562 11 0:00:11 1.92% 0:05:16 24 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0:00:05 1.10% 0:04:36 29 11 4 98.54% 10 25-Oct 456 452 302 301 24 24 782 777 5 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 26-Oct 471 461 318 311 22 22 811 794 17 0:00:08 2.10% 0:05:17 28 11 4 96.05% 21 27-Oct 370 366 308 306 18 18 869 690 6 0:00:05 0.64% 0:05:01 28 11 4 97.70% 14 28-Oct 364 361 259 258 12 12 635 631 4 0:00:06 0.63% 0:05:29 30 9 4 98.74% 8 31-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50		18-Oct	462	455	342	342	19	19	823	816	7		0:00:05	0.85%	0:04:55	27	10	4	97.57%	15
21-Oct 319 315 237 230 17 17 573 562 11 0:00:11 1.92% 0:05:16 24 11 4 93.19% 31 24-Oct 445 440 352 348 23 23 820 811 9 0:00:05 1.10% 0:04:36 29 11 4 98.54% 10 25-Oct 456 452 302 301 24 24 782 777 5 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16 26-Oct 471 461 318 311 22 22 811 794 17 0:00:08 2.10% 0:05:17 28 11 4 96.05% 21 27-Oct 370 366 308 306 18 18 696 690 6 0:00:05 0.86% 0:04:58 27 10 4 97.70% 14 28-Oct 364 361 259 258 12 12 635 631 4 0:00:06 0.63% 0:05:29 30 9 4 98.74% 8 31-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50		19-Oct	427	421	319	314	24	24	770	759	11		0:00:06	1.43%	0:04:53	27	10	4	97.01%	16
24-Oct       445       440       352       348       23       23       820       811       9       0.00:05       1.10%       0:04:36       29       11       4       98.54%       10         25-Oct       456       452       302       301       24       24       782       777       5       0:00:05       0.64%       0:05:01       28       11       4       97.57%       16         26-Oct       471       461       318       311       22       22       811       794       17       0:00:08       2.10%       0:05:17       28       11       4       96.05%       21         27-Oct       370       366       308       306       18       18       696       690       6       0:00:05       0.86%       0:04:58       27       10       4       97.70%       14         28-Oct       364       361       259       258       12       12       635       631       4       0:00:06       0.63%       0:05:29       30       9       4       98.74%       8         31-Oct       473       464       369       362       18       18       860       844       16 </td <td></td> <td>20-Oct</td> <td>402</td> <td>400</td> <td>310</td> <td>307</td> <td>16</td> <td>15</td> <td>728</td> <td>722</td> <td>6</td> <td></td> <td>0:00:08</td> <td>0.82%</td> <td>0:04:22</td> <td>28</td> <td>11</td> <td>4</td> <td>95.19%</td> <td>32</td>		20-Oct	402	400	310	307	16	15	728	722	6		0:00:08	0.82%	0:04:22	28	11	4	95.19%	32
25-Oct 456 452 302 301 24 24 782 777 5 0:00:05 0.64% 0:05:01 28 11 4 97.57% 16  26-Oct 471 461 318 311 22 22 811 794 17  27-Oct 370 366 308 306 18 18 696 690 6 0:00:05 0.68% 0:04:58 27 10 4 97.70% 14  28-Oct 364 361 259 258 12 12 635 631 4 0:00:06 0.63% 0:05:29 30 9 4 98.74% 8  31-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50		21-Oct	319	315	237	230	17	17	573	562	11		0:00:11	1.92%	0:05:16	24	11	4	93.19%	31
26-Oct 471 461 318 311 22 22 811 794 17 0:00:08 2.10% 0:05:17 28 11 4 96.05% 21 27-Oct 370 366 308 306 18 18 696 690 6 0:00:05 0.86% 0:04:58 27 10 4 97.70% 14 28-Oct 364 361 259 258 12 12 635 631 4 0:00:06 0.63% 0:05:29 30 9 4 98.74% 8 31-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50 0 0 0		24-Oct	445	440	352	348	23	23	820	811	9		0:00:05	1.10%	0:04:36	29	11	4	98.54%	10
27-Oct       370       366       308       306       18       18       696       690       6       0:00:05       0.86%       0:04:58       27       10       4       97.70%       14         28-Oct       364       361       259       258       12       12       635       631       4       0:00:06       0.63%       0:05:29       30       9       4       98.74%       8         31-Oct       473       464       369       362       18       18       860       844       16       0:00:09       1.86%       0:04:45       28       10       4       93.14%       50         0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0       0		25-Oct	456	452	302	301	24	24	782	777	5		0:00:05	0.64%	0:05:01	28	11	4	97.57%	16
28-Oct 364 361 259 258 12 12 635 631 4 0:00:06 0.63% 0:05:29 30 9 4 98.74% 8  31-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50		26-Oct	471	461	318	311	22	22	811	794	17		0:00:08	2.10%	0:05:17	28	11	4	96.05%	21
31-Oct 473 464 369 362 18 18 860 844 16 0:00:09 1.86% 0:04:45 28 10 4 93.14% 50 0 0 0			370	366	308	306	18	18	696	690	6		0:00:05	0.86%	0:04:58	27	10	4	97.70%	14
0 0		28-Oct	364	361	259	258	12	12	635	631	4		0:00:06	0.63%	0:05:29	30	9	4	98.74%	8
		31-Oct	473	464	369	362	18	18	860	844	16		0:00:09	1.86%	0:04:45	28	10	4	93.14%	50
8839 8749 6709 6632 427 425 15975 15806 169 0:00:06 1.04% 0:04:55 27 10 4 95.93% 481									0	0								4		
8839 8749 6709 6632 427 425 15975 15806 169 0:00:06 1.04% 0:04:55 27 10 4 95.93% 481			J																	
			8839	8749	6709	6632	427	425	15975	15806	169		0:00:06	1.04%	0:04:55	27	10	4	95.93%	481

Total

10/12/2022 Issues reported with VPN. Some staff were unable to log in. Issue reported to the DHS Service Helpdesk. Staff required to go to Hoover to have VPN reinstalled.

10/13/2022 Issues reported with VPN. Some staff were unable to log in. Issue reported to the DHS Service Helpdesk. Staff required to go to Hoover to have VPN reinstalled.

10/25/2022 Internet provider Mediacom reported an internet outage.

st This includes all staff that were taking calls at some point in the day. There may be staff that came in late, or left early.