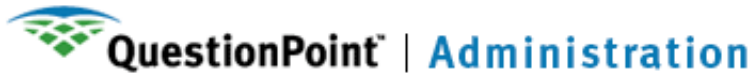


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Institution	Subscription Group	Cooperative Groups
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Report by Single Subscription Group

Profile Service

Monthly Report 2004 (Ask?Away)

History	Current
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Daily/Monthly Breakdown Stats:

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Searches against Profile Database	0	0	15	0	13	3	3	0	0	0	0	0	34

Knowledge Base Service

Monthly Report 2004 (Ask?Away)

History	Current
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Daily/Monthly Breakdown Stats:

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Records Added to Database Automatically(Global)	0	0	0	0	0	9	36	71	91	140	185	133	665
Records Activated(Local Ask?Away)	0	0	0	0	0	0	4	0	0	0	0	0	4
Searches against Knowledge Base(Global)	22	50	7	26	24	10	44	10	4	7	2	5	211
Searches against Knowledge Base(Local Ask?Away)	18	42	8	34	25	10	65	11	4	7	2	6	232
Records Added to Database Manually(Global)	0	0	0	0	0	0	2	0	0	0	0	0	2
Records Added to Database Manually(Local Ask?Away)	1	0	0	1	0	0	5	6	6	1	0	0	20

Ask Service

Monthly Report 2004 (Ask?Away)

History	Current
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Daily/Monthly Breakdown Stats:

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Questions Assigned to Librarian	116	131	136	105	76	76	58	66	86	72	103	77	1102
Questions Referred to Subscription Partner	2	0	1	1	1	1	2	0	3	1	0	0	12
Questions Rejected	0	0	0	0	0	0	1	0	0	1	0	0	2
Questions/Chat Transcripts Deleted	3	65	5	33	13	16	29	22	9	47	100	34	376
Questions Referred to Global Network via Global Network	0	0	0	1	0	0	1	0	0	1	0	0	3
Questions Referred via E-mail	3	7	11	4	8	12	13	10	6	7	9	6	96

Questions Recalled via E-mail	0	0	1	0	0	1	0	0	0	0	0	1	3
Questions Referred to Virtual Partner	0	0	0	0	0	0	0	0	0	0	1	4	5
Number of Clarifications	17	32	32	30	12	13	10	12	18	31	21	17	245
Number of Patrons Logon	84	129	140	101	83	58	75	85	133	106	132	102	1228
Questions Received via Patron Form	304	357	386	301	256	232	230	243	343	395	464	267	3778
Questions Received from Global Network via Global Network	0	0	0	0	0	0	1	0	0	3	1	0	5
Questions Received via Direct Entry	5	10	13	7	2	7	1	5	5	5	5	4	69
Answers Sent	303	375	419	311	270	264	238	274	397	376	459	305	3991
Questions Received via Referral	2	0	1	1	1	1	2	0	3	1	0	0	12
Questions (Total) Received	311	367	400	309	259	240	234	248	351	404	471	275	3869
Question Received From Virtual Partner	0	0	0	0	0	0	0	0	0	0	1	4	5

Hourly Breakdown Stats -- Number of Clarifications:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	0	0	1	0	0	0	0	0	0	0	0	1
05:00-05:59	0	0	1	0	0	0	0	0	0	0	0	0	1
06:00-06:59	0	0	1	0	0	0	0	0	0	0	0	0	1
08:00-08:59	0	0	0	0	1	0	0	0	0	0	1	0	2
09:00-09:59	0	1	2	0	0	0	0	0	1	0	0	2	6
10:00-10:59	0	0	3	1	1	3	1	1	4	2	1	4	21
11:00-11:59	2	0	3	0	0	0	3	1	0	2	2	0	13
12:00-12:59	3	3	1	5	0	1	1	1	0	1	0	0	16
13:00-13:59	3	1	3	2	2	0	0	3	6	1	1	0	22
14:00-14:59	3	2	1	4	1	1	4	3	1	5	1	1	27
15:00-15:59	1	3	1	2	1	3	0	1	1	2	2	2	19
16:00-16:59	0	1	0	0	3	0	1	0	0	0	0	4	9
17:00-17:59	0	5	5	3	2	2	0	1	3	9	6	1	37
18:00-18:59	1	4	2	1	0	2	0	0	0	3	2	0	15
19:00-19:59	1	2	4	4	1	0	0	0	0	2	0	0	14
20:00-20:59	2	5	1	3	0	1	0	1	0	1	4	1	19
21:00-21:59	1	4	1	2	0	0	0	0	2	0	1	1	12
22:00-22:59	0	1	2	1	0	0	0	0	0	3	0	1	8
23:00-23:59	0	0	1	1	0	0	0	0	0	0	0	0	2
Total	17	32	32	30	12	13	10	12	18	31	21	17	245

Hourly Breakdown Stats -- Questions Received via Referral:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
11:00-11:59	1	0	0	0	0	0	0	0	0	0	0	0	1
12:00-12:59	0	0	0	0	0	1	0	0	0	0	0	0	1
14:00-14:59	0	0	0	0	0	0	1	0	0	0	0	0	1
15:00-15:59	0	0	1	0	0	0	0	0	0	0	0	0	1
16:00-16:59	1	0	0	1	0	0	0	0	0	0	0	0	2
17:00-17:59	0	0	0	0	0	0	0	0	0	1	0	0	1
18:00-18:59	0	0	0	0	1	0	0	0	0	0	0	0	1
19:00-19:59	0	0	0	0	0	0	1	0	2	0	0	0	3
20:00-20:59	0	0	0	0	0	0	0	0	1	0	0	0	1
Total	2	0	1	1	1	1	2	0	3	1	0	0	12

Hourly Breakdown Stats -- Questions (Total) Received:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	3	12	9	13	5	3	10	3	3	6	10	9	86
01:00-01:59	5	8	7	5	5	7	3	12	5	4	2	8	71
02:00-02:59	1	1	6	4	5	3	3	1	1	2	3	1	31
03:00-03:59	0	2	2	4	1	2	1	2	2	0	0	0	16
04:00-04:59	3	0	0	1	1	1	0	2	2	0	1	0	11
05:00-05:59	2	1	1	0	2	0	2	0	1	0	1	2	12
06:00-06:59	5	1	3	0	1	5	4	3	0	2	3	2	29
07:00-07:59	4	8	4	2	4	5	2	3	4	2	7	1	46
08:00-08:59	7	12	9	7	9	6	10	2	8	11	8	5	94
09:00-09:59	19	17	19	9	10	13	15	13	19	25	15	15	189
10:00-10:59	15	36	26	19	14	14	18	11	20	21	29	12	235
11:00-11:59	31	31	25	20	21	20	20	20	31	51	28	15	313
12:00-12:59	30	34	30	16	18	16	10	32	22	26	31	15	280
13:00-13:59	18	25	34	21	23	18	18	17	26	26	31	35	292
14:00-14:59	18	24	25	23	19	15	17	13	29	27	31	20	261
15:00-15:59	26	26	58	34	16	27	14	22	30	28	26	23	330
16:00-16:59	28	24	22	35	19	16	16	18	23	36	24	20	281
17:00-17:59	17	28	21	24	22	16	12	15	24	30	28	17	254
18:00-18:59	11	10	17	27	14	15	6	6	13	18	48	19	204
19:00-19:59	14	16	15	12	9	11	8	11	21	25	80	13	235
20:00-20:59	14	12	23	9	9	9	9	13	18	15	18	14	163
21:00-21:59	17	13	11	5	10	5	19	10	23	16	16	12	157
22:00-22:59	19	13	14	8	13	7	11	12	12	16	17	8	150
23:00-23:59	4	13	19	11	9	6	6	7	14	17	14	9	129
Total	311	367	400	309	259	240	234	248	351	404	471	275	3869

Hourly Breakdown Stats -- Answers Sent:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	2	1	0	1	0	0	0	0	0	0	0	0	4
07:00-07:59	0	0	0	1	2	0	3	1	0	1	0	0	8
08:00-08:59	9	12	0	2	6	8	8	9	11	8	6	6	85
09:00-09:59	25	38	50	30	32	31	12	17	38	20	31	17	341
10:00-10:59	40	39	45	33	29	29	24	34	54	54	53	36	470
11:00-11:59	46	28	45	29	26	28	38	34	39	57	45	26	441
12:00-12:59	24	41	39	27	24	19	31	36	43	40	43	18	385
13:00-13:59	23	32	30	22	14	21	24	25	20	28	32	32	303
14:00-14:59	37	37	29	21	26	17	26	20	34	36	57	35	375
15:00-15:59	25	26	44	26	31	20	19	21	35	30	47	24	348
16:00-16:59	20	39	43	29	16	27	11	31	26	27	28	26	323
17:00-17:59	17	28	29	25	23	36	18	24	41	23	50	22	336
18:00-18:59	10	12	22	10	10	10	6	7	10	17	18	17	149
19:00-19:59	12	18	13	17	12	8	4	8	14	11	17	19	153
20:00-20:59	5	9	15	12	10	8	11	6	15	7	16	11	125
21:00-21:59	7	7	10	13	7	1	2	1	12	9	14	13	96

22:00-22:59	0	6	4	3	2	0	0	0	5	7	1	1	29
23:00-23:59	1	2	1	10	0	1	1	0	0	1	1	2	20
Total	303	375	419	311	270	264	238	274	397	376	459	305	3991

Hourly Breakdown Stats -- Questions Received via Direct Entry:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
08:00-08:59	1	1	0	0	0	0	0	0	0	0	0	0	2
09:00-09:59	0	0	6	1	0	1	1	0	0	0	0	0	9
10:00-10:59	0	0	3	1	1	0	0	2	1	1	3	1	13
11:00-11:59	1	0	0	0	0	2	0	0	0	2	0	1	6
12:00-12:59	0	0	0	0	1	1	0	0	0	0	0	0	2
13:00-13:59	0	2	1	2	0	0	0	1	1	0	0	0	7
14:00-14:59	0	1	0	0	0	0	0	0	1	2	0	0	4
15:00-15:59	0	2	0	1	0	2	0	0	0	0	0	0	5
16:00-16:59	2	2	0	2	0	0	0	0	0	0	0	2	8
17:00-17:59	0	2	0	0	0	1	0	0	1	0	1	0	5
18:00-18:59	0	0	2	0	0	0	0	0	0	0	0	0	2
19:00-19:59	0	0	0	0	0	0	0	1	1	0	0	0	2
20:00-20:59	1	0	0	0	0	0	0	0	0	0	0	0	1
21:00-21:59	0	0	1	0	0	0	0	1	0	0	1	0	3
Total	5	10	13	7	2	7	1	5	5	5	5	4	69

Hourly Breakdown Stats -- Question Received From Virtual Partner:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
12:00-12:59	0	0	0	0	0	0	0	0	0	0	0	1	1
15:00-15:59	0	0	0	0	0	0	0	0	0	0	0	1	1
16:00-16:59	0	0	0	0	0	0	0	0	0	0	1	0	1
18:00-18:59	0	0	0	0	0	0	0	0	0	0	0	1	1
19:00-19:59	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	0	0	0	0	0	0	0	0	0	0	1	4	5

Hourly Breakdown Stats -- Questions Received from Global Network via Global Network:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
08:00-08:59	0	0	0	0	0	0	0	0	0	1	1	0	2
09:00-09:59	0	0	0	0	0	0	1	0	0	1	0	0	2
17:00-17:59	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	0	1	0	0	3	1	0	5

Hourly Breakdown Stats -- Questions Received via Patron Form:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	3	12	9	13	5	3	10	3	3	6	10	9	86
01:00-01:59	5	8	7	5	5	7	3	12	5	4	2	8	71
02:00-02:59	1	1	6	4	5	3	3	1	1	2	3	1	31
03:00-03:59	0	2	2	4	1	2	1	2	2	0	0	0	16
04:00-04:59	3	0	0	1	1	1	0	2	2	0	1	0	11
05:00-05:59	2	1	1	0	2	0	2	0	1	0	1	2	12
06:00-06:59	5	1	3	0	1	5	4	3	0	2	3	2	29
07:00-07:59	4	8	4	2	4	5	2	3	4	2	7	1	46
08:00-08:59	6	11	9	7	9	6	10	2	8	10	7	5	90

09:00-09:59	19	17	13	8	10	12	13	13	19	24	15	15	178
10:00-10:59	15	36	23	18	13	14	18	9	19	20	26	11	222
11:00-11:59	29	31	25	20	21	18	20	20	31	49	28	14	306
12:00-12:59	30	34	30	16	17	14	10	32	22	26	31	14	276
13:00-13:59	18	23	33	19	23	18	18	16	25	26	31	35	285
14:00-14:59	18	23	25	23	19	15	16	13	28	25	31	20	256
15:00-15:59	26	24	57	33	16	25	14	22	30	28	26	22	323
16:00-16:59	25	22	22	32	19	16	16	18	23	36	23	18	270
17:00-17:59	17	26	21	24	22	15	12	15	23	28	27	17	247
18:00-18:59	11	10	15	27	13	15	6	6	13	18	48	18	200
19:00-19:59	14	16	15	12	9	11	7	10	18	25	80	12	229
20:00-20:59	13	12	23	9	9	9	9	13	17	15	18	14	161
21:00-21:59	17	13	10	5	10	5	19	9	23	16	15	12	154
22:00-22:59	19	13	14	8	13	7	11	12	12	16	17	8	150
23:00-23:59	4	13	19	11	9	6	6	7	14	17	14	9	129
Total	304	357	386	301	256	232	230	243	343	395	464	267	3778

Hourly Breakdown Stats -- Number of Patrons Logon:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	1	3	7	3	3	0	3	0	7	0	0	0	27
01:00-01:59	0	1	3	0	0	0	0	1	2	1	3	0	11
02:00-02:59	0	0	0	1	0	1	0	1	1	0	1	0	5
03:00-03:59	0	0	0	4	0	0	0	0	0	0	0	0	4
04:00-04:59	0	1	0	0	0	1	0	0	0	0	0	0	2
05:00-05:59	0	3	0	0	0	0	0	0	0	0	0	0	3
06:00-06:59	2	0	1	0	0	1	1	0	1	1	1	0	8
07:00-07:59	0	0	2	3	1	2	0	0	2	0	3	0	13
08:00-08:59	0	1	7	2	5	1	0	1	1	0	2	0	20
09:00-09:59	9	4	10	1	2	1	3	2	3	8	3	3	49
10:00-10:59	4	9	12	11	7	2	15	5	13	1	13	5	97
11:00-11:59	8	10	5	11	3	4	11	6	10	14	9	4	95
12:00-12:59	7	12	7	4	14	4	4	9	9	6	10	3	89
13:00-13:59	7	7	17	5	5	13	2	7	9	12	7	3	94
14:00-14:59	4	15	20	10	6	5	5	10	11	8	14	4	112
15:00-15:59	7	8	8	2	5	4	3	6	11	10	14	15	93
16:00-16:59	9	12	5	9	7	6	4	13	8	4	5	15	97
17:00-17:59	6	7	11	3	7	3	7	6	12	7	6	4	79
18:00-18:59	6	4	6	9	7	3	1	4	8	11	15	2	76
19:00-19:59	1	7	4	9	5	5	5	2	6	4	2	12	62
20:00-20:59	2	12	8	6	1	0	3	5	9	9	10	14	79
21:00-21:59	2	4	2	4	1	0	2	0	3	3	9	12	42
22:00-22:59	6	6	2	2	2	0	3	4	5	5	1	3	39
23:00-23:59	3	3	3	2	2	2	3	3	2	2	4	3	32
Total	84	129	140	101	83	58	75	85	133	106	132	102	1228

[Export](#)

Chat Service

Monthly Report 2004 (Ask?Away)

History	Current
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Daily/Monthly Breakdown Stats:

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Greatest Chat Response Time (seconds)	731	890	855	382	413	416	260	193	759	834	596	901	901
Most Concurrent Session Requests (All Inst.)	15	15	21	13	16	11	17	13	19	22	17	19	22
Number of Chat Sessions Requested	195	313	272	249	128	141	158	152	308	345	373	253	2887
Number of Chat Sessions Requested (After Hours)	0	0	0	0	0	0	0	27	77	63	67	63	297
Number of Chat Sessions Accepted via Coverage Group	1	0	0	0	0	20	76	100	183	224	250	184	1038
Number(Total) of Chat Sessions Accepted	164	264	248	234	119	118	116	130	257	283	307	214	2454
Number of Chat Sessions Routed to Coverage Group	2	0	0	0	0	23	97	115	220	268	297	214	1236

Hourly Breakdown Stats -- Number of Chat Sessions Requested (After Hours):

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	0	0	0	0	0	0	1	1	2	3	2	9
01:00-01:59	0	0	0	0	0	0	0	0	1	0	0	1	2
03:00-03:59	0	0	0	0	0	0	0	0	3	0	0	0	3
04:00-04:59	0	0	0	0	0	0	0	0	0	0	0	1	1
06:00-06:59	0	0	0	0	0	0	0	1	2	0	0	0	3
07:00-07:59	0	0	0	0	0	0	0	1	1	0	0	0	2
08:00-08:59	0	0	0	0	0	0	0	1	1	2	4	0	8
09:00-09:59	0	0	0	0	0	0	0	2	9	1	9	11	32
10:00-10:59	0	0	0	0	0	0	0	0	3	6	2	4	15
11:00-11:59	0	0	0	0	0	0	0	3	10	5	3	1	22
12:00-12:59	0	0	0	0	0	0	0	0	4	4	2	3	13
13:00-13:59	0	0	0	0	0	0	0	1	4	5	4	4	18
14:00-14:59	0	0	0	0	0	0	0	2	8	3	7	6	26
15:00-15:59	0	0	0	0	0	0	0	3	7	7	5	3	25
16:00-16:59	0	0	0	0	0	0	0	0	1	1	3	14	19
17:00-17:59	0	0	0	0	0	0	0	1	4	5	2	3	15
18:00-18:59	0	0	0	0	0	0	0	2	2	1	1	1	7
19:00-19:59	0	0	0	0	0	0	0	1	4	3	2	2	12
20:00-20:59	0	0	0	0	0	0	0	5	0	4	1	2	12
21:00-21:59	0	0	0	0	0	0	0	2	4	2	1	0	9
22:00-22:59	0	0	0	0	0	0	0	1	5	7	15	4	32
23:00-23:59	0	0	0	0	0	0	0	0	3	5	3	1	12
Total	0	0	0	0	0	0	0	27	77	63	67	63	297

Hourly Breakdown Stats -- Number of Chat Sessions Requested:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
05:00-05:59	0	0	0	0	0	2	0	0	0	0	0	0	2
07:00-07:59	0	0	0	0	0	0	2	0	0	0	0	0	2
08:00-08:59	1	0	0	0	0	1	2	0	0	0	1	1	6
09:00-09:59	1	0	0	5	1	5	5	1	4	1	0	4	27

10:00-10:59	8	25	16	13	7	4	22	17	23	29	19	16	199
11:00-11:59	17	23	21	16	11	10	11	13	16	33	37	21	229
12:00-12:59	25	30	29	25	20	11	15	12	22	28	33	19	269
13:00-13:59	17	29	12	20	15	13	17	18	34	26	29	16	246
14:00-14:59	16	31	19	16	6	22	17	15	26	31	24	21	244
15:00-15:59	16	14	41	26	9	18	11	8	38	35	43	25	284
16:00-16:59	23	29	36	27	13	11	8	17	35	28	32	20	279
17:00-17:59	15	40	15	22	11	18	10	18	20	32	21	19	241
18:00-18:59	26	19	15	21	13	5	17	8	28	23	26	24	225
19:00-19:59	12	21	18	19	5	5	7	6	18	23	40	18	192
20:00-20:59	13	27	25	19	10	13	11	11	25	25	30	16	225
21:00-21:59	5	21	25	18	5	3	3	7	18	29	27	20	181
22:00-22:59	0	4	0	2	2	0	0	1	0	2	11	13	35
23:00-23:59	0	0	0	0	0	0	0	0	1	0	0	0	1
Total	195	313	272	249	128	141	158	152	308	345	373	253	2887

Hourly Breakdown Stats -- Number of Chat Sessions Routed to Coverage Group:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
08:00-08:59	0	0	0	0	0	0	0	0	0	0	0	1	1
09:00-09:59	0	0	0	0	0	2	1	0	2	1	0	4	10
10:00-10:59	0	0	0	0	0	2	11	14	18	22	13	13	93
11:00-11:59	0	0	0	0	0	1	7	10	11	28	29	19	105
12:00-12:59	0	0	0	0	0	3	7	6	14	18	24	12	84
13:00-13:59	0	0	0	0	0	1	10	17	25	24	26	13	116
14:00-14:59	0	0	0	0	0	3	8	13	17	18	18	21	98
15:00-15:59	0	0	0	0	0	2	8	6	17	28	40	21	122
16:00-16:59	0	0	0	0	0	3	7	14	28	20	25	17	114
17:00-17:59	0	0	0	0	0	2	5	7	17	23	17	17	88
18:00-18:59	2	0	0	0	0	0	16	8	19	20	22	21	108
19:00-19:59	0	0	0	0	0	0	7	4	16	17	28	17	89
20:00-20:59	0	0	0	0	0	2	9	10	20	22	22	13	98
21:00-21:59	0	0	0	0	0	2	1	5	15	25	22	13	83
22:00-22:59	0	0	0	0	0	0	0	1	0	2	11	12	26
23:00-23:59	0	0	0	0	0	0	0	0	1	0	0	0	1
Total	2	0	0	0	0	23	97	115	220	268	297	214	1236

Hourly Breakdown Stats -- Number(Total) of Chat Sessions Accepted:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
08:00-08:59	0	0	0	0	0	0	0	0	0	0	1	0	1
09:00-09:59	1	0	0	5	1	4	3	1	3	1	0	0	19
10:00-10:59	6	23	13	12	7	4	16	10	18	23	13	13	158
11:00-11:59	15	19	16	16	9	9	8	10	13	29	26	21	191
12:00-12:59	23	29	29	25	20	9	8	13	17	24	28	18	243
13:00-13:59	17	22	11	18	13	12	15	18	30	23	27	11	217
14:00-14:59	11	28	19	13	6	18	14	12	21	27	22	21	212
15:00-15:59	12	13	39	23	8	18	9	8	35	21	35	22	243
16:00-16:59	19	26	33	27	13	9	7	15	28	21	21	15	234

17:00-17:59	16	21	15	21	10	13	9	13	16	24	20	17	195
18:00-18:59	21	19	14	19	11	4	9	7	23	18	23	21	189
19:00-19:59	10	20	17	19	5	4	7	6	14	24	35	15	176
20:00-20:59	10	24	24	18	9	11	9	10	23	23	27	16	204
21:00-21:59	3	20	18	18	6	3	2	7	16	25	25	18	161
22:00-22:59	0	0	0	0	1	0	0	0	0	0	4	6	11
Total	164	264	248	234	119	118	116	130	257	283	307	214	2454

Hourly Breakdown Stats -- Number of Chat Sessions Accepted via Coverage Group:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
09:00-09:59	0	0	0	0	0	2	1	0	2	1	0	0	6
10:00-10:59	0	0	0	0	0	2	7	9	15	17	9	11	70
11:00-11:59	0	0	0	0	0	1	4	8	8	25	20	19	85
12:00-12:59	0	0	0	0	0	2	5	6	10	15	20	12	70
13:00-13:59	0	0	0	0	0	1	9	17	23	21	24	9	104
14:00-14:59	0	0	0	0	0	3	7	10	16	18	18	21	93
15:00-15:59	0	0	0	0	0	2	8	6	15	16	33	19	99
16:00-16:59	0	0	0	0	0	2	6	12	22	15	15	13	85
17:00-17:59	0	0	0	0	0	1	5	7	15	21	17	15	81
18:00-18:59	1	0	0	0	0	0	8	7	14	15	21	18	84
19:00-19:59	0	0	0	0	0	0	7	4	12	19	27	15	84
20:00-20:59	0	0	0	0	0	2	8	9	18	20	20	13	90
21:00-21:59	0	0	0	0	0	2	1	5	13	21	22	13	77
22:00-22:59	0	0	0	0	0	0	0	0	0	0	4	6	10
Total	1	0	0	0	0	20	76	100	183	224	250	184	1038

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