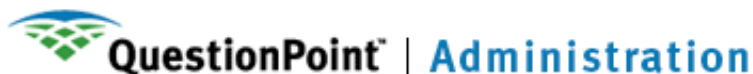


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Institution	Subscription Group	Cooperative Groups
Accounts Passwords Settings 24/7 Permitted Access Reports Login Announcement		

Report by Single Subscription Group

Profile Service

Monthly Report 2005 (Ask?Away)

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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	1	0	0	0	0	0	1	0	0	1	3

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Knowledge Base Service

Monthly Report 2005 (Ask?Away)

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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)	56	120	176	21	6	8	0	1	2	2	0	1	393
Browses against Knowledge Base(Global)	5	0	0	0	0	0	0	1	0	0	0	0	6
Browses against Knowledge Base(Local Ask?Away)	5	0	0	0	0	0	0	4	0	0	0	0	9
Searches against Knowledge Base(Global)	15	2	6	3	11	2	5	8	11	4	2	52	121
Searches against Knowledge Base(Local Ask?Away)	27	3	5	3	10	2	7	10	12	4	2	57	142
Records Added to Database Manually(Local Ask?Away)	1	0	1	0	2	0	0	0	3	0	0	1	8

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Ask Service

Monthly Report 2005 (Ask?Away)

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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	108	138	126	98	66	85	54	95	166	185	131	119	1371
Questions Referred to Subscription Partner	0	1	0	0	1	0	0	0	0	0	0	0	2
Questions Rejected	0	1	1	0	0	0	0	0	0	0	0	1	3
Questions/Chat Transcripts Deleted	5	4	18	34	2	0	1	16	1	1	18	3	103
Questions Referred to Global Network via Global Network	1	1	1	0	0	0	0	0	0	0	0	0	3
Questions Referred via E-mail	15	12	10	12	8	28	25	18	33	26	13	35	235

Questions Recalled via E-mail	6	3	3	2	1	6	7	2	11	9	4	10	64
Questions Referred to Virtual Partner	0	1	1	0	0	2	0	2	0	1	0	1	8
Number of Clarifications	4	5	12	7	2	4	3	4	9	9	4	5	68
Number of Patrons Logon	62	112	93	95	43	59	54	52	121	155	97	78	1021
Questions Received via Patron Form	285	304	261	274	145	164	167	200	352	330	291	346	3119
Questions Received from Global Network via Global Network	1	0	1	0	1	0	0	0	0	1	0	0	4
Questions Received via Direct Entry	7	8	9	3	1	6	2	2	2	5	2	1	48
Answers Sent	322	374	309	263	171	203	194	219	405	401	367	377	3605
Questions Received via Referral	0	1	0	0	1	0	0	0	0	0	0	0	2
Questions (Total) Received	293	314	272	277	148	172	169	204	354	337	293	348	3181
Question Received From Virtual Partner	0	1	1	0	0	2	0	2	0	1	0	1	8

Hourly Breakdown Stats -- Number of Clarifications:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
09:00-09:59	0	1	2	0	0	0	0	1	2	0	0	0	6
10:00-10:59	1	0	2	0	1	2	1	0	2	1	0	0	10
11:00-11:59	0	2	0	0	1	0	0	0	0	0	0	0	3
12:00-12:59	0	0	1	0	0	1	0	1	3	1	1	2	10
13:00-13:59	1	0	1	2	0	0	0	0	0	2	0	0	6
14:00-14:59	1	0	0	1	0	0	0	0	0	1	0	0	3
15:00-15:59	0	0	1	1	0	0	0	0	0	0	1	0	3
16:00-16:59	0	1	1	1	0	0	1	1	0	0	0	1	6
17:00-17:59	0	0	2	0	0	0	0	1	1	1	1	0	6
18:00-18:59	0	0	0	1	0	1	0	0	0	3	0	1	6
19:00-19:59	0	0	0	1	0	0	0	0	0	0	0	0	1
20:00-20:59	1	1	2	0	0	0	0	0	1	0	1	1	7
21:00-21:59	0	0	0	0	0	0	1	0	0	0	0	0	1
Total	4	5	12	7	2	4	3	4	9	9	4	5	68

Hourly Breakdown Stats -- Questions Received via Referral:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
10:00-10:59	0	1	0	0	0	0	0	0	0	0	0	0	1
19:00-19:59	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	0	1	0	0	1	0	0	0	0	0	0	0	2

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	6	4	7	2	2	4	2	6	8	4	4	52
01:00-01:59	7	1	1	3	1	3	5	1	5	3	0	5	35
02:00-02:59	5	7	1	0	2	1	4	2	2	0	2	0	26
03:00-03:59	2	5	1	1	3	2	1	1	0	3	3	1	23
04:00-04:59	2	0	1	3	0	0	1	1	0	2	0	0	10
05:00-05:59	0	3	2	3	4	1	1	0	0	0	2	1	17
06:00-06:59	0	3	0	2	0	1	2	1	1	1	5	0	16
07:00-07:59	3	3	3	5	4	2	1	1	5	5	6	3	41
08:00-08:59	5	1	6	2	6	3	7	7	10	7	9	3	66
09:00-09:59	12	15	21	9	6	15	2	10	18	11	10	9	138
10:00-10:59	13	21	25	17	11	16	9	8	22	21	23	19	205

11:00-11:59	20	24	21	19	7	11	16	20	30	29	18	24	239
12:00-12:59	23	28	13	28	15	14	15	12	25	33	30	133	369
13:00-13:59	20	29	18	10	6	19	15	17	36	26	20	26	242
14:00-14:59	30	23	27	31	10	10	9	20	23	32	34	16	265
15:00-15:59	25	23	24	23	11	8	13	18	22	30	26	19	242
16:00-16:59	18	14	14	27	13	8	14	17	36	15	18	22	216
17:00-17:59	19	32	20	16	7	12	8	14	16	25	12	20	201
18:00-18:59	17	14	12	18	9	8	7	19	28	16	21	11	180
19:00-19:59	20	17	9	11	7	7	8	11	18	12	12	6	138
20:00-20:59	17	5	14	12	3	3	9	2	9	15	15	9	113
21:00-21:59	14	14	12	12	7	6	7	9	20	13	5	6	125
22:00-22:59	10	17	19	13	6	14	7	5	12	17	8	7	135
23:00-23:59	8	9	4	5	8	6	4	6	10	13	10	4	87
Total	293	314	272	277	148	172	169	204	354	337	293	348	3181

Hourly Breakdown Stats -- Answers Sent:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	1	1	0	0	0	0	0	0	0	0	0	2
04:00-04:59	0	0	1	0	0	0	0	0	0	0	0	0	1
07:00-07:59	0	1	0	0	0	0	0	0	0	0	0	0	1
08:00-08:59	2	4	4	1	0	6	8	1	3	4	4	2	39
09:00-09:59	18	18	28	20	14	14	12	22	18	30	22	12	228
10:00-10:59	52	49	35	33	22	35	36	21	38	30	47	28	426
11:00-11:59	22	29	29	23	23	10	15	27	47	36	26	32	319
12:00-12:59	28	39	31	22	21	33	24	24	48	36	37	100	443
13:00-13:59	22	26	32	21	13	25	17	19	34	28	19	36	292
14:00-14:59	47	46	26	20	12	12	14	22	53	49	40	32	373
15:00-15:59	28	35	34	19	14	16	17	19	41	42	48	29	342
16:00-16:59	30	31	29	31	10	13	15	19	34	55	39	33	339
17:00-17:59	22	28	15	28	11	13	12	30	24	38	30	27	278
18:00-18:59	18	13	10	13	9	11	7	12	23	24	22	15	177
19:00-19:59	12	21	13	13	9	5	10	3	20	8	16	13	143
20:00-20:59	10	21	6	7	9	8	4	0	10	9	10	11	105
21:00-21:59	9	9	10	8	3	1	1	0	8	7	5	5	66
22:00-22:59	1	2	3	3	1	1	2	0	4	3	2	2	24
23:00-23:59	1	1	2	1	0	0	0	0	0	2	0	0	7
Total	322	374	309	263	171	203	194	219	405	401	367	377	3605

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	0	0	1	0	0	0	0	0	0	0	0	0	1
09:00-09:59	1	0	0	0	0	0	0	0	0	0	0	0	1
10:00-10:59	0	1	2	1	0	0	0	0	0	1	1	0	6
11:00-11:59	0	0	0	0	0	1	1	0	1	0	0	0	3
12:00-12:59	4	1	1	1	0	0	0	0	0	1	0	0	8
13:00-13:59	0	2	1	0	0	1	0	1	0	0	1	0	6
14:00-14:59	0	0	2	0	1	1	0	0	0	2	0	0	6

15:00-15:59	1	2	1	0	0	0	0	0	0	0	0	0	4
17:00-17:59	0	2	0	0	0	1	0	0	1	0	0	0	4
18:00-18:59	0	0	1	0	0	1	0	0	0	0	0	1	3
19:00-19:59	0	0	0	1	0	0	0	0	0	0	0	0	1
20:00-20:59	1	0	0	0	0	0	0	0	0	0	0	0	1
21:00-21:59	0	0	0	0	0	0	0	1	0	1	0	0	2
22:00-22:59	0	0	0	0	0	1	1	0	0	0	0	0	2
Total	7	8	9	3	1	6	2	2	2	5	2	1	48

Hourly Breakdown Stats -- Question Received From Virtual Partner:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
10:00-10:59	0	0	0	0	0	0	0	0	0	0	0	1	1
11:00-11:59	0	0	0	0	0	1	0	0	0	0	0	0	1
12:00-12:59	0	1	0	0	0	0	0	0	0	0	0	0	1
16:00-16:59	0	0	0	0	0	0	0	1	0	1	0	0	2
17:00-17:59	0	0	0	0	0	0	0	1	0	0	0	0	1
18:00-18:59	0	0	0	0	0	1	0	0	0	0	0	0	1
22:00-22:59	0	0	1	0	0	0	0	0	0	0	0	0	1
Total	0	1	1	0	0	2	0	2	0	1	0	1	8

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	1	0	0	0	0	0	0	0	0	0	0	0	1
10:00-10:59	0	0	1	0	0	0	0	0	0	0	0	0	1
11:00-11:59	0	0	0	0	0	0	0	0	0	1	0	0	1
12:00-12:59	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	1	0	1	0	1	0	0	0	0	1	0	0	4

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	6	4	7	2	2	4	2	6	8	4	4	52
01:00-01:59	7	1	1	3	1	3	5	1	5	3	0	5	35
02:00-02:59	5	7	1	0	2	1	4	2	2	0	2	0	26
03:00-03:59	2	5	1	1	3	2	1	1	0	3	3	1	23
04:00-04:59	2	0	1	3	0	0	1	1	0	2	0	0	10
05:00-05:59	0	3	2	3	4	1	1	0	0	0	2	1	17
06:00-06:59	0	3	0	2	0	1	2	1	1	1	5	0	16
07:00-07:59	3	3	3	5	4	2	1	1	5	5	6	3	41
08:00-08:59	4	1	5	2	6	3	7	7	10	7	9	3	64
09:00-09:59	11	15	21	9	6	15	2	10	18	11	10	9	137
10:00-10:59	13	19	22	16	11	16	9	8	22	20	22	18	196
11:00-11:59	20	24	21	19	7	9	15	20	29	28	18	24	234
12:00-12:59	19	26	12	27	14	14	15	12	25	32	30	133	359
13:00-13:59	20	27	17	10	6	18	15	16	36	26	19	26	236
14:00-14:59	30	23	25	31	9	9	9	20	23	30	34	16	259
15:00-15:59	24	21	23	23	11	8	13	18	22	30	26	19	238
16:00-16:59	18	14	14	27	13	8	14	16	36	14	18	22	214
17:00-17:59	19	30	20	16	7	11	8	13	15	25	12	20	196

18:00-18:59	17	14	11	18	9	6	7	19	28	16	21	10	176
19:00-19:59	20	17	9	10	6	7	8	11	18	12	12	6	136
20:00-20:59	16	5	14	12	3	3	9	2	9	15	15	9	112
21:00-21:59	14	14	12	12	7	6	7	8	20	12	5	6	123
22:00-22:59	10	17	18	13	6	13	6	5	12	17	8	7	132
23:00-23:59	8	9	4	5	8	6	4	6	10	13	10	4	87
Total	285	304	261	274	145	164	167	200	352	330	291	346	3119

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	0	3	1	3	2	0	0	2	1	4	3	1	20
01:00-01:59	0	1	0	0	0	2	1	0	2	1	2	2	11
02:00-02:59	0	1	0	1	1	2	6	1	0	1	0	0	13
03:00-03:59	0	1	0	1	0	0	0	0	0	2	0	0	4
04:00-04:59	0	0	2	3	0	0	0	0	0	0	0	2	7
05:00-05:59	0	0	2	7	0	2	0	0	0	0	1	0	12
06:00-06:59	0	0	0	3	0	0	0	0	0	0	0	1	4
07:00-07:59	0	0	0	2	2	0	0	1	1	2	1	2	11
08:00-08:59	1	1	1	0	0	0	3	2	1	3	4	2	18
09:00-09:59	3	11	5	6	2	4	2	1	9	5	2	12	62
10:00-10:59	6	4	6	5	1	5	3	2	9	11	5	4	61
11:00-11:59	5	3	7	6	0	4	4	5	6	16	10	12	78
12:00-12:59	6	5	8	8	0	2	2	1	8	5	9	4	58
13:00-13:59	3	8	10	4	4	2	3	3	8	8	4	2	59
14:00-14:59	4	11	1	8	6	2	1	12	7	22	10	4	88
15:00-15:59	9	19	4	4	3	10	5	6	8	14	9	10	101
16:00-16:59	2	9	6	10	1	3	9	3	16	10	10	4	83
17:00-17:59	5	5	3	2	1	1	5	6	3	4	2	3	40
18:00-18:59	3	12	6	1	4	5	4	3	13	7	7	2	67
19:00-19:59	3	6	9	2	1	2	1	2	5	7	6	4	48
20:00-20:59	4	7	5	3	4	4	1	1	9	7	2	0	47
21:00-21:59	5	3	10	6	1	5	2	0	7	12	8	2	61
22:00-22:59	2	0	2	4	6	0	1	0	2	6	1	3	27
23:00-23:59	1	2	5	6	4	4	1	1	6	8	1	2	41
Total	62	112	93	95	43	59	54	52	121	155	97	78	1021

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Chat Service

Monthly Report 2005 (Ask?Away)

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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)	417	2733	7098	84	0	0	0	0	0	0	145	134	7098
Most Concurrent Session Requests (All Inst.)	13	28	15	9	0	0	0	0	0	0	0	0	28

Number of Chat Sessions Requested	151	260	298	17	0	0	0	0	0	0	0	0	726
Number of Chat Sessions Requested (After Hours)	40	78	51	38	4	0	0	0	2	0	1	2	216
Number of Chat Sessions Accepted via Coverage Group	86	180	210	13	0	0	0	0	0	0	0	0	489
Number(Total) of Chat Sessions Accepted	109	215	248	13	0	0	0	0	0	0	0	0	585
Number of Chat Sessions Routed to Coverage Group	109	212	247	17	0	0	0	0	0	0	0	0	585
Number of Chat Sessions Accepted (Enhanced)	0	0	0	109	121	127	135	102	206	267	253	160	1480

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	4	2	0	0	0	0	0	0	0	0	0	6
01:00-01:59	0	0	1	2	0	0	0	0	0	0	0	0	3
02:00-02:59	0	1	0	0	0	0	0	0	0	0	0	0	1
03:00-03:59	2	2	0	2	0	0	0	0	0	0	0	0	6
06:00-06:59	1	0	0	0	0	0	0	0	0	0	0	0	1
07:00-07:59	1	0	0	0	0	0	0	0	0	0	0	0	1
08:00-08:59	1	2	0	1	0	0	0	0	0	0	0	0	4
09:00-09:59	1	4	6	0	0	0	0	0	0	0	0	0	11
10:00-10:59	3	11	5	3	0	0	0	0	0	0	0	0	22
11:00-11:59	1	1	6	7	0	0	0	0	0	0	0	1	16
12:00-12:59	0	6	3	3	0	0	0	0	0	0	0	0	12
13:00-13:59	9	8	9	7	2	0	0	0	0	0	0	0	35
14:00-14:59	3	5	1	2	1	0	0	0	0	0	0	0	12
15:00-15:59	0	3	1	0	1	0	0	0	0	0	0	0	5
16:00-16:59	4	2	1	3	0	0	0	0	0	0	0	0	10
17:00-17:59	2	7	7	2	0	0	0	0	2	0	0	0	20
18:00-18:59	1	1	3	3	0	0	0	0	0	0	0	0	8
19:00-19:59	1	0	1	1	0	0	0	0	0	0	0	0	3
20:00-20:59	5	3	2	0	0	0	0	0	0	0	1	0	11
21:00-21:59	2	7	0	2	0	0	0	0	0	0	0	0	11
22:00-22:59	1	9	3	0	0	0	0	0	0	0	0	1	14
23:00-23:59	2	2	0	0	0	0	0	0	0	0	0	0	4
Total	40	78	51	38	4	0	0	0	2	0	1	2	216

Hourly Breakdown Stats -- Number of Chat Sessions Requested:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
09:00-09:59	0	1	0	0	0	0	0	0	0	0	0	0	1
10:00-10:59	7	19	16	0	0	0	0	0	0	0	0	0	42
11:00-11:59	10	18	17	1	0	0	0	0	0	0	0	0	46
12:00-12:59	25	26	24	1	0	0	0	0	0	0	0	0	76
13:00-13:59	13	15	24	0	0	0	0	0	0	0	0	0	52
14:00-14:59	12	20	24	1	0	0	0	0	0	0	0	0	57
15:00-15:59	13	28	43	1	0	0	0	0	0	0	0	0	85
16:00-16:59	13	22	26	0	0	0	0	0	0	0	0	0	61
17:00-17:59	28	24	37	2	0	0	0	0	0	0	0	0	91
18:00-18:59	3	29	18	2	0	0	0	0	0	0	0	0	52
19:00-19:59	7	30	20	3	0	0	0	0	0	0	0	0	60
20:00-20:59	9	13	18	4	0	0	0	0	0	0	0	0	44

21:00-21:59	10	13	28	2	0	0	0	0	0	0	0	0	53
22:00-22:59	1	1	2	0	0	0	0	0	0	0	0	0	4
23:00-23:59	0	1	1	0	0	0	0	0	0	0	0	0	2
Total	151	260	298	17	0	0	0	0	0	0	0	0	726

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
09:00-09:59	0	1	0	0	0	0	0	0	0	0	0	0	1
10:00-10:59	6	16	12	0	0	0	0	0	0	0	0	0	34
11:00-11:59	7	16	17	1	0	0	0	0	0	0	0	0	41
12:00-12:59	15	15	14	1	0	0	0	0	0	0	0	0	45
13:00-13:59	8	12	20	0	0	0	0	0	0	0	0	0	40
14:00-14:59	9	19	21	1	0	0	0	0	0	0	0	0	50
15:00-15:59	12	24	40	1	0	0	0	0	0	0	0	0	77
16:00-16:59	9	17	9	0	0	0	0	0	0	0	0	0	35
17:00-17:59	25	19	31	2	0	0	0	0	0	0	0	0	77
18:00-18:59	3	24	17	2	0	0	0	0	0	0	0	0	46
19:00-19:59	6	22	19	3	0	0	0	0	0	0	0	0	50
20:00-20:59	4	12	16	4	0	0	0	0	0	0	0	0	36
21:00-21:59	4	13	28	2	0	0	0	0	0	0	0	0	47
22:00-22:59	1	1	2	0	0	0	0	0	0	0	0	0	4
23:00-23:59	0	1	1	0	0	0	0	0	0	0	0	0	2
Total	109	212	247	17	0	0	0	0	0	0	0	0	585

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

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	0	0	2	9	6	17
01:00-01:59	0	0	0	11	9	10	12	7	17	3	10	6	85
02:00-02:59	0	0	0	6	15	7	13	9	10	2	2	1	65
03:00-03:59	0	0	0	5	11	5	8	11	16	1	2	0	59
04:00-04:59	0	0	0	12	5	6	6	13	12	0	2	1	57
05:00-05:59	0	0	0	10	8	7	10	6	9	4	0	3	57
06:00-06:59	0	0	0	5	10	16	14	10	8	10	2	0	75
07:00-07:59	0	0	0	5	14	12	3	12	13	13	2	0	74
08:00-08:59	0	0	0	10	11	20	13	12	19	19	11	1	116
09:00-09:59	0	0	0	18	14	16	16	7	26	16	7	3	123
10:00-10:59	0	0	0	9	8	8	17	3	17	15	18	5	100
11:00-11:59	0	0	0	15	10	11	12	5	12	24	14	5	108
12:00-12:59	0	0	0	3	6	9	11	7	24	27	15	6	108
13:00-13:59	0	0	0	0	0	0	0	0	0	23	10	6	39
14:00-14:59	0	0	0	0	0	0	0	0	2	18	17	14	51
15:00-15:59	0	0	0	0	0	0	0	0	6	14	17	17	54
16:00-16:59	0	0	0	0	0	0	0	0	4	13	25	14	56
17:00-17:59	0	0	0	0	0	0	0	0	2	19	18	14	53
18:00-18:59	0	0	0	0	0	0	0	0	1	21	11	12	45
19:00-19:59	0	0	0	0	0	0	0	0	0	14	18	15	47
20:00-20:59	0	0	0	0	0	0	0	0	8	9	13	9	39

21:00-21:59	0	0	0	0	0	0	0	0	0	0	18	7	25
22:00-22:59	0	0	0	0	0	0	0	0	0	0	7	9	16
23:00-23:59	0	0	0	0	0	0	0	0	0	0	5	6	11
Total	0	0	0	109	121	127	135	102	206	267	253	160	1480

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

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
09:00-09:59	0	1	0	0	0	0	0	0	0	0	0	0	1
10:00-10:59	7	15	15	0	0	0	0	0	0	0	0	0	37
11:00-11:59	5	14	11	0	0	0	0	0	0	0	0	0	30
12:00-12:59	21	24	22	1	0	0	0	0	0	0	0	0	68
13:00-13:59	9	9	18	0	0	0	0	0	0	0	0	0	36
14:00-14:59	12	15	19	1	0	0	0	0	0	0	0	0	47
15:00-15:59	10	25	40	1	0	0	0	0	0	0	0	0	76
16:00-16:59	8	19	19	0	0	0	0	0	0	0	0	0	46
17:00-17:59	19	18	26	0	0	0	0	0	0	0	0	0	63
18:00-18:59	3	27	18	2	0	0	0	0	0	0	0	0	50
19:00-19:59	6	26	18	1	0	0	0	0	0	0	0	0	51
20:00-20:59	2	9	16	4	0	0	0	0	0	0	0	0	31
21:00-21:59	7	13	24	3	0	0	0	0	0	0	0	0	47
22:00-22:59	0	0	2	0	0	0	0	0	0	0	0	0	2
Total	109	215	248	13	0	0	0	0	0	0	0	0	585

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	1	0	0	0	0	0	0	0	0	0	0	1
10:00-10:59	6	14	12	0	0	0	0	0	0	0	0	0	32
11:00-11:59	2	12	10	0	0	0	0	0	0	0	0	0	24
12:00-12:59	12	14	12	1	0	0	0	0	0	0	0	0	39
13:00-13:59	8	8	15	0	0	0	0	0	0	0	0	0	31
14:00-14:59	9	14	19	1	0	0	0	0	0	0	0	0	43
15:00-15:59	9	22	38	1	0	0	0	0	0	0	0	0	70
16:00-16:59	8	14	8	0	0	0	0	0	0	0	0	0	30
17:00-17:59	17	16	22	0	0	0	0	0	0	0	0	0	55
18:00-18:59	3	24	17	2	0	0	0	0	0	0	0	0	46
19:00-19:59	6	20	17	1	0	0	0	0	0	0	0	0	44
20:00-20:59	2	8	14	4	0	0	0	0	0	0	0	0	28
21:00-21:59	4	13	24	3	0	0	0	0	0	0	0	0	44
22:00-22:59	0	0	2	0	0	0	0	0	0	0	0	0	2
Total	86	180	210	13	0	0	0	0	0	0	0	0	489

Export
