

Monthly Channel Volumes

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Phone	5011	6636	4768	4637	4666	6145
Email	202	224	187	163	209	195
Webchat	81	110	95	100	69	86
Self Service Portal	3678	3607	3337	3929	3508	4620
Other	55	76	36	51	66	40
Virtual Agent	0	0	0	0	0	0
Total	9,027	10,653	8,423	8,880	8,518	11,086

Average	9,793
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Monthly Incident/Service Request Volumes

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Incidents Logged	4775	6065	4094	3960	3659	4859
Incidents Resolved	5012	6035	4155	3914	3694	4820
	105%	100%	101%	99%	101%	99%

Service Requests Logged	4244	4581	4324	4919	4860	6229
Service Requests Completed	4091	4456	4335	4545	4726	5842
	96%	97%	100%	92%	97%	94%

Average Incident Resolved	97%
Average Service Request Completed	95%

Monthly Password Reset Volumes

	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
AD Password	73	49	43	76	75	163
BitLocker	105	103	122	135	134	158
Remote Access	362	381	345	443	412	582

% of Reset Requests against Total Tickets	5.98%	5.00%	6.05%	7.36%	7.29%	8.15%
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Average % of Reset Requests against Total Tickets	7.53%
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Top 10 Incident by Template						
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Software - CPS Modern Workplace EUC						
CMS - Application Error	904	1058	902	791	862	1018
Oracle Cloud	379	368	414	412	248	422
Outlook - Generic Incident	243	298	183	210	205	314
Laptop - Hardware Error	250	266	228	239	267	317
Oracle Cloud HR	406	283	191	144		
Oracle Cloud - HXT Error						
Prosecutor App	171	276	243	234	225	198
CPS - Generic Incident			94	132	124	209
Print - Konica Minolta						
Pulse	219	197	132	140	108	157
MS Teams Data	130	171	135	99	103	
Xerox Desktop Printer - Unable to print	118					
Linked Incident - P1/P2	91	392				146
MS - Office Generic Error					95	108
Shared Drive Issues					81	120
Outlook - Forward to CMS Missing						
Adobe DC		537	241	95		
Project - Windows 20H2 Update Issue						
Smartphone Error						

Top 10 Requests by Template						
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
CPS Advice Call	1018	1309	1070	981	1099	1130
CPS - Jras Temporary Password	363	383	345	445	413	581
AD Password Reset	58	41	39	68	67	131
BitLocker Unlock Password	105	104	122	135	136	161
Security Question Not Set Up						
JRAS Setup	25	13	16	18	17	19
BAU - Project Call						
AD Account Unlock	14	8	5	8	10	32
Gov WiFi						14
BitLocker Changing Pin Advice	49	52	49	61	79	88
Security Database - Add Information	9	14	17	7		
CMS Certificate Advice	6					
DCS - Digital Case System	5	5	10	4	19	
BAU Project Call						
Laptop Setup					58	80
CPS - ServiceNOW Password Reset (Non-CPS)		3		4		
Collection						
Followprint Install					13	65
Supplier Member - New CPS Account			2			

Top 10 Requests by Self Service						
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
CMS Offences & Hearings	652	750	1017	952	646	926
Shared Mailbox Access	159	142	117	184	165	261
Request Access to Shared Drives & Folders	170	145	120	183	166	286
CMS Account Request	159	118	89	135	144	262
New User Account	59	52		93	118	99
Laptops for New Starter		51	62	93	114	100
Laptop/Desktop Collection	97	83	85		102	119
Oracle - Raise a request		81	65	84		110
ActivCard Request	80	101	78	123	94	126
Access to CPS Apps						
Printer Toner request	95	151	67	155	109	148
Teams Telephony Request	62					
Suspend User Account of Leaver	59		74			
ActivCard Request for New Starter				93	113	

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
5081	5884	5026	5639	6152	5754
164	222	201	199	191	167
59	51	72	89	118	59
3765	4268	3733	4423	4555	4807
36	48	27	45	48	39
0	0	0	1	0	0
9,105	10,473	9,059	10,396	11,064	10,826

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
4093	4416	4004	4525	4890	4789
4166	4520	3915	4333	3148	4685
102%	102%	98%	96%	64%	98%

5012	6056	5054	5872	6174	6062
4659	5853	4663	5642	5779	5727
93%	97%	92%	96%	94%	94%

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
158	151	116	99	117	169
175	145	158	141	340	74
430	567	442	666	684	510

8.38%	8.24%	7.90%	8.71%	10.31%	6.96%
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Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
			192	718	890
799	851	890	1067	1104	872
328	272	359	501	438	476
287	274	248	229	230	202
237	267	248	180	162	200
		84	142	112	177
					173
164	175	163	159	155	147
123	220	203	201	142	138
					110
139	112	108			
				112	
101				110	
	130	105	101		
	108	102	97		
163	228				
149					

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
951	1284	1083	1197	1384	1199
431	568	444	666	485	512
136	132	100	80	94	154
174	146	159	141	342	75
	74	76	66	81	37
24	31	35	46	43	34
					30
22			19	24	17
18			16		12
52	78	56	57	30	11
				24	
48	57	43	39	16	
	33	45			
55	54	40			

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
581	786	594	916	855	936
225	207	203	248	231	273
298	328	197	207	205	267
153	176	133	167	193	240
100	107	114	89	152	161
98	8	112	86	161	160
	112	151	152	117	139
83			92	115	111
118	134	109	100	98	109
					82
99	105				
		87		80	
98	104	112	71		

Monthly Service Desk Volumes - via Telephone

	Nov-21	Dec-21	Jan-22	Feb-22
Total Calls	8842	6052	6490	5725
Avg % received 'In Hours'	91.9955246	88.6783325	91.2980172	92.6986396

From call start to call end		Nov-21	Dec-21	Jan-22	Feb-22
(AHT) Monthly Avg Handling Time (in secs)		476.41	512.41	518.77	524.2

Findings:

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Contact Hours (am/pm)	Monday 1st	Tuesday 2nd	Wednesday 3rd	Thursday 4th
0	0	1	1	1
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	1
5	1	0	0	0
6	2	0	1	0
7	9	11	16	7
8	29	30	31	24
9	80	48	58	69
10	53	33	47	39
11	43	46	39	30
12	38	16	25	34
13	22	23	22	23
14	35	24	28	34
15	41	30	22	27
16	21	24	23	34
17	4	6	13	14
18	2	5	0	3
19	3	0	1	5
20	2	2	9	1
21	0	5	1	0
22	0	0	2	1

23	1	0	2	0
Total	386	304	341	347

In Hours	377	296	324	338
Out of Hours	9	8	17	9
% Received Work Hours	97.6683938	97.3684211	95.0146628	97.4063401

Contact Hours (am/pm)	Wed 1st	Thu 2nd	Fri 3rd	Sat 4th
0	0	0	0	0
1	1	0	0	0
2	0	0	0	0
3	0	1	0	0
4	1	0	0	0
5	0	0	2	0
6	2	1	1	2
7	12	7	12	2
8	39	48	29	8
9	76	74	45	7
10	63	50	32	2
11	44	31	33	1
12	49	43	24	2
13	43	25	21	2
14	36	27	31	1
15	27	26	21	0
16	30	22	22	0
17	13	11	8	2
18	7	5	2	1
19	5	3	2	0
20	2	2	0	0
21	2	1	2	0
22	1	0	1	0
23	0	1	1	0
Total	453	377	288	30

In Hours	439	369	280	28
Out of Hours	14	9	9	2
% Received Work Hours	96.9094923	97.6190476	96.8858131	93.3333333

Contact Hours (am/pm)	Sat 1st	Sun 2nd	Mon 3rd	Tue 4th
0	0	0	0	0

1	0	0	0	1
2	0	0	0	2
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	2	1
7	2	0	1	12
8	3	0	1	57
9	3	0	1	81
10	4	0	5	60
11	1	3	6	54
12	0	0	2	28
13	1	1	2	31
14	0	2	1	19
15	1	1	3	12
16	0	0	2	18
17	0	0	3	3
18	0	1	4	3
19	1	1	3	7
20	2	1	4	1
21	0	0	0	2
22	0	1	1	1
23	0	0	0	0
Total	18	11	41	393

In Hours	15	8	31	378
Out of Hours	3	3	10	15
% Received Work Hours	83.3333333	72.7272727	75.6097561	96.1832061

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday	Friday
	1st	2nd	3rd	4th
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	1	0	0	0
5	0	0	0	0
6	1	2	1	0
7	10	19	3	7
8	26	32	25	33
9	59	54	32	38
10	32	29	29	32
11	23	37	26	17
12	29	19	29	13
13	31	19	12	21
14	23	27	24	20

15	21	25	20	27
16	21	13	19	10
17	7	5	8	10
18	5	6	4	3
19	5	2	5	3
20	2	7	3	0
21	0	0	3	0
22	1	0	0	0
23	0	0	0	0
Total	297	296	243	234

In Hours	287	285	231	231
Out of Hours	10	11	12	3
% Received Work Hours	96.6329966	96.2837838	95.0617284	98.7179487

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday	Friday
	1st	2nd	3rd	4th
0	0	0	1	0
1	1	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	1	0	0
5	0	0	0	1
6	2	1	2	1
7	13	8	14	14
8	45	33	34	37
9	62	63	50	67
10	59	50	41	39
11	41	48	32	27
12	31	33	24	20
13	32	38	30	23
14	38	27	30	20
15	27	25	22	23
16	21	23	25	16
17	13	10	16	8
18	10	3	3	4
19	2	4	2	2
20	7	3	3	1
21	0	2	0	0
22	3	2	1	0
23	1	1	1	0
Total	408	375	331	303

In Hours	392	361	321	298
Out of Hours	16	14	10	5
% Received Work Hours	96.0784314	96.2666667	96.978852	98.349835

Contact Hours (am/pm)	Friday	Saturday	Sunday	Monday
	1st	2nd	3rd	4th
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	2	0	0	0
6	1	2	0	0
7	11	2	0	19
8	21	6	3	40
9	33	2	1	88
10	37	0	1	52
11	25	3	0	42
12	22	3	0	36
13	22	2	1	23
14	11	1	3	30
15	17	0	3	34
16	18	0	0	21
17	6	2	0	16
18	3	0	1	5
19	0	5	3	2
20	1	0	1	2
21	0	1	0	1
22	0	1	1	0
23	0	0	0	2
Total	230	30	18	413

In Hours	226	21	13	406
Out of Hours	4	9	5	7
% Received Work Hours	98.2608696	70	72.2222222	98.3050847

Contact Hours (am/pm)	Sunday	Monday	Tuesday	Wednesday
	1st	2nd	3rd	4th
0	1	0	0	0
1	0	0	0	0
2	0	1	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	0	0
6	0	0	1	2

7	0	2	9	8
8	0	4	39	42
9	0	0	68	81
10	0	5	55	64
11	0	0	43	32
12	2	2	24	24
13	0	0	19	24
14	1	0	30	34
15	1	2	28	26
16	1	3	23	17
17	1	1	6	5
18	1	4	3	8
19	2	1	2	5
20	0	2	3	2
21	0	1	1	1
22	0	1	0	0
23	1	0	1	2
Total	11	29	355	377

In Hours	7	23	347	365
Out of Hours	4	6	8	12
% Received Work Hours	63.6363636	79.3103448	97.7464789	96.8169761

Contact Hours (am/pm)	Wednesday	Thursday	Friday	Saturday
	1st	2nd	3rd	4th
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	1	0	0	0
5	0	0	0	0
6	3	0	1	1
7	8	2	2	2
8	27	8	3	3
9	36	4	4	2
10	38	1	1	1
11	24	1	0	1
12	17	1	0	0
13	14	2	1	1
14	22	0	1	2
15	11	2	0	1
16	3	1	0	2
17	7	0	2	2
18	3	1	1	0
19	5	1	4	1
20	0	0	0	1

21	1	0	0	0
22	1	1	0	0
23	0	0	0	0
Total	221	25	20	20

In Hours	210	23	15	17
Out of Hours	11	2	5	3
% Received Work Hours	95.0226244	92	75	85

Contact Hours (am/pm)	Friday 1st	Saturday 2nd	Sunday 3rd	Monday 4th
0	0	0	0	0
1	1	0	0	0
2	0	0	0	0
3	1	0	0	0
4	0	1	0	0
5	0	0	0	0
6	2	1	1	2
7	10	1	0	12
8	23	6	0	33
9	36	1	0	65
10	26	5	2	64
11	30	2	1	34
12	20	1	1	31
13	18	1	1	19
14	22	4	0	22
15	18	0	1	31
16	15	1	2	25
17	7	0	1	5
18	2	0	4	3
19	4	0	0	5
20	1	0	3	2
21	0	0	0	1
22	1	0	2	0
23	0	0	0	0
Total	237	24	19	354

In Hours	227	22	13	344
Out of Hours	10	2	6	10
% Received Work Hours	95.7805907	91.6666667	68.4210526	97.1751412

Contact Hours (am/pm)	Monday	Tuesday	Wednesday	Thursday
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Contact hours (am/pm)	1st	2nd	3rd	4th
0	0	0	0	1
1	0	0	0	1
2	0	0	0	0
3	0	0	1	0
4	1	0	0	1
5	0	0	0	0
6	2	1	0	3
7	18	17	9	7
8	52	33	28	34
9	69	39	41	47
10	51	41	40	28
11	51	34	33	38
12	36	28	43	26
13	25	22	22	20
14	24	24	26	21
15	28	34	41	17
16	28	19	23	16
17	9	7	8	5
18	7	4	5	3
19	1	5	3	4
20	1	1	1	5
21	0	0	2	1
22	0	0	0	0
23	0	0	2	0
Total	403	309	328	278

In Hours	398	302	319	262
Out of Hours	5	7	9	16
% Received Work Hours	98.7593052	97.7346278	97.2560976	94.2446043

Contact Hours (am/pm)	Thursday	Friday	Saturday	Sunday
	1st	2nd	3rd	4th
0	0	1	0	0
1	0	1	0	0
2	0	0	0	0
3	0	1	1	0
4	0	0	0	0
5	0	0	0	0
6	0	0	0	0
7	10	10	4	0
8	17	21	5	1
9	33	29	5	5
10	24	38	3	2
11	33	19	0	1
12	23	24	1	4

13	23	18	3	0
14	22	29	4	0
15	22	20	1	0
16	18	16	3	1
17	11	7	1	2
18	5	2	0	0
19	1	2	1	1
20	0	0	1	1
21	0	0	0	0
22	0	1	0	0
23	0	1	0	0
Total	242	240	33	18

In Hours	241	233	30	16
Out of Hours	1	7	3	2
% Received Work Hours	99.5867769	97.0833333	90.9090909	88.8888889

Contact Hours (am/pm)	Saturday	Sunday	Monday	Tuesday
	1st	2nd	3rd	4th
0	0	0	0	0
1	1	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0
5	0	0	1	0
6	2	0	2	3
7	1	0	8	7
8	4	0	35	18
9	0	2	46	40
10	0	2	30	39
11	1	0	34	25
12	3	3	25	27
13	2	3	14	24
14	3	1	32	22
15	0	3	14	18
16	0	1	13	16
17	0	0	8	4
18	1	5	3	5
19	0	4	1	3
20	0	1	0	0
21	0	1	3	2
22	0	2	1	0
23	0	0	0	0
Total	18	28	270	253

In Hours	15	20	262	245
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Out of Hours	3	8	8	8
% Received Work Hours	83.3333333	71.4285714	97.037037	96.8379447

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday	Friday
	1st	2nd	3rd	4th
0	0	0	1	0
1	0	0	0	0
2	0	0	1	0
3	0	0	1	0
4	0	0	0	0
5	0	0	1	0
6	1	3	3	1
7	24	18	10	14
8	28	19	18	19
9	53	41	32	35
10	42	32	36	29
11	29	22	23	25
12	19	18	17	25
13	21	33	26	18
14	33	28	26	15
15	34	12	9	16
16	11	13	9	13
17	9	1	6	11
18	6	7	5	4
19	7	5	2	0
20	5	1	4	0
21	1	0	1	0
22	1	0	0	1
23	0	1	1	0
Total	324	254	232	226

In Hours	309	244	217	224
Out of Hours	15	10	15	2
% Received Work Hours	95.3703704	96.0629921	93.5344828	99.1150442

Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
7088	5989	6867	6014	6772	6632	5833
92.2115864	89.864341	89.8343719	91.4646819	90.9656513	92.2550585	93.3418429

Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
554.69	545	541	562.25	528.24	491.91	425.67

*- 9am - 11am is a pinch point every weekday and more so on Mondays.

*- Majority of calls come through during core business hours 8am-4pm

90% calls are received 'In Hours'. The exception is during months with Bank Holidays.

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
5th	6th	7th	8th	9th	10th	11th
0	0	0	0	0	0	1
0	0	0	0	2	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	1	0	0
0	0	0	2	0	0	1
4	2	0	4	1	0	1
9	3	3	18	14	10	11
54	6	0	55	52	30	36
73	3	0	87	92	74	68
38	2	0	74	55	48	47
33	5	3	58	51	36	34
24	2	2	45	51	35	42
38	1	2	46	35	32	34
33	0	5	45	53	30	29
18	0	4	34	30	25	26
20	1	1	22	24	15	31
6	4	0	15	9	12	7
0	4	1	6	12	9	3
1	0	3	4	5	6	4
2	1	1	1	2	5	1
1	1	4	0	1	1	2
2	0	2	1	0	1	0

1	0	1	2	1	1	0
357	35	32	519	491	370	378

346	31	21	505	478	356	368
11	4	11	14	13	14	10
96.9187675	88.5714286	65.625	97.3025048	97.3523422	96.2162162	97.3544974

Sun	Mon	Tue	Wed	Thu	Fri	Sat
5th	6th	7th	8th	9th	10th	11th
0	0	3	0	1	0	0
0	0	0	0	0	0	0
0	0	0	0	1	0	0
0	0	0	0	0	0	0
0	0	0	1	0	0	0
0	0	0	1	1	0	0
0	2	3	6	1	1	0
0	19	9	11	5	6	1
0	61	33	37	23	18	6
3	80	50	57	62	43	5
2	55	69	34	50	41	5
2	54	36	38	34	45	1
2	33	29	32	28	21	2
2	26	32	24	24	33	0
4	28	39	30	26	26	0
3	27	26	37	36	28	0
2	25	25	20	15	17	4
2	13	16	17	6	8	0
3	8	8	3	4	3	0
1	1	4	3	2	2	1
1	2	2	4	4	2	1
0	1	0	0	2	0	0
2	2	0	1	0	1	0
0	0	0	3	1	0	0
29	437	384	356	325	295	26

25	429	372	340	313	289	24
4	8	12	19	13	6	2
86.2068966	98.1693364	96.875	94.7075209	96.0122699	97.9661017	92.3076923

Wed	Thu	Fri	Sat	Sun	Mon	Tue
5th	6th	7th	8th	9th	10th	11th
0	1	0	0	0	2	0

1	0	0	0	0	0	1
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	1
0	0	0	0	0	0	1
1	0	3	1	0	0	0
8	19	4	2	1	19	6
41	30	24	6	0	37	34
64	54	44	5	0	80	75
46	35	32	3	1	44	44
35	33	28	2	0	43	40
20	29	25	3	0	40	13
26	24	9	0	0	26	19
21	23	23	0	2	23	24
18	18	19	0	1	35	24
15	16	17	1	1	23	16
6	10	3	1	0	13	11
5	10	3	1	2	5	8
6	4	2	1	1	4	11
1	1	1	1	0	1	1
3	0	0	1	0	0	0
0	0	0	0	1	1	1
0	0	0	0	0	0	0
317	307	237	28	10	396	330

305	301	231	24	8	388	314
12	6	6	4	2	8	16
96.214511	98.0456026	97.4683544	85.7142857	80	97.979798	95.1515152

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
5th	6th	7th	8th	9th	10th	11th
0	1	0	0	0	0	0
0	0	0	0	0	0	1
0	0	1	0	0	0	1
0	0	0	0	1	0	0
0	0	0	0	1	0	0
1	0	0	0	0	0	0
0	0	1	2	0	0	0
1	0	7	3	10	8	3
4	1	39	33	37	31	21
5	1	64	59	56	56	47
1	1	67	48	35	38	19
4	2	40	26	29	27	23
0	2	31	14	26	22	20
0	2	26	15	18	19	21
0	2	35	23	26	22	22

1	0	21	24	16	14	17
0	1	18	19	29	17	11
1	1	9	5	8	7	10
1	3	2	3	6	1	5
2	0	3	0	5	1	1
1	2	3	0	1	0	2
0	1	1	0	0	0	0
0	0	0	0	2	2	0
0	0	1	0	1	0	1
22	20	369	274	307	265	225

18	16	360	272	296	262	219
4	4	9	2	11	3	6
81.8181818	80	97.5609756	99.270073	96.4169381	98.8679245	97.3333333

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
5th	6th	7th	8th	9th	10th	11th
0	0	0	2	0	1	2
0	0	0	0	0	0	0
0	0	0	0	0	1	1
0	0	0	0	0	0	0
0	0	0	1	0	1	0
0	0	1	0	0	0	0
1	0	5	0	1	0	3
0	1	17	13	8	8	4
6	1	39	37	34	27	22
3	0	64	53	45	51	39
3	2	64	47	35	33	28
2	1	35	43	24	23	25
2	3	23	21	31	18	14
2	1	33	20	23	12	17
0	1	32	24	24	22	17
1	1	29	23	25	24	15
1	2	16	21	21	15	15
0	0	12	4	10	7	10
0	1	3	3	3	5	3
2	1	4	1	4	3	2
0	1	1	1	0	0	0
0	1	2	2	3	2	2
0	0	0	0	0	0	1
1	0	0	1	2	0	0
24	17	380	317	293	253	220

20	14	367	309	283	245	209
4	3	13	8	10	8	11
83.3333333	82.3529412	96.5789474	97.4763407	96.5870307	96.8379447	95

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
5th	6th	7th	8th	9th	10th	11th
2	0	0	0	0	0	0
0	0	0	0	0	0	1
1	0	0	0	0	0	0
0	0	0	0	0	0	0
1	0	0	0	0	0	0
0	0	1	0	0	1	0
0	1	3	0	1	0	1
10	4	31	14	5	0	16
27	34	36	31	2	1	57
48	50	51	29	5	3	72
38	34	30	32	1	2	42
37	30	25	26	4	4	27
22	24	22	15	2	2	21
19	22	21	18	3	0	17
18	26	26	19	1	0	21
24	28	23	15	0	4	27
19	15	17	20	3	0	15
7	11	6	8	1	0	4
4	4	2	2	0	1	8
5	5	1	4	2	1	6
2	2	0	1	0	2	3
1	1	1	2	2	1	0
0	0	0	2	0	0	1
0	1	0	0	0	0	2
285	292	296	238	32	22	341

273	282	290	229	27	17	327
12	10	6	9	5	5	14
95.7894737	96.5753425	97.972973	96.2184874	84.375	77.2727273	95.8944282

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
5th	6th	7th	8th	9th	10th	11th
0	0	1	0	0	0	0
0	0	0	0	0	0	1
0	0	0	0	0	1	0
0	1	0	0	0	0	0
0	1	0	0	0	0	0
0	0	0	1	0	0	0
2	0	0	0	1	3	1

11	13	0	0	14	14	11
37	32	3	3	34	34	31
53	74	2	0	100	75	75
29	29	4	0	58	38	43
34	29	1	3	47	33	36
23	18	4	1	26	26	37
23	26	2	1	29	30	23
28	22	0	0	51	26	29
19	15	0	1	28	32	27
19	15	0	0	24	17	17
15	6	1	2	11	5	7
2	2	0	2	2	3	10
0	1	0	1	0	6	3
3	3	1	3	3	1	0
0	2	3	2	6	4	1
0	0	0	0	2	1	1
0	0	0	0	1	0	3
298	289	22	20	437	349	356

293	281	17	13	424	333	346
5	8	5	7	13	16	10
98.3221477	97.2318339	77.2727273	65	97.0251716	95.4154728	97.1910112

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
5th	6th	7th	8th	9th	10th	11th
0	0	0	0	0	0	0
0	0	0	0	0	2	0
0	0	0	0	0	0	0
0	1	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	1
0	4	0	1	0	1	0
1	14	12	10	12	9	3
0	42	47	40	35	40	6
3	74	68	53	49	38	2
4	45	47	36	36	31	5
2	27	47	27	34	33	4
5	35	33	16	26	29	0
4	20	25	19	32	41	2
2	19	24	22	30	51	2
2	32	26	16	18	24	1
0	16	19	21	22	18	2
1	11	8	8	4	10	0
1	3	13	4	2	6	2
5	4	8	6	2	5	3
1	1	2	1	2	1	1

1	4	1	0	1	1	0
0	1	0	0	0	0	0
0	0	0	0	0	0	0
32	353	380	280	305	340	34

25	338	369	272	300	330	29
7	15	11	8	5	10	5
78.125	95.7507082	97.1052632	97.1428571	98.3606557	97.0588235	85.2941176

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
5th	6th	7th	8th	9th	10th	11th
1	0	0	0	0	0	2
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
1	0	0	0	0	0	0
2	0	0	0	1	0	1
3	7	5	2	0	0	3
11	11	14	7	2	0	11
50	40	32	22	3	2	41
56	78	52	43	8	0	67
42	39	39	28	2	0	50
30	37	33	46	2	3	46
24	25	27	21	5	2	29
16	19	25	14	4	3	31
23	18	22	30	2	1	36
20	25	19	22	1	2	35
23	17	11	11	2	0	25
12	7	8	6	2	3	9
1	5	4	5	2	0	4
3	4	3	0	1	0	3
2	4	1	0	3	2	4
0	1	3	0	0	1	0
0	1	2	0	0	0	0
0	1	0	0	0	3	2
320	339	300	257	40	22	399

308	321	286	255	35	16	384
12	18	14	2	5	6	15
96.25	94.6902655	95.3333333	99.2217899	87.5	72.7272727	96.2406015

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
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5th	6th	7th	8th	9th	10th	11th
0	1	0	0	1	0	1
2	0	0	0	0	0	0
0	0	1	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	1	0
1	0	0	1	2	1	2
7	9	0	17	5	11	10
20	4	3	37	25	24	28
43	4	3	63	52	45	49
34	2	2	35	42	27	32
23	2	0	34	33	21	20
13	0	0	25	17	17	16
10	0	1	19	20	23	13
18	2	2	19	20	10	12
12	0	0	22	15	26	21
9	1	1	11	28	17	14
8	4	1	5	6	8	11
7	0	2	2	3	4	3
1	0	1	1	3	3	6
1	0	0	1	2	1	2
0	1	1	0	2	0	2
0	0	1	0	0	3	0
0	0	0	0	2	0	0
209	30	19	292	278	242	242

204	28	15	289	266	233	229
5	2	4	3	12	9	13
97.6076555	93.3333333	78.9473684	98.9726027	95.6834532	96.2809917	94.6280992

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
5th	6th	7th	8th	9th	10th	11th
0	0	0	1	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	2	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
2	0	0	0	2	0	0
16	8	13	14	7	2	0
36	37	29	33	27	4	0
70	42	52	80	46	3	3
62	39	29	55	24	2	1
36	33	31	27	24	4	2
29	28	29	33	19	8	1

31	21	23	17	15	4	0
29	38	25	15	14	1	0
23	31	17	24	16	0	1
23	28	16	21	13	2	0
11	8	13	7	11	2	0
2	5	3	3	9	0	0
1	5	13	0	2	0	1
2	1	7	3	2	0	3
0	2	6	3	1	0	1
0	0	1	1	0	0	0
0	1	0	0	0	0	1
373	327	309	337	232	32	14

368	318	280	329	225	32	8
5	9	29	8	7	0	6
98.6595174	97.2477064	90.6148867	97.6261128	96.9827586	100	57.1428571

Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
5th	6th	7th	8th	9th	10th	11th
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
0	0	0	0	0	0	0
1	0	0	3	1	2	0
1	0	3	1	0	2	0
7	13	10	1	0	9	11
20	31	24	6	1	23	29
41	46	32	7	2	41	41
22	26	23	1	4	36	36
23	27	26	7	2	31	25
20	40	23	1	2	21	28
20	20	13	3	5	20	20
18	24	23	2	1	13	17
19	23	15	2	4	26	16
26	14	14	1	4	22	14
6	7	10	0	1	6	4
9	5	1	1	2	1	4
1	8	2	1	0	1	1
2	3	0	2	2	8	2
3	0	0	1	1	0	1
0	0	0	1	2	0	0
0	1	0	1	0	1	1
239	288	219	42	34	263	250
231	276	214	32	28	249	245

8	12	5	10	6	14	5
96.6527197	95.8333333	97.716895	76.1904762	82.3529412	94.6768061	98

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
5th	6th	7th	8th	9th	10th	11th
0	0	0	0	0	0	1
0	0	0	0	0	0	0
1	0	0	0	1	0	0
0	0	0	0	0	0	0
0	0	0	0	1	0	0
1	0	0	0	0	0	0
1	1	1	3	1	1	0
3	0	7	9	10	6	9
2	1	22	36	17	19	16
3	1	61	49	45	30	33
3	0	58	31	53	33	38
2	1	29	34	38	27	33
1	1	30	32	24	23	11
2	2	24	34	21	29	14
0	0	20	10	17	32	23
1	0	20	16	19	26	16
1	0	16	22	14	14	8
3	1	10	1	10	5	6
1	0	1	11	5	5	2
0	0	4	1	0	2	5
1	2	1	2	1	1	0
1	0	0	3	0	0	0
0	1	1	1	1	0	0
0	0	0	0	0	0	0
27	11	305	295	278	253	215

22	7	298	285	273	249	209
5	4	7	10	5	4	6
81.4814815	63.6363636	97.704918	96.6101695	98.2014388	98.4189723	97.2093023

0	0	0	0	1	0	1	0	0
319	24	25	529	587	423	438	364	34

314	19	14	522	571	414	423	356	29
5	5	11	7	16	9	15	8	5
98.4326019	79.1666667	56	98.67675	97.27428	97.87234	96.57534	97.8022	85.29412

Dec-21								
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	2	0	0	0	0	0
0	0	0	0	4	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
0	0	0	0	1	0	0	0	0
0	1	0	1	2	0	1	0	1
0	8	10	5	6	13	3	0	4
0	32	28	13	33	23	4	0	37
0	81	36	41	60	31	3	2	27
2	46	31	27	36	32	2	1	32
7	34	27	29	22	24	0	1	30
1	28	17	23	20	20	4	1	15
4	38	24	29	17	18	0	2	28
1	24	26	23	29	28	0	2	25
0	22	25	18	23	17	3	1	29
0	15	11	21	12	20	2	3	21
2	7	4	8	6	9	1	0	12
0	5	11	4	7	3	0	1	6
1	6	6	2	0	6	1	2	4
1	1	3	1	3	2	1	1	2
0	1	1	3	1	0	0	1	0
3	0	0	0	0	0	0	0	1
1	0	0	0	1	0	0	0	1
22	349	260	250	282	246	25	19	274

17	340	250	241	271	238	22	14	266
6	9	10	9	12	8	3	5	9
73.9130435	97.4212034	96.15385	96.4	95.75972	96.74797	88	73.68421	96.72727

Jan-22								
Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	1	0	0	1	0	0	0

1	0	2	1	0	0	0	0	0
0	0	0	0	0	0	0	0	2
1	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	0	1	0
0	1	1	0	0	3	0	1	0
9	6	8	3	1	7	8	6	5
31	28	33	4	0	43	39	34	18
50	57	33	10	1	75	56	51	56
48	32	35	4	2	43	46	53	33
39	34	30	0	2	35	22	21	35
33	23	29	3	1	28	25	28	19
23	26	18	1	1	23	21	21	24
25	41	22	2	2	36	20	17	32
22	31	13	1	1	24	22	19	21
27	14	15	1	1	24	15	16	19
12	8	11	2	4	8	10	6	4
5	3	1	1	0	5	12	2	2
4	2	1	2	1	1	2	1	2
3	2	2	0	1	5	0	1	2
2	0	1	2	1	2	1	0	0
0	1	0	0	5	6	0	2	0
0	0	0	0	0	7	0	0	0
335	309	256	38	24	376	299	280	274

324	303	248	32	16	351	296	274	268
11	6	8	6	8	25	3	6	6
96.7164179	98.0582524	96.875	84.21053	66.66667	93.35106	98.99666	97.85714	97.81022

Feb-22								
Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	0	0	0	1	0	0
0	0	1	0	0	0	0	0	0
0	1	1	0	1	0	0	0	0
0	0	0	0	1	1	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	1	4	1	0	0	0	0
1	0	8	5	7	7	10	2	1
8	0	44	22	16	23	33	0	1
5	6	74	61	47	32	39	2	2
0	0	52	35	29	27	20	3	1
3	1	28	22	33	25	26	2	1
2	1	24	16	25	28	24	0	1
0	1	19	31	20	14	17	0	0
1	0	20	32	16	13	10	0	1

2	0	33	19	20	31	12	0	1
2	0	19	15	11	17	12	0	0
4	1	13	8	14	8	10	0	0
1	0	2	2	7	3	0	0	0
1	1	2	0	1	2	4	0	2
1	0	3	2	1	3	1	0	0
1	1	2	3	2	2	0	0	1
1	2	1	2	1	0	1	0	0
0	0	0	0	0	0	2	0	0
33	15	347	279	253	236	222	9	12

29	10	336	268	245	228	213	9	9
4	5	11	11	8	8	9	0	3
87.8787879	66.6666667	96.82997	96.05735	96.83794	96.61017	95.94595	100	75

Mar-22								
Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
12th	13th	14th	15th	16th	17th	18th	19th	20th
2	0	0	0	1	0	1	0	0
0	0	0	0	0	0	1	0	1
0	0	1	0	0	0	0	1	0
0	0	0	0	0	0	0	0	1
1	0	2	0	0	0	1	0	0
0	1	1	1	0	0	1	0	0
0	0	2	2	0	1	4	0	1
0	0	13	10	9	15	9	0	0
7	0	39	21	28	36	32	7	3
1	1	53	43	49	47	28	3	1
2	1	73	45	40	31	26	1	1
1	1	45	30	24	22	20	3	0
3	2	18	22	16	24	21	2	3
1	1	27	18	12	22	15	2	1
3	3	25	25	16	24	12	3	1
1	1	23	23	25	11	27	0	0
0	1	17	11	21	20	10	0	1
0	8	7	4	5	6	8	0	4
2	2	3	2	2	1	2	2	4
0	1	0	2	1	5	1	1	3
0	0	1	2	1	6	0	0	3
1	1	2	1	1	1	0	0	3
0	0	0	0	1	0	4	0	0
0	2	0	1	0	0	1	1	0
25	26	352	263	252	272	224	26	31

21	21	343	254	247	259	210	23	19
4	5	9	9	5	13	14	3	12
84	80.7692308	97.44318	96.57795	98.01587	95.22059	93.75	88.46154	61.29032

Apr-22								
Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
12th	13th	14th	15th	16th	17th	18th	19th	20th
2	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	1	0
2	4	1	1	0	0	0	2	3
26	9	11	1	3	1	1	24	14
48	25	25	1	2	1	8	59	39
60	39	38	4	3	1	3	71	59
38	39	31	0	3	0	4	49	41
26	28	24	1	3	1	7	39	31
20	23	20	1	1	0	3	35	20
16	31	29	1	0	1	3	23	33
49	16	24	3	0	1	1	28	26
26	22	18	1	0	1	1	21	21
15	12	11	0	0	0	1	18	9
9	9	6	0	1	0	2	5	10
3	2	5	1	0	0	0	5	4
6	1	2	1	1	3	4	7	8
2	1	1	1	4	0	0	1	2
0	0	4	1	0	0	3	1	3
0	1	0	0	0	1	0	1	1
0	1	1	0	0	0	0	1	0
348	263	251	18	21	11	42	392	324

336	255	242	14	16	7	34	377	307
12	8	9	4	5	4	8	15	17
96.5517241	96.9581749	96.41434	77.77778	76.19048	63.63636	80.95238	96.17347	94.75309

May-22								
Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	0	0	0	0	2	1
0	0	0	0	0	0	1	0	1
0	0	0	0	0	1	1	0	0
0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	1	0	0	1	0	0	0	1
2	0	3	0	0	1	11	0	1

13	6	6	1	15	11	15	6	11
33	31	9	0	47	50	40	40	28
55	55	5	3	65	72	59	48	49
29	26	5	0	45	42	41	28	36
34	37	2	2	36	28	35	18	25
31	18	0	0	43	29	22	28	27
37	17	1	0	26	25	25	21	20
34	14	2	2	27	39	25	19	18
29	20	0	2	25	36	31	17	20
21	10	0	1	20	16	17	21	14
8	11	0	2	8	8	7	11	3
6	2	0	2	1	3	3	4	2
2	2	1	2	5	2	2	3	3
3	2	0	2	1	3	2	1	1
1	0	0	1	1	1	0	0	1
0	2	0	1	1	1	0	3	0
0	0	0	1	0	1	0	0	1
338	254	35	22	367	369	337	270	263

330	247	30	15	358	359	320	261	253
8	7	5	7	9	10	17	9	10
97.6331361	97.2440945	85.71429	68.18182	97.54768	97.28997	94.95549	96.66667	96.19772

Jun-22								
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1
0	0	0	0	1	0	1	0	0
1	1	2	4	3	0	0	0	2
3	10	9	9	11	7	0	0	13
1	31	38	23	27	22	5	1	32
0	70	68	45	45	36	1	2	51
0	51	43	34	24	24	1	1	32
1	39	31	34	33	21	1	3	30
0	32	24	12	18	23	3	1	24
0	33	23	17	23	13	1	0	28
0	32	24	30	23	22	1	2	26
1	34	21	26	18	18	0	1	19
2	12	10	18	11	9	0	0	13
1	6	12	7	5	9	0	1	6
1	1	4	7	1	3	0	1	5
2	0	1	3	2	1	2	0	2
3	4	2	1	3	3	0	0	1

0	1	0	1	1	0	0	1	1
0	0	0	1	1	0	0	0	0
0	0	0	1	0	0	0	0	0
16	357	312	273	250	211	16	15	286

10	351	307	262	239	207	13	13	279
6	6	5	11	11	4	3	2	7
62.5	98.3193277	98.39744	95.9707	95.6	98.10427	81.25	86.66667	97.55245

Jul-22								
Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	0	0	2	0	0	0
1	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0
0	0	0	0	2	0	1	0	0
2	1	1	1	2	1	1	1	1
25	14	16	11	2	1	23	11	10
42	35	31	39	2	2	46	30	28
73	70	50	48	6	1	70	57	66
44	39	28	35	1	1	44	38	37
38	38	32	27	2	1	44	33	22
32	29	28	18	1	0	32	27	25
18	21	28	25	4	1	17	25	27
32	25	26	25	11	0	33	25	24
25	22	19	10	2	2	27	22	20
18	16	11	12	0	0	15	26	19
6	7	7	3	1	1	7	17	10
2	8	2	3	0	6	8	3	4
14	0	1	0	2	4	6	1	1
7	1	0	1	2	0	1	1	4
3	1	1	1	2	0	0	4	0
3	0	0	0	1	0	1	0	0
2	0	1	1	0	0	0	0	1
387	328	282	260	43	24	376	321	299

355	324	278	256	32	16	366	314	292
32	4	4	4	11	8	10	7	7
91.7312661	98.7804878	98.58156	98.46154	74.4186	66.66667	97.34043	97.81931	97.65886

Aug-22								
Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	3	0	0	0	0	0
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	1	0
3	2	0	2	1	2	1	0	2
16	3	0	19	8	6	3	4	0
26	1	2	40	32	27	19	15	9
35	2	4	35	43	45	40	39	8
24	3	3	29	28	40	34	24	1
22	1	2	30	14	25	19	20	1
21	3	6	19	18	23	17	19	0
14	4	1	24	15	25	14	30	4
16	2	3	27	20	14	21	24	2
12	2	2	20	17	15	19	28	1
14	2	1	20	19	14	14	15	4
5	0	3	6	2	8	4	16	5
4	1	0	5	4	2	8	1	1
1	2	3	2	1	3	1	3	3
1	0	3	2	1	5	0	2	1
0	3	1	0	1	0	0	3	3
1	0	0	1	1	3	0	0	0
0	0	2	0	0	0	0	1	0
215	31	37	285	225	257	215	246	45

209	24	27	274	220	244	212	235	36
6	7	10	11	5	13	3	11	9
97.2093023	77.4193548	72.97297	96.14035	97.77778	94.94163	98.60465	95.52846	80

Sep-22								
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
2	0	0	1	0	0	0	0	0
0	0	0	1	1	0	0	0	1
19	17	12	16	8	1	0	2	16
43	33	24	23	20	1	1	3	33
59	43	45	42	37	3	0	0	51
42	24	44	37	23	1	1	2	49
47	33	25	23	21	3	2	1	23
24	22	23	22	26	2	1	0	23

29	23	27	14	15	0	0	0	25
27	16	29	20	15	5	0	1	26
24	13	18	21	21	1	0	0	25
13	10	15	12	10	5	1	2	15
9	9	5	7	3	0	0	1	11
3	4	5	6	0	0	0	1	11
2	0	2	2	0	0	0	1	3
1	0	1	0	0	0	0	1	0
3	1	3	1	3	0	0	0	1
0	0	0	0	1	0	0	0	0
0	0	0	2	0	0	0	0	0
347	248	278	250	204	22	7	16	315

339	247	272	243	199	22	6	13	308
8	1	6	7	5	0	1	3	7
97.6945245	99.5967742	97.84173	97.2	97.54902	100	85.71429	81.25	97.77778

Oct-22								
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
12th	13th	14th	15th	16th	17th	18th	19th	20th
0	0	0	0	1	0	0	0	0
0	1	0	0	0	1	0	0	0
0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0
0	0	1	0	0	0	0	0	0
2	1	1	0	0	2	2	1	1
11	8	3	0	0	10	8	4	13
18	16	13	7	0	23	28	17	16
28	36	26	3	3	40	41	33	22
36	29	13	1	1	42	40	27	18
28	26	13	5	7	20	35	20	29
19	25	28	3	1	30	19	26	13
14	22	11	1	3	20	23	16	22
21	28	17	3	0	31	27	12	25
22	14	17	2	2	20	22	19	18
13	10	11	1	4	19	12	13	24
7	10	1	1	3	23	5	13	8
4	3	2	2	21	4	0	7	7
3	5	3	1	4	5	2	4	3
2	3	1	0	1	4	1	2	4
0	3	1	1	0	0	2	0	1
0	2	0	0	1	0	1	0	2
0	0	0	0	1	2	0	1	0
228	242	162	32	53	296	269	215	226

221	227	155	29	45	282	260	207	215
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7	15	7	3	8	14	9	8	11
96.9298246	93.8016529	95.67901	90.625	84.90566	95.27027	96.65428	96.27907	95.13274

Nov-22								
Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
12th	13th	14th	15th	16th	17th	18th	19th	20th
1	0	0	0	0	1	1	1	0
0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
0	0	2	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0
0	0	2	1	0	0	2	0	0
0	1	12	9	3	6	11	3	0
11	0	26	26	15	9	24	4	1
3	2	47	34	37	26	35	2	1
3	0	42	22	41	24	28	1	2
2	3	21	25	30	22	25	2	5
5	3	22	15	29	20	31	2	3
4	2	29	17	22	17	42	1	1
0	1	23	18	21	37	39	0	2
0	3	26	18	22	18	28	1	1
2	1	11	14	16	13	9	3	2
0	1	12	12	6	12	3	0	2
0	2	5	12	2	4	0	0	0
0	3	5	0	4	0	2	0	0
0	1	0	0	1	2	2	0	0
0	1	0	1	0	3	0	1	2
0	0	0	0	0	1	0	0	2
2	0	0	1	0	0	0	0	2
33	25	285	226	249	215	282	22	26

30	19	276	222	244	208	275	19	20
3	6	9	4	5	7	7	3	6
90.9090909	76	96.84211	98.23009	97.99197	96.74419	97.51773	86.36364	76.92308

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
0	0	1	0	0	0	1	0	1	1
0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	2	0	0	0	0	0	0	6	0
0	0	3	0	1	0	1	0	3	6
1	5	8	10	9	10	1	0	14	14
1	39	30	38	30	28	4	2	40	40
2	66	66	53	75	42	5	1	74	59
3	38	42	59	45	34	1	4	53	50
1	40	41	18	20	30	0	2	48	38
0	21	28	22	20	20	2	3	51	34
3	28	25	28	24	22	3	1	39	26
2	38	33	29	30	23	1	1	38	28
2	37	22	21	26	22	1	1	39	32
0	27	28	23	19	11	1	2	19	25
0	10	9	7	10	5	0	6	18	7
7	5	6	3	3	4	0	4	6	5
2	3	0	8	2	1	1	0	1	0
0	0	1	10	1	0	0	0	4	5
1	0	2	4	2	0	0	0	2	0
0	1	2	12	0	0	0	2	1	0

3	0	0	6	0	0	0	2	2	0
28	360	347	352	317	252	22	31	459	371

22	354	338	311	311	251	19	27	439	358
6	6	9	41	6	1	3	4	20	13
78.57143	98.33333	97.40634	88.35227	98.10726	99.60317	86.36364	87.09677	95.6427	96.49596

Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
0	0	0	0	0	0	0	2	1	0
0	0	0	0	0	0	0	0	0	0
0	0	1	2	1	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	3	1	1	0	0	0	1	2	0
5	13	9	7	0	0	1	0	5	8
26	23	21	12	0	0	11	2	24	20
37	36	30	15	0	0	3	5	25	19
30	30	25	13	0	0	1	3	41	19
20	27	31	17	0	0	0	0	20	18
22	15	20	15	0	0	0	0	8	13
23	23	17	9	0	0	0	0	12	18
22	20	12	9	0	0	2	1	18	13
19	15	15	7	0	0	1	2	14	20
18	8	9	1	0	1	1	0	9	9
7	3	5	0	0	1	0	1	6	8
4	1	3	0	0	1	0	0	5	5
0	3	1	0	0	1	1	1	0	3
4	1	0	0	0	0	0	6	2	1
0	0	0	0	0	0	0	1	0	2
0	1	0	1	0	1	0	0	1	0
0	1	0	0	0	0	0	0	0	0
237	222	200	109	1	5	21	26	193	176

233	214	197	105	0	3	20	14	187	170
4	9	3	4	1	2	1	12	6	6
98.31224	95.96413	98.5	96.33028	0	60	95.2381	53.84615	96.89119	96.59091

[illegible]

0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	1	0
0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0
0	0	0	0	1	1	0	0	0	0
0	0	0	3	0	0	2	3	0	0
8	0	0	6	7	13	12	11	1	0
25	9	0	31	27	21	37	19	5	0
44	3	2	58	35	35	56	36	3	3
31	4	1	41	28	31	39	30	0	2
21	0	0	34	36	23	29	36	1	4
25	1	0	25	37	24	23	46	1	2
20	3	6	22	22	22	28	39	2	0
10	2	18	32	30	30	25	19	0	0
24	2	5	24	25	33	13	30	2	1
15	0	2	25	18	20	15	11	0	5
9	1	1	10	10	10	6	14	3	4
3	1	0	6	4	13	3	2	0	2
0	0	1	1	2	7	0	2	1	4
0	0	4	0	1	2	1	2	3	1
0	0	1	1	0	0	0	2	0	2
0	0	1	0	1	2	1	0	0	0
0	0	0	0	0	5	0	0	0	0
235	26	42	320	284	292	291	304	23	30

235	26	35	314	279	275	286	293	18	23
0	0	7	6	5	17	5	11	5	7
100	100	83.33333	98.125	98.23944	94.17808	98.28179	96.38158	78.26087	76.66667

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
21st	22nd	23rd	24th	25th	26th	27th	28th
0	0	2	1	0	0	0	0
0	0	0	1	0	0	0	1
0	0	0	1	0	1	1	0
0	0	0	0	1	0	0	0
0	0	0	0	0	1	0	1
0	2	2	1	0	0	0	1
2	0	1	0	0	0	0	0
11	9	10	13	6	1	1	12
34	32	25	30	26	7	0	34
58	40	39	39	45	4	5	59
63	30	32	29	26	0	3	46
35	23	39	24	26	1	1	47
28	26	19	25	18	1	2	32
31	17	18	12	20	2	3	23
25	24	26	22	22	2	0	32

20	22	20	24	14	0	2	21
12	27	13	14	11	2	2	25
8	6	3	6	8	2	2	11
10	4	3	6	3	1	0	3
2	2	3	3	2	1	0	3
2	0	0	2	4	2	0	2
1	1	2	0	0	1	1	7
0	0	0	0	0	2	0	1
0	1	0	0	0	0	0	2
342	266	257	253	232	31	23	363

335	260	247	244	225	23	21	345
7	6	10	9	7	8	2	18
97.95322	97.74436	96.10895	96.44269	96.98276	74.19355	91.30435	95.04132

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
1	1	0	1	0	0	0	0	0	1
0	0	1	0	3	0	0	0	0	0
0	0	0	1	0	1	0	0	0	0
0	0	2	0	0	1	0	0	0	0
0	0	0	1	0	0	0	0	0	0
0	0	1	0	0	1	0	0	1	0
2	2	1	2	0	1	0	3	0	1
13	21	6	12	6	0	0	12	11	14
45	37	26	41	33	1	2	40	50	46
49	62	51	45	42	3	1	58	55	55
53	38	40	30	35	1	0	47	36	41
46	24	41	27	16	2	1	30	24	32
28	16	27	18	19	1	2	31	24	24
13	16	18	20	21	1	1	28	23	28
23	19	20	17	20	2	0	28	19	30
22	19	26	25	15	1	3	21	21	31
24	23	24	12	17	0	0	17	27	20
7	4	6	4	6	0	2	2	13	4
2	3	4	2	0	0	1	2	5	3
2	1	1	5	0	1	0	4	3	3
0	1	1	0	0	2	1	2	3	3
3	0	1	1	1	0	0	0	1	0
0	3	0	1	0	0	0	1	0	0
1	1	0	0	0	1	0	1	0	0
334	291	297	265	234	20	14	327	316	336

325	282	289	253	230	12	13	316	308	328
9	9	8	12	4	8	1	11	8	8
97.30539	96.90722	97.3064	95.4717	98.2906	60	92.85714	96.63609	97.46835	97.61905

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
0	0	0	0	0	0	2	0	0	0
0	1	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	2	0	0	1	0	0	0	2	0
6	2	0	0	1	2	2	3	0	1
10	14	0	1	13	7	19	8	9	1
32	30	2	1	35	41	38	32	20	5
46	36	3	3	86	65	37	52	48	2
36	40	6	4	40	45	36	38	20	0
26	19	2	2	36	34	46	28	21	2
21	21	0	2	30	31	27	31	26	0
15	19	1	2	33	30	20	21	16	0
30	26	5	1	20	21	26	8	23	0
21	26	0	2	27	24	20	28	13	0
22	15	0	0	19	17	23	19	9	2
5	2	0	2	15	9	8	9	6	0
1	5	0	3	2	4	3	3	3	0
2	4	1	2	0	0	0	1	1	0
0	3	0	0	3	2	3	3	0	0
0	0	0	1	1	0	1	2	2	0
4	0	0	0	0	0	0	1	0	0
1	0	0	1	1	2	1	0	1	1
278	265	21	27	363	334	312	287	220	15

265	253	19	23	356	328	303	277	214	12
13	12	2	4	7	6	9	10	6	3
95.32374	95.4717	90.47619	85.18519	98.07163	98.20359	97.11538	96.51568	97.27273	80

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
0	0	0	0	0	1	1	0	0	1
0	0	1	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	1	0	3
2	0	1	1	1	0	1	0	0	1

1	0	16	11	12	17	12	1	0	8
4	0	35	40	27	32	20	2	2	31
4	0	45	53	45	29	27	2	0	42
4	1	68	62	39	41	28	3	2	50
0	1	28	30	37	36	28	1	0	33
0	0	39	30	20	14	18	1	0	25
2	2	29	16	16	13	15	1	1	17
2	0	23	30	22	19	19	1	1	18
1	0	27	27	20	12	11	0	5	20
1	0	21	17	20	16	6	1	4	21
4	3	12	4	10	7	7	0	1	10
0	0	3	1	8	4	2	0	4	6
1	1	5	2	6	0	0	0	2	4
1	3	0	1	0	3	2	0	0	2
1	0	1	0	0	3	1	0	1	1
0	0	0	1	1	0	0	1	0	0
0	1	1	0	0	1	0	0	0	1
28	12	355	326	285	248	198	16	23	294

23	7	346	321	276	240	193	13	20	281
5	5	9	5	9	8	5	3	3	13
82.14286	58.33333	97.46479	98.46626	96.84211	96.77419	97.47475	81.25	86.95652	95.57823

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0
0	0	0	0	1	1	0	1	0	0
2	0	0	1	1	0	3	3	3	1
15	5	12	13	5	0	19	10	7	14
37	31	22	27	9	1	42	26	27	29
47	55	40	43	3	2	78	43	42	50
29	41	32	34	2	0	46	27	47	32
32	28	25	23	2	0	39	46	27	24
26	31	20	27	1	3	27	21	16	15
22	15	29	20	2	1	24	23	26	15
20	26	19	21	3	0	19	18	17	19
23	16	16	23	2	0	19	15	21	15
18	14	20	15	1	0	21	18	14	15
13	7	6	9	2	0	8	12	3	2
3	11	4	2	1	1	3	3	3	3
4	4	5	1	0	2	4	2	1	3
1	4	2	0	0	0	1	2	0	0

0	2	1	0	0	1	3	2	0	0
0	3	0	0	0	1	1	0	0	1
0	0	0	0	0	0	1	0	0	0
292	293	253	259	35	13	358	273	254	238

285	280	245	257	33	8	345	262	250	233
7	13	8	2	2	5	13	11	4	5
97.60274	95.56314	96.83794	99.2278	94.28571	61.53846	96.36872	95.9707	98.4252	97.89916

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
1	1	1	0	0	0	1	0	0	0
0	1	1	0	0	1	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	1	0
1	0	1	0	0	3	0	0	1	0
3	0	0	0	2	1	1	2	0	0
5	0	0	0	2	4	1	2	1	0
12	7	2	2	14	11	14	9	7	3
34	34	4	1	36	34	52	22	27	9
54	45	12	2	66	60	55	38	38	6
42	27	0	6	49	47	30	29	17	5
38	26	0	1	42	25	24	20	18	0
29	28	0	2	23	25	23	22	12	1
18	21	2	3	24	26	29	22	18	3
29	20	2	1	24	24	31	18	24	0
25	14	1	2	32	23	16	22	12	0
23	7	2	0	13	19	18	15	12	1
14	7	1	1	5	10	7	9	10	1
12	1	2	0	4	2	11	8	4	1
1	0	1	2	4	4	1	2	1	5
5	1	2	0	2	3	1	1	0	0
0	0	1	0	2	2	1	0	0	3
1	0	0	0	0	2	2	3	0	0
0	0	0	0	0	0	1	2	0	0
347	240	35	23	344	327	319	246	203	38

330	237	28	21	332	306	310	234	199	30
17	3	7	2	12	21	9	12	4	8
95.10086	98.75	80	91.30435	96.51163	93.57798	97.17868	95.12195	98.02956	78.94737

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
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21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
0	0	0	1	1	0	0	0	1	0
0	0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1	0
1	0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	1	0	0	0
0	6	1	2	2	1	0	0	0	3
1	46	26	10	10	9	2	1	4	15
5	124	42	28	19	24	7	1	4	31
2	174	49	37	46	40	3	3	1	43
6	119	40	43	29	23	1	1	0	54
4	61	35	41	26	13	2	1	2	42
5	34	30	21	19	19	1	0	1	39
2	37	14	23	20	12	1	0	2	20
3	29	18	27	21	14	1	1	0	17
4	26	19	27	22	19	2	0	2	18
7	11	11	16	18	14	3	0	2	23
4	7	9	6	4	5	0	2	0	7
2	6	2	2	3	2	0	0	2	4
7	7	0	6	1	0	1	0	1	2
2	4	1	0	2	2	0	1	0	1
0	1	0	2	1	1	0	0	2	2
1	3	0	1	0	0	1	1	1	0
0	1	1	0	0	0	1	0	0	0
56	696	299	295	244	198	27	12	26	321

45	674	295	281	237	194	23	10	20	313
11	22	4	14	7	4	4	2	6	8
80.35714	96.83908	98.66221	95.25424	97.13115	97.9798	85.18519	83.33333	76.92308	97.50779

Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1	1	0	0	1	0	1	7	0	1
11	17	4	0	0	9	21	7	8	6
31	32	24	0	1	36	25	24	16	14
45	28	35	1	3	58	47	64	40	22
34	33	27	2	7	33	27	35	30	20
27	28	18	1	0	39	25	30	21	30
20	23	14	1	2	33	19	21	23	15

28	21	14	0	1	16	17	25	12	11
18	17	13	1	0	26	26	20	16	16
19	14	20	3	0	18	21	28	19	13
16	18	11	1	0	22	15	16	13	12
8	8	8	0	0	7	6	2	4	11
10	3	2	0	1	5	0	8	3	0
1	1	1	1	3	1	0	0	0	0
6	0	2	1	1	0	0	3	2	3
2	1	2	0	0	0	2	0	1	0
0	0	0	0	0	3	0	0	0	0
0	1	2	0	1	1	0	0	0	1
277	247	197	12	22	308	252	290	208	176

267	242	190	10	15	302	249	280	205	170
10	5	7	2	7	6	3	10	3	6
96.38989	97.97571	96.4467	83.33333	68.18182	98.05195	98.80952	96.55172	98.55769	96.59091

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
1	0	0	0	0	1	0	0	1	0
0	1	0	0	0	0	0	0	2	0
0	0	0	0	0	0	0	0	0	0
1	1	0	0	0	0	0	0	0	0
0	1	0	1	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
4	0	0	0	1	0	0	4	0	0
19	5	0	9	15	5	11	8	1	0
43	9	0	30	21	21	13	12	2	0
44	11	3	48	45	42	34	23	9	2
30	3	3	46	36	23	30	20	4	3
17	3	2	27	33	32	11	26	3	1
28	1	4	23	18	21	18	12	2	0
15	2	1	23	16	15	15	21	1	5
11	1	4	26	22	15	20	16	1	0
13	5	6	22	19	18	17	8	1	3
18	1	2	14	26	21	32	14	0	1
8	0	4	2	11	7	10	9	0	1
7	0	0	2	4	4	3	3	0	2
5	1	4	2	0	3	2	2	0	2
2	0	0	3	2	0	2	1	0	2
0	1	0	0	0	0	1	0	1	0
3	0	0	1	1	2	2	0	0	2
2	0	1	0	2	1	1	0	0	0
271	47	34	279	272	231	222	179	28	24

253	41	29	272	266	224	214	172	24	18
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18	6	5	7	6	7	8	7	4	6
93.35793	87.23404	85.29412	97.49104	97.79412	96.9697	96.3964	96.08939	85.71429	75

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
5	1	0	0	0	0	2	0	2	1
1	0	0	0	0	0	0	0	3	0
0	0	1	2	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1	0	1	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0
0	3	2	0	0	0	0	3	0	0
12	16	10	9	6	3	0	12	5	9
28	34	16	20	19	5	2	14	22	15
37	30	49	27	30	4	2	36	52	34
48	41	33	41	26	1	1	42	40	27
44	44	22	29	23	3	8	35	30	42
31	24	35	14	21	1	2	20	18	24
18	30	19	17	21	0	3	20	32	29
40	20	20	24	16	2	3	34	18	25
26	12	21	26	17	1	2	33	20	33
22	7	19	20	10	1	3	13	6	16
5	4	7	3	10	0	1	13	11	6
6	3	10	3	1	0	1	12	7	6
2	9	3	5	2	0	1	2	0	2
3	10	2	3	4	0	6	0	1	4
2	2	1	0	0	0	1	0	1	3
0	0	0	3	1	0	0	2	0	0
0	0	2	2	0	0	1	0	0	1
332	290	273	248	207	21	39	291	268	277

317	265	261	233	200	21	28	284	261	266
15	25	12	15	7	0	11	7	7	11
95.48193	91.37931	95.6044	93.95161	96.61836	100	71.79487	97.5945	97.38806	96.02888

Fri
31st
0
0
0
0
0
0
3
6
13
25
24
15
11
10
13
9
2
1
0
1
2
0
0
0
135

129
6
95.55556

Mon
31st
0

0
0
0
0
0
0
0
27
112
51
34
26
42
16
22
12
9
5
2
4
1
0
1
364

356
8
97.8022

Thursday
31st
0
0
0
0
0
0
0
10
30
42
30
27
23
18
30
15
19
8
3
4
1
1
1
0
262

255
7
97.32824

Tuesday
31st
3
0
0
0
0
0
1

8
34
58
30
27
32
12
22
26
12
9
6
1
0
2
1
0
284

276
8
97.1831

Sunday
31st
0
2
0
0
0
0
0
0
0
3
0
2
1
3
3
2
1
0
0
0
1
1
0
0
19

15
4
78.94737

Wednesday

31st
0
0
1
0
0
0
2
10
27
58
36
31
19
17
20
11
18
10
6
2
2
1
0
1
272

263
9
96.69118

Monday
31st
0
0
0
0
0
0
2
25
48
39
44
27
23
23
10
11
7
6
2
1
2
0
0
0
270
265

5
98.14815

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Monthly Service Desk Volumes - via Web

	Nov-21	Dec-21	Jan-22
Total Chats	332	0	19

	Nov-21	Dec-21	Jan-22
From chat start to chat action taken (AHT) Monthly Avg Handling Time (in secs)	959.89	813.64	845.83

Findings:	*- No clear pattern how
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Contact Hours (am/pm)	Monday 1st	Tuesday 2nd	Wednesday 3rd
7	0	0	1
8	1	1	1
9	2	1	0
10	6	2	2
11	1	0	1
12	1	2	1
13	3	1	2
14	0	4	3
15	3	0	2
16	1	1	0
17	1	0	0
18	0	0	0
Total	19	12	13

In Hours	19	12	13
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Wednesday 1st	Thursday 2nd	Friday 3rd
7	0	0	0
8	0	0	0
9	2	0	3

10	4	1	2
11	1	0	1
12	2	1	2
13	1	0	0
14	2	1	2
15	0	2	3
16	0	1	1
17	0	0	0
18	0	0	0
Total	12	6	14

In Hours	12	6	14
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Saturday	Sunday	Monday
	1st	2nd	3rd
7			BH
8			BH
9			BH
10			BH
11			BH
12			BH
13			BH
14			BH
15			BH
16			BH
17			BH
18			BH
Total	0	0	0

In Hours	0	0	0
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday
	1st	2nd	3rd
7	0	0	0
8	0	1	1
9	1	1	1
10	1	3	3
11	3	4	1
12	2	3	2
13	0	1	0
14	1	0	2

15	0	2	0
16	0	2	0
17	0	0	0
18	0	0	0
Total	8	17	10

In Hours	8	17	10
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday
	1st	2nd	3rd
7	1	0	0
8	2	2	1
9	1	4	0
10	4	1	4
11	3	3	3
12	1	2	2
13	3	1	2
14	3	3	0
15	1	2	1
16	0	2	2
17	0	0	0
18	0	0	0
Total	19	20	15

In Hours	19	20	15
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Friday	Saturday	Sunday
	1st	2nd	3rd
7	0		
8	1		
9	0		
10	3		
11	2		
12	0		
13	1		
14	0		
15	1		
16	1		
17	0		
18	0		
Total	9	0	0

In Hours	9	0	0
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Sunday	Monday	Tuesday
	1st	2nd	3rd
7		BH	0
8		BH	1
9		BH	0
10		BH	9
11		BH	0
12		BH	3
13		BH	2
14		BH	0
15		BH	0
16		BH	1
17		BH	0
18		BH	0
Total	0	0	16

In Hours	0	0	16
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Wednesday	Thursday	Friday
	1st	2nd	3rd
7	0	BH	BH
8	1	BH	BH
9	1	BH	BH
10	1	BH	BH
11	1	BH	BH
12	1	BH	BH
13	1	BH	BH
14	0	BH	BH
15	0	BH	BH
16	1	BH	BH
17	0	BH	BH
18	0	BH	BH
Total	7	0	0

In Hours	7	0	0
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Friday	Saturday	Sunday
	1st	2nd	3rd
7	0		
8	1		
9	0		
10	3		
11	2		
12	3		
13	1		
14	3		
15	1		
16	0		
17	0		
18	0		
Total	14	0	0

In Hours	14	0	0
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Monday	Tuesday	Wednesday
	1st	2nd	3rd
7	0	0	1
8	2	1	2
9	3	4	2
10	6	0	4
11	4	4	1
12	3	1	2
13	2	2	1
14	1	1	7
15	0	4	4
16	0	0	0
17	0	2	0
18	0	0	0
Total	21	19	24

In Hours	21	19	24
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Thursday	Friday	Saturday
	1st	2nd	3rd

7	0	0	
8	0	2	
9	0	4	
10	4	2	
11	4	1	
12	2	1	
13	0	0	
14	1	1	
15	0	1	
16	3	5	
17	2	0	
18	0	0	
Total	16	17	0

In Hours	16	17	0
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Saturday 1st	Sunday 2nd	Monday 3rd
7			0
8			2
9			3
10			2
11			5
12			3
13			3
14			2
15			1
16			0
17			0
18			0
Total	0	0	21

In Hours	0	0	21
% Received Work Hours	100	100	100

Contact Hours (am/pm)	Tuesday 1st	Wednesday 2nd	Thursday 3rd
7	1	0	1
8	6	0	0
9	15	3	4
10	5	9	2
11	6	3	4

12	5	7	2
13	2	1	3
14	4	1	4
15	7	4	1
16	2	2	1
17	0	0	0
18	0	0	0
Total	53	30	22

In Hours	53	30	22
% Received Work Hours	100	100	100

chat

Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
0	18	0	439	0	0	0	0	0

Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
832.13	815.83	920.54	919.17	901.21	798.99	872	900.08	1021.5

ever, similar to Telephony more chat hit in the morning and highest volumes being between 9am-1pm.

* - Volumes not of concern as relatively small throughout

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0	1			0	0	1	0	0
0	1			1	0	0	0	0
0	3			5	6	1	2	2
1	1			8	4	1	3	3
2	4			3	1	2	0	1
1	1			3	4	1	2	3
4	4			1	0	2	4	0
2	0			1	3	2	2	0
0	1			1	2	1	2	0
0	0			0	2	0	1	0
1	0			0	0	1	0	0
0	0			0	0	0	0	0
11	16	0	0	23	22	12	16	9
11	16	0	0	23	22	12	16	9
100	100	100	100	100	100	100	100	100

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
4th	5th	6th	7th	8th	9th	10th	11th	12th
		1	0	0	0	0		
		0	0	0	1	0		
		4	3	4	2	1		

		3	0	1	0	2		
		1	1	0	2	0		
		2	2	1	1	0		
		0	1	2	1	1		
		0	1	3	1	0		
		2	2	0	0	1		
		1	2	0	1	3		
		0	0	0	0	1		
		0	0	0	0	0		
0	0	14	12	11	9	9	0	0

0	0	14	12	11	9	9	0	0
100	100	100	100	100	100	100	100	100

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
4th	5th	6th	7th	8th	9th	10th	11th	12th
2	0	0	0			0	0	1
1	0	2	1			0	0	1
5	4	1	2			3	1	1
6	0	3	2			1	2	4
1	1	1	3			3	1	2
2	0	3	2			1	1	3
0	3	0	0			1	0	0
2	1	3	1			2	0	1
0	1	0	2			2	3	4
1	1	0	1			3	0	0
1	0	2	0			2	0	2
0	0	0	0			0	0	0
21	11	15	14	0	0	18	8	19

21	11	15	14	0	0	18	8	19
100	100	100	100	100	100	100	100	100

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0			0	0	1	0	0	
1			0	2	2	0	0	
1			4	0	2	1	0	
1			1	1	2	1	1	
0			5	2	1	1	3	
2			1	1	0	0	0	
1			4	0	1	2	0	
1			0	1	0	1	0	

1			0	0	4	2	1	
0			2	1	0	1	0	
0			0	0	0	0	0	
0			0	0	0	0	0	
8	0	0	17	8	13	9	5	0

8	0	0	17	8	13	9	5	0
100	100	100	100	100	100	100	100	100

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0			1	0	0	0	0	
2			0	0	2	1	0	
2			1	3	4	1	0	
3			0	1	2	1	1	
1			0	5	3	1	2	
3			1	2	0	2	1	
2			3	2	1	2	0	
0			2	3	3	5	0	
2			2	0	2	5	2	
0			0	0	0	0	1	
2			0	0	0	0	0	
0			0	0	0	0	0	
17	0	0	10	16	17	18	7	0

17	0	0	10	16	17	18	7	0
100	100	100	100	100	100	100	100	100

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0	0	0	0	0			0	0
2	2	2	0	1			3	0
5	4	3	2	0			2	0
2	2	1	4	1			5	1
2	2	1	1	3			2	2
1	4	0	4	0			5	1
0	2	1	0	1			0	0
1	0	3	2	0			1	0
0	2	0	2	0			1	0
1	2	0	1	1			0	1
0	0	1	0	1			0	0
0	0	0	0	0			0	0
14	20	12	16	8	0	0	19	5

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0	0	0	0	0			0	0
0	1	1	0	1			2	1
4	5	1	1	2			2	4
3	0	0	3	5			1	1
0	2	5	3	0			5	2
3	4	1	1	2			1	11
0	3	0	2	1			0	0
1	0	2	1	3			0	1
3	3	2	1	1			0	3
0	0	1	2	0			1	2
1	1	0	0	1			1	1
0	0	0	0	0			0	0
15	19	13	14	16	0	0	13	26

15	19	13	14	16	0	0	13	26
100	100	100	100	100	100	100	100	100

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0	0			0	0	1	0	0
2	0			0	2	2	3	2
11	3			5	1	3	6	1
4	1			4	3	1	1	5
2	0			2	5	1	1	0
2	2			1	2	0	1	1
3	1			0	1	1	2	1
1	1			1	0	3	2	0
1	3			0	3	1	4	0
1	1			4	2	0	6	1
1	0			0	0	0	0	1
0	0			0	0	0	0	0
28	12	0	0	17	19	13	26	12

28	12	0	0	17	19	13	26	12
100	100	100	100	100	100	100	100	100

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
4th	5th	6th	7th	8th	9th	10th	11th	12th

	0	0	0	0	0			1
	3	0	0	5	2			0
	3	5	5	3	6			2
	5	2	0	6	1			1
	1	4	3	1	8			3
	2	2	1	1	3			0
	5	1	2	1	1			2
	1	2	1	1	1			0
	7	3	1	1	0			2
	4	0	1	1	1			4
	0	0	0	2	0			1
	0	0	0	0	1			0
0	31	19	14	22	24	0	0	16

0	31	19	14	22	24	0	0	16
100	100	100	100	100	100	100	100	100

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0	0	0	0			0	0	0
3	2	0	2			1	0	1
4	1	5	4			2	0	2
1	3	5	2			1	0	1
3	3	0	4			7	1	3
3	3	6	0			3	2	4
2	3	2	1			1	6	0
1	3	0	2			3	0	4
4	5	1	2			2	0	2
0	3	0	1			1	2	1
1	2	0	0			0	3	0
0	0	0	0			0	0	0
22	28	19	18	0	0	21	14	18

22	28	19	18	0	0	21	14	18
100	100	100	100	100	100	100	100	100

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
4th	5th	6th	7th	8th	9th	10th	11th	12th
0			0	0	0	0	0	
4			2	1	2	1	2	
3			0	2	1	1	3	
1			1	1	1	3	0	
1			3	0	6	2	2	

7	1	0	3	2			1	5	1
2	0	2	0	4			0	2	1
2	1	5	1	1			2	1	1
1	2	0	0	3			1	2	1
0	2	2	1	0			1	1	2
1	2	1	2	1			4	0	0
1	0	1	2	0			0	1	0
0	0	0	0	0			0	0	0
0	0	0	0	0			0	0	0
20	8	12	13	12	0	0	12	13	9

20	8	12	13	12	0	0	12	13	9
100	100	100	100	100	100	100	100	100	100

Jan-22									
Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
0	0			0	0	1	0	1	
0	3			0	2	0	0	0	
2	1			3	4	4	2	3	
1	1			2	1	2	1	1	
4	1			1	1	1	2	0	
1	0			2	2	3	0	1	
0	0			0	1	0	0	1	
0	0			1	1	2	2	0	
0	0			0	2	2	2	2	
1	1			0	0	2	0	0	
1	0			0	0	0	1	1	
0	0			0	0	0	0	1	
10	7	0	0	9	14	17	10	11	0

10	7	0	0	9	14	17	10	11	0
100	100	100	100	100	100	100	100	100	100

Feb-22									
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
	0	0	0	0	0			0	0
	0	0	0	1	0			0	0
	4	0	2	1	1			1	2
	0	3	1	1	1			0	1
	1	1	1	1	2			2	0
	1	2	0	2	1			1	3
	1	1	2	2	1			1	1
	0	1	1	0	3			2	1

	1	0	1	1	0			1	3
	0	1	1	0	0			1	3
	0	1	1	1	0			0	0
	0	0	0	0	0			0	0
0	8	10	10	10	9	0	0	9	14

0	8	10	10	10	9	0	0	9	14
100	100	100	100	100	100	100	100	100	100

Mar-22									
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
	0	0	1	0	0			0	0
	1	1	4	0	0			3	1
	6	2	6	6	4			2	5
	5	2	6	0	2			0	2
	1	3	1	1	3			0	3
	4	0	1	2	0			0	4
	1	2	0	1	0			1	0
	1	3	0	1	1			2	3
	3	0	1	3	1			0	0
	0	1	0	2	2			0	2
	0	0	0	0	0			1	0
	0	0	0	0	0			0	0
0	22	14	20	16	13	0	0	9	20

0	22	14	20	16	13	0	0	9	20
100	100	100	100	100	100	100	100	100	100

Apr-22									
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
0	0	BH			BH	1	0	0	0
0	2	BH			BH	1	1	1	2
2	2	BH			BH	2	2	1	2
5	2	BH			BH	2	2	6	0
3	1	BH			BH	0	0	3	2
5	0	BH			BH	3	0	0	0
2	2	BH			BH	2	1	1	1
1	0	BH			BH	0	0	1	0
0	1	BH			BH	1	0	1	0
1	1	BH			BH	3	0	2	1
0	0	BH			BH	0	0	0	0
0	1	BH			BH	0	0	0	0
19	12	0	0	0	0	15	6	16	8

[illegible]

May-22									
Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
0			0	1	0	0	0		
0			1	1	0	3	1		
1			4	2	2	1	3		
1			5	5	2	1	2		
3			1	2	4	2	0		
0			0	3	3	1	0		
0			1	3	3	2	3		
1			1	1	2	1	3		
1			0	3	3	0	0		
0			0	0	2	0	0		
0			0	0	1	0	0		
0			1	0	0	0	1		
7	0	0	14	21	22	11	13	0	0

[illegible]

Jun-22									
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
0	1	1	0	0			0	0	1
0	2	0	0	4			1	0	2
3	2	1	1	1			6	0	1
4	1	2	0	1			0	0	2
4	5	0	0	0			0	0	1
4	1	1	2	0			3	0	2
2	2	1	0	2			2	3	1
2	4	2	2	2			0	3	4
2	2	4	0	1			3	0	1
0	0	1	2	1			0	1	1
3	0	0	0	0			0	2	0
0	0	0	0	0			0	0	0
24	20	13	7	12	0	0	15	9	16

[illegible]

Jul-22									
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
0	0	1			0	0	0	0	0
0	3	1			1	0	1	0	0
0	0	4			0	0	3	3	1
1	3	0			0	0	5	2	4
1	2	1			3	2	4	1	2
1	1	1			2	2	1	2	2
1	1	3			0	0	1	6	1
0	3	1			0	2	1	2	2
2	1	0			1	1	1	2	1
2	0	1			2	1	0	1	2
0	1	0			1	0	0	0	0
0	0	0			0	0	0	0	0
8	15	13	0	0	10	8	17	19	15

8	15	13	0	0	10	8	17	19	15
100	100	100	100	100	100	100	100	100	100

Aug-22									
Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
		0	0	0	0	0			0
		1	1	2	2	1			2
		4	3	2	1	1			10
		1	0	2	4	1			12
		3	0	4	3	1			5
		4	3	3	1	0			2
		0	0	1	3	1			3
		2	1	2	2	0			1
		1	3	0	4	3			1
		4	0	2	2	1			1
		0	0	0	0	2			0
		0	0	0	0	0			1
0	0	20	11	18	22	11	0	0	38

0	0	20	11	18	22	11	0	0	38
100	100	100	100	100	100	100	100	100	100

Sep-22									
Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd

0	0	0	1			n/a	0	0	0
3	3	2	1			n/a	6	4	1
6	3	3	1			n/a	8	4	5
0	4	2	2			n/a	3	1	0
2	6	1	1			n/a	4	0	3
0	1	3	2			n/a	3	1	0
3	0	4	0			n/a	1	0	4
1	5	3	1			n/a	3	4	3
3	4	3	3			n/a	4	1	0
2	2	1	2			n/a	1	0	0
1	0	1	0			n/a	0	0	0
0	0	0	0			n/a	0	0	0
21	28	23	14	0	0	0	33	15	16

21	28	23	14	0	0	0	33	15	16
100	100	100	100	100	100	100	100	100	100

Oct-22									
Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
0	0			0	0	0	0	0	
2	1			1	3	0	3	2	
3	2			6	1	2	5	1	
4	8			5	2	8	1	6	
1	3			3	5	3	2	4	
4	2			1	3	2	3	3	
2	1			1	1	1	0	2	
0	2			2	2	3	4	0	
3	0			2	2	3	1	1	
0	5			0	2	1	1	0	
0	1			0	0	2	0	0	
0	0			0	0	0	0	0	
19	25	0	0	21	21	25	20	19	0

19	25	0	0	21	21	25	20	19	0
100	100	100	100	100	100	100	100	100	100

Nov-22									
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd
	0	0	0	0	0			0	0
	0	0	0	0	3			1	0
	1	2	3	1	4			2	1
	3	2	1	4	1			7	5
	1	1	2	1	3			3	3

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
23rd	24th	25th	26th	27th	28th	29th	30th
0	0	0	0			0	1
0	1	0	0			1	2
6	2	0	1			1	0
2	1	0	1			0	2
1	2	0	1			7	3
1	0	1	3			4	0
2	1	0	1			0	1
1	2	0	1			1	3
3	3	1	1			0	3
0	1	1	1			1	0
0	0	0	0			0	0
0	0	0	0			0	0
16	13	3	10	0	0	15	15

16	13	3	10	0	0	15	15
100	100	100	100	100	100	100	100

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
23rd	24th	25th	26th	27th	28th	29th	30th	31st
0	0			BH	BH	1	0	0
0	0			BH	BH	0	1	0
0	0			BH	BH	1	1	1

2	0			BH	BH	2	2	2
1	0			BH	BH	2	0	1
1	2			BH	BH	1	2	0
1	0			BH	BH	0	0	1
0	1			BH	BH	2	2	0
0	0			BH	BH	0	1	1
1	0			BH	BH	0	0	0
0	0			BH	BH	0	0	0
0	0			BH	BH	0	0	0
6	3	0	0	0	0	9	9	6

6	3	0	0	0	0	9	9	6
100	100	100	100	100	100	100	100	100

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
23rd	24th	25th	26th	27th	28th	29th	30th	31st
	0	0	0	1	0			0
	0	1	0	0	7			5
	1	2	4	3	0			2
	0	1	3	2	4			3
	2	4	1	6	1			0
	0	2	0	0	3			2
	0	3	0	1	1			0
	0	2	1	0	1			1
	1	0	4	1	1			1
	0	1	0	2	0			0
	0	0	0	1	0			0
	0	0	0	0	0			0
0	4	16	13	17	18	0	0	14

0	4	16	13	17	18	0	0	14
100	100	100	100	100	100	100	100	100

Wednesday	Thursday	Friday	Saturday	Sunday	Monday		
23rd	24th	25th	26th	27th	28th		
0	0	1	0		0		
0	0	1	0		0		
2	1	1	2		2		
2	1	1	0		0		
0	1	1	4		4		
2	1	1	2		2		
0	0	0	1		1		
1	3	1	3		3		

2	1	1	0		0		
0	0	0	1		1		
0	0	0	0		0		
0	0	0	0		0		
9	8	8	13	0	13	0	0

9	8	8	13	0	13	0	0
100	100	100	100	100	100	100	100

Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
23rd	24th	25th	26th	27th	28th	29th	30th	31st
0	0	0			0	0	0	0
1	0	1			0	1	1	1
2	1	2			1	3	7	2
4	2	1			1	1	2	0
1	1	1			1	1	1	1
2	2	1			3	1	0	0
1	3	1			1	2	1	2
1	0	0			2	3	2	1
0	1	0			0	4	1	1
0	1	0			1	1	1	0
1	0	0			0	0	2	0
0	0	0			0	0	0	0
13	11	7	0	0	10	17	18	8

13	11	7	0	0	10	17	18	8
100	100	100	100	100	100	100	100	100

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
23rd	24th	25th	26th	27th	28th	29th	30th
		0	0	0	0	0	
		1	3	3	0	0	
		4	2	0	1	0	
		1	1	4	1	1	
		3	1	0	2	3	
		5	1	0	2	1	
		0	2	2	1	0	
		4	0	4	6	1	
		0	1	0	0	1	
		2	2	0	1	2	
		0	1	0	0	0	
		0	0	0	0	0	
0	0	20	14	13	14	9	0

0	0	20	14	13	14	9	0
100	100	100	100	100	100	100	100

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
23rd	24th	25th	26th	27th	28th	29th	30th	31st
0	1	0	0	0			0	1
0	3	1	2	0			3	2
1	1	1	1	2			1	3
1	2	2	2	1			3	0
3	0	0	1	2			3	5
1	2	0	1	2			3	1
2	0	3	2	0			6	1
2	0	4	0	1			4	1
1	1	0	6	2			4	0
1	1	3	0	1			0	0
1	0	0	0	1			0	0
0	0	0	0	0			0	0
13	11	14	15	12	0	0	27	14

13	11	14	15	12	0	0	27	14
100	100	100	100	100	100	100	100	100

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
23rd	24th	25th	26th	27th	28th	29th	30th
0	0			0	0	0	0
0	1			1	0	0	1
0	3			3	3	0	2
1	0			2	1	8	1
1	2			2	4	0	3
0	2			3	2	2	2
1	0			2	0	0	4
0	1			0	0	0	4
2	1			0	0	1	1
1	0			0	0	0	1
0	1			2	0	0	0
0	0			0	0	0	0
6	11	0	0	15	10	11	19

6	11	0	0	15	10	11	19
100	100	100	100	100	100	100	100

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
23rd	24th	25th	26th	27th	28th	29th	30th	31st
		0	0	0	0	0		
		1	0	3	1	1		
		1	3	4	3	1		
		4	3	1	1	2		
		1	4	1	1	2		
		1	1	1	0	0		
		0	3	1	0	2		
		2	2	0	2	2		
		3	3	2	0	0		
		0	1	1	0	1		
		3	0	0	0	0		
		0	0	0	0	0		
0	0	16	20	14	8	11	0	0

0	0	16	20	14	8	11	0	0
100	100	100	100	100	100	100	100	100

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
23rd	24th	25th	26th	27th	28th	29th	30th	31st
0	0	1	0			BH	1	2
2	2	3	0			BH	2	1
9	2	0	2			BH	3	7
3	3	1	1			BH	4	0
3	1	1	0			BH	6	1
2	0	1	0			BH	2	1
4	6	1	2			BH	3	0
2	0	3	1			BH	3	3
0	0	2	0			BH	2	0
2	0	1	0			BH	2	1
1	0	1	0			BH	3	0
0	0	0	0			BH	1	1
28	14	15	6	0	0	0	32	17

28	14	15	6	0	0	0	32	17
100	100	100	100	100	100	100	100	101

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
23rd	24th	25th	26th	27th	28th	29th	30th

0			0	0	0	0	0
0			5	2	3	1	1
5			2	4	2	4	4
1			4	1	4	2	1
1			4	2	1	4	0
5			7	2	1	1	2
5			2	4	2	3	1
3			1	0	5	6	0
5			3	2	1	2	2
0			1	0	2	2	0
0			0	1	0	0	0
0			0	2	0	0	0
25	0	0	29	20	21	25	11

25	0	0	29	20	21	25	11
100	100	100	100	100	100	100	100

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
23rd	24th	25th	26th	27th	28th	29th	30th	31st
	0	2	0	0	0			0
	0	3	1	0	0			1
	5	4	2	3	2			1
	1	1	3	2	2			6
	4	6	1	0	1			5
	0	5	3	5	3			2
	2	4	2	8	0			3
	2	1	3	2	2			0
	1	1	2	2	2			2
	2	5	0	1	2			2
	1	1	0	0	0			1
	0	0	0	0	0			0
0	18	33	17	23	14	0	0	23

0	18	33	17	23	14	0	0	23
100	100	100	100	100	100	100	100	100

Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	
23rd	24th	25th	26th	27th	28th	29th	30th	
0	0	0			0	1	0	
2	4	0			0	1	0	
6	2	8			2	2	2	
4	4	1			6	1	3	
2	4	0			1	0	3	

Monthly Service Desk Volumes - via Email

	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Total Emails	1539	1125	1237	1307	1662
Avg % received 'In Hours'	92.66579	80.20081	88.04751	90.06307	86.50033

From email received date to the email closed date		Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
(AHT) Monthly Avg Handling Time (in secs)		1850.93	1848.71	490.46	1487.03	1648.06

Findings:

*- Busiest period is 13:00-14:00
 Note: CPS will be looking to demote the email option as it is not a preferred channel for items being raised via the Self Service Portal in the future.

Contact Hours (am/pm)	Monday	Tuesday	Wednesday	Thursday	Friday
	1st	2nd	3rd	4th	5th
0	0	0	0	0	0
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	4	0	0
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	4	0	3	1	0
8	5	11	5	3	4
9	5	11	5	7	2
10	4	8	4	15	4
11	4	9	9	6	3
12	2	8	3	9	8
13	5	4	6	5	16
14	4	6	5	5	8
15	5	4	2	9	6
16	3	7	6	2	3
17	2	1	1	1	4
18	1	1	0	1	1
19	1	1	1	0	0
20	0	1	0	0	0
21	1	0	0	0	0

22	0	0	0	0	0
23	1	0	0	0	0
Total	47	72	54	64	59

In Hours	44	70	49	64	59
Out of Hours	3	2	5	0	0
% Received Work Hours	93.61702	97.22222	90.74074	100	100

Contact Hours (am/pm)	Wed	Thu	Fri	Sat	Sun
	1st	2nd	3rd	4th	5th
0	0	0	0	1	0
1	0	1	0	0	0
2	0	0	0	1	1
3	0	0	0	0	0
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	0	3	4	0	0
8	6	6	5	0	0
9	10	5	6	0	0
10	11	4	7	0	0
11	13	8	7	0	0
12	6	8	7	0	0
13	14	2	9	0	0
14	7	6	6	0	0
15	4	2	9	0	0
16	7	4	8	2	0
17	2	0	2	0	0
18	0	0	1	0	0
19	2	0	0	2	2
20	2	0	0	0	0
21	0	1	0	0	0
22	0	0	3	0	0
23	1	0	3	0	0
Total	84	50	74	6	3

In Hours	80	48	71	2	0
Out of Hours	5	2	6	4	3
% Received Work Hours	94.11765	96	92.20779	33.33333	0

Contact Hours (am/pm)	Sat	Sun	Mon	Tue	Wed
	1st	2nd	3rd	4th	5th

0	BH	BH	0	0	1
1	BH	BH	0	0	0
2	BH	BH	0	0	0
3	BH	BH	0	0	0
4	BH	BH	0	0	0
5	BH	BH	0	0	0
6	BH	BH	0	0	0
7	BH	BH	0	3	0
8	BH	BH	0	4	3
9	BH	BH	0	9	6
10	BH	BH	0	8	7
11	BH	BH	0	8	6
12	BH	BH	0	4	2
13	BH	BH	0	3	6
14	BH	BH	28	4	1
15	BH	BH	4	4	6
16	BH	BH	0	3	1
17	BH	BH	0	0	1
18	BH	BH	0	0	0
19	BH	BH	0	0	0
20	BH	BH	0	0	0
21	BH	BH	1	0	0
22	BH	BH	0	0	0
23	BH	BH	0	0	0
Total	0	0	33	50	40

In Hours	0	0	32	50	39
Out of Hours	0	0	1	0	1
% Received Work Hours	0	0	96.9697	100	97.5

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday	Friday	Saturday
	1st	2nd	3rd	4th	5th
0	0	1	0	0	1
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	0	1
5	0	0	0	0	0
6	0	0	0	0	0
7	1	2	0	0	0
8	9	9	2	4	0
9	4	8	3	8	1
10	10	9	2	4	0
11	9	4	7	2	0
12	4	7	8	7	1
13	4	9	6	8	0

14	6	6	6	9	2
15	10	3	5	4	0
16	4	3	1	5	0
17	1	3	3	4	0
18	0	4	1	2	1
19	0	0	0	0	0
20	0	0	1	0	0
21	0	0	0	0	0
22	0	0	0	0	0
23	0	0	0	0	0
Total	62	68	45	57	7

In Hours	62	67	44	57	5
Out of Hours	0	1	1	0	2
% Received Work Hours	100	98.52941	97.77778	100	71.42857

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday	Friday	Saturday
	1st	2nd	3rd	4th	5th
0	0	0	0	1	0
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	3	1	2	2	1
8	8	12	4	2	1
9	5	10	8	4	0
10	6	12	9	3	1
11	5	2	9	9	0
12	8	1	8	6	0
13	6	1	3	18	0
14	8	5	1	3	0
15	4	8	10	4	0
16	6	3	6	13	1
17	1	5	2	1	0
18	3	3	2	1	0
19	1	0	0	0	0
20	4	0	1	0	1
21	1	0	0	0	0
22	0	2	0	0	0
23	0	0	0	0	0
Total	69	65	65	67	5

In Hours	63	63	64	66	4
Out of Hours	6	2	1	1	1

% Received Work Hours	91.30435	96.92308	98.46154	98.50746	80
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Contact Hours (am/pm)	Friday	Saturday	Sunday	Monday	Tuesday
	1st	2nd	3rd	4th	5th
0	0	0	1	0	0
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	1	0
5	0	0	0	0	0
6	0	0	0	0	0
7	0	0	0	1	4
8	5	7	0	1	6
9	9	2	0	8	6
10	6	0	1	5	6
11	17	1	1	10	17
12	3	2	2	9	8
13	2	1	0	12	5
14	5	0	1	15	8
15	3	0	0	9	4
16	5	0	0	2	4
17	1	1	0	1	4
18	1	0	0	2	0
19	0	0	0	0	0
20	1	0	0	0	0
21	0	0	0	0	0
22	0	0	0	0	0
23	0	0	0	0	0
Total	58	14	6	76	72

In Hours	57	14	5	75	72
Out of Hours	1	0	1	1	0
% Received Work Hours	98.27586	100	83.33333	98.68421	100

Contact Hours (am/pm)	Sunday	Monday	Tuesday	Wednesday	Thursday
	1st	2nd	3rd	4th	5th
0	0	1	0	0	0
1	0	1	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	1	0	0	0	0
5	0	0	0	0	0

6	0	0	0	0	1
7	0	0	1	3	0
8	0	0	5	8	10
9	0	0	11	11	2
10	0	0	7	6	7
11	0	0	7	6	8
12	0	0	4	4	15
13	0	1	2	4	2
14	4	0	8	8	7
15	1	0	8	3	4
16	0	1	3	4	5
17	0	0	1	0	2
18	0	0	1	1	0
19	1	0	0	1	1
20	0	0	1	0	0
21	0	0	0	0	0
22	0	0	0	0	0
23	0	0	1	0	0
Total	7	4	60	59	64

In Hours	5	2	58	58	62
Out of Hours	2	2	2	1	2
% Received Work Hours	71.42857	50	96.66667	98.30508	96.875

Contact Hours (am/pm)	Wednesday 1st	Thursday 2nd	Friday 3rd	Saturday 4th	Sunday 5th
0	0	0	0	1	0
1	0	0	1	0	1
2	0	0	0	1	0
3	0	0	0	0	2
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	6	0	0	0	0
8	5	0	0	0	0
9	7	0	1	1	0
10	2	2	1	0	0
11	13	0	0	1	0
12	5	0	1	0	0
13	1	1	1	0	0
14	5	0	1	0	0
15	4	0	1	0	0
16	6	0	0	0	0
17	2	0	2	0	1
18	0	0	0	0	0
19	0	0	0	0	0

20	0	0	0	0	0
21	0	0	1	0	0
22	0	0	0	0	0
23	0	0	2	0	0
Total	56	3	12	4	4

In Hours	56	3	8	2	1
Out of Hours	0	0	4	2	3
% Received Work Hours	100	100	66.66667	50	25

Contact Hours (am/pm)	Friday	Saturday	Sunday	Monday	Tuesday
	1st	2nd	3rd	4th	5th
0	0	n/a	0	0	0
1	0	n/a	0	0	0
2	0	n/a	0	0	0
3	0	n/a	0	0	0
4	0	n/a	0	0	0
5	0	n/a	0	0	1
6	0	n/a	0	1	0
7	1	n/a	0	1	0
8	4	n/a	0	5	4
9	8	n/a	0	4	6
10	11	n/a	1	6	15
11	11	n/a	0	6	3
12	13	n/a	0	7	6
13	8	n/a	2	8	9
14	4	n/a	0	6	9
15	8	n/a	0	16	3
16	4	n/a	0	6	5
17	1	n/a	0	7	0
18	0	n/a	0	1	1
19	0	n/a	0	0	0
20	0	n/a	0	0	0
21	0	n/a	0	0	0
22	0	n/a	0	0	0
23	1	n/a	0	0	0
Total	74	0	3	74	62

In Hours	73	0	3	73	61
Out of Hours	1	0	0	1	1
% Received Work Hours	98.64865	0	100	98.64865	98.3871

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Contact Hours (am/pm)	Monday	Tuesday	Wednesday	Thursday	Friday
	1st	2nd	3rd	4th	5th
0	0	0	0	0	0
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	1	0
7	2	2	0	2	0
8	8	7	9	3	8
9	4	3	7	3	19
10	9	12	6	4	7
11	8	3	6	7	4
12	10	3	5	11	4
13	7	7	8	6	8
14	5	5	7	3	5
15	5	6	4	10	6
16	7	9	6	11	1
17	5	6	7	6	4
18	1	0	0	5	1
19	0	0	0	0	0
20	0	0	1	0	0
21	0	2	0	0	1
22	0	0	0	0	1
23	0	0	0	0	0
Total	71	65	66	72	69

In Hours	71	63	65	71	67
Out of Hours	0	2	1	1	2
% Received Work Hours	100	96.92308	98.48485	98.61111	97.10145

Contact Hours (am/pm)	Thursday	Friday	Saturday	Sunday	Monday
	1st	2nd	3rd	4th	5th
0	1	0	0	0	0
1	0	0	2	1	0
2	0	0	0	0	1
3	0	0	0	1	1
4	0	0	0	0	0
5	0	0	0	1	1
6	0	0	0	0	0
7	1	2	1	0	0
8	6	6	0	0	7
9	13	5	0	0	4
10	7	6	1	0	7
11	3	9	1	0	10

12	10	3	0	0	9
13	10	3	0	0	7
14	2	2	0	0	9
15	14	6	0	1	10
16	10	5	1	0	3
17	4	2	20	0	6
18	2	0	2	1	0
19	0	0	1	0	0
20	2	0	1	0	0
21	0	0	1	1	0
22	1	0	1	0	0
23	0	0	2	0	0
Total	86	49	34	6	75

In Hours	82	49	26	2	72
Out of Hours	4	0	8	4	3
% Received Work Hours	95.34884	100	76.47059	33.33333	96

Contact Hours (am/pm)	Saturday	Sunday	Monday	Tuesday	Wednesday
	1st	2nd	3rd	4th	5th
0	0	0	0	0	0
1	1	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	0	3
5	0	0	0	1	0
6	0	0	0	0	2
7	3	0	1	1	4
8	1	0	5	1	8
9	2	1	5	10	9
10	7	3	7	7	17
11	4	6	11	5	8
12	0	3	11	6	16
13	1	2	9	5	8
14	0	1	9	4	13
15	0	2	14	9	7
16	0	5	5	10	5
17	1	5	3	3	3
18	0	0	1	0	1
19	0	0	0	0	2
20	1	0	0	0	0
21	0	0	0	0	1
22	2	0	0	0	2
23	1	0	0	0	0
Total	24	28	81	62	109

In Hours	19	28	81	61	99
Out of Hours	5	0	0	1	10
% Received Work Hours	79.16667	100	100	98.3871	90.82569

Contact Hours (am/pm)	Tuesday	Wednesday	Thursday	Friday	Saturday
	1st	2nd	3rd	4th	5th
0	0	0	0	0	0
1	0	0	0	0	0
2	0	0	0	0	0
3	0	0	0	0	0
4	0	0	0	0	0
5	0	0	0	0	0
6	0	0	0	0	0
7	0	0	0	0	0
8	1	5	4	8	0
9	12	21	14	5	0
10	2	8	14	2	1
11	12	6	12	4	1
12	13	5	15	3	0
13	5	18	9	12	0
14	4	13	7	6	1
15	6	7	3	11	1
16	5	6	3	10	1
17	3	1	2	2	1
18	1	1	0	0	0
19	0	2	0	0	0
20	1	0	0	0	1
21	0	0	0	1	0
22	0	0	0	0	0
23	0	0	0	0	0
Total	65	93	83	64	7

In Hours	64	91	83	63	6
Out of Hours	1	2	0	1	1
% Received Work Hours	98.46154	97.84946	100	98.4375	85.71429

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	YR Total
1262	1438	1262	1618	1573	1609	1839	1944	19415
88.49766	85.05277	89.49782	90.6242	90.49828	90.11922	95.0615	97.294	YR AVG
								89.54792

Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	YR Total
1561.19	2369.37	1400.59	2473.41	1564.29	2934.23	2623.12	1631.28	1945.79

*- Like Webchat there is no clear pattern
periods are core business hours as expected - 9am-4pm
and either not use or have available as a contingency. Therefore this behaviour is likely to transfer
Service Now. Due to the nature of an email (non-urgent) its highly likely this is the route that
shouldand will be taken.

Nov-21									
Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	3	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1	0	5	0	2	0	0	0	0	2
0	0	1	4	3	4	4	2	0	4
0	1	4	2	10	10	6	0	0	14
1	2	5	4	5	5	5	0	1	6
2	1	9	7	10	4	4	0	0	12
4	3	13	5	12	5	5	0	0	7
1	1	10	3	10	10	8	1	0	2
1	3	11	4	9	3	19	2	0	6
0	1	5	3	7	10	3	0	0	5
2	3	3	3	3	6	1	0	0	8
1	0	2	3	2	0	1	0	0	10
0	1	2	2	1	1	0	1	0	2
1	0	1	0	1	1	0	0	0	2
1	0	1	1	5	1	0	0	0	0
0	0	1	0	0	0	0	0	0	0

0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
16	16	73	42	81	63	56	6	1	80

13	16	70	40	74	58	56	6	1	78
3	0	3	2	7	5	0	0	0	2
81.25	100	95.89041	95.2381	91.35802	92.06349	100	100	100	97.5

Dec-21									
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	1	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
1	0	0	0	2	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	2	0	1	1	0	0	0	1	1
2	3	3	1	6	0	0	0	8	5
4	8	7	10	5	0	0	8	9	12
8	5	10	0	10	1	0	8	6	7
9	4	19	13	1	1	0	4	11	4
8	8	14	4	8	0	0	10	7	3
8	7	7	6	5	0	0	8	4	8
12	4	6	10	2	0	1	6	7	9
6	10	9	5	6	0	0	3	6	8
13	2	2	3	9	0	0	6	2	5
0	1	4	2	0	0	2	2	1	1
2	1	2	1	0	0	0	0	2	0
0	0	0	1	1	0	0	1	0	0
0	1	0	0	0	2	2	1	0	0
0	0	1	0	0	0	0	1	0	2
2	3	0	0	1	0	0	0	1	0
1	0	0	0	0	2	0	2	2	0
75	60	84	57	57	4	5	58	65	65

72	55	83	56	53	2	3	55	64	63
4	5	1	1	4	4	2	5	3	2
94.73684	91.66667	98.80952	98.24561	92.98246	33.33333	60	91.66667	95.52239	96.92308

Jan-22									
Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th

0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	1	0	0	0	1	0	0	1	0
2	0	0	0	2	2	2	0	2	0
5	2	0	0	12	5	3	4	5	0
7	9	0	1	4	6	3	10	9	0
2	4	0	0	11	7	7	6	10	0
3	2	0	0	13	10	4	6	3	0
4	3	0	0	12	7	8	9	4	0
6	5	0	0	9	10	6	8	3	1
11	4	1	0	8	6	6	5	2	0
2	1	0	0	7	6	4	5	1	0
1	0	0	0	4	3	4	2	2	0
1	0	0	0	3	2	1	0	0	0
0	0	0	0	1	0	2	0	0	0
0	0	0	0	0	0	1	0	0	0
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
44	31	1	1	87	66	51	56	42	1

44	31	1	1	85	65	48	55	42	1
0	0	0	0	2	1	3	1	0	0
100	100	100	100	97.70115	98.48485	94.11765	98.21429	100	100

Feb-22									
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	2	1	0	1	4	0	0	3	2
0	12	5	5	6	6	1	0	4	6
0	4	7	6	3	4	0	0	10	11
0	11	6	1	2	5	0	2	7	12
0	9	7	6	7	7	0	1	5	9
5	6	6	9	9	6	0	0	6	11
4	4	13	8	4	9	2	0	1	1

0	5	6	4	5	2	0	1	7	6
0	7	5	6	4	0	1	0	9	5
0	3	4	4	2	6	0	0	15	9
1	1	4	2	1	6	0	0	2	4
0	1	4	2	0	0	0	1	2	2
0	0	1	0	0	0	0	0	0	0
0	0	0	0	1	1	0	0	0	0
0	0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0	1
0	0	1	0	0	1	0	0	0	0
10	65	70	53	45	57	4	6	72	79

10	65	68	53	44	55	4	5	71	78
0	0	2	0	1	2	0	1	1	1
100	100	97.14286	100	97.77778	96.49123	100	83.33333	98.61111	98.73418

Mar-22									
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	1	0	0	0	3	0
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	1	0	0	1	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	1	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
1	2	1	4	3	2	0	0	8	3
0	2	7	4	10	5	0	0	6	9
0	6	8	8	6	11	0	0	6	6
1	8	7	9	10	5	1	0	16	8
0	9	3	7	7	5	0	0	16	15
0	3	6	5	6	8	1	0	3	4
0	3	5	3	3	7	0	0	15	5
2	14	7	4	11	2	2	0	5	8
0	5	9	4	8	3	1	0	14	14
0	12	5	2	7	5	0	1	7	7
0	4	2	2	1	5	2	0	3	0
0	1	0	1	2	0	0	1	1	0
0	1	0	0	0	0	0	0	0	0
0	1	0	0	1	1	0	0	6	0
0	1	0	0	0	0	0	0	1	0
0	1	0	0	0	0	1	0	0	0
0	1	0	0	0	1	0	0	0	1
5	74	60	53	77	61	9	2	112	80

4	69	60	53	74	58	7	2	100	79
1	5	0	0	3	3	2	0	12	1

80	93.24324	100	100	96.1039	95.08197	77.77778	100	89.28571	98.75
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Apr-22									
Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	0	3	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
2	8	1	0	0	0	0	7	1	0
6	3	5	0	1	2	4	3	3	0
7	7	7	1	0	4	7	7	6	0
4	10	3	0	1	2	5	13	3	0
10	8	5	0	0	15	5	6	6	0
3	1	8	0	0	4	2	8	5	0
5	6	9	0	0	6	7	10	6	0
7	13	1	0	0	11	6	4	12	0
7	6	4	0	1	2	8	2	6	0
2	11	3	0	0	5	10	1	13	1
6	0	1	0	0	1	5	3	3	0
2	0	0	0	0	0	0	2	0	0
0	0	1	0	0	0	0	0	0	0
2	0	2	0	0	0	0	0	0	0
0	0	1	0	0	0	0	2	0	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
63	73	51	1	3	52	59	68	67	2

61	73	47	1	3	52	59	66	64	1
2	0	4	0	0	0	0	2	3	1
96.8254	100	92.15686	100	100	100	100	97.05882	95.52239	50

May-22									
Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	0	0	0
0	0	1	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
3	0	0	1	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0
1	1	1	1	0	0	0	0	0	0

0	0	0	0	1	0	0	0	0	0
2	0	0	0	1	2	1	2	1	0
6	1	0	1	3	3	8	6	1	0
8	0	0	7	8	4	10	3	0	0
10	0	1	7	5	12	8	8	1	0
3	0	0	12	2	2	5	4	2	0
5	0	0	6	8	7	9	1	2	0
3	0	0	7	3	9	0	5	0	1
10	0	0	5	3	6	5	6	3	0
4	1	0	2	10	6	4	1	1	0
1	2	0	5	6	7	4	6	0	0
2	1	0	4	4	5	5	1	0	0
0	1	0	1	1	0	2	1	0	0
0	1	0	1	2	4	2	0	0	0
1	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	1	0
0	0	0	1	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0	0
61	8	3	62	58	68	63	44	12	1

54	6	1	57	54	63	61	44	11	1
7	2	2	5	4	5	2	0	1	0
88.52459	75	33.33333	91.93548	93.10345	92.64706	96.8254	100	91.66667	100

Jun-22									
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	2	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	0	1
0	0	1	0	0	0	0	0	0	1
2	0	3	2	0	0	0	6	2	3
3	1	7	3	2	1	1	7	3	4
1	4	6	9	4	1	1	12	6	11
6	5	7	10	4	0	0	6	5	2
7	11	6	3	3	0	0	6	10	6
6	5	7	2	12	0	0	7	3	13
1	8	8	5	7	0	0	7	6	11
9	8	5	5	7	1	0	1	8	4
8	8	6	6	8	0	0	7	3	4
1	5	2	7	3	0	0	3	3	2
3	2	3	2	2	0	0	0	0	2
1	0	0	0	1	0	0	0	0	0
1	1	0	0	1	0	0	0	0	2

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	1
0	2	2	4	3	0	0	0	0	2
2	2	5	7	3	7	2	1	0	5
0	0	10	3	7	10	8	0	0	7
0	0	10	4	4	9	8	1	0	15
1	0	12	8	12	7	6	1	1	5
1	1	6	8	10	6	7	1	1	6
0	0	5	4	17	7	7	0	1	4
0	0	13	8	12	11	9	1	3	2
0	0	12	9	13	5	6	1	1	7
0	0	5	11	7	12	4	1	1	11
0	1	1	2	8	1	1	0	2	2
1	0	0	0	3	0	2	1	1	1
0	0	0	0	0	0	1	1	0	0
0	0	0	2	1	0	1	1	0	1
0	0	3	0	0	0	0	0	0	0
0	1	0	0	0	0	1	0	0	0
0	0	1	0	0	0	0	0	0	0
6	7	85	70	101	75	63	10	11	69

5	6	81	68	99	75	60	8	11	67
1	1	4	2	2	0	3	2	0	2
83.33333	85.71429	95.29412	97.14286	98.0198	100	95.2381	80	100	97.10145

Sep-22									
Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	3	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	1
1	0	1	0	0	0	0	0	0	1
4	1	0	0	0	0	0	5	0	2
3	6	3	4	0	0	2	4	9	7
8	6	12	5	4	0	4	5	5	8
9	7	15	8	1	0	10	2	8	9
42	8	14	9	2	1	15	6	22	5

7	10	8	10	2	0	6	1	7	12
11	9	4	2	1	0	11	1	4	7
9	10	5	6	0	0	6	7	13	1
5	7	2	7	1	0	9	7	14	5
5	7	6	3	1	0	2	8	2	7
2	4	0	0	1	0	1	2	1	0
2	1	2	0	2	0	6	0	0	0
0	0	0	0	0	2	0	0	2	1
0	1	0	0	1	1	0	0	0	2
0	5	0	0	0	1	1	0	0	1
1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
109	82	72	54	19	5	73	48	87	69

107	76	71	54	15	1	72	48	85	63
2	6	1	0	4	4	1	0	2	6
98.16514	92.68293	98.61111	100	78.94737	20	98.63014	100	97.70115	91.30435

Oct-22									
Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	2	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	3	0	0
0	0	0	0	0	0	0	1	0	0
3	2	0	0	0	0	3	0	2	0
16	5	0	0	6	6	4	1	5	0
9	14	1	1	7	7	9	9	5	0
14	11	2	2	8	6	13	16	6	1
9	9	3	1	8	10	7	11	10	0
9	9	0	1	2	4	6	5	6	0
11	6	0	0	6	6	3	3	4	0
7	6	1	0	5	7	9	5	13	1
12	2	0	1	16	8	7	5	13	3
16	5	0	1	10	7	4	13	3	0
0	1	2	2	1	6	4	3	2	0
0	1	0	0	1	1	0	0	1	0
0	0	0	0	4	2	0	0	0	0
0	1	0	1	0	0	0	0	0	0
0	2	0	0	0	0	0	1	0	0
1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0
107	74	9	12	74	72	70	77	70	5

106	71	9	9	70	68	69	71	70	5
1	3	0	3	4	4	1	6	0	0
99.06542	95.94595	100	75	94.59459	94.44444	98.57143	92.20779	100	100

Nov-22									
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
6th	7th	8th	9th	10th	11th	12th	13th	14th	15th
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0
0	0	3	1	0	2	0	0	0	1
2	9	9	7	7	5	3	0	3	3
0	4	15	13	12	17	1	1	10	17
1	9	10	7	9	9	0	0	10	7
0	6	13	17	15	5	2	1	7	5
0	3	9	7	17	16	1	1	8	8
0	10	11	9	5	8	0	0	9	5
0	6	15	6	18	5	0	0	9	9
0	18	9	16	15	21	0	0	11	5
0	8	9	10	10	3	0	0	15	6
0	4	2	2	4	0	0	1	7	1
0	1	2	1	4	0	0	1	1	1
0	2	7	1	0	0	0	0	0	3
0	1	1	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
3	81	116	97	117	91	7	5	90	73

3	78	107	96	116	91	7	5	90	68
0	3	9	1	1	0	0	0	0	5
100	96.2963	92.24138	98.96907	99.1453	100	100	100	100	93.15068

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	1	0
0	1	1	0	0	0	1	1	0	0
7	5	7	4	0	0	2	11	4	3
5	10	8	3	1	0	7	10	5	11
6	3	8	4	2	1	8	12	4	11
7	4	7	1	0	0	10	6	5	9
17	3	18	9	0	0	6	5	5	9
9	6	7	12	0	0	4	13	10	9
8	4	4	5	0	0	12	5	18	9
8	5	11	3	1	1	6	5	9	5
4	2	6	0	2	1	4	7	3	5
4	2	1	4	0	1	1	2	3	2
1	4	2	2	0	1	2	1	1	5
0	1	1	0	0	0	1	0	0	1
1	1	4	0	0	0	0	1	0	1
0	1	0	0	0	0	0	0	1	0

0	0	0	2	0	0	0	1	1	0
1	1	0	0	0	0	0	1	0	0
79	53	86	50	6	5	64	81	70	80

76	49	80	47	6	5	63	78	67	78
3	4	6	3	0	0	1	3	3	2
96.20253	92.45283	93.02326	94	100	100	98.4375	96.2963	95.71429	97.5

Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	0	0	2	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0
5	2	0	0	2	0	1	0	0	0
8	3	1	0	3	3	0	6	3	0
3	4	3	0	4	10	4	5	2	0
8	9	3	0	7	4	6	3	4	0
9	2	0	1	6	3	3	7	5	0
10	6	0	0	5	8	0	6	1	0
8	9	0	0	8	5	4	3	2	0
5	4	0	2	5	2	3	3	4	0
4	2	0	1	4	4	6	6	0	1
2	3	0	0	4	3	1	4	2	0
1	2	0	0	2	0	0	0	0	0
1	0	1	0	0	1	1	0	1	0
1	1	0	0	1	0	0	0	0	0
0	0	0	0	0	1	1	2	0	0
0	0	0	0	0	0	1	0	1	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
65	47	8	4	51	44	33	46	25	1

64	46	8	4	50	43	29	43	24	1
1	1	0	0	1	1	4	3	1	0
98.46154	97.87234	100	100	98.03922	97.72727	87.87879	93.47826	96	100

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th

0	0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	2	0	0	0	1
0	0	0	1	0	0	0	0	0	0
0	0	0	0	1	0	1	0	0	0
0	0	2	1	1	3	0	0	0	3
0	3	3	4	8	7	0	1	4	1
0	9	13	17	9	8	0	0	9	8
0	7	5	21	1	3	0	0	5	11
0	15	12	6	2	6	0	0	5	10
0	5	6	3	7	3	0	0	12	7
0	12	4	9	5	1	0	0	8	7
0	6	6	6	5	9	1	0	10	9
0	9	6	10	5	10	0	2	3	9
1	0	3	9	2	8	0	0	5	2
0	2	4	4	2	4	2	0	0	0
0	0	1	1	0	0	0	0	0	1
0	1	1	0	1	0	0	0	0	1
0	1	0	1	0	0	0	0	0	1
0	1	0	0	0	0	0	0	2	0
1	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
2	71	66	93	50	64	5	3	63	71

1	68	65	91	47	62	3	3	61	68
1	3	1	2	3	2	2	0	2	3
50	95.77465	98.48485	97.84946	94	96.875	60	100	96.8254	95.77465

Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
2	1	2	1	0	0	1	2	3	7
1	11	3	0	0	7	18	4	7	3
5	8	1	0	2	6	4	7	2	3
2	8	10	0	1	6	15	3	6	4
9	2	3	2	0	6	4	4	4	6
4	7	6	0	0	9	24	8	8	8
3	6	1	0	0	7	14	8	7	3

9	2	1	0	0	4	13	8	6	9
3	5	4	1	0	6	10	7	12	3
3	2	8	0	0	9	14	5	5	4
7	3	3	0	0	0	2	4	3	1
1	2	1	1	0	0	2	0	2	1
1	0	4	0	0	0	1	4	1	0
0	0	2	1	1	0	0	0	1	0
0	0	0	0	0	0	1	0	1	0
0	1	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0
50	59	51	6	5	60	123	65	68	52

49	57	43	5	3	60	121	60	65	52
1	2	8	1	2	0	2	5	3	0
98	96.61017	84.31373	83.33333	60	100	98.37398	92.30769	95.58824	100

Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
4	2	1	0	0	1	2	3	1	0
12	7	3	1	0	6	11	5	7	5
12	6	5	0	0	11	4	0	12	9
6	10	5	0	1	6	9	7	2	6
10	9	11	0	0	17	6	5	10	8
13	8	5	0	0	4	11	6	6	7
8	3	21	0	0	10	3	11	7	3
5	9	6	2	0	8	4	9	19	6
6	15	0	0	0	7	7	5	3	5
0	8	3	0	1	1	6	8	8	1
0	3	1	0	0	4	3	3	4	1
0	3	0	0	0	1	1	1	0	0
0	0	0	1	2	1	1	0	0	0
0	0	0	0	2	1	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0
1	0	0	0	0	1	0	0	0	0
77	83	61	5	6	79	69	63	79	51

76	83	61	3	2	76	67	63	79	51
1	0	0	2	4	3	2	0	0	0

98.7013	100	100	60	33.33333	96.20253	97.10145	100	100	100
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Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0	0
0	0	0	3	0	0	0	0	1	4
4	0	0	6	7	5	3	0	0	6
0	0	0	9	6	11	5	0	0	1
0	0	0	20	7	1	2	0	0	8
1	0	2	12	8	8	7	1	0	8
0	0	0	7	5	6	5	0	0	10
0	0	0	7	6	2	11	0	0	18
0	0	0	6	8	5	8	0	0	6
0	2	0	9	4	5	1	0	0	4
0	0	0	2	6	9	4	0	1	1
0	0	0	4	4	3	1	0	0	1
0	0	0	0	0	2	0	0	0	1
0	0	1	0	0	0	2	2	1	0
0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0
5	3	4	87	61	57	49	3	4	68

5	2	2	85	61	57	47	1	2	68
0	1	2	2	0	0	2	2	2	0
100	66.66667	50	97.70115	100	100	95.91837	33.33333	50	100

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	0	1	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0

0	0	0	2	0	1	0	1	0	0
0	3	2	5	5	0	0	2	0	1
7	9	8	10	5	0	0	3	7	12
9	6	13	7	11	0	0	9	12	11
5	3	7	10	8	0	0	7	6	7
11	9	16	9	4	2	0	4	6	9
9	3	4	3	5	4	0	1	7	11
10	4	6	7	8	1	0	4	12	4
13	6	9	16	11	2	0	10	3	3
14	9	11	6	4	1	0	5	5	5
3	3	7	7	3	3	0	9	6	6
0	4	2	3	0	2	0	1	1	5
0	3	0	1	2	0	1	0	0	0
1	1	0	2	1	1	0	0	1	0
0	0	0	0	0	0	1	1	1	0
0	1	0	0	0	0	0	0	0	0
2	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
84	64	85	88	69	19	2	57	67	75

81	62	85	84	66	15	1	55	65	74
3	2	0	4	3	4	1	2	2	1
96.42857	96.875	100	95.45455	95.65217	78.94737	50	96.49123	97.01493	98.66667

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
2	0	0	0	1	1	2	1	0	0
4	2	0	0	2	1	4	3	9	0
7	2	0	0	5	6	6	8	4	0
11	2	1	0	8	3	5	5	12	1
12	10	0	0	10	7	2	3	10	0
11	6	0	0	5	7	5	6	6	1
5	6	0	0	7	5	11	13	8	0
6	2	0	0	3	13	11	12	6	0
8	6	0	0	1	10	10	5	5	0
2	3	0	1	4	4	4	3	7	0
2	0	1	1	1	2	2	0	0	0
0	1	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0

0	1	0	0	0	0	1	0	0	0
1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	1
0	1	0	0	0	0	1	0	0	1
71	42	2	2	48	59	64	60	67	4

70	40	2	2	47	59	62	59	67	2
1	2	0	0	1	0	2	1	0	2
98.59155	95.2381	100	100	97.91667	100	96.875	98.33333	100	50

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
2	0	0	0	0	0	0	1	0	0
1	0	0	0	0	0	0	3	2	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0
0	0	0	0	1	0	0	0	0	0
2	1	1	2	0	1	0	0	0	2
2	0	14	6	3	7	7	0	0	6
3	5	8	7	7	2	7	2	2	2
2	1	6	14	9	8	6	0	1	9
0	1	7	12	11	8	6	0	0	17
1	2	8	7	11	7	5	0	0	7
1	2	9	9	10	10	12	0	1	3
2	1	7	1	11	1	13	0	0	5
1	2	12	4	8	6	7	3	0	15
2	1	3	3	3	6	4	4	1	12
1	0	2	3	3	1	5	3	0	6
0	0	1	0	0	3	0	2	0	2
0	2	0	0	0	0	0	0	1	0
0	1	0	0	0	0	1	1	1	0
0	0	1	0	0	0	0	7	0	0
0	0	0	0	0	0	0	2	0	0
0	0	0	0	0	0	0	0	0	0
20	19	79	68	77	60	74	28	9	87

17	16	78	68	76	60	72	14	5	86
3	3	1	0	1	0	2	14	4	1
85	84.21053	98.73418	100	98.7013	100	97.2973	50	55.55556	98.85057

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Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0	0
1	0	3	1	0	0	1	1	0	0
6	9	2	2	1	0	2	6	7	2
4	7	4	3	0	0	10	7	7	5
2	11	5	12	0	0	6	5	6	5
5	11	5	14	0	0	5	8	9	4
5	10	5	3	0	2	6	15	6	8
6	4	10	2	0	0	20	12	7	10
8	6	3	7	0	1	8	7	6	7
10	4	10	4	0	0	7	5	4	6
4	5	6	7	0	0	8	1	5	6
1	2	0	4	1	1	9	4	8	5
0	0	3	2	1	0	2	1	2	0
0	1	1	0	0	0	2	3	0	0
0	0	1	0	0	0	0	0	0	1
0	3	2	0	0	0	0	0	0	0
0	1	0	0	0	0	1	0	0	0
0	1	0	0	0	0	0	0	0	0
52	75	60	61	3	4	88	76	67	59

52	69	56	61	3	4	84	72	67	58
0	6	4	0	0	0	4	4	0	1
100	92	93.33333	100	100	100	95.45455	94.73684	100	98.30508

Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	2	1	2	0	0	0
6	0	0	0	9	9	6	2	0	0
6	0	0	0	10	8	9	7	2	1
8	0	2	0	5	9	12	7	1	1
10	0	1	0	4	5	5	8	0	0

8	1	0	0	4	6	3	7	0	0
4	0	0	0	6	5	5	4	0	0
6	0	0	0	7	3	4	7	0	0
1	1	0	0	13	6	8	7	0	0
12	0	0	1	17	6	6	10	0	1
5	0	0	0	5	3	1	3	1	2
0	0	0	1	0	0	3	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	1	1	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	1	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
66	2	4	3	84	64	64	62	4	5

66	2	3	2	82	61	64	62	4	5
0	0	1	1	2	3	0	0	0	0
100	100	75	66.66667	97.61905	95.3125	100	100	100	100

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	1	0	1	0	0
0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	2	0	1	1
1	1	3	10	7	2	2	0	4	11
1	8	18	6	8	5	0	0	8	10
0	5	15	14	3	6	0	0	9	14
0	8	6	6	6	10	0	0	14	26
0	3	6	8	4	5	0	3	13	12
0	7	1	8	12	3	2	0	7	10
0	12	4	10	15	6	0	0	16	12
0	9	10	9	7	11	3	0	11	13
1	5	6	5	13	6	6	0	9	5
0	2	3	4	2	4	1	0	1	2
1	0	0	2	0	0	0	1	1	3
0	0	0	0	0	1	0	0	0	1
0	0	1	0	0	0	0	0	1	0
0	0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0
4	61	73	82	80	61	17	5	95	120

4	61	72	82	77	58	16	4	94	119
0	0	1	0	3	3	1	1	1	1
100	100	98.63014	100	96.25	95.08197	94.11765	80	98.94737	99.16667

Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th
0	0	0	1	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0
4	1	5	0	0	2	1	1	4	1
2	1	6	0	0	9	6	6	6	7
7	9	9	0	0	11	22	15	12	12
14	14	10	2	1	6	8	4	9	4
7	4	15	0	0	10	1	9	9	8
17	9	7	1	0	1	5	7	4	4
12	7	7	1	0	2	8	11	7	5
7	3	5	0	0	8	17	14	13	10
10	7	6	0	1	14	10	12	10	6
5	6	7	0	0	10	7	9	1	2
5	2	6	0	0	3	3	3	5	3
1	2	0	1	1	2	4	2	1	0
0	2	1	0	0	1	1	0	2	0
3	0	0	0	0	0	1	3	1	0
0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0	0
94	68	84	6	3	80	95	96	85	63

91	65	83	5	3	78	92	93	81	62
3	3	1	1	0	2	3	3	4	1
96.80851	95.58824	98.80952	83.33333	100	97.5	96.84211	96.875	95.29412	98.4127

Friday	Saturday	Sunday	Monday	Tuesday
26th	27th	28th	29th	30th
0	0	0	0	0
0	0	0	0	0
0	1	0	0	0
0	4	0	1	0
0	0	0	0	0
0	1	0	0	0
0	0	0	0	0
0	0	0	0	2
1	0	0	3	10
6	0	3	14	15
6	0	0	10	5
4	0	0	11	15
7	0	1	4	7
3	0	1	14	5
10	0	0	4	6
3	0	0	10	4
9	0	1	8	4
1	0	0	3	2
4	1	0	4	1
1	0	1	0	0
0	0	0	0	1
0	0	0	0	0

0	1	0	0	0
1	0	1	0	0
56	8	8	86	77

54	1	6	85	76
2	7	2	1	1
96.42857	12.5	75	98.83721	98.7013

Sun	Mon	Tue	Wed	Thu	Fri
26th	27th	28th	29th	30th	31st
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	2	0	n/a
0	0	n/a	2	5	n/a
0	1	n/a	4	2	n/a
0	0	n/a	5	0	n/a
0	0	n/a	7	2	n/a
1	1	n/a	7	0	n/a
0	0	n/a	2	0	n/a
0	0	n/a	3	0	n/a
0	0	n/a	2	0	n/a
0	0	n/a	1	0	n/a
0	0	n/a	0	0	n/a
0	2	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
0	4	n/a	1	0	n/a
0	0	n/a	0	0	n/a
0	0	n/a	0	0	n/a
1	8	0	36	9	0

1	4	0	35	9	0
0	4	0	1	0	0
100	50	0	97.22222	100	0

Wed	Thu	Fri	Sat	Sun	Mon
26th	27th	28th	29th	30th	31st

0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	1	0	0
0	0	0	0	0	0
1	0	0	0	0	0
2	0	1	0	1	0
6	2	2	1	1	3
4	10	3	2	1	13
10	15	3	2	1	1
10	5	2	3	0	0
11	4	6	3	0	0
3	5	2	0	0	23
8	0	4	0	0	6
4	7	5	0	1	12
2	5	1	0	0	8
4	2	5	0	0	1
0	0	0	0	2	1
0	0	2	0	1	0
0	0	0	0	0	0
0	0	0	0	0	1
0	0	0	0	0	0
0	0	0	0	1	0
65	55	36	12	9	69

64	55	34	11	7	68
1	0	2	1	2	1
98.46154	100	94.44444	91.66667	77.77778	98.55072

Saturday	Sunday	Monday
26th	27th	28th
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
2	0	1
0	0	4
0	0	10
0	0	4
0	0	4
0	0	5
0	0	6

0	0	10
1	0	5
0	0	10
0	0	2
0	0	1
1	0	0
0	0	0
0	0	0
0	1	1
0	0	0
4	1	63

3	0	62
1	1	1
75	0	98.4127

Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday
26th	27th	28th	29th	30th	31st
0	0	1	0	0	0
0	0	2	0	0	0
0	0	1	0	0	0
1	0	0	0	0	1
0	6	0	0	0	0
0	0	1	1	0	0
1	0	0	0	0	0
0	0	1	2	7	2
1	0	4	7	10	5
0	0	7	2	8	3
0	0	5	7	5	7
0	0	8	12	3	8
0	0	11	12	9	8
0	0	6	7	4	7
0	0	8	3	6	6
0	0	10	3	6	9
0	0	8	2	4	1
0	0	5	0	0	4
0	0	1	1	0	3
0	0	2	0	2	0
2	2	1	1	1	0
0	0	0	0	0	0
0	0	0	0	0	0
0	1	0	0	0	0
5	9	82	60	65	64

1	0	74	58	62	63
4	9	8	2	3	1

20	0	90.2439	96.66667	95.38462	98.4375
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Tuesday	Wednesday	Thursday	Friday	Saturday
26th	27th	28th	29th	30th
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	1
1	0	2	1	1
1	0	3	1	0
7	7	5	12	1
2	12	5	11	1
10	6	12	6	0
12	7	5	4	0
4	8	3	6	1
1	9	6	4	0
3	8	6	3	1
8	5	3	6	0
2	5	4	1	0
1	3	2	3	0
1	2	1	3	0
0	1	0	5	0
0	0	0	1	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
53	73	57	67	6

52	72	55	60	4
1	1	2	7	2
98.11321	98.63014	96.49123	89.55224	66.66667

Thursday	Friday	Saturday	Sunday	Monday	Tuesday
26th	27th	28th	29th	30th	31st
1	0	0	0	0	0
2	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	1	0	0
0	0	0	1	0	0

0	0	0	0	3	1
2	0	0	0	1	0
6	5	1	0	7	8
1	5	0	0	14	5
2	10	1	0	7	9
3	2	0	0	9	6
4	7	0	0	5	7
4	6	0	0	1	5
7	9	0	0	15	5
7	7	0	0	12	2
7	4	1	0	1	6
3	0	0	0	3	1
1	0	0	0	1	1
0	1	0	2	0	0
1	1	1	1	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	2	0	0	0	0
51	59	4	5	79	56

47	55	3	0	76	55
4	4	1	5	3	1
92.15686	93.22034	75	0	96.20253	98.21429

Sunday	Monday	Tuesday	Wednesday	Thursday
26th	27th	28th	29th	30th
0	0	0	0	0
0	0	0	0	1
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	1	0	1	0
0	2	5	0	1
0	12	10	4	2
0	6	5	7	17
0	5	20	5	11
1	6	11	7	5
1	5	8	6	5
0	6	10	7	7
1	4	9	7	6
0	6	8	5	1
0	7	3	7	4
1	3	0	4	2
0	1	4	1	0
1	0	2	0	0

0	1	1	0	0
0	0	0	0	0
0	0	0	0	2
0	0	0	0	0
5	65	96	61	64

4	63	93	60	61
1	2	3	1	3
80	96.92308	96.875	98.36066	95.3125

Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26th	27th	28th	29th	30th	31st
0	0	0	0	0	0
0	1	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
2	0	0	0	0	0
6	1	0	0	0	0
6	5	8	5	1	0
6	8	4	12	0	0
10	9	10	8	0	0
12	8	5	11	0	0
7	6	2	5	0	1
4	7	3	8	3	0
16	6	14	5	0	0
10	4	5	5	0	0
3	1	7	4	3	0
4	1	0	1	1	0
2	1	0	1	0	0
0	0	2	0	0	0
0	0	0	0	1	0
0	0	1	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
88	58	61	65	9	1

86	57	58	65	8	1
2	1	3	0	1	0
97.72727	98.27586	95.08197	100	88.88889	100

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Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
26th	27th	28th	29th	30th	31st
0	0	0	BH	0	0
0	0	3	BH	0	1
0	0	0	BH	0	0
0	0	0	BH	0	0
0	0	0	BH	0	0
0	1	0	BH	0	0
1	0	0	BH	0	0
0	1	0	BH	0	1
2	0	0	BH	8	7
1	1	0	BH	4	4
0	0	0	BH	8	5
11	0	0	BH	3	6
0	2	0	BH	11	4
3	0	0	BH	11	3
11	0	0	BH	14	6
9	0	0	BH	6	2
9	0	1	BH	8	8
0	0	0	BH	4	1
1	0	1	BH	1	0
0	0	0	BH	0	1
1	0	0	BH	0	0
1	0	0	BH	1	0
0	0	0	BH	0	0
0	0	0	BH	0	0
50	5	5	0	79	49

47	4	2	0	78	47
3	1	3	0	1	2
94	80	40	0	98.73418	95.91837

Monday	Tuesday	Wednesday	Thursday	Friday
26th	27th	28th	29th	30th
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	1	0
0	0	3	2	1
2	5	5	5	6
7	4	15	10	5
8	9	10	7	4
13	14	8	13	6

16	3	8	12	6
12	6	3	5	8
13	5	4	8	5
8	3	11	8	7
8	3	2	8	8
3	6	3	7	8
1	0	0	2	4
1	1	0	1	0
0	0	0	1	0
0	0	0	2	0
0	0	0	0	0
0	0	0	0	0
92	59	72	92	68

91	58	72	87	68
1	1	0	5	0
98.91304	98.30508	100	94.56522	100

Wednesday	Thursday	Friday	Saturday	Sunday	Monday
26th	27th	28th	29th	30th	31st
2	0	0	0	0	0
3	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	1	0	0	0	0
0	1	1	0	0	0
2	0	0	1	0	0
4	2	2	0	1	2
4	5	1	0	0	6
4	20	9	0	0	8
9	6	5	1	0	10
13	10	18	0	3	15
15	8	4	0	1	9
12	5	9	2	0	3
10	3	5	1	0	8
5	7	6	2	0	12
7	12	10	0	1	6
2	2	4	8	1	1
5	1	1	0	3	0
0	0	0	0	0	0
0	2	0	0	0	1
0	0	0	0	1	0
0	3	0	0	0	0
0	0	0	0	0	0
97	88	75	15	11	81

90	81	74	14	10	80
7	7	1	1	1	1
92.78351	92.04545	98.66667	93.33333	90.90909	98.76543

Saturday	Sunday	Monday	Tuesday	Wednesday
26th	27th	28th	29th	30th
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	1
0	0	1	1	0
1	0	7	2	9
0	1	9	7	8
3	0	9	13	8
0	0	7	6	0
0	0	8	10	40
1	0	11	5	18
2	0	11	4	9
3	0	10	14	6
1	0	2	9	9
1	0	4	3	1
0	0	0	2	1
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
12	1	79	76	110

12	1	79	76	109
0	0	0	0	1
100	100	100	100	99.09091