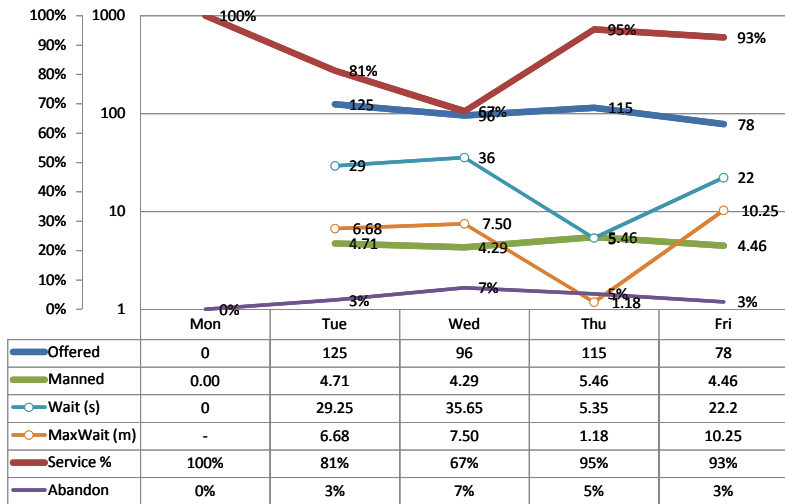


Call Center ACD

Reporting data through 1/22/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day	Average	82.8
	Peak	125
Service Level % Achieved	Average	87.33
	Lowest	67.45
Agents Manned on the ACD	Average	3.78
	Lowest	0
Abandon Rate Per Day	Average	5%
	Peak	7%
Avg Wait Time in seconds	Average	18.49
	Peak	35.65
Maximum Wait in minutes	Average	5.12
	Peak	10.25

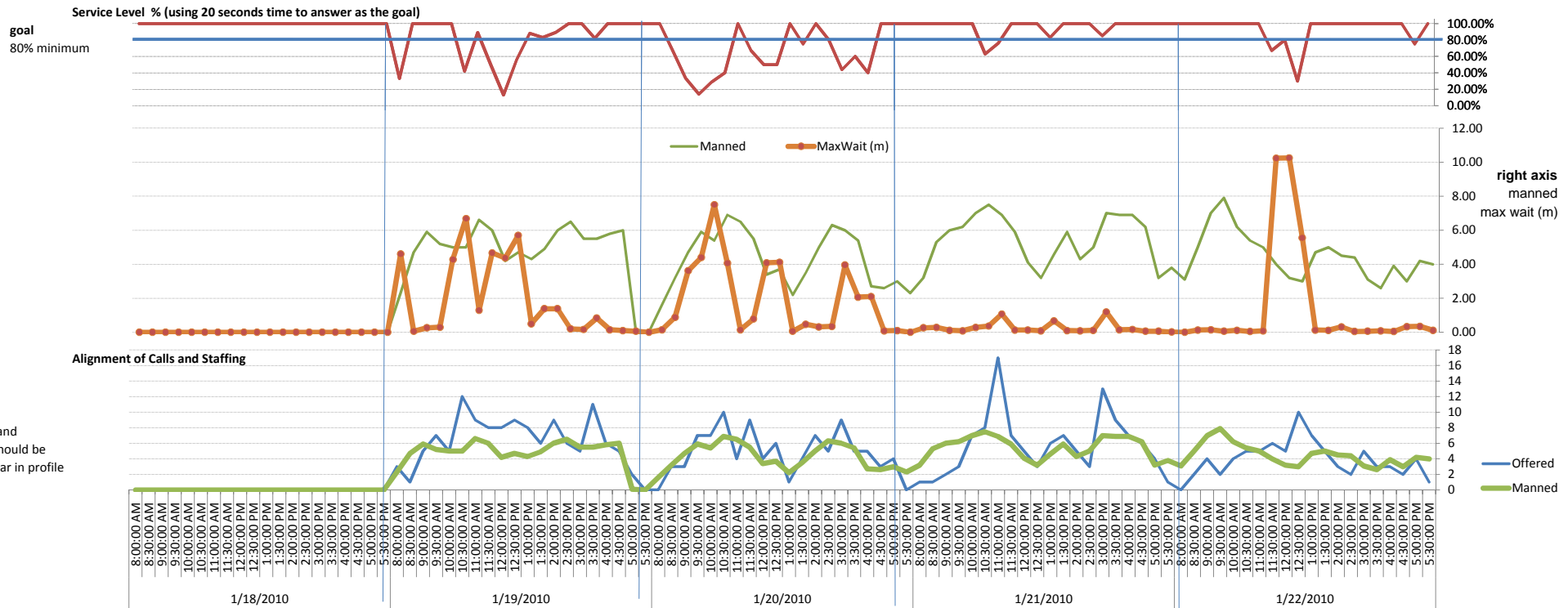
Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current 21.9	33.0
Service Level % Achieved	Goal 80.0	80.0
	Diff -7.3	12.6
Agents on the Sign Up Sheet	Average 4.9	
	Shortfall 1.1	
Abandon Rate Per Day	Goal 10%	10%
	Diff 5%	3%
Wait Time in seconds	Goal 30	30
	Diff 11.5	(5.7)
Maximum Wait in minutes	Goal 5	5
	Diff (0.1)	(5.3)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 76%

ACD Forecast of Agents Needed for 100% Service Level at all times

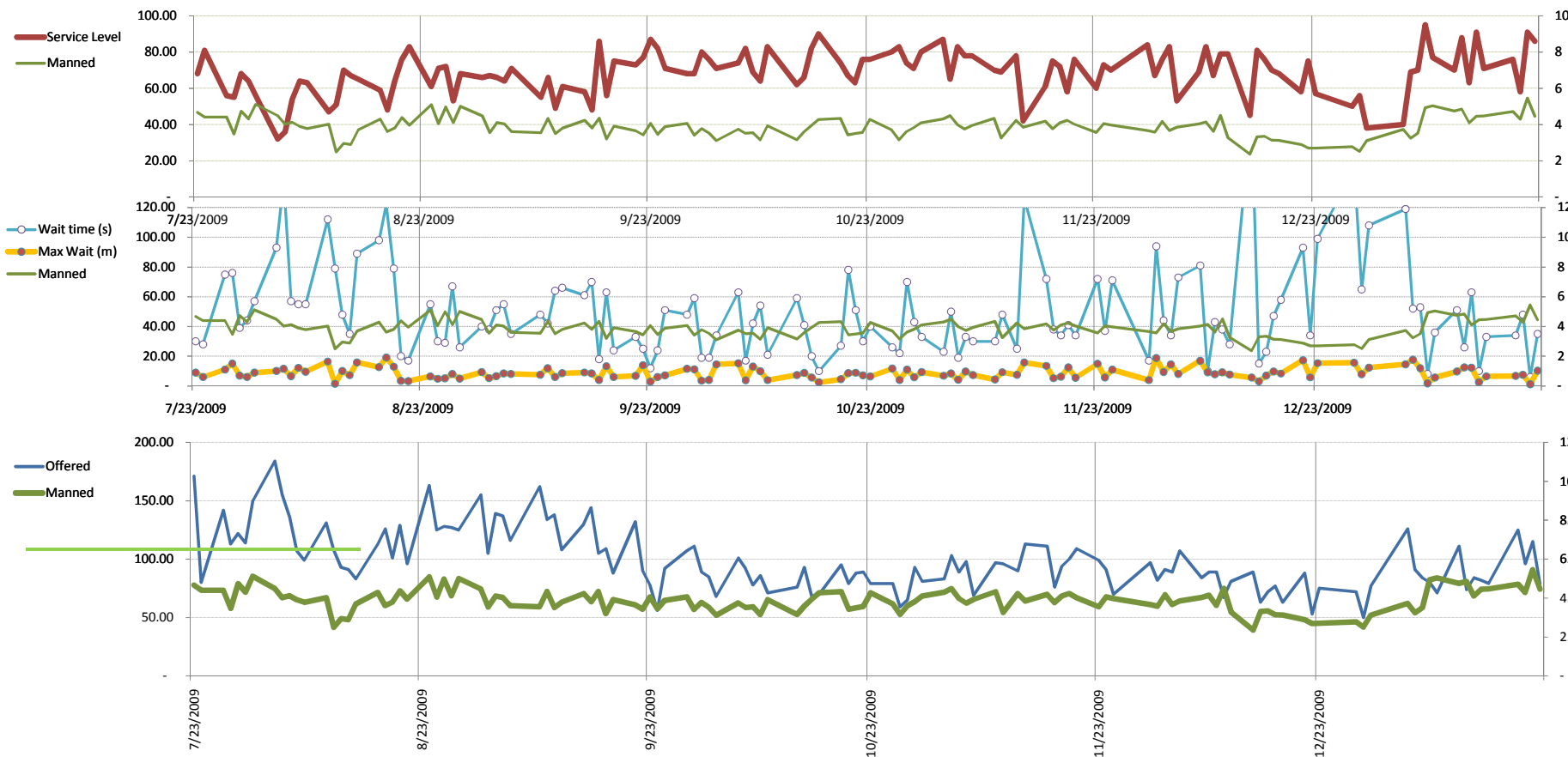
Average 6.0
Avg Gap 2.2



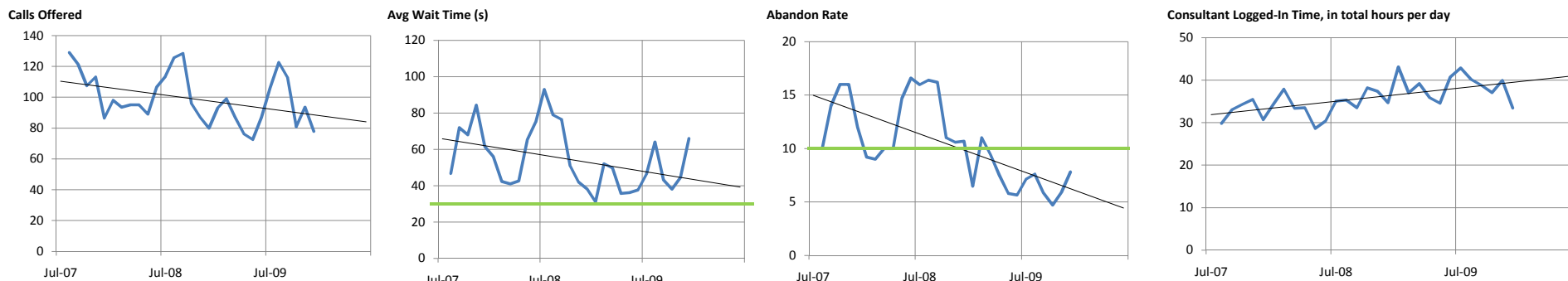
Call Center ACD

Daily Detail over Several Months

Reporting data through 1/22/2010



Monthly Detail over Several Years



Actuals vs Goal

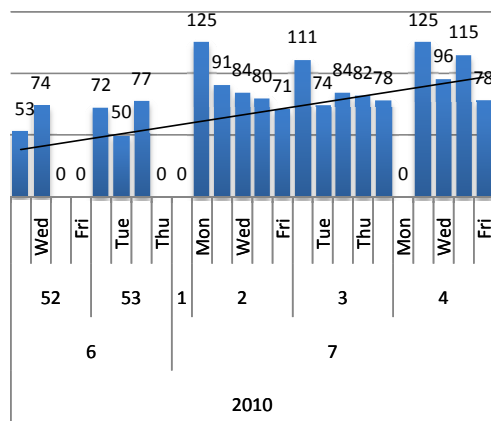
Reporting data through 1/22/2010

Calls Offered

Average Per Day

83

Last week



Average Per Day	Now	Year Ago
this week	82.8	not available
last 3 months	88.1	not available
last 6 months	96.7	not available

Avg Peak Per Day	Now	Year Ago
this week	125	not available
last 3 months	115.33	not available
last 6 months	132.17	not available

Gap

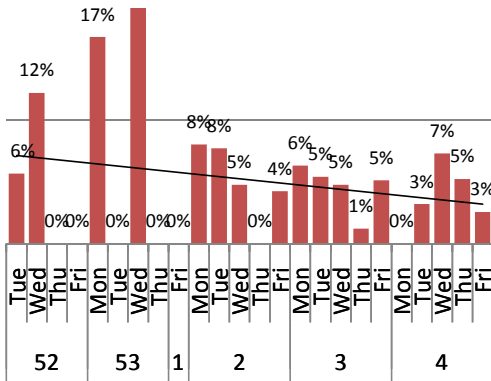
Call Handling

Abandon Rate

5

Last week, average

Goal = 10%



Average Per Day	Now	Year Ago
this week	5%	not available
last 3 months	9%	not available
last 6 months	9%	not available

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

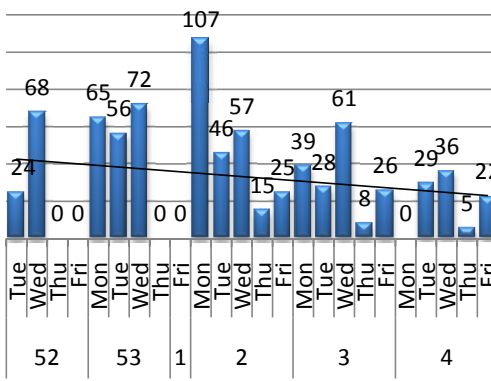
Wait Time on Hold

80% minimum

18

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	18.49	not available
last 3 months	50.45	not available
last 6 months	49.43	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	5.12	not available
last 3 months	9.17	not available
last 6 months	8.74	not available

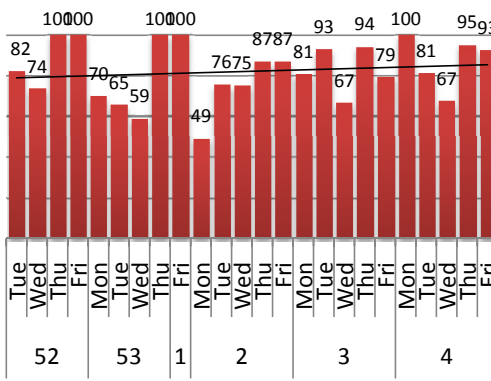
Worst Wait Per Day (m)	Now	Year Ago
this week	10.25	not available
last 3 months	18.80	not available
last 6 months	19.15	not available

Service Level

87

Last week, average

Goal = 80 percent ?



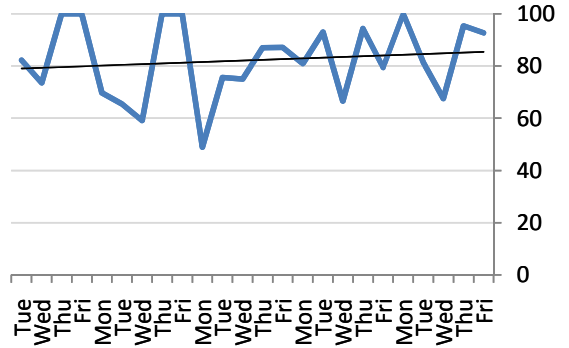
Avg Service Level / Day	Now	Year Ago
this week	87.33	not available
last 3 months	70.73	not available
last 6 months	69.18	not available

Actuals vs Goal

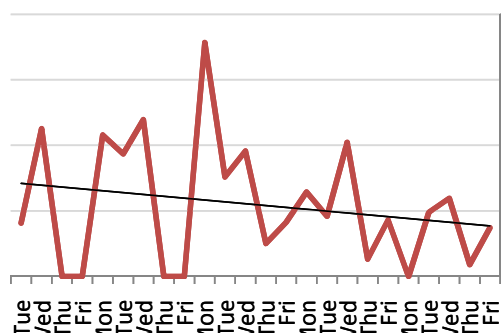
Reporting data through 1/22/2010

Components

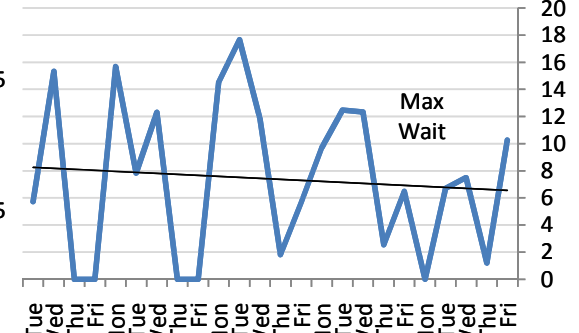
Service Level %



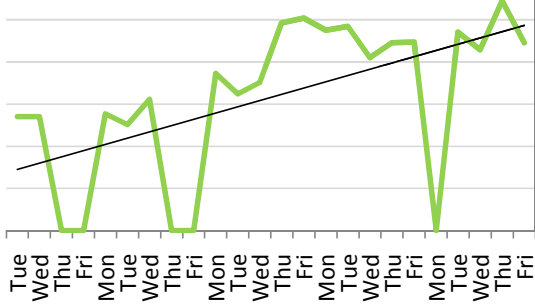
Average Wait, in Minutes



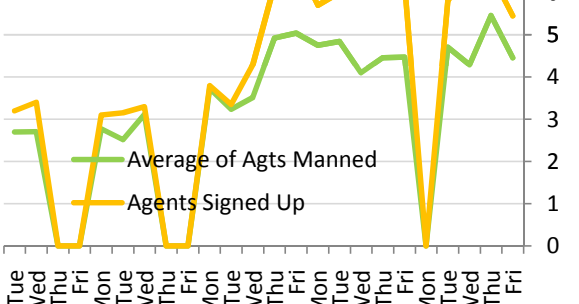
Maximum Wait, in Minutes



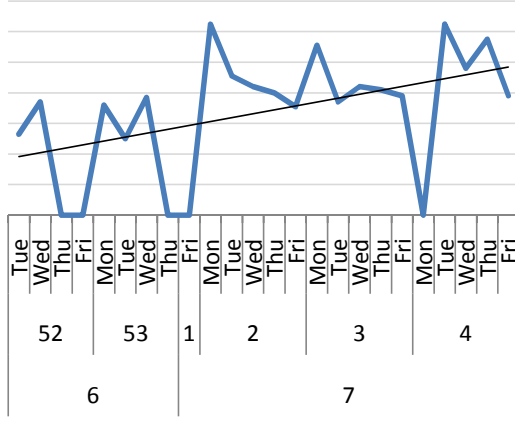
Avg Agents Manned



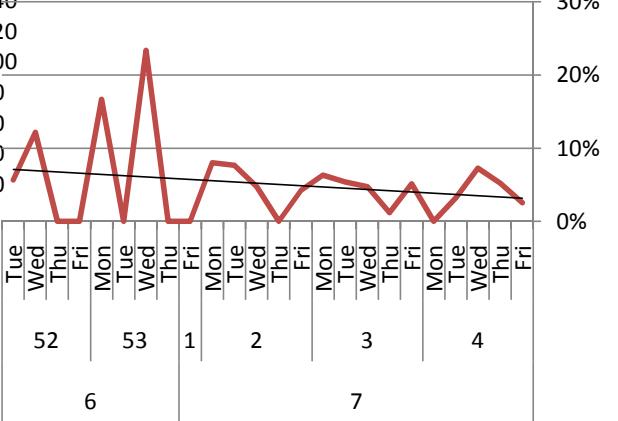
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 1/22/2010

