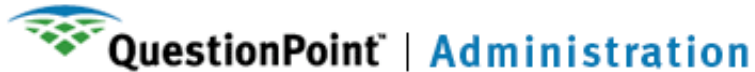


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Profile Service

Monthly Report 2007 (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	1	0	0	0	0	0	0	0	0	2

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Knowledge Base Service

Monthly Report 2007 (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)	2	1	1	2	1	0	0	0	0	0	0	0	7
Browses against Knowledge Base(Global)	0	0	0	0	0	1	0	0	0	0	0	0	1
Browses against Knowledge Base(Local Ask?Away)	0	0	0	0	1	1	0	0	0	0	0	0	2
Searches against Knowledge Base(Global)	1	6	12	17	8	15	0	0	0	0	0	0	59
Searches against Knowledge Base(Local Ask?Away)	1	6	12	18	10	15	0	0	0	0	0	0	62

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Ask Service

Monthly Report 2007 (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	756	648	583	672	614	462	0	0	0	0	0	0	3735
Questions Referred to Subscription Partner	0	4	1	2	1	0	0	0	0	0	0	0	8
Questions Rejected	66	74	69	75	77	29	0	0	0	0	0	0	390
Questions/Chat Transcripts Deleted	512	908	203	133	365	1317	0	0	0	0	0	0	3438
Questions Referred via E-mail	173	137	115	151	143	81	0	0	0	0	0	0	800
Questions Recalled via E-mail	26	27	30	36	41	16	0	0	0	0	0	0	176
Questions Referred to Virtual Partner	3	2	2	3	2	3	0	0	0	0	0	0	15

Number of Clarifications	5	19	12	24	15	11	0	0	0	0	0	0	86
Number of Patrons Logon	361	215	161	215	189	137	0	0	0	0	0	0	1278
Questions Received via Patron Form	1287	1467	811	740	1098	1905	0	0	0	0	0	0	7308
Questions Received from Global Network via Global Network	0	0	0	0	1	0	0	0	0	0	0	0	1
Questions Received via Direct Entry	4	5	5	3	8	4	0	0	0	0	0	0	29
Answers Sent	886	751	707	722	642	556	0	0	0	0	0	0	4264
Questions Received via Referral	0	1	1	0	0	0	0	0	0	0	0	0	2
Questions (Total) Received	1292	1473	817	744	1107	1909	0	0	0	0	0	0	7342
Question Received From Virtual Partner	1	0	0	1	0	0	0	0	0	0	0	0	2

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	0	1	2	1	0	0	0	0	0	0	5
10:00-10:59	1	3	5	5	4	0	0	0	0	0	0	0	18
11:00-11:59	0	3	2	4	3	1	0	0	0	0	0	0	13
12:00-12:59	1	1	0	3	2	2	0	0	0	0	0	0	9
13:00-13:59	0	0	0	2	1	1	0	0	0	0	0	0	4
14:00-14:59	0	1	1	2	0	0	0	0	0	0	0	0	4
15:00-15:59	0	1	1	0	2	3	0	0	0	0	0	0	7
16:00-16:59	0	2	0	3	0	1	0	0	0	0	0	0	6
17:00-17:59	0	5	1	3	1	0	0	0	0	0	0	0	10
18:00-18:59	0	1	2	0	0	2	0	0	0	0	0	0	5
19:00-19:59	3	0	0	0	0	0	0	0	0	0	0	0	3
21:00-21:59	0	1	0	1	0	0	0	0	0	0	0	0	2
Total	5	19	12	24	15	11	0	0	0	0	0	0	86

Hourly Breakdown Stats -- Questions Received via Referral:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
14:00-14:59	0	0	1	0	0	0	0	0	0	0	0	0	1
16:00-16:59	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	0	1	1	0	0	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	34	39	25	16	34	85	0	0	0	0	0	0	233
01:00-01:59	30	59	19	16	24	72	0	0	0	0	0	0	220
02:00-02:59	19	57	14	7	17	52	0	0	0	0	0	0	166
03:00-03:59	21	35	6	14	19	69	0	0	0	0	0	0	164
04:00-04:59	24	62	19	7	24	64	0	0	0	0	0	0	200
05:00-05:59	18	58	24	8	21	52	0	0	0	0	0	0	181
06:00-06:59	17	38	22	14	19	56	0	0	0	0	0	0	166
07:00-07:59	27	44	17	18	34	38	0	0	0	0	0	0	178
08:00-08:59	54	38	20	18	31	62	0	0	0	0	0	0	223
09:00-09:59	78	65	35	40	73	107	0	0	0	0	0	0	398
10:00-10:59	66	71	36	38	70	100	0	0	0	0	0	0	381
11:00-11:59	76	84	40	55	49	81	0	0	0	0	0	0	385
12:00-12:59	95	69	47	47	69	104	0	0	0	0	0	0	431
13:00-13:59	81	96	63	41	69	117	0	0	0	0	0	0	467

14:00-14:59	91	96	55	53	54	112	0	0	0	0	0	0	461
15:00-15:59	96	95	47	60	70	122	0	0	0	0	0	0	490
16:00-16:59	78	87	56	47	53	74	0	0	0	0	0	0	395
17:00-17:59	72	68	62	56	86	75	0	0	0	0	0	0	419
18:00-18:59	52	53	36	39	63	70	0	0	0	0	0	0	313
19:00-19:59	66	51	29	26	57	57	0	0	0	0	0	0	286
20:00-20:59	51	41	33	32	42	65	0	0	0	0	0	0	264
21:00-21:59	68	50	50	39	50	78	0	0	0	0	0	0	335
22:00-22:59	38	57	37	24	27	121	0	0	0	0	0	0	304
23:00-23:59	40	60	25	29	52	76	0	0	0	0	0	0	282
Total	1292	1473	817	744	1107	1909	0	0	0	0	0	0	7342

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	3	0	1	0	0	0	0	0	0	6
06:00-06:59	0	0	1	0	0	0	0	0	0	0	0	0	1
07:00-07:59	0	0	2	1	4	5	0	0	0	0	0	0	12
08:00-08:59	8	5	14	4	4	9	0	0	0	0	0	0	44
09:00-09:59	81	49	44	48	47	25	0	0	0	0	0	0	294
10:00-10:59	129	76	87	81	75	70	0	0	0	0	0	0	518
11:00-11:59	69	54	63	67	60	55	0	0	0	0	0	0	368
12:00-12:59	69	72	84	81	87	62	0	0	0	0	0	0	455
13:00-13:59	61	57	72	73	70	56	0	0	0	0	0	0	389
14:00-14:59	112	88	66	64	66	46	0	0	0	0	0	0	442
15:00-15:59	91	102	74	74	74	50	0	0	0	0	0	0	465
16:00-16:59	85	73	70	62	48	56	0	0	0	0	0	0	394
17:00-17:59	96	64	61	55	45	50	0	0	0	0	0	0	371
18:00-18:59	37	45	32	34	25	27	0	0	0	0	0	0	200
19:00-19:59	20	19	17	23	17	14	0	0	0	0	0	0	110
20:00-20:59	15	23	6	27	6	15	0	0	0	0	0	0	92
21:00-21:59	10	20	6	16	12	10	0	0	0	0	0	0	74
22:00-22:59	3	3	5	8	0	3	0	0	0	0	0	0	22
23:00-23:59	0	0	2	1	2	2	0	0	0	0	0	0	7
Total	886	751	707	722	642	556	0	0	0	0	0	0	4264

Hourly Breakdown Stats -- Questions Received via Direct Entry:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	0	0	0	0	1	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	0	0	0	0	0	1	0	0	0	0	0	0	1
10:00-10:59	0	1	0	0	2	0	0	0	0	0	0	0	3
11:00-11:59	0	1	2	0	3	0	0	0	0	0	0	0	6
12:00-12:59	1	2	1	0	1	0	0	0	0	0	0	0	5
13:00-13:59	2	0	0	0	0	0	0	0	0	0	0	0	2
14:00-14:59	0	0	0	0	2	1	0	0	0	0	0	0	3
15:00-15:59	0	0	1	0	0	0	0	0	0	0	0	0	1
16:00-16:59	0	1	0	1	0	0	0	0	0	0	0	0	2

17:00-17:59	0	0	1	1	0	0	0	0	0	0	0	0	2
20:00-20:59	0	0	0	1	0	1	0	0	0	0	0	0	2
Total	4	5	5	3	8	4	0	0	0	0	0	0	29

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	1	0	0	0	0	0	0	0	0	1
19:00-19:59	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	1	0	0	1	0	0	0	0	0	0	0	0	2

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
10:00-10:59	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	0	0	0	0	1	0	0	0	0	0	0	0	1

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	34	39	25	16	34	84	0	0	0	0	0	0	232
01:00-01:59	30	59	19	16	24	72	0	0	0	0	0	0	220
02:00-02:59	19	57	14	7	17	52	0	0	0	0	0	0	166
03:00-03:59	21	35	6	14	19	69	0	0	0	0	0	0	164
04:00-04:59	24	62	19	7	24	64	0	0	0	0	0	0	200
05:00-05:59	18	58	24	8	21	52	0	0	0	0	0	0	181
06:00-06:59	17	38	22	14	19	56	0	0	0	0	0	0	166
07:00-07:59	26	44	17	18	34	38	0	0	0	0	0	0	177
08:00-08:59	54	38	20	18	31	61	0	0	0	0	0	0	222
09:00-09:59	78	65	35	40	73	107	0	0	0	0	0	0	398
10:00-10:59	66	70	36	38	67	100	0	0	0	0	0	0	377
11:00-11:59	76	83	38	55	46	81	0	0	0	0	0	0	379
12:00-12:59	94	67	46	46	68	104	0	0	0	0	0	0	425
13:00-13:59	79	96	63	41	69	117	0	0	0	0	0	0	465
14:00-14:59	91	96	54	53	52	111	0	0	0	0	0	0	457
15:00-15:59	96	95	46	60	70	122	0	0	0	0	0	0	489
16:00-16:59	78	85	56	46	53	74	0	0	0	0	0	0	392
17:00-17:59	72	68	61	55	86	75	0	0	0	0	0	0	417
18:00-18:59	52	53	36	39	63	70	0	0	0	0	0	0	313
19:00-19:59	65	51	29	26	57	57	0	0	0	0	0	0	285
20:00-20:59	51	41	33	31	42	64	0	0	0	0	0	0	262
21:00-21:59	68	50	50	39	50	78	0	0	0	0	0	0	335
22:00-22:59	38	57	37	24	27	121	0	0	0	0	0	0	304
23:00-23:59	40	60	25	29	52	76	0	0	0	0	0	0	282
Total	1287	1467	811	740	1098	1905	0	0	0	0	0	0	7308

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	6	1	7	8	0	6	0	0	0	0	0	0	28
01:00-01:59	3	6	4	0	2	1	0	0	0	0	0	0	16
02:00-02:59	7	2	0	0	2	0	0	0	0	0	0	0	11
03:00-03:59	0	0	0	0	0	1	0	0	0	0	0	0	1

04:00-04:59	0	4	0	0	0	0	0	0	0	0	0	0	4
05:00-05:59	1	2	0	0	0	1	0	0	0	0	0	0	4
06:00-06:59	3	2	2	1	0	2	0	0	0	0	0	0	10
07:00-07:59	2	0	2	6	4	2	0	0	0	0	0	0	16
08:00-08:59	10	8	4	2	8	4	0	0	0	0	0	0	36
09:00-09:59	21	5	5	10	15	6	0	0	0	0	0	0	62
10:00-10:59	15	27	11	9	14	9	0	0	0	0	0	0	85
11:00-11:59	20	13	11	13	20	7	0	0	0	0	0	0	84
12:00-12:59	34	26	10	22	20	9	0	0	0	0	0	0	121
13:00-13:59	34	12	21	22	17	11	0	0	0	0	0	0	117
14:00-14:59	30	14	10	26	14	8	0	0	0	0	0	0	102
15:00-15:59	34	11	11	15	16	11	0	0	0	0	0	0	98
16:00-16:59	36	11	11	15	15	10	0	0	0	0	0	0	98
17:00-17:59	16	17	7	15	6	5	0	0	0	0	0	0	66
18:00-18:59	21	10	13	15	5	12	0	0	0	0	0	0	76
19:00-19:59	13	10	6	14	9	4	0	0	0	0	0	0	56
20:00-20:59	12	10	12	6	3	11	0	0	0	0	0	0	54
21:00-21:59	24	4	5	7	9	4	0	0	0	0	0	0	53
22:00-22:59	9	8	7	4	5	9	0	0	0	0	0	0	42
23:00-23:59	10	12	2	5	5	4	0	0	0	0	0	0	38
Total	361	215	161	215	189	137	0	0	0	0	0	0	1278

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Chat Service

Monthly Report 2007 (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)	434	761	238	342	311	233	0	0	0	0	0	0	761
Most Concurrent Session Requests (All Inst.)	51	70	53	55	51	49	0	0	0	0	0	0	70
Co-Browsing Feature Used	16	9	6	12	7	6	0	0	0	0	0	0	56
Number of Chat Sessions Requested	949	895	835	792	698	470	0	0	0	0	0	0	4639
Number of Chat Sessions Requested (After Hours)	0	3	6	0	1	0	0	0	0	0	0	0	10
Number(Total) of Chat Sessions Accepted	373	584	467	416	436	238	0	0	0	0	0	0	2514

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	3	0	0	0	0	0	0	0	0	0	3
10:00-10:59	0	0	0	0	1	0	0	0	0	0	0	0	1
16:00-16:59	0	3	2	0	0	0	0	0	0	0	0	0	5
21:00-21:59	0	0	1	0	0	0	0	0	0	0	0	0	1
Total	0	3	6	0	1	0	0	0	0	0	0	0	10

Hourly Breakdown Stats -- Number of Chat Sessions Requested:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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00:00-00:59	10	10	11	20	10	11	0	0	0	0	0	0	72
01:00-01:59	8	8	8	5	4	3	0	0	0	0	0	0	36
02:00-02:59	5	3	2	4	2	0	0	0	0	0	0	0	16
03:00-03:59	4	6	0	1	3	2	0	0	0	0	0	0	16
04:00-04:59	3	4	2	3	2	1	0	0	0	0	0	0	15
05:00-05:59	2	2	3	3	1	0	0	0	0	0	0	0	11
06:00-06:59	5	2	3	2	1	2	0	0	0	0	0	0	15
07:00-07:59	2	1	2	5	8	0	0	0	0	0	0	0	18
08:00-08:59	14	10	10	6	9	13	0	0	0	0	0	0	62
09:00-09:59	26	36	26	30	20	21	0	0	0	0	0	0	159
10:00-10:59	44	86	47	49	48	31	0	0	0	0	0	0	305
11:00-11:59	127	81	75	71	48	30	0	0	0	0	0	0	432
12:00-12:59	107	86	94	67	95	39	0	0	0	0	0	0	488
13:00-13:59	55	48	50	55	33	33	0	0	0	0	0	0	274
14:00-14:59	69	79	62	64	47	41	0	0	0	0	0	0	362
15:00-15:59	105	87	82	78	62	40	0	0	0	0	0	0	454
16:00-16:59	78	68	55	52	60	31	0	0	0	0	0	0	344
17:00-17:59	48	52	52	50	57	38	0	0	0	0	0	0	297
18:00-18:59	54	45	64	42	40	36	0	0	0	0	0	0	281
19:00-19:59	45	57	36	40	50	26	0	0	0	0	0	0	254
20:00-20:59	45	51	42	47	35	19	0	0	0	0	0	0	239
21:00-21:59	48	31	41	35	31	23	0	0	0	0	0	0	209
22:00-22:59	28	25	34	40	17	21	0	0	0	0	0	0	165
23:00-23:59	17	17	34	23	15	9	0	0	0	0	0	0	115
Total	949	895	835	792	698	470	0	0	0	0	0	0	4639

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	1	9	2	3	4	0	0	0	0	0	0	19
09:00-09:59	4	31	17	12	13	11	0	0	0	0	0	0	88
10:00-10:59	45	64	47	58	42	26	0	0	0	0	0	0	282
11:00-11:59	58	67	65	59	68	29	0	0	0	0	0	0	346
12:00-12:59	55	72	50	51	51	20	0	0	0	0	0	0	299
13:00-13:59	0	0	0	1	2	0	0	0	0	0	0	0	3
14:00-14:59	7	9	7	7	19	5	0	0	0	0	0	0	54
15:00-15:59	36	92	77	32	36	24	0	0	0	0	0	0	297
16:00-16:59	53	109	78	62	68	44	0	0	0	0	0	0	414
17:00-17:59	37	48	33	45	46	19	0	0	0	0	0	0	228
18:00-18:59	43	49	47	47	52	27	0	0	0	0	0	0	265
19:00-19:59	35	42	36	40	36	28	0	0	0	0	0	0	217
20:00-20:59	0	0	1	0	0	1	0	0	0	0	0	0	2
Total	373	584	467	416	436	238	0	0	0	0	0	0	2514

Hourly Breakdown Stats -- Co-Browsing Feature Used:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
09:00-09:59	0	1	0	0	0	1	0	0	0	0	0	0	2
10:00-10:59	0	1	4	0	0	0	0	0	0	0	0	0	5

12:00-12:59	2	1	0	0	0	0	0	0	0	0	0	0	3
15:00-15:59	7	1	0	0	3	2	0	0	0	0	0	0	13
16:00-16:59	4	0	2	3	3	1	0	0	0	0	0	0	13
17:00-17:59	3	5	0	4	1	2	0	0	0	0	0	0	15
18:00-18:59	0	0	0	4	0	0	0	0	0	0	0	0	4
19:00-19:59	0	0	0	1	0	0	0	0	0	0	0	0	1
Total	16	9	6	12	7	6	0	0	0	0	0	0	56

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