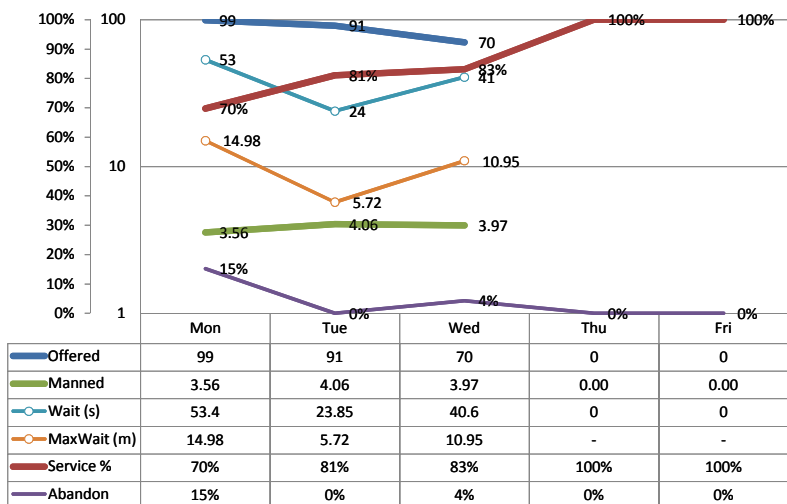


ACD Last Week



Actuals for Last Week

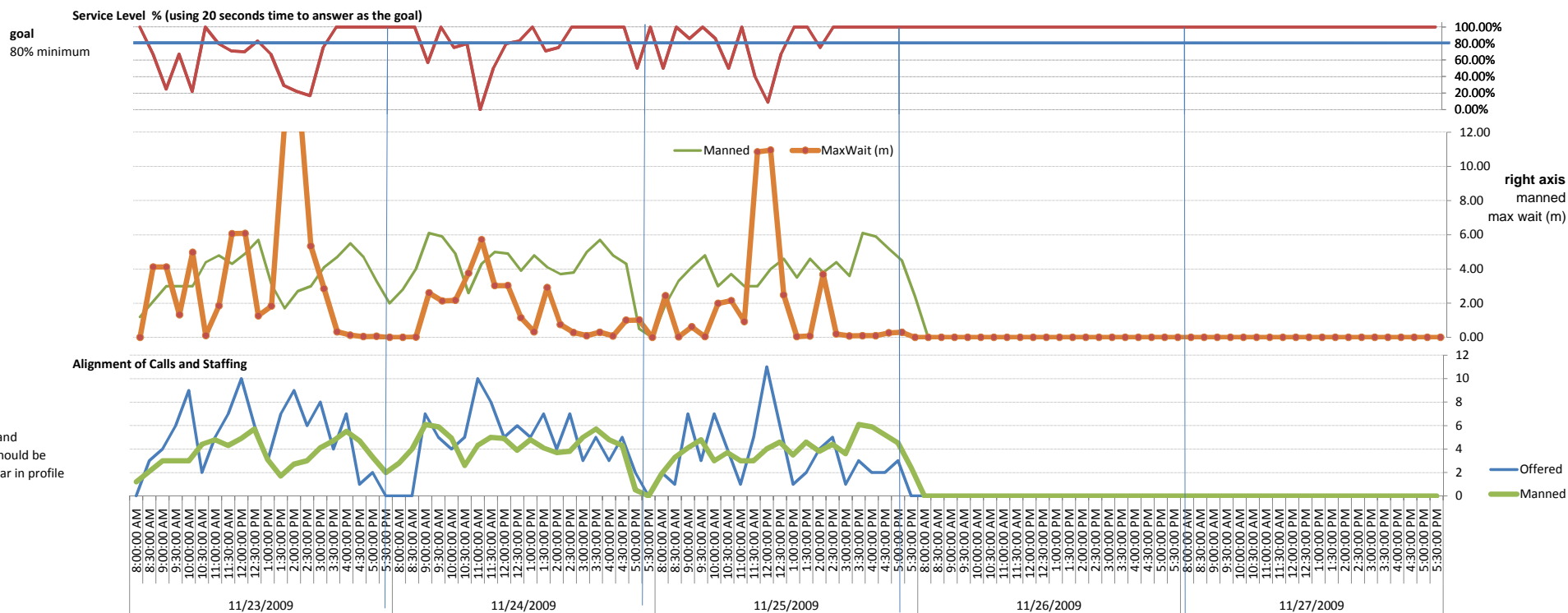
Calls Offered Per Day	
Average	52
Peak	99
Service Level % Achieved	
Average	86.79
Lowest	69.75
Agents Manned on the ACD	
Average	2.32
Lowest	0
Abandon Rate Per Day	
Average	6%
Peak	15%
Avg Wait Time in seconds	
Average	23.57
Peak	53.40
Maximum Wait in minutes	
Average	6.33
Peak	14.98

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent		
Current	22.4	42.7
Service Level % Achieved		
Goal	80.0	80.0
Diff	-6.8	10.3
Agents on the Sign Up Sheet		
Average	3.1	
Shortfall	0.8	
Abandon Rate Per Day		
Goal	10%	10%
Diff	4%	-5%
Wait Time in seconds		
Goal	30	30
Diff	6.4	(23.4)
Maximum Wait in minutes		
Goal	5	5
Diff	(1.3)	(10.0)
	Average	Peak

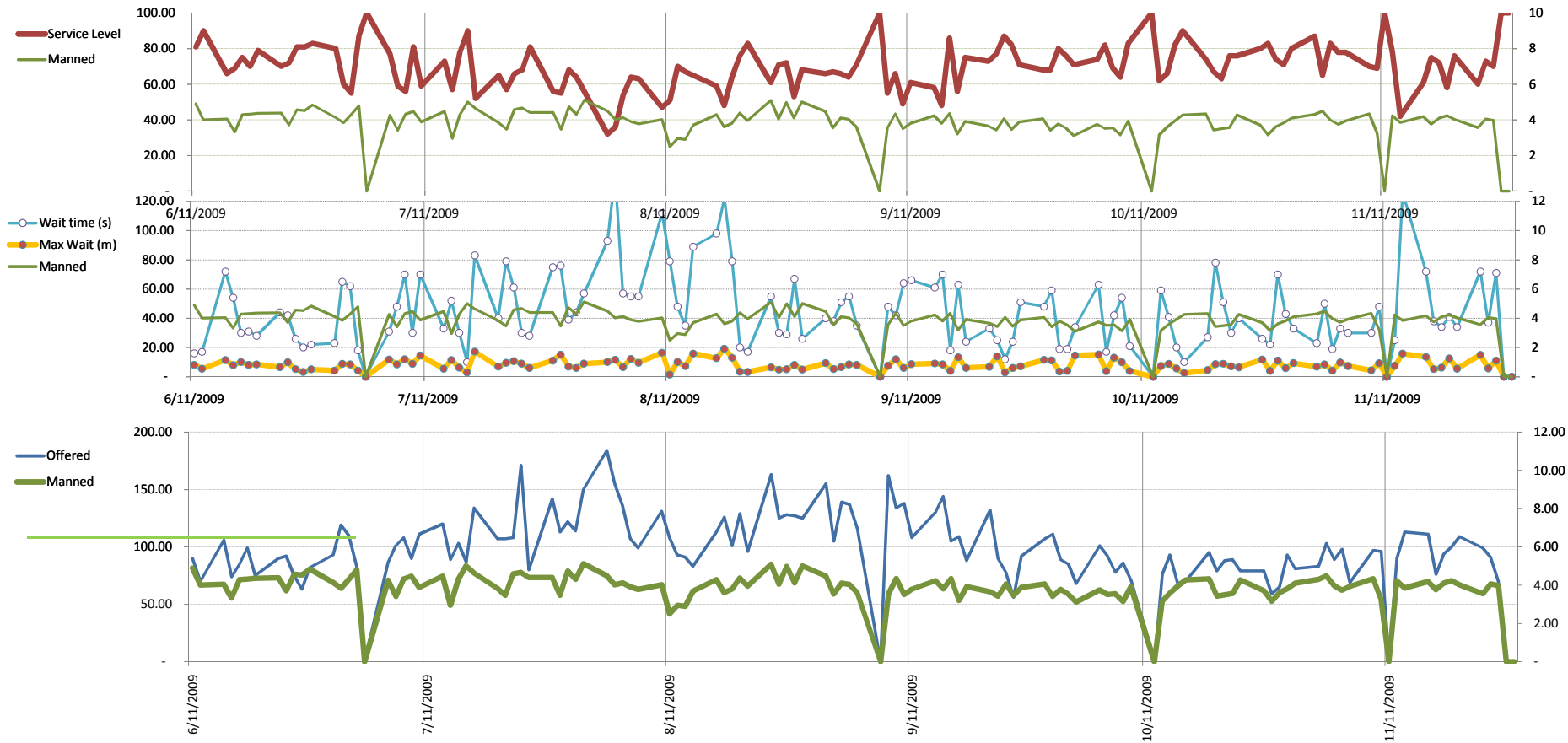
Average % of Half-Hour Periods where Service Level meets Goal
73%

ACD Forecast of Agents Needed for 100% Service Level at all times
Average 6.0
Avg Gap 3.7

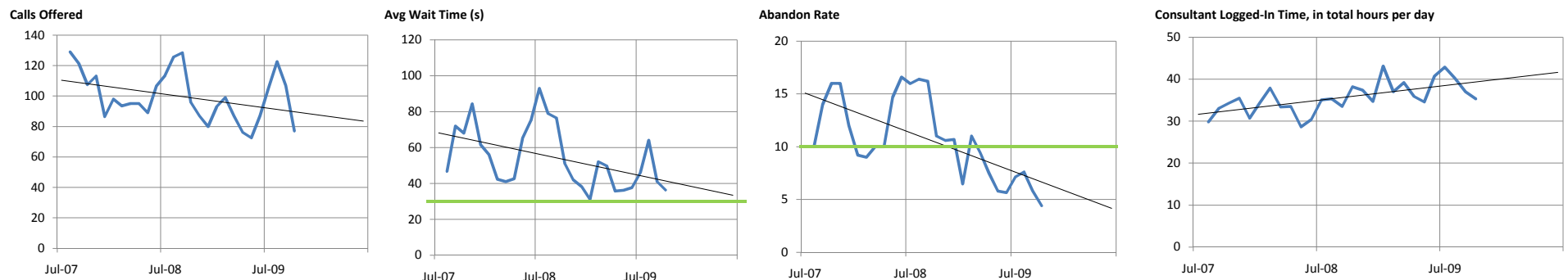


Daily Detail over Several Months

Reporting data through 11/27/2009



Monthly Detail over Several Years

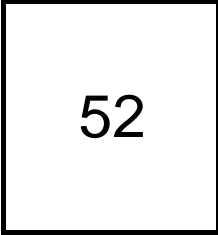


Actuals vs Goal

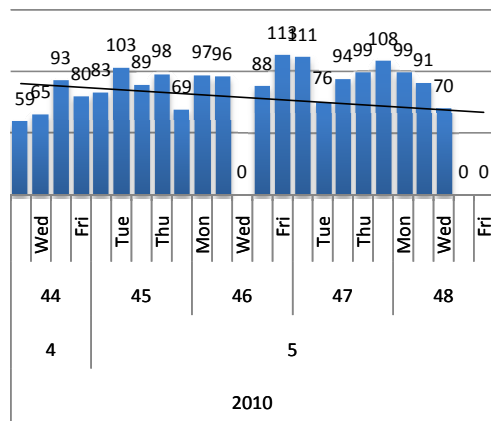
Reporting data through 11/27/2009

Calls Offered

Average Per Day



Last week



150

Average Per Day

	Now	Year Ago
this week	52.0	not available
last 3 months	88.1	not available
last 6 months	96.6	not available

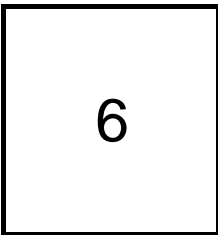
Avg Peak Per Day

	Now	Year Ago
this week	99	not available
last 3 months	125.33	not available
last 6 months	141.67	not available

Gap

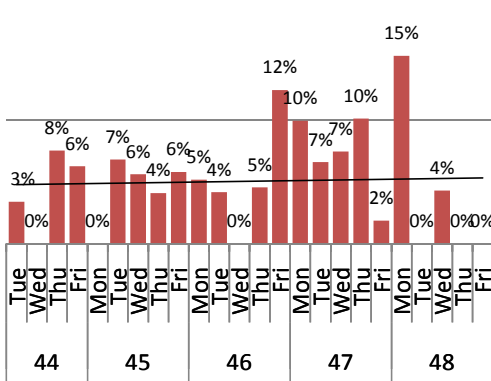
Call Handling

Abandon Rate



Last week, average

Goal = 10%



10%

Average Per Day

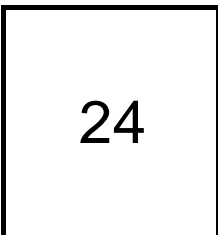
	Now	Year Ago
this week	6%	not available
last 3 months	7%	not available
last 6 months	8%	not available

Avg Peak Per Day

	Now	Year Ago
this week	15%	not available
last 3 months	16%	not available
last 6 months	19%	not available

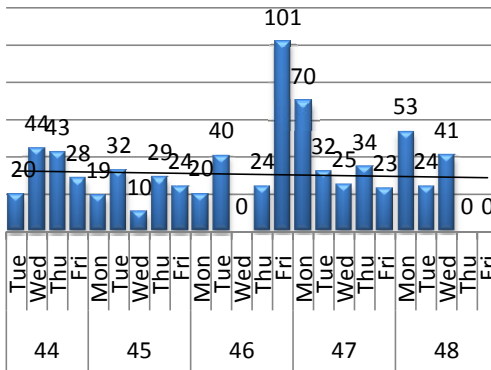
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



120

Average Wait Per Day (s)

	Now	Year Ago
this week	23.57	not available
last 3 months	38.90	not available
last 6 months	44.10	not available

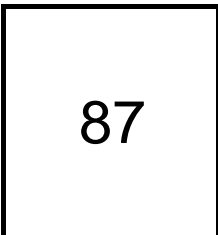
Avg Max Wait / Day (m)

	Now	Year Ago
this week	6.33	not available
last 3 months	7.50	not available
last 6 months	8.02	not available

Worst Wait Per Day (m)

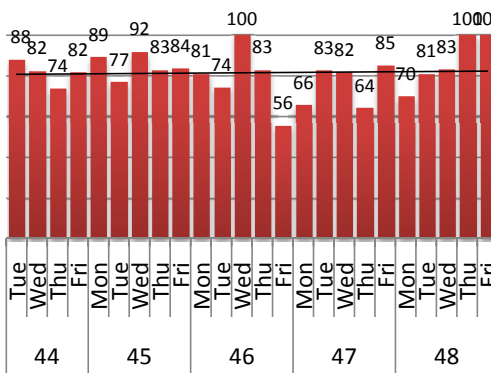
	Now	Year Ago
this week	14.98	not available
last 3 months	15.80	not available
last 6 months	19.15	not available

Service Level



Last week, average

Goal = 80 percent ?



100

Avg Service Level / Day

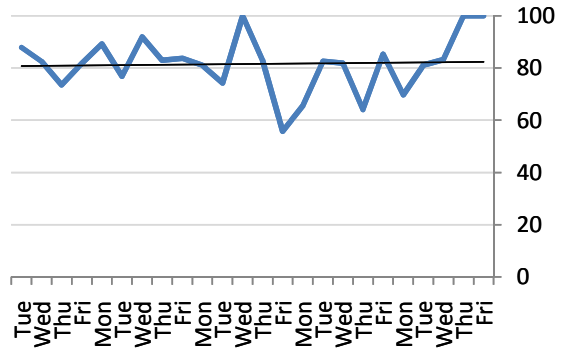
	Now	Year Ago
this week	86.79	not available
last 3 months	73.27	not available
last 6 months	70.31	not available

Actuals vs Goal

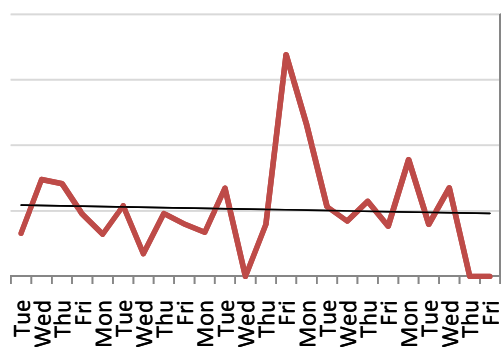
Reporting data through 11/27/2009

Components

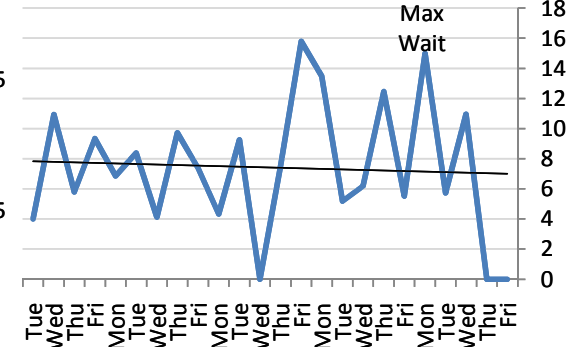
Service Level %



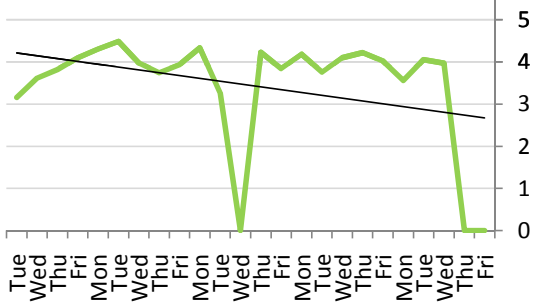
Average Wait, in Minutes



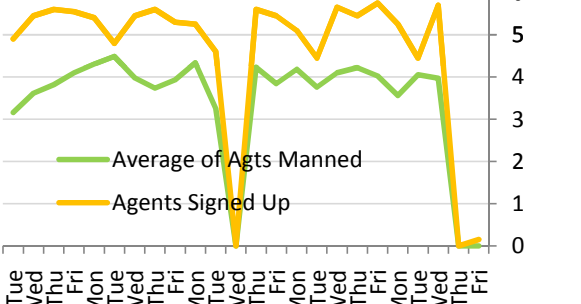
Maximum Wait, in Minutes



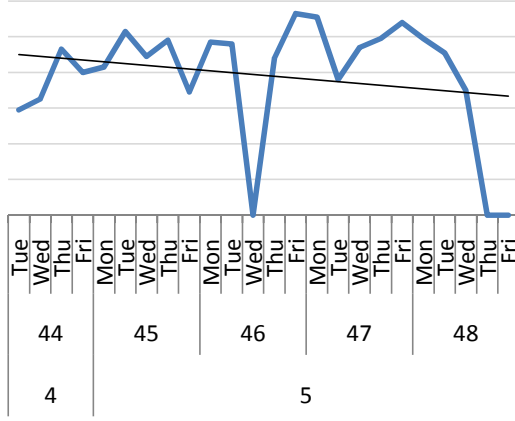
Avg Agents Manned



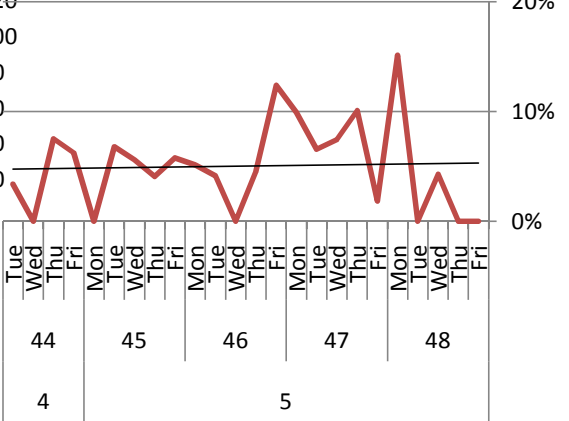
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
Week of year		44			45					46				47					48
Fiscal month		4								5									

Day of Week	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
Week of year		44			45					46				47					48
Fiscal month		4								5									

Actuals vs Goal

Components, Cont.

Reporting data through 11/27/2009

