

Report Date: 12/23/2016

Report Period: 10/31/16 to 1/5/17

Project Overview to Date Summary

Total Leads	Total Chats sent to Sales	Info Request	Total leads and chats sent to sales	Future Opportunities With Interest	Total Records	New Contacts	Total Call and Chat Attempts	Total Closed Records	Total Completed Scripts (TCS)	Remaining Calling Hours
18	446	14	464	35	2,459	4	2,535	2,413	1,525	117.05

Campaign Call Metrics Summary

Total Leads	Calling Hours	Future Opportunities With Interest	Information Requests	TCS per Hour	Closed Records per Hour	Calling Hours per Lead (HPL)	Lead % of TCS	List Penetration
464	1,699.0	35	14	0.9	1.4	3.66	30.4%	98.1%
300	1,816.0	25		1.0	3.0	6.67	8.0%	100.0%
155%	94%	140%		90%	47%	182%	380%	98%

Weekly Stats for 12/30/16 to 01/05/17

Last Activity Date	Total US new Inquiries	Call Attempts Made	Uncallable Inquiries	US Leads	International Emails Sent	International Leads	Total Closed Records of All Records Touched this week.	Leads Submitted in Pardot	Conversion % of total Inbound Inquiries	Total Chat Sessions	Total time spent in Chat Sessions	Chats sent to Sales for Quote	% of Chats Sent to Sales
Friday, December 30, 2016	25	65	2	3	8	0	0	0	0.00%	10	1:41:51	5	50.00%
Monday, January 02, 2017	23	59	3	4	0	1	0	0	0.00%	15	2:30:00	3	20.00%
Tuesday, January 03, 2017	18	34	1	3	29	0	6	0	0.00%	26	3:43:44	9	34.61%
Wednesday, January 04, 2017	12	24	1	5	9	2	4	0	0.00%	22	3:44:44	8	36.36%
Thursday, January 05, 2017	17	33	3	2	3	0	12	0	0.00%	29	4:41:51	12	41.40%
Total	95	216	10	17	49	3	22	0	0.00%	102	15:00:90	37	36.27%

5 am Hour	6 am Hour	7 am Hour	8 am Hour	9 am Hour	10 am Hour	11 am Hour	12 pm Hour	1 pm Hour	2 pm Hour	3 pm Hour	4 pm Hour	5 pm Hour
12	15	14	14	10	9	4	5	8	0	4	7	0
6	6	3	2	2	4	1	3	4	0	2	4	0
50.00%	40.00%	21.42%	14.28%	20.00%	44.44%	25.00%	60.00%	50.00%	0.00%	50.00%	57.14%	0.00%

