SolTrans Phone Report - October 2019

Calls by Hour - 2019.09.29-2019.11.02

Total Calls	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00	25:00	26:00	27:00
Sun	-	2	-	14	19	24	26	39	24	28	46	17	10	7	5	10	4	1	2	-	2	-	-	-
Mon	6	13	25	40	159	140	133	141	115	109	120	116	100	55	34	21	12	1	2	2	2	-	-	1
Tue	-	8	16	41	103	118	106	105	111	101	118	131	144	96	64	18	9	8	1	-	1	2	-	-
Wed	1	6	18	41	132	111	100	92	93	101	107	106	118	76	33	16	4	-	-	-	-	-	-	-
Thu	4	1	13	45	115	125	73	105	93	111	87	125	100	61	22	10	4	5	1	-	-	-	-	1
Fri	1	3	15	41	98	123	98	122	123	116	99	124	87	71	49	13	6	2	2	1	-	-	-	-
Sat	-	2	1	26	56	91	107	54	55	76	65	55	41	20	19	11	3	1	2	1	1	-	-	-

Average Calls	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00	25:00	26:00	27:00
Sun	-	0.4	-	2.8	3.8	4.8	5.2	7.8	4.8	5.6	9.2	3.4	2.0	1.4	1.0	2.0	0.8	0.2	0.4	-	0.4	-	-	-
Mon	1.2	2.6	5.0	8.0	31.8	28.0	26.6	28.2	23.0	21.8	24.0	23.2	20.0	11.0	6.8	4.2	2.4	0.2	0.4	0.4	0.4	-	-	0.2
Tue	-	1.6	3.2	8.2	20.6	23.6	21.2	21.0	22.2	20.2	23.6	26.2	28.8	19.2	12.8	3.6	1.8	1.6	0.2	-	0.2	0.4	-	-
Wed	0.2	1.2	3.6	8.2	26.4	22.2	20.0	18.4	18.6	20.2	21.4	21.2	23.6	15.2	6.6	3.2	0.8	-	-	-	-	-	-	-
Thu	0.8	0.2	2.6	9.0	23.0	25.0	14.6	21.0	18.6	22.2	17.4	25.0	20.0	12.2	4.4	2.0	0.8	1.0	0.2	-	-	-	-	0.2
Fri	0.2	0.6	3.0	8.2	19.6	24.6	19.6	24.4	24.6	23.2	19.8	24.8	17.4	14.2	9.8	2.6	1.2	0.4	0.4	0.2	-	-	-	-
Sat	-	0.4	0.2	5.2	11.2	18.2	21.4	10.8	11.0	15.2	13.0	11.0	8.2	4.0	3.8	2.2	0.6	0.2	0.4	0.2	0.2	-	-	-

SolTrans Phone Report - October 2019

Avg. Handle_Time by Hour - 2019.09.29-2019.11.02

Demand Response Queue	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00	25:00	26:00	27:00
Sun	-	02:42.0	-	01:17.0	-	-	01:21.0	-	01:39.0	04:41.5	02:50.0	-	-	-	00:29.0	00:27.0	-	-	-	-	-	-	-	-
Mon	-	-	01:17.3	01:24.7	02:17.9	02:40.3	02:34.8	03:27.7	02:29.1	02:52.7	02:17.6	02:45.9	03:33.6	04:00.2	02:16.6	01:08.5	-	-	-	-	-	-	-	-
Tue	-	-	01:47.5	01:58.1	02:32.9	03:17.9	02:56.2	03:24.9	04:19.6	03:21.9	02:52.3	03:21.9	04:29.9	05:04.7	06:03.0	-	-	-	-	-	-	-	-	-
Wed	-	-	01:00.2	01:31.1	01:36.4	02:41.3	02:28.1	02:41.5	03:09.6	03:06.2	02:16.4	03:03.1	03:53.2	02:45.6	02:19.0	-	-	-	-	-	-	-	-	-
Thu	-	-	01:24.5	01:54.3	01:52.8	02:33.8	03:10.3	03:40.8	02:10.9	02:40.5	03:16.4	02:54.0	03:02.4	02:40.7	03:20.0	01:01.5	-	-	-	-	-	-	-	-
Fri	-	-	02:33.5	01:17.4	02:14.0	02:35.0	03:57.0	03:42.0	03:04.3	02:23.1	04:23.8	03:15.2	03:22.2	03:18.3	01:12.3	-	-	-	-	-	-	-	-	-
Sat	-	-	-	01:39.0	02:15.5	-	01:53.8	05:33.2	02:17.6	02:32.0	-	05:17.7	01:56.2	00:23.0	01:41.5	-	-	-	-	-	-	-	-	-

Customer Service Queue	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	24:00	25:00	26:00	27:00
Sun	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mon	-	-	-	-	01:59.6	01:37.8	01:31.7	01:39.0	01:49.8	01:37.2	01:57.2	01:21.1	01:54.5	01:11.7	01:11.2	-	-	-	-	-	-	-	-	-
Tue	-	-	-	-	01:49.0	01:19.4	02:11.2	02:08.7	02:07.7	01:41.2	01:32.2	01:29.5	01:34.0	02:15.7	02:48.9	-	-	-	-	-	-	-	-	-
Wed	-	-	-	-	01:46.0	01:44.8	02:14.5	01:58.8	02:00.0	02:36.5	01:54.0	01:31.6	02:32.4	01:59.0	01:57.0	-	-	-	-	-	-	-	-	-
Thu	-	-	-	-	01:56.6	01:18.1	02:02.2	01:48.3	01:40.9	01:34.7	01:51.3	01:46.1	02:12.8	01:42.4	01:32.1	-	-	-	-	-	-	-	-	-
Fri	-	-	-	-	01:55.4	01:41.9	01:40.9	02:13.1	02:08.6	01:53.1	01:55.6	01:36.6	01:31.5	01:55.5	01:44.8	-	-	-	-	-	-	-	-	-
Sat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-