

Ordybehesht					
	Date	Received	Service level rate	Teleopti	Python
			Within 90s	Available resource	Available resource
Sat	20-Apr	2067	99%	38	38
Sun	21-Apr	2002	97%	33	35
Mon	22-Apr	1802	100%	35	29
Tue	23-Apr	1669	98%	30	25
Wed	24-Apr	1788	100%	34	29
Thu	25-Apr	1741	96%	35	29
Fri	26-Apr	1495	98%	31	25
Sat	27-Apr	2136	95%	32	27
Sun	28-Apr	1925	97%	31	29
Mon	29-Apr	1962	95%	31	30
Tue	30-Apr	1846	88%	27	26
Wed	1-May	2129	75%	29	29
Thu	2-May	1729	91%	30	29
Fri	3-May	1515	93%	28	26
Sat	4-May	1786	87%	25	28
Sun	5-May	2382	83%	26	32
Mon	6-May	2344	80%	27	29
Tue	7-May	2132	82%	30	27
Wed	8-May	2048	76%	26	30
Thu	9-May	1803	83%	22	30
Fri	10-May	1515	80%	22	26
Sat	11-May	2447	82%	36	31
Sun	12-May	2281	90%	33	33
Mon	13-May	2579	73%	33	32
Tue	14-May	2272	76%	29	32
Wed	15-May	2084	86%	32	31
Thu	16-May	2190	79%	31	30
Fri	17-May	1595	86%	27	34
Sat	18-May	2116	81%	32	29
Sun	19-May	2143	76%	28	36
Mon	20-May	2074	82%	31	38
Average call received		1987			

Sun	4
Sat	4
Mon	3
Wed	3
Tue	2
Thu	1

Ordybehesht					
Time Period	Average call received	Teleopti		Python	
		Available resource		Available resource	
00-01	51	<div></div>	11	<div></div>	14
01-02	22	<div></div>	8	<div></div>	10
02-03	11	<div></div>	6	<div></div>	6
03-04	4	<div></div>	6	<div></div>	6
04-05	3	<div></div>	6	<div></div>	6
05-06	3	<div></div>	6	<div></div>	6
06-07	5	<div></div>	6	<div></div>	6
07-08	18	<div></div>	4	<div></div>	3
08-09	52	<div></div>	8	<div></div>	6
09-10	93	<div></div>	10	<div></div>	9
10-11	130	<div></div>	15	<div></div>	12
11-12	146	<div></div>	15	<div></div>	12
12-13	156	<div></div>	20	<div></div>	17
13-14	156	<div></div>	20	<div></div>	17
14-15	136	<div></div>	20	<div></div>	17
15-16	125	<div></div>	20	<div></div>	17
16-17	110	<div></div>	19	<div></div>	18
17-18	112	<div></div>	17	<div></div>	19
18-19	117	<div></div>	21	<div></div>	22
19-20	119	<div></div>	16	<div></div>	19
20-21	120	<div></div>	16	<div></div>	19
21-22	110	<div></div>	11	<div></div>	14
22-23	108	<div></div>	11	<div></div>	14
23-00	82	<div></div>	11	<div></div>	14
Average call received		83			

	Khordad				
	Date	Received	Service level rate	Teleopti	Python
			Within 90s	Available resource	Available resource
Tue	21-May	2013	77%	32	38
Wed	22-May	1746	90%	34	36
Thu	23-May	1748	85%	29	29
Fri	24-May	1542	87%	27	25
Sat	25-May	2610	82%	36	25
Sun	26-May	2930	78%	33	26
Mon	27-May	2292	82%	33	29
Tue	28-May	2219	65%	30	29
Wed	29-May	2047	72%	31	31
Thu	30-May	1981	76%	26	29
Fri	31-May	1445	84%	24	26
Sat	1-Jun	2070	95%	33	26
Sun	2-Jun	1955	85%	32	27
Mon	3-Jun	1794	83%	26	30
Tue	4-Jun	1383	87%	26	31
Wed	5-Jun	1891	88%	32	33
Thu	6-Jun	1651	79%	27	29
Fri	7-Jun	1652	81%	25	31
Sat	8-Jun	1994	79%	34	28
Sun	9-Jun	1999	76%	33	29
Mon	10-Jun	2393	81%	33	29
Tue	11-Jun	2473	84%	34	34
Wed	12-Jun	2464	81%	35	33
Thu	13-Jun	2428	71%	27	31
Fri	14-Jun	1828	80%	23	30
Sat	15-Jun	2422	83%	36	30
Sun	16-Jun	2364	73%	33	29
Mon	17-Jun	1706	89%	25	35
Tue	18-Jun	2217	70%	31	31
Wed	19-Jun	2228	65%	33	35
Thu	20-Jun	1932	73%	29	38
	Average call received	2046			

Tue	3
Wed	3
Sat	3
Sun	2
Mon	2
Thu	1

Khordad			
Time Period	Average call received	Teleopti	Python
		Available resource	Available resource
00-01	59	10	14
01-02	28	7	10
02-03	12	6	6
03-04	6	6	6
04-05	3	6	6
05-06	3	6	6
06-07	6	6	6
07-08	19	6	3
08-09	50	10	6
09-10	95	12	9
10-11	133	18	12
11-12	152	18	12
12-13	159	23	17
13-14	161	23	17
14-15	143	23	17
15-16	126	23	17
16-17	113	20	18
17-18	112	17	19
18-19	114	21	22
19-20	119	15	19
20-21	121	15	19
21-22	113	10	14
22-23	111	10	14
23-00	89	10	14
Average call received		85	

Shift Management
TDLTE 1403

Tir			
	Date	Teleopti	Python
		Available resource	Available resource
Fri	21-Jun	27	38
Sat	22-Jun	38	35
Sun	23-Jun	34	25
Mon	24-Jun	34	29
Tue	25-Jun	25	25
Wed	26-Jun	34	29
Thu	27-Jun	32	29
Fri	28-Jun	27	26
Sat	29-Jun	33	29
Sun	30-Jun	29	27
Mon	1-Jul	32	29
Tue	2-Jul	29	27
Wed	3-Jul	29	29
Thu	4-Jul	23	29
Fri	5-Jul	24	28
Sat	6-Jul	34	32
Sun	7-Jul	32	27
Mon	8-Jul	31	29
Tue	9-Jul	32	27
Wed	10-Jul	31	31
Thu	11-Jul	25	29
Fri	12-Jul	27	32
Sat	13-Jul	37	32
Sun	14-Jul	35	30
Mon	15-Jul	29	33
Tue	16-Jul	25	30
Wed	17-Jul	34	30
Thu	18-Jul	30	34
Fri	19-Jul	24	30
Sat	20-Jul	29	36
Sun	21-Jul	29	38

Tir			
Time Period		Teleopti	Python
		Available resource	Available resource
00-01	<div></div>	11	14
01-02	<div></div>	8	10
02-03	<div></div>	6	6
03-04	<div></div>	6	6
04-05	<div></div>	6	6
05-06	<div></div>	6	6
06-07	<div></div>	6	6
07-08	<div></div>	5	3
08-09	<div></div>	8	6
09-10	<div></div>	10	9
10-11	<div></div>	15	12
11-12	<div></div>	15	12
12-13	<div></div>	20	17
13-14	<div></div>	20	17
14-15	<div></div>	20	17
15-16	<div></div>	20	17
16-17	<div></div>	18	18
17-18	<div></div>	17	19
18-19	<div></div>	21	22
19-20	<div></div>	16	19
20-21	<div></div>	16	19
21-22	<div></div>	11	14
22-23	<div></div>	11	14
23-24	<div></div>	11	14