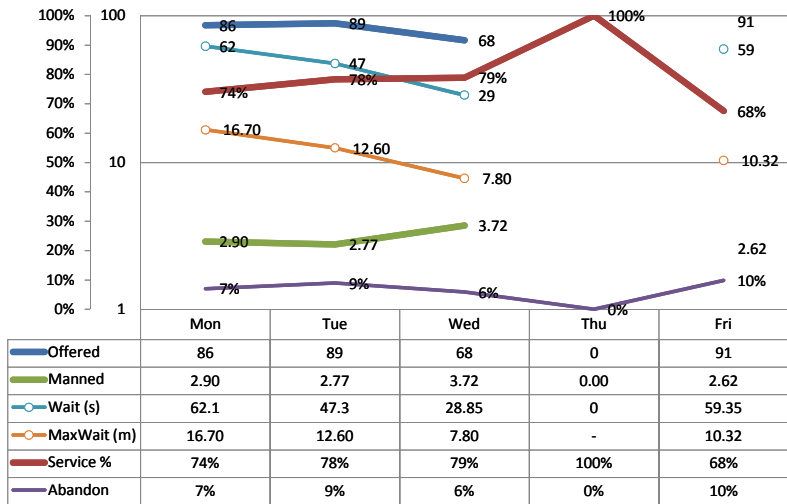


Call Center ACD

Reporting data through 11/12/2010

ACD Last Week



Actuals for Last Week

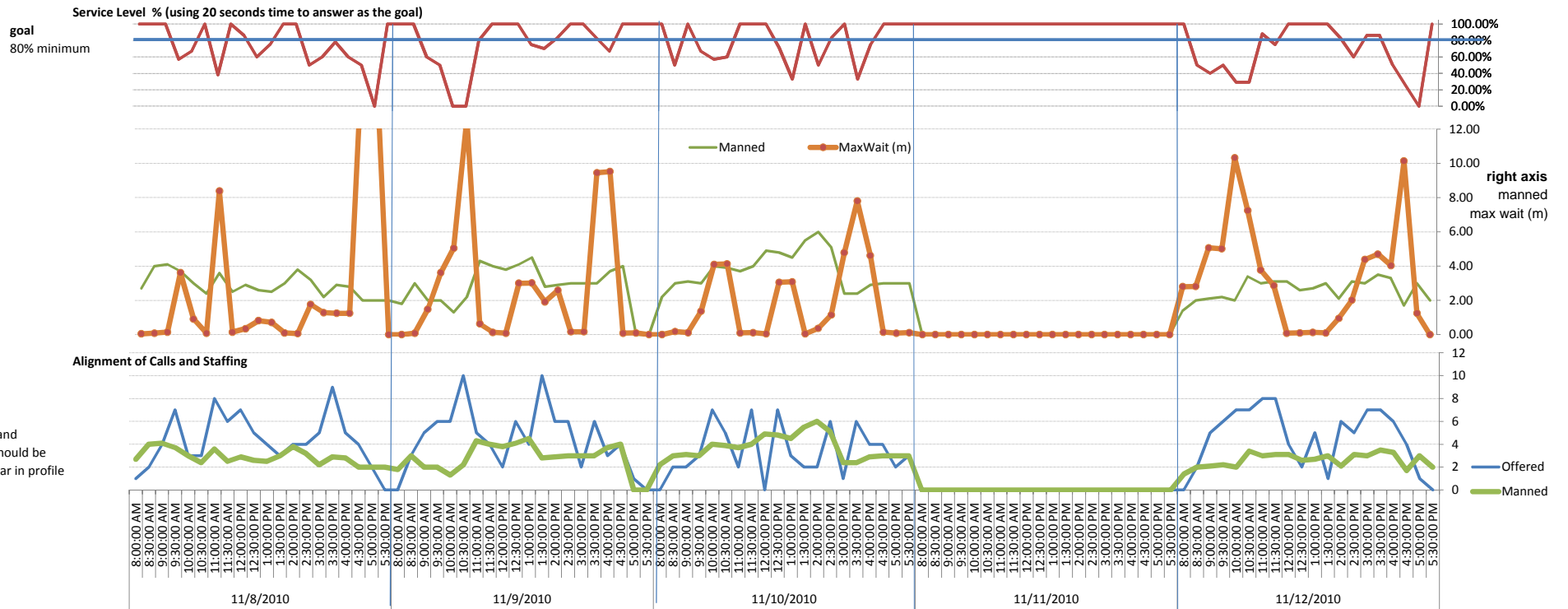
Calls Offered Per Day	Average	66.8
	Peak	91
Service Level % Achieved	Average	79.79
	Lowest	67.55
Agents Manned on the ACD	Average	2.40
	Lowest	0
Abandon Rate Per Day	Average	8%
	Peak	10%
Avg Wait Time in seconds	Average	39.52
	Peak	62.10
Maximum Wait in minutes	Average	9.48
	Peak	16.70

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current 27.8	37.9
Service Level % Achieved	Goal 80.0	80.0
	Diff 0.2	12.5
Agents on the Sign Up Sheet	Average 3.6	Shortfall 1.2
Abandon Rate Per Day	Goal 10%	10%
	Diff 2%	0%
Wait Time in seconds	Goal 30	30
	Diff (9.5)	(32.1)
Maximum Wait in minutes	Goal 5	5
	Diff (4.5)	(11.7)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 62%

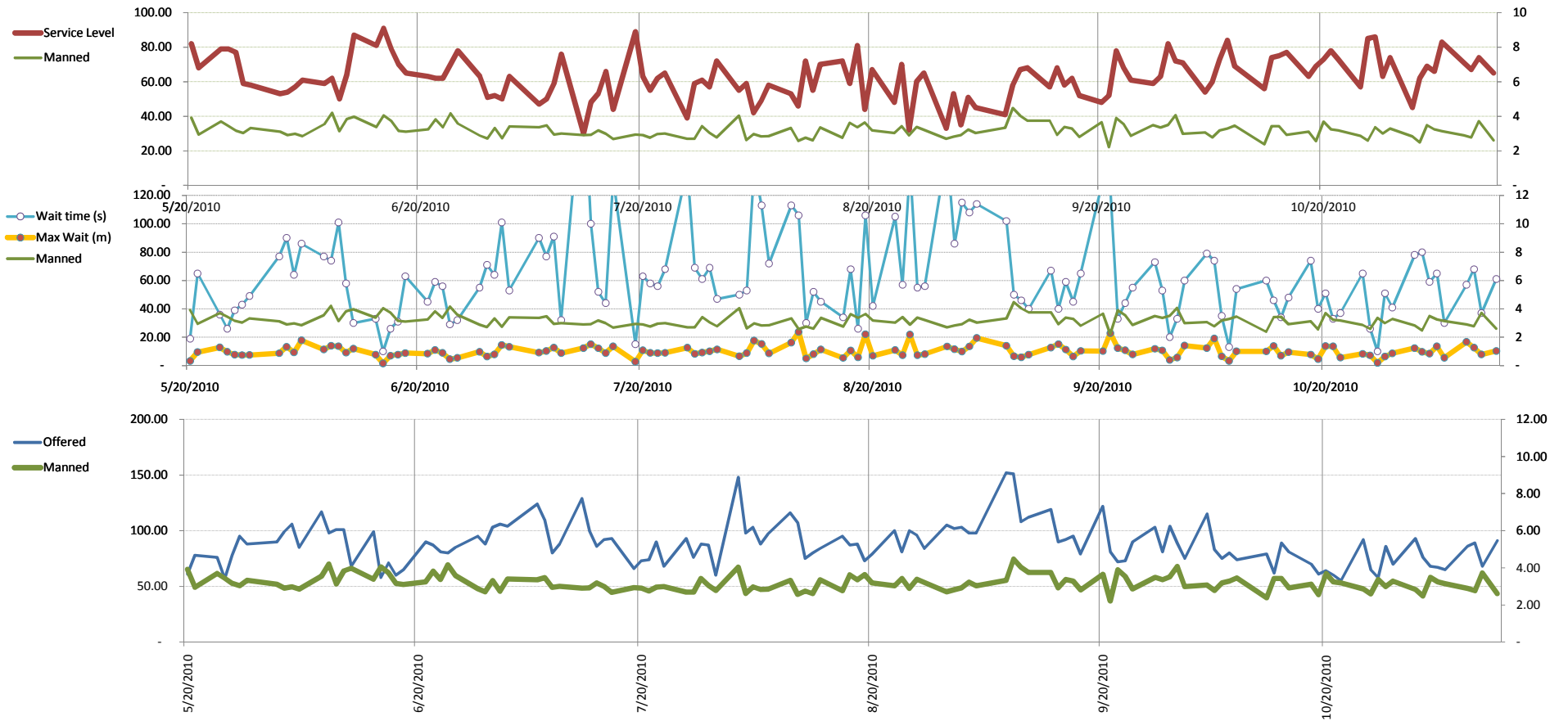
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 5.8
 Avg Gap 3.4



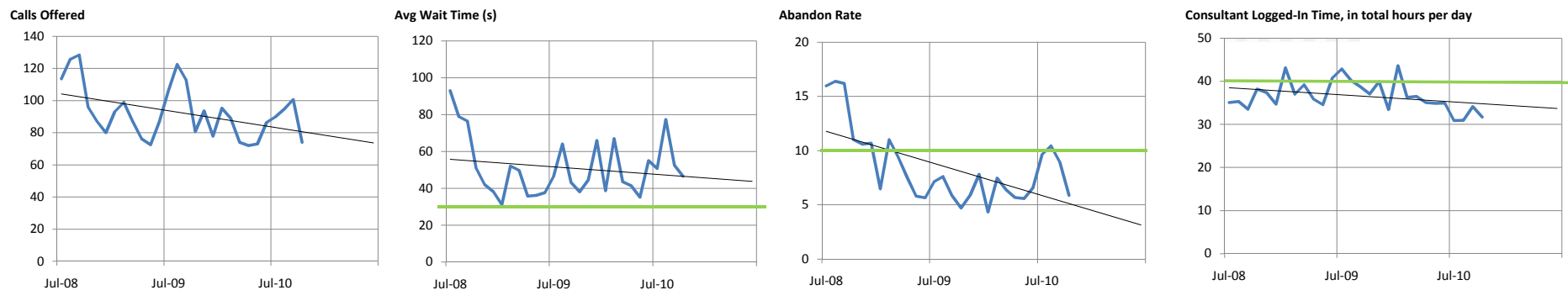
Call Center ACD

Reporting data through 11/12/2010

Daily Detail over Several Months



Monthly Detail over Several Years

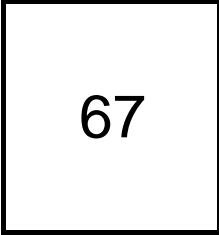


Actuals vs Goal

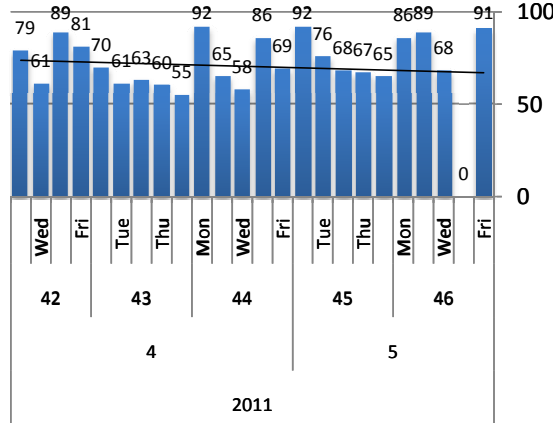
Reporting data through 11/12/2010

Calls Offered

Average Per Day



Last week



Average Per Day

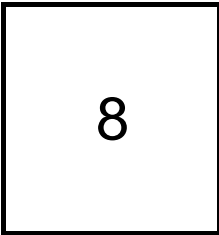
Now	Year Ago
this week	66.8 not available
last 3 months	84.5 not available
last 6 months	87.6 not available

Avg Peak Per Day

Now	Year Ago
this week	91 not available
last 3 months	120 not available
last 6 months	125.67 not available

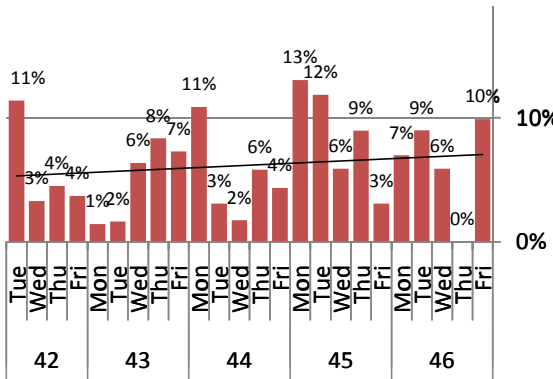
Call Handling

Abandon Rate



Last week, average

Goal = 10%



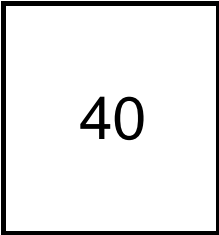
Average Per Day

Now	Year Ago
this week	8% not available
last 3 months	10% not available
last 6 months	10% not available

Avg Peak Per Day

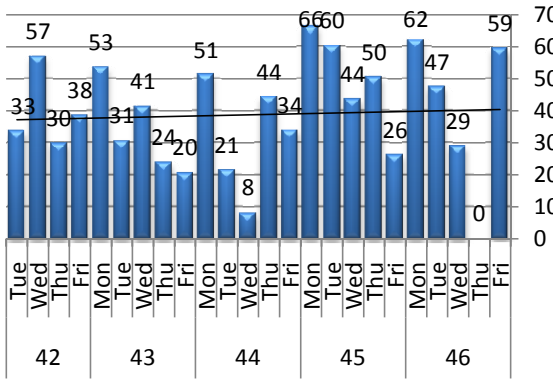
Now	Year Ago
this week	10% not available
last 3 months	23% not available
last 6 months	24% not available

Wait Time on Hold
80% minimum



Last week, average

Goal = 30 seconds



Average Wait Per Day (s)

Now	Year Ago
this week	39.52 not available
last 3 months	57.86 not available
last 6 months	64.01 not available

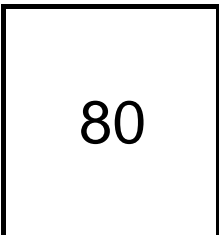
Avg Max Wait / Day (m)

Now	Year Ago
this week	9.48 not available
last 3 months	10.28 not available
last 6 months	10.36 not available

Worst Wait Per Day (m)

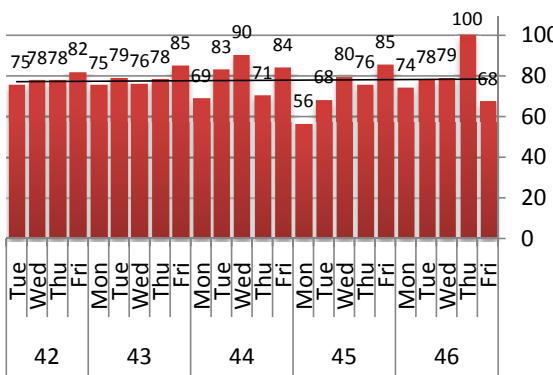
Now	Year Ago
this week	16.70 not available
last 3 months	22.85 not available
last 6 months	23.68 not available

Service Level



Last week, average

Goal = 80 percent ?



Avg Service Level / Day

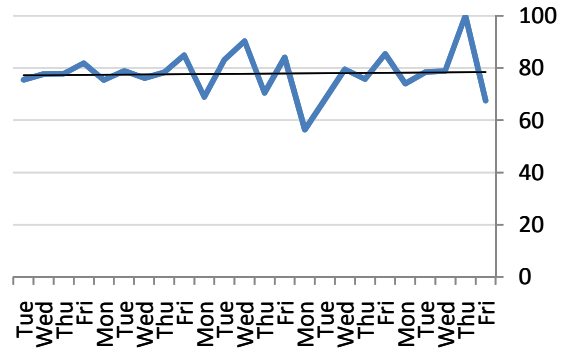
Now	Year Ago
this week	79.79 not available
last 3 months	65.62 not available
last 6 months	62.68 not available

Actuals vs Goal

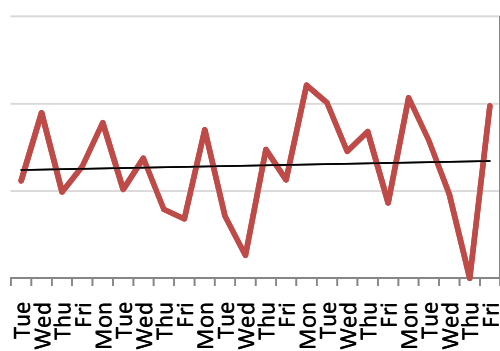
Reporting data through 11/12/2010

Components

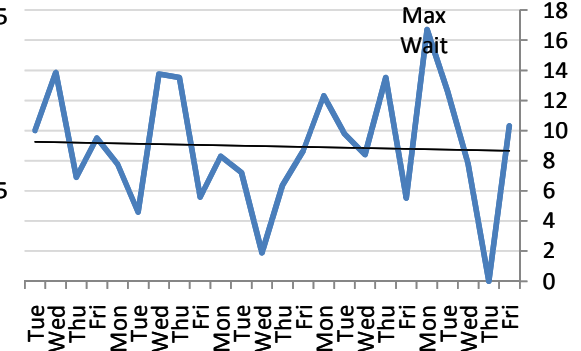
Service Level %



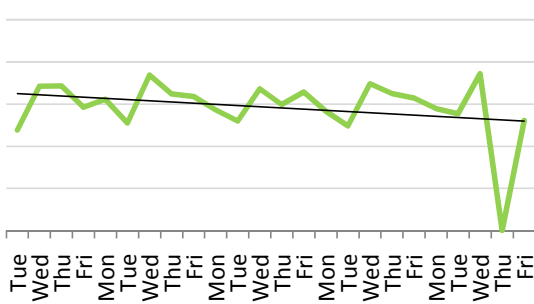
Average Wait, in Minutes



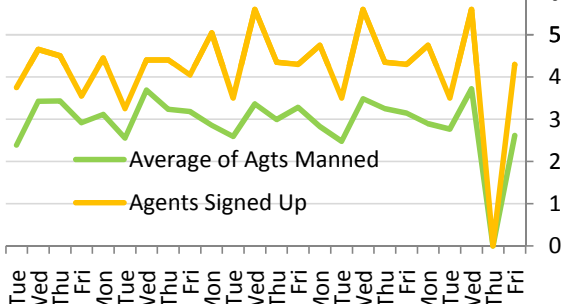
Maximum Wait, in Minutes



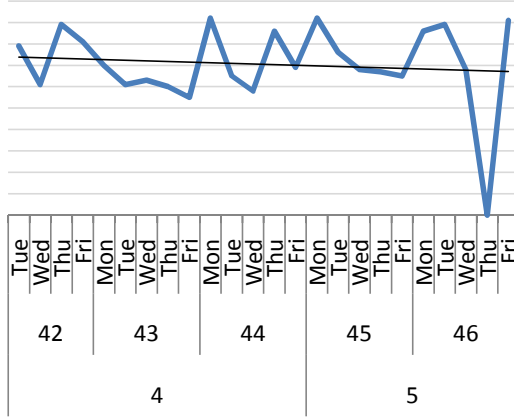
Avg Agents Manned



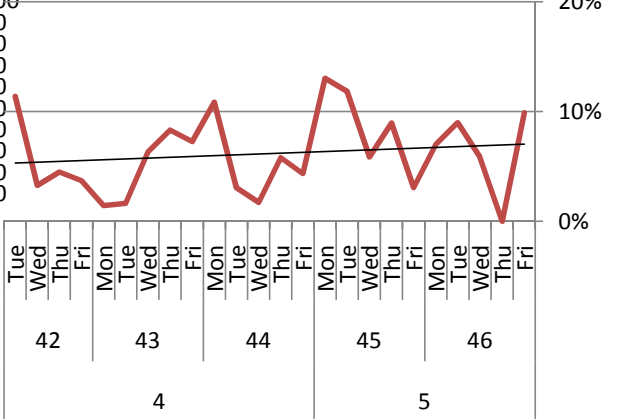
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 11/12/2010

