



Created Totals	Count Totals	Percent
Jan/2011 Totals	17	2.3%
Feb/2011 Totals	16	2.17%
Mar/2011 Totals	18	2.44%
Apr/2011 Totals	15	2.03%
May/2011 Totals	23	3.12%
June/2011 Totals	16	2.17%

Created Totals	Count Totals	Percent
July/2011 Totals	23	3.12%
Aug/2011 Totals	12	1.63%
Sep/2011 Totals	26	3.52%
Oct/2011 Totals	45	6.1%
Nov/2011 Totals	35	4.74%
Dec/2011 Totals	9	1.22%
Jan/2012 Totals	31	4.2%
Feb/2012 Totals	97	13.14%
Mar/2012 Totals	56	7.59%
Apr/2012 Totals	36	4.88%
May/2012 Totals	30	4.07%
June/2012 Totals	16	2.17%
July/2012 Totals	40	5.42%
Aug/2012 Totals	33	4.47%
Sep/2012 Totals	32	4.34%
Oct/2012 Totals	51	6.91%
Nov/2012 Totals	52	7.05%
Dec/2012 Totals	9	1.22%

Created	Resolution service product	Count	Percent
Jan/2011	Mobile Phones	1	5.88%
	Telephone	16	94.12%
Feb/2011	Mobile Phones	2	12.5%
	Telephone	12	75%
	Voicemail	2	12.5%

Created	Resolution service product	Count	Percent
Mar/2011	Mobile Phones	2	11.11%
	Telephone	15	83.33%
	Voicemail	1	5.56%
Apr/2011	Mobile Phones	1	6.67%
	Telephone	14	93.33%
May/2011	Telephone	22	95.65%
	Voicemail	1	4.35%
June/2011	Mobile Phones	2	12.5%
	Telephone	13	81.25%
	Voicemail	1	6.25%
July/2011	Mobile Phones	1	4.35%
	Telephone	21	91.3%
	Voicemail	1	4.35%
Aug/2011	Telephone	12	100%
Sep/2011	Mobile Phones	5	19.23%
	Telephone	20	76.92%
	Voicemail	1	3.85%
Oct/2011	Mobile Phones	1	2.22%

Created	Resolution service product	Count	Percent
	Telephone	44	97.78%
Nov/2011	Mobile Phones	2	5.71%
	Telephone	32	91.43%
	Voicemail	1	2.86%
Dec/2011	Mobile Phones	2	22.22%
	Telephone	7	77.78%
Jan/2012	Mobile Phones	3	9.68%
	Telephone	27	87.1%
	Voicemail	1	3.23%
Feb/2012	Mobile Phones	3	3.09%
	Telephone	56	57.73%
	Voicemail	38	39.18%
Mar/2012	Mobile Phones	8	14.29%
	Telephone	44	78.57%
	Voicemail	4	7.14%
Apr/2012	Mobile Phones	3	8.33%
	Telephone	23	63.89%
	Voicemail	10	27.78%
May/2012	Mobile Phones	2	6.67%

Created	Resolution service product	Count	Percent
	Telephone	25	83.33%
	Voicemail	3	10%
June/2012	Mobile Phones	6	37.5%
	Telephone	8	50%
	Voicemail	2	12.5%
July/2012	Mobile Phones	2	5%
	Telephone	35	87.5%
	Voicemail	3	7.5%
Aug/2012	Telephone	29	87.88%
	Voicemail	4	12.12%
Sep/2012	Mobile Phones	3	9.38%
	Telephone	29	90.63%
Oct/2012	Mobile Phones	1	1.96%
	Telephone	44	86.27%
	Voicemail	6	11.76%
Nov/2012	Mobile Phones	2	3.85%
	Telephone	48	92.31%
	Voicemail	2	3.85%
Dec/2012	Telephone	8	88.89%

Created	Resolution service product	Count	Percent
	Voicemail	1	11.11%
Total		738	