

RFP OCLS VoIP-24-001

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OCLS 2023 Questline

Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
1/1/2023	Sunday						
1/2/2023	Monday						
1/3/2023	Tuesday	292	3	1	15.55	49.50	5.90
1/4/2023	Wednesday	237	8		9.24	62.50	3.79
1/5/2023	Thursday	207	3		8.82	47.50	4.36
1/6/2023	Friday	215	5		10.71	49.50	4.34
1/7/2023	Saturday	145	8	8	45.05	29.00	5.00
1/8/2023	Sunday	40			8.19	13.50	2.96
1/9/2023	Monday	266	18	13	44.36	36.50	7.29
1/10/2023	Tuesday	238	7		11.36	50.50	4.71
1/11/2023	Wednesday	228	7		7.95	56.00	4.07
1/12/2023	Thursday	222	8		13.12	49.50	4.48
1/13/2023	Friday	207	7	6	21.30	35.50	5.83
1/14/2023	Saturday	159	6	2	16.13	44.00	3.61
1/15/2023	Sunday						
1/16/2023	Monday						
1/17/2023	Tuesday	297	12	6	17.83	48.50	6.12
1/18/2023	Wednesday	256	2		8.07	62.50	4.10
1/19/2023	Thursday	239	5	1	15.10	45.00	5.31
1/20/2023	Friday	195	12	3	28.52	30.00	6.50
1/21/2023	Saturday	134	3	3	25.29	27.00	4.96

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Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
1/22/2023	Sunday	60	6		16.57	13.50	4.44
1/23/2023	Monday	257	30	16	55.45	36.50	7.04
1/24/2023	Tuesday	252	10	1	11.50	49.50	5.09
1/25/2023	Wednesday	227	12		15.59	44.00	5.16
1/26/2023	Thursday	226	8	1	16.03	42.00	5.38
1/27/2023	Friday	215	15	7	28.90	29.00	7.41
1/28/2023	Saturday	131	8	2	17.77	29.00	4.52
1/29/2023	Sunday	48	1		8.96	13.50	3.56
1/30/2023	Monday	323	36	29	67.61	38.00	8.50
1/31/2023	Tuesday	256	3		8.36	66.50	3.85
2/1/2023	Wednesday	218	1		7.24	59.00	3.69
2/2/2023	Thursday	218	7	2	14.12	40.00	5.45
2/3/2023	Friday	184	15	8	33.99	34.50	5.33
2/4/2023	Saturday	128	2		7.19	42.00	3.05
2/5/2023	Sunday	46	2		18.40	13.50	3.41
2/6/2023	Monday	249	19	7	29.71	36.00	6.92
2/7/2023	Tuesday	250	5		7.92	54.50	4.59
2/8/2023	Wednesday	228	5		9.32	48.00	4.75
2/9/2023	Thursday	248			9.40	42.50	5.84
2/10/2023	Friday	169	2	1	11.79	36.50	4.63
2/11/2023	Saturday	132	1		10.44	36.00	3.67

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Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
2/12/2023	Sunday	40	2		6.26	13.50	2.96
2/13/2023	Monday	238	13	7	31.64	35.50	6.70
2/14/2023	Tuesday	238	3	1	7.67	60.50	3.93
2/15/2023	Wednesday	230	6		8.73	49.00	4.69
2/16/2023	Thursday	237	1		8.09	46.50	5.10
2/17/2023	Friday	208	6	2	18.14	34.50	6.03
2/18/2023	Saturday	141	8		13.78	44.00	3.20
2/19/2023	Sunday	62	2		9.68	13.50	4.59
2/20/2023	Monday	365	26	9	31.25	39.00	9.36
2/21/2023	Tuesday	235	4	3	12.45	58.50	4.02
2/22/2023	Wednesday	228	2		8.10	52.00	4.38
2/23/2023	Thursday	202	1	1	10.13	49.50	4.08
2/24/2023	Friday	205	10	6	26.40	39.00	5.26
2/25/2023	Saturday	137	2		8.51	43.00	3.19
2/26/2023	Sunday	51	2	22	9.80	9.00	5.67
2/27/2023	Monday	230	25		70.69	36.50	6.30
2/28/2023	Tuesday	196	1		8.02	57.00	3.44
3/1/2023	Wednesday	208	2		10.93	54.00	3.85
3/2/2023	Thursday	214	4	3	17.35	42.50	5.04
3/3/2023	Friday	175	4		10.32	44.00	3.98
3/4/2023	Saturday	133	5	1	12.72	29.00	4.59

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Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
3/5/2023	Sunday	44			6.53	13.50	3.26
3/6/2023	Monday	235	17	6	34.62	33.00	7.12
3/7/2023	Tuesday	251	10	3	23.20	50.00	5.02
3/8/2023	Wednesday	221	3		8.11	57.00	3.88
3/9/2023	Thursday	174	3		7.62	49.00	3.55
3/10/2023	Friday	176	4		12.24	40.00	4.40
3/11/2023	Saturday	110			8.09	36.50	3.01
3/12/2023	Sunday	31	1		26.69	10.50	2.95
3/13/2023	Monday	264	24	7	30.22	39.00	6.77
3/14/2023	Tuesday	241	5	4	12.02	49.50	4.87
3/15/2023	Wednesday	212	2	1	12.56	44.00	4.82
3/16/2023	Thursday	203	6	2	16.95	42.00	4.83
3/17/2023	Friday	157	19	3	38.46	29.00	5.41
3/18/2023	Saturday	120	3	2	15.39	36.50	3.29
3/19/2023	Sunday	34			6.41	13.50	2.52
3/20/2023	Monday	250	15	4	27.67	38.00	6.58
3/21/2023	Tuesday	233	5	5	14.01	53.50	4.36
3/22/2023	Wednesday	242	4		7.98	57.00	4.25
3/23/2023	Thursday	194	1	1	8.39	48.50	4.00
3/24/2023	Friday	195	2		10.93	44.00	4.43
3/25/2023	Saturday	117	8	5	44.52	29.00	4.03

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Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
3/26/2023	Sunday	47			7.41	13.50	3.48
3/27/2023	Monday	274	21	13	33.85	39.00	7.03
3/28/2023	Tuesday	238	3		9.62	63.50	3.75
3/29/2023	Wednesday	234	4	2	11.23	47.50	4.93
3/30/2023	Thursday	211	3		9.77	51.50	4.10
3/31/2023	Friday	148	8	5	29.28	35.50	4.17
4/1/2023	Saturday	131	2		9.76	42.00	3.12
4/2/2023	Sunday	46	1		26.83	9.00	5.11
4/3/2023	Monday	231	24	26	90.39	39.00	5.92
4/4/2023	Tuesday	242	2		7.86	62.50	3.87
4/5/2023	Wednesday	263	3		10.65	53.00	4.96
4/6/2023	Thursday	182	4		11.99	48.50	3.75
4/7/2023	Friday	205	10	5	20.54	28.00	7.32
4/8/2023	Saturday	105	2	4	22.32	27.00	3.89
4/9/2023	Sunday						
4/10/2023	Monday	272	55	33	133.59	39.00	6.97
4/11/2023	Tuesday	231	6	3	15.29	51.50	4.49
4/12/2023	Wednesday	174	8	1	17.88	44.00	3.95
4/13/2023	Thursday	208	3		12.51	33.50	6.21
4/14/2023	Friday	199	14	12	51.31	33.50	5.94
4/15/2023	Saturday	134	1	1	14.43	25.00	5.36

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Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
4/16/2023	Sunday	35			6.55	13.50	2.59
4/17/2023	Monday	236	7	5	16.89	40.00	5.90
4/18/2023	Tuesday	229	5	1	12.63	50.50	4.53
4/19/2023	Wednesday	199	7	4	16.45	44.00	4.52
4/20/2023	Thursday	181	9	5	25.24	33.50	5.40
4/21/2023	Friday	168	12	3	21.27	28.50	5.89
4/22/2023	Saturday	130	14	1	43.50	25.00	5.20
4/23/2023	Sunday	41	4	1	14.03	13.50	3.04
4/24/2023	Monday	228	35	25	87.80	28.50	8.00
4/25/2023	Tuesday	201	3		12.70	50.50	3.98
4/26/2023	Wednesday	182	1	1	12.38	44.00	4.14
4/27/2023	Thursday	205	7	2	14.28	36.00	5.69
4/28/2023	Friday	186	1		10.56	44.00	4.23
4/29/2023	Saturday	131	1		9.85	36.50	3.59
4/30/2023	Sunday	45	2		8.97	13.50	3.33
5/1/2023	Monday	241	64	33	93.74	30.50	7.90
5/2/2023	Tuesday	276	7	2	15.02	51.50	5.36
5/3/2023	Wednesday	222	15	3	35.95	50.50	4.40
5/4/2023	Thursday	219	5	2	15.30	40.00	5.48
5/5/2023	Friday	171	4	1	13.91	34.50	4.96
5/6/2023	Saturday	120	1	2	15.84	40.00	3.00

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Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
5/7/2023	Sunday	38			6.72	13.50	2.81
5/8/2023	Monday	225	25	9	42.33	39.00	5.77
5/9/2023	Tuesday	227	5	3	15.02	44.50	5.10
5/10/2023	Wednesday	197	6	1	10.46	50.50	3.90
5/11/2023	Thursday	180	3	2	17.57	39.00	4.62
5/12/2023	Friday	178	6	3	15.77	29.00	6.14
5/13/2023	Saturday	108	1	2	12.61	25.00	4.32
5/14/2023	Sunday	27	1	2	40.75	9.00	3.00
5/15/2023	Monday	219	17	12	31.77	36.50	6.00
5/16/2023	Tuesday	262	2	3	10.75	49.50	5.29
5/17/2023	Wednesday	193	4	4	18.90	44.00	4.39
5/18/2023	Thursday	181	9	4	26.63	37.00	4.89
5/19/2023	Friday	180	17	12	55.24	29.00	6.21
5/20/2023	Saturday	119	2		8.01	36.50	3.26
5/21/2023	Sunday	41		1	16.09	13.50	3.04
5/22/2023	Monday	235	9		21.53	36.50	6.44
5/23/2023	Tuesday	222	2		11.06	48.00	4.63
5/24/2023	Wednesday	238	7	2	12.76	49.50	4.81
5/25/2023	Thursday	201	8	6	26.76	42.00	4.79
5/26/2023	Friday	181	19	14	55.75	36.50	4.96
5/27/2023	Saturday	123	3	1	11.45	29.00	4.24

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Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
5/28/2023	Sunday						
5/29/2023	Monday						
5/30/2023	Tuesday	286	12	7	24.55	55.50	5.15
5/31/2023	Wednesday	252	13	7	25.39	45.50	5.54
6/1/2023	Thursday	255	29	11	32.17	31.50	8.10
6/2/2023	Friday	234	8	5	20.47	37.00	6.32
6/3/2023	Saturday	126	5	2	17.65	29.00	4.34
6/4/2023	Sunday	42	3		13.50	13.50	3.11
6/5/2023	Monday	262	18	14	38.00	38.00	6.89
6/6/2023	Tuesday	283	10	3	51.50	51.50	5.50
6/7/2023	Wednesday	211	37	14	29.00	29.00	7.28
6/8/2023	Thursday	225	49	22	27.00	27.00	8.33
6/9/2023	Friday	191	17	7	29.00	29.00	6.59
6/10/2023	Saturday	143	2	2	27.50	27.50	5.20
6/11/2023	Sunday	40	7	3	62.12	9.00	4.44
6/12/2023	Monday	302	25	20	55.20	36.00	8.39
6/13/2023	Tuesday	259	7		9.56	50.50	5.13
6/14/2023	Wednesday	245	11	2	21.40	43.00	5.70
6/15/2023	Thursday	216	10	7	26.05	32.50	6.65
6/16/2023	Friday	218	20	19	40.73	29.00	7.52
6/17/2023	Saturday	136	8	4	27.79	29.00	4.69

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Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
6/18/2023	Sunday						
6/19/2023	Monday						
6/20/2023	Tuesday	320	24	11	40.05	43.50	7.36
6/21/2023	Wednesday	265	4	5	21.77	54.00	4.91
6/22/2023	Thursday	228	2	5	20.49	45.50	5.01
6/23/2023	Friday	225	4		9.53	49.50	4.55
6/24/2023	Saturday	138	3	3	19.05	29.00	4.76
6/25/2023	Sunday	41	3	1	49.23	9.00	4.56
6/26/2023	Monday	248	45	19	65.43	29.50	8.41
6/27/2023	Tuesday	262			8.33	59.00	4.44
6/28/2023	Wednesday	225	9	4	19.90	51.50	4.37
6/29/2023	Thursday	224	10	6	15.43	55.00	4.07
6/30/2023	Friday	188	8	3	18.27	37.50	5.01
7/1/2023	Saturday	128	3		10.81	36.50	3.51
7/2/2023	Sunday	51	7	3	46.30	11.50	4.43
7/3/2023	Monday	237	31	10	55.66	28.00	8.46
7/4/2023	Tuesday						
7/5/2023	Wednesday	282	23	11	45.65	41.00	6.88
7/6/2023	Thursday	242	23	16	58.66	37.00	6.54
7/7/2023	Friday	216	11	3	17.26	35.50	6.08
7/8/2023	Saturday	124	4	2	20.30	33.50	3.70

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Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
7/9/2023	Sunday	40	4		16.38	10.50	3.81
7/10/2023	Monday	228	22	10	43.81	33.50	6.81
7/11/2023	Tuesday	284	5	2	14.67	51.00	5.57
7/12/2023	Wednesday	222	2	4	23.17	45.50	4.88
7/13/2023	Thursday	240	10		13.50	50.50	4.75
7/14/2023	Friday	226	26	8	57.14	30.50	7.41
7/15/2023	Saturday	161	5	2	17.49	29.00	5.55
7/16/2023	Sunday	34	3	1	27.35	9.00	3.78
7/17/2023	Monday	247	53	32	93.38	33.50	7.37
7/18/2023	Tuesday	218	11	2	15.50	51.50	4.23
7/19/2023	Wednesday	253	12	3	19.58	44.00	5.75
7/20/2023	Thursday	204	18	8	39.28	29.00	7.03
7/21/2023	Friday	189	8	7	33.99	36.50	5.18
7/22/2023	Saturday	130	8	2	23.35	22.50	5.78
7/23/2023	Sunday	48	3	4	53.29	9.00	5.33
7/24/2023	Monday	268	21	7	37.39	34.50	7.77
7/25/2023	Tuesday	239	2		13.72	44.00	5.43
7/26/2023	Wednesday	236	9	1	14.10	44.00	5.36
7/27/2023	Thursday	218	5	2	16.94	42.00	5.19
7/28/2023	Friday	225	4	3	17.03	44.00	5.11
7/29/2023	Saturday	187	14	7	35.47	27.00	6.93

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Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
7/30/2023	Sunday	48	7	2	48.51	9.00	5.33
7/31/2023	Monday	224	18	7	36.04	35.50	6.31
8/1/2023	Tuesday	244	3	3	12.95	44.00	5.55
8/2/2023	Wednesday	231	3		8.31	51.50	4.49
8/3/2023	Thursday	193	4	2	12.26	42.50	4.54
8/4/2023	Friday	186	10	3	21.13	44.00	4.23
8/5/2023	Saturday	115	4	1	17.07	36.50	3.15
8/6/2023	Sunday	44	2		24.85	9.00	4.89
8/7/2023	Monday	248	49	32	96.60	31.50	7.87
8/8/2023	Tuesday	232	9	1	11.87	51.00	4.55
8/9/2023	Wednesday	252	6	4	18.85	51.50	4.89
8/10/2023	Thursday	212	3	1	10.15	44.00	4.82
8/11/2023	Friday	181	4	1	19.31	36.50	4.96
8/12/2023	Saturday	149	1		9.20	36.50	4.08
8/13/2023	Sunday	34	3	1	56.82	9.00	3.78
8/14/2023	Monday	273	46	28	69.44	35.50	7.69
8/15/2023	Tuesday	237	15	7	27.07	52.50	4.51
8/16/2023	Wednesday	240	14	6	24.90	33.50	7.16
8/17/2023	Thursday	233	9	3	15.47	38.00	6.13
8/18/2023	Friday	206	10	4	23.66	41.00	5.02
8/19/2023	Saturday	148	8	2	22.58	36.50	4.05

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Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
8/20/2023	Sunday	39	8	3	31.97	9.00	4.33
8/21/2023	Monday	251	40	24	68.73	29.50	8.51
8/22/2023	Tuesday	256	4		12.28	56.00	4.57
8/23/2023	Wednesday	230	6	1	11.56	41.00	5.61
8/24/2023	Thursday	222	4		9.54	45.50	4.88
8/25/2023	Friday	173	6	3	17.19	37.00	4.68
8/26/2023	Saturday	116	3		14.72	28.00	4.14
8/27/2023	Sunday	40	2	1	14.79	9.00	4.44
8/28/2023	Monday	245	37	13	56.64	30.50	8.03
8/29/2023	Tuesday	298	6		9.83	47.50	6.27
8/30/2023	Wednesday						
8/31/2023	Thursday	285	7		11.47	45.50	6.26
9/1/2023	Friday	207	3	3	11.85	44.00	4.70
9/2/2023	Saturday	141	5	1	25.86	29.00	4.86
9/3/2023	Sunday						
9/4/2023	Monday						
9/5/2023	Tuesday	322	22	7	34.76	44.00	7.32
9/6/2023	Wednesday	237	2	2	14.57	50.50	4.69
9/7/2023	Thursday	213	1		7.59	51.50	4.14
9/8/2023	Friday	188	9	5	21.68	36.50	5.15
9/9/2023	Saturday	128	15	17	80.33	22.50	5.69

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Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
9/10/2023	Sunday	46	3	2	53.24	13.50	3.41
9/11/2023	Monday	261	16	2	35.94	39.00	6.69
9/12/2023	Tuesday	254	7	5	77.06	65.50	3.88
9/13/2023	Wednesday	204	1	1	158.36	60.50	3.37
9/14/2023	Thursday	198	3	2	12.79	51.50	3.84
9/15/2023	Friday	166	1		9.50	44.00	3.77
9/16/2023	Saturday	136	2	1	13.51	34.50	3.94
9/17/2023	Sunday	53	1		10.69	13.50	3.93
9/18/2023	Monday	244	37	6	39.72	39.00	6.26
9/19/2023	Tuesday	244	3	1	12.22	58.00	4.21
9/20/2023	Wednesday	191	8	5	24.58	51.50	3.71
9/21/2023	Thursday	205	3		8.39	54.00	3.80
9/22/2023	Friday	171	5	1	15.34	40.00	4.28
9/23/2023	Saturday	124	1		10.23	34.50	3.59
9/24/2023	Sunday	34			7.55	13.50	2.52
9/25/2023	Monday	260	15	6	25.13	38.00	6.84
9/26/2023	Tuesday	258	3		8.94	57.00	4.53
9/27/2023	Wednesday	198	9	1	12.32	54.00	3.67
9/28/2023	Thursday	193	4	3	12.79	40.50	4.77
9/29/2023	Friday	206	9	8	27.47	36.50	5.64
9/30/2023	Saturday	133	7	5	38.09	36.50	3.64

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OCLS 2023 Questline

Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
10/1/2023	Sunday	57			6.71	13.50	4.22
10/2/2023	Monday	236	8	1	14.73	38.00	6.21
10/3/2023	Tuesday	238	4		11.08	51.00	4.67
10/4/2023	Wednesday	233	5		10.10	57.00	4.09
10/5/2023	Thursday	227	2	1	10.94	54.00	4.20
10/6/2023	Friday	172	2		8.68	44.00	3.91
10/7/2023	Saturday	131	3	4	23.92	36.50	3.59
10/8/2023	Sunday	52	3	1	26.47	13.50	3.85
10/9/2023	Monday	283	14	11	30.69	38.00	7.45
10/10/2023	Tuesday	235	1		8.79	57.00	4.12
10/11/2023	Wednesday	223	4	4	14.65	54.00	4.13
10/12/2023	Thursday	216	5		12.34	40.50	5.33
10/13/2023	Friday	225	8	6	19.30	36.50	6.16
10/14/2023	Saturday	261	13	2	20.64	36.50	7.15
10/15/2023	Sunday	37			8.70	13.50	2.74
10/16/2023	Monday	207	18	8	30.17	38.50	5.38
10/17/2023	Tuesday	174	5		8.89	57.00	3.05
10/18/2023	Wednesday	158	4	1	8.75	60.00	2.63
10/19/2023	Thursday	185	2		8.98	60.00	3.08
10/20/2023	Friday	175	7		16.46	36.50	4.79
10/21/2023	Saturday	119	2	1	19.45	36.50	3.26

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OCLS 2023 Questline

Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
10/22/2023	Sunday	44	1		14.26	13.50	3.26
10/23/2023	Monday	212	12	5	22.55	38.50	5.51
10/24/2023	Tuesday	222	1		8.22	57.00	3.89
10/25/2023	Wednesday	191	1		8.31	60.00	3.18
10/26/2023	Thursday	210	3	1	11.05	48.50	4.33
10/27/2023	Friday	169	7	3	20.36	36.50	4.63
10/28/2023	Saturday	121	6	1	23.43	36.50	3.32
10/29/2023	Sunday	38			8.99	13.50	2.81
10/30/2023	Monday	222	8		15.15	38.50	5.77
10/31/2023	Tuesday	198	3		8.68	57.00	3.47
11/1/2023	Wednesday	186	1		7.44	60.00	3.10
11/2/2023	Thursday	197			9.17	60.00	3.28
11/3/2023	Friday	165	2	1	10.93	36.50	4.52
11/4/2023	Saturday	135	11	1	18.82	36.50	3.70
11/5/2023	Sunday	48			6.61	13.50	3.56
11/6/2023	Monday	236	8	4	21.56	38.50	6.13
11/7/2023	Tuesday	261	3	1	15.19	67.00	3.90
11/8/2023	Wednesday	196	9	1	16.73	60.00	3.27
11/9/2023	Thursday	185	3		14.69	60.00	3.08
11/10/2023	Friday						
11/11/2023	Saturday	155	2		9.89	29.50	5.25

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OCLS 2023 Questline

Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
11/12/2023	Sunday	45			17.12	13.50	3.33
11/13/2023	Monday	232	11	6	24.42	38.50	6.03
11/14/2023	Tuesday	198	3	2	13.17	59.50	3.33
11/15/2023	Wednesday	189	9	1	15.65	52.50	3.60
11/16/2023	Thursday	183	7	3	19.31	52.50	3.49
11/17/2023	Friday	166	5		14.02	36.50	4.55
11/18/2023	Saturday	98	1	1	13.15	29.50	3.32
11/19/2023	Sunday	38	1		8.11	13.50	2.81
11/20/2023	Monday	199	8	2	13.69	38.50	5.17
11/21/2023	Tuesday	183	7	2	18.21	67.00	2.73
11/22/2023	Wednesday	163			9.09	60.00	2.72
11/23/2023	Thursday						
11/24/2023	Friday						
11/25/2023	Saturday	125	11	9	43.27	37.00	3.38
11/26/2023	Sunday	37	1		13.44	13.50	2.74
11/27/2023	Monday	236	15	4	27.29	38.50	6.13
11/28/2023	Tuesday	193	2	1	9.84	67.00	2.88
11/29/2023	Wednesday	169	2		8.87	60.00	2.82
11/30/2023	Thursday	197			8.62	60.00	3.28
12/1/2023	Friday	159	3		8.94	43.00	3.70
12/2/2023	Saturday	110			7.98	37.00	2.97

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OCLS 2023 Questline

Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
12/3/2023	Sunday	44			10.64	13.50	3.26
12/4/2023	Monday	247	7	2	15.76	37.50	6.59
12/5/2023	Tuesday	195	3		9.60	53.50	3.64
12/6/2023	Wednesday	189	9	4	20.22	52.00	3.63
12/7/2023	Thursday	154	5		8.37	49.50	3.11
12/8/2023	Friday	153	2		11.11	36.50	4.19
12/9/2023	Saturday	109	1		12.39	37.00	2.95
12/10/2023	Sunday	36	1		8.83	13.50	2.67
12/11/2023	Monday	207	19	8	45.04	37.50	5.52
12/12/2023	Tuesday	218			8.45	67.00	3.25
12/13/2023	Wednesday	172	3		7.84	62.00	2.77
12/14/2023	Thursday	149	1		8.03	60.00	2.48
12/15/2023	Friday	148	1		11.32	41.00	3.61
12/16/2023	Saturday	108	3	1	12.01	37.00	2.92
12/17/2023	Sunday	44	2	1	20.64	13.50	3.26
12/18/2023	Monday	175	3	1	17.31	37.50	4.67
12/19/2023	Tuesday	152	2		8.27	66.00	2.30
12/20/2023	Wednesday	142	5		8.43	46.50	3.05
12/21/2023	Thursday	155	4		8.68	48.50	3.20
12/22/2023	Friday	131	2	1	8.58	43.00	3.05
12/23/2023	Saturday	102	2	1	9.32	37.00	2.76

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OCLS 2023 Questline

Call Center Activity

Date	Weekday	# of Contacts	Abandoned Calls	Call Back Requests	Wait Time (In Sec)	Staff Hours	Contacts/ SH
12/24/2023	Sunday						
12/25/2023	Monday						
12/26/2023	Tuesday	193	1		8.43	45.00	4.29
12/27/2023	Wednesday	194	3		12.81	37.50	5.17
12/28/2023	Thursday	186	4		11.23	44.50	4.18
12/29/2023	Friday	207	8	4	17.50	36.50	5.67
12/30/2023	Saturday	127	8		14.68	29.50	4.31
	Total	63,374	2,759	1,197	21.88	13,458.50	4.71