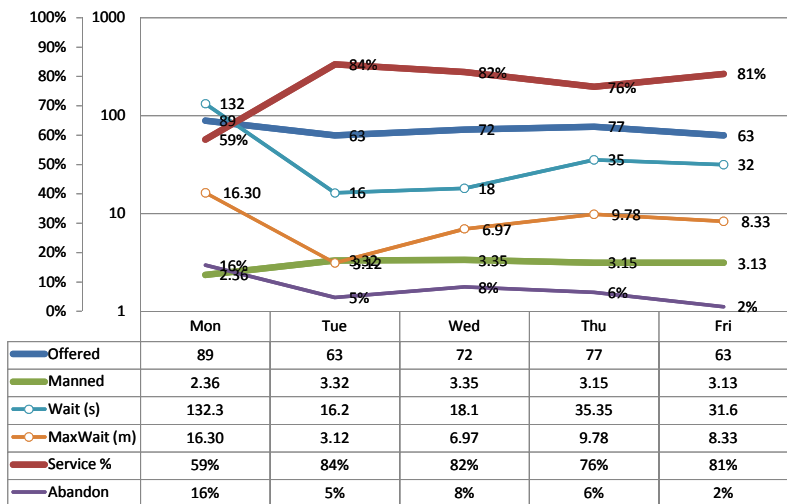


ACD Last Week



Actuals for Last Week

Calls Offered Per Day	Average	72.8
	Peak	89
Service Level % Achieved	Average	76.29
	Lowest	58.50
Agents Manned on the ACD	Average	3.06
	Lowest	2.36
Abandon Rate Per Day	Average	7%
	Peak	16%
Avg Wait Time in seconds	Average	46.71
	Peak	132.30
Maximum Wait in minutes	Average	8.90
	Peak	16.30

Actuals vs Goal

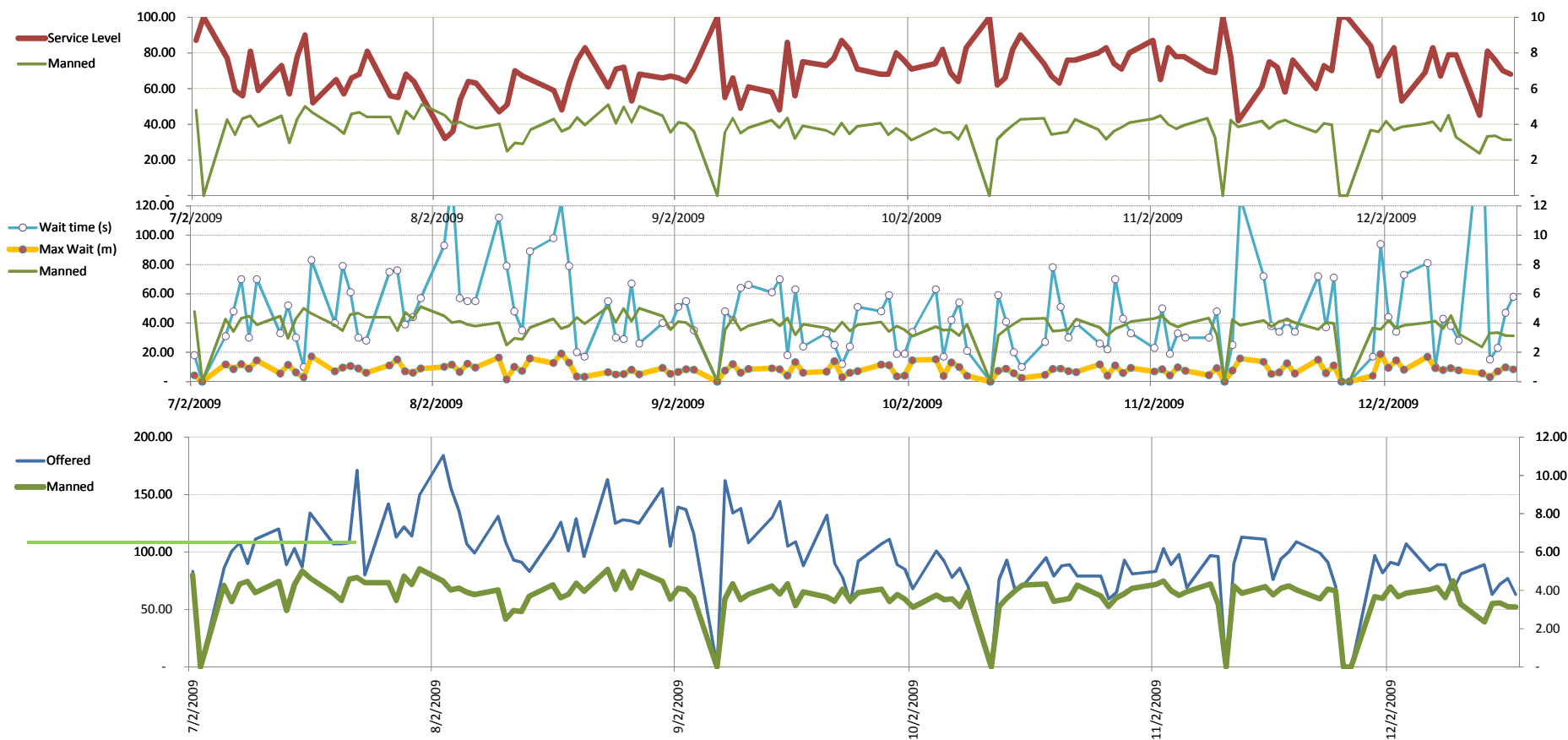
	Average	Peak
Calls Offered Per Manned Agent	Current 23.8	29.1
Service Level % Achieved	Goal 80.0	80.0
	Diff 3.7	21.5
Agents on the Sign Up Sheet	Average 3.3	
	Shortfall 0.3	
Abandon Rate Per Day	Goal 10%	10%
	Diff 3%	-6%
Wait Time in seconds	Goal 30	30
	Diff (16.7)	(102.3)
Maximum Wait in minutes	Goal 5	5
	Diff (3.9)	(11.3)

Average % of Half-Hour Periods where Service Level meets Goal 54%

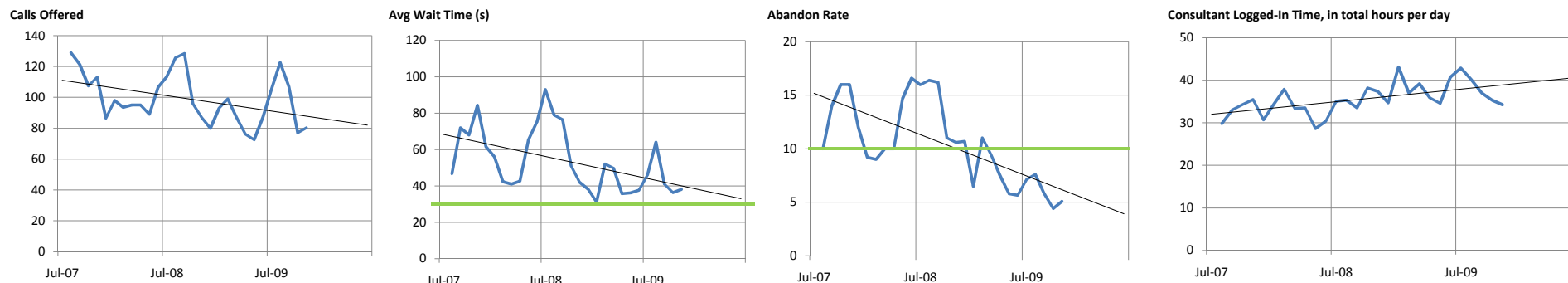
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 6.0
 Avg Gap 2.9



Daily Detail over Several Months



Monthly Detail over Several Years

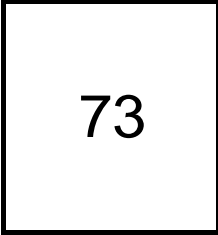


Actuals vs Goal

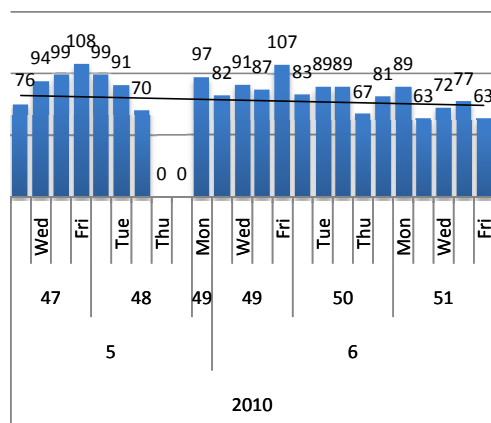
Reporting data through 12/18/2009

Calls Offered

Average Per Day



Last week

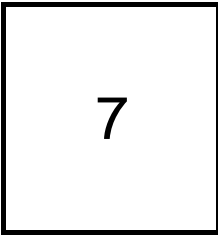


Average Per Day	Now	Year Ago
this week	72.8	not available
last 3 months	79.6	not available
last 6 months	95.9	not available
Avg Peak Per Day	Now	Year Ago
this week	89	not available
last 3 months	107	not available
last 6 months	139.67	not available

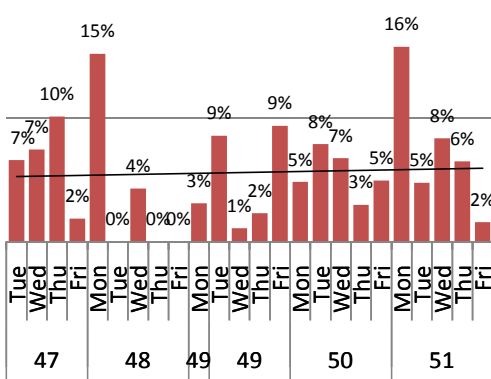
Gap

Call Handling

Abandon Rate

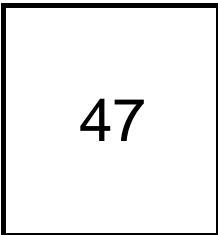


Last week, average
Goal = 10%

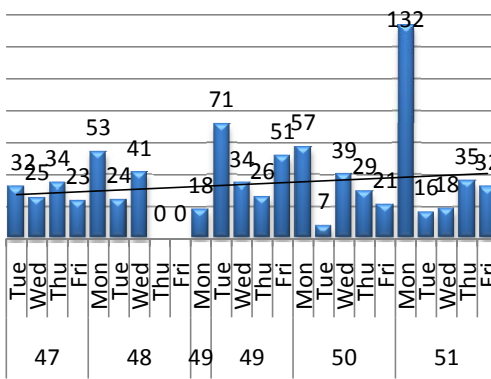


Average Per Day	Now	Year Ago
this week	7%	not available
last 3 months	8%	not available
last 6 months	8%	not available
Avg Peak Per Day	Now	Year Ago
this week	16%	not available
last 3 months	19%	not available
last 6 months	19%	not available

Wait Time on Hold
80% minimum

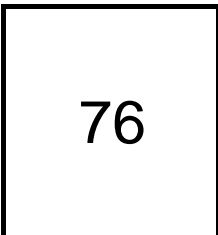


Last week, average
Goal = 30 seconds

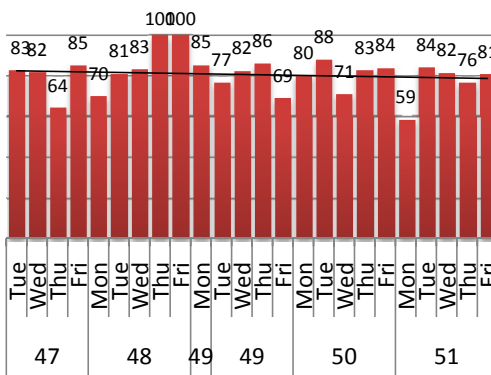


Average Wait Per Day (s)	Now	Year Ago
this week	46.71	not available
last 3 months	43.22	not available
last 6 months	46.87	not available
Avg Max Wait / Day (m)	Now	Year Ago
this week	8.90	not available
last 3 months	8.14	not available
last 6 months	8.30	not available
Worst Wait Per Day (m)	Now	Year Ago
this week	16.30	not available
last 3 months	18.80	not available
last 6 months	19.15	not available

Service Level



Last week, average
Goal = 80 percent ?



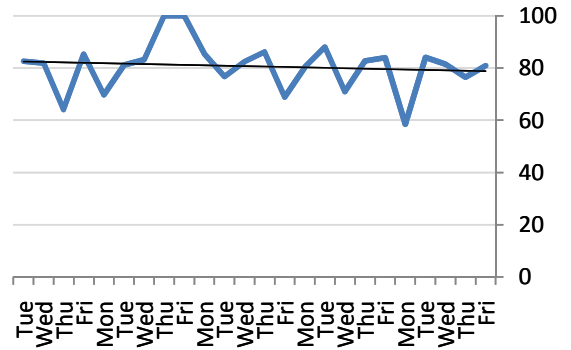
Avg Service Level / Day	Now	Year Ago
this week	76.29	not available
last 3 months	73.97	not available
last 6 months	69.95	not available

Actuals vs Goal

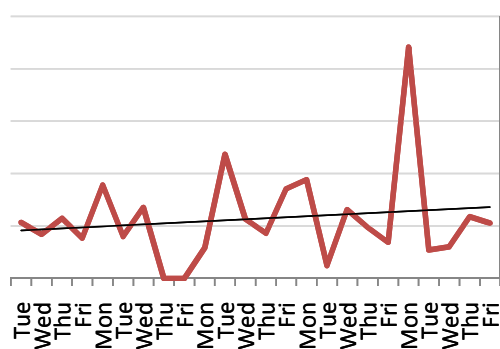
Reporting data through 12/18/2009

Components

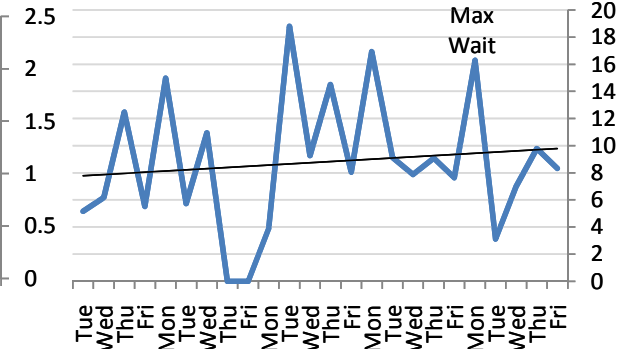
Service Level %



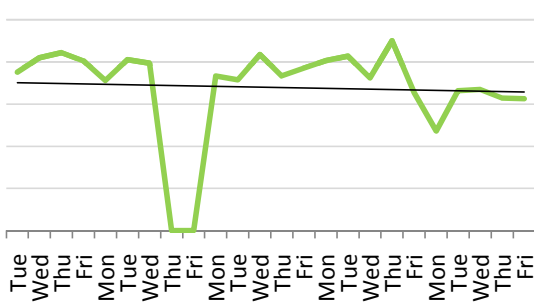
Average Wait, in Minutes



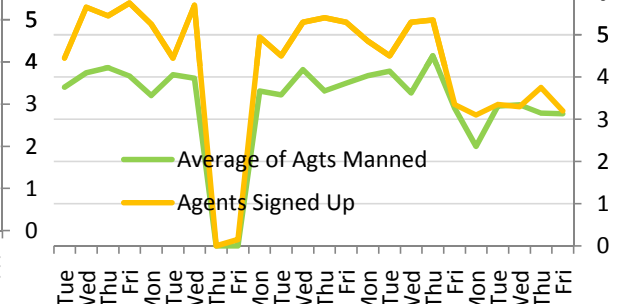
Maximum Wait, in Minutes



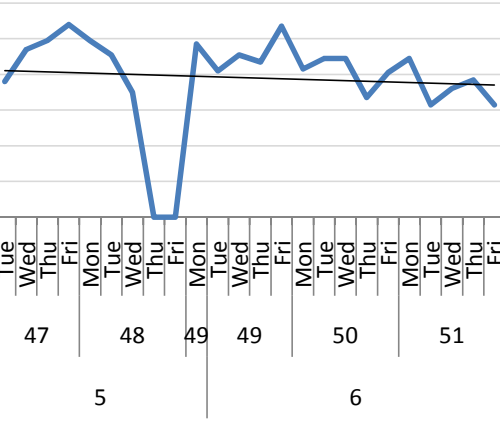
Avg Agents Manned



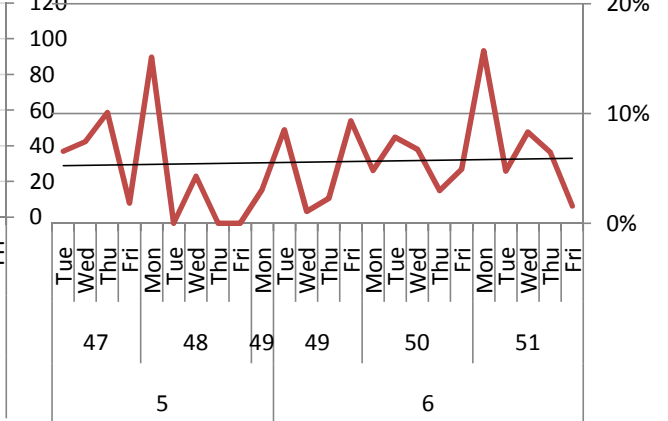
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 12/18/2009

