

Languagewise Monthly Total calls Received for GIC 2010

Monthly Total Calls														
	January	February	March	April	May	June	July	August	September	October	November	December		
Total Calls													Total	Average
Sinhala	68752	74221	78993	65353	74315	92520	98865	121599	122290	111501	109542	127742	1,145,693	93%
Tamil	2444	3187	3833	3409	3526	3931	4085	4636	4871	4507	4827	5429	48,685	4%
English	3378	2412	2596	2373	2582	3046	3285	4074	4177	3505	3553	4153	39,134	3%
	Total												1,233,512	
Answered Calls														
Sinhala	67663	73547	78410	64475	68262	89010	94649	100707	95314	98421	98889	107570	1,036,917	93%
Tamil	2373	3035	3640	3173	3123	3550	3538	3188	3221	3611	3868	4098	40,418	4%
English	3200	2369	2547	2301	2293	2846	3020	3099	2925	2938	3101	3247	33,886	3%
	Total												1,111,221	90%
Abandoned Calls														
Sinhala	1089	673	583	876	6053	3510	4216	20891	26976	13080	10653	20172	108,772	89%
Tamil	71	153	193	236	403	381	547	1448	1650	896	959	1331	8,268	7%
English	178	43	49	72	289	200	265	975	1252	567	452	906	5,248	4%
	Total												122,288	10%