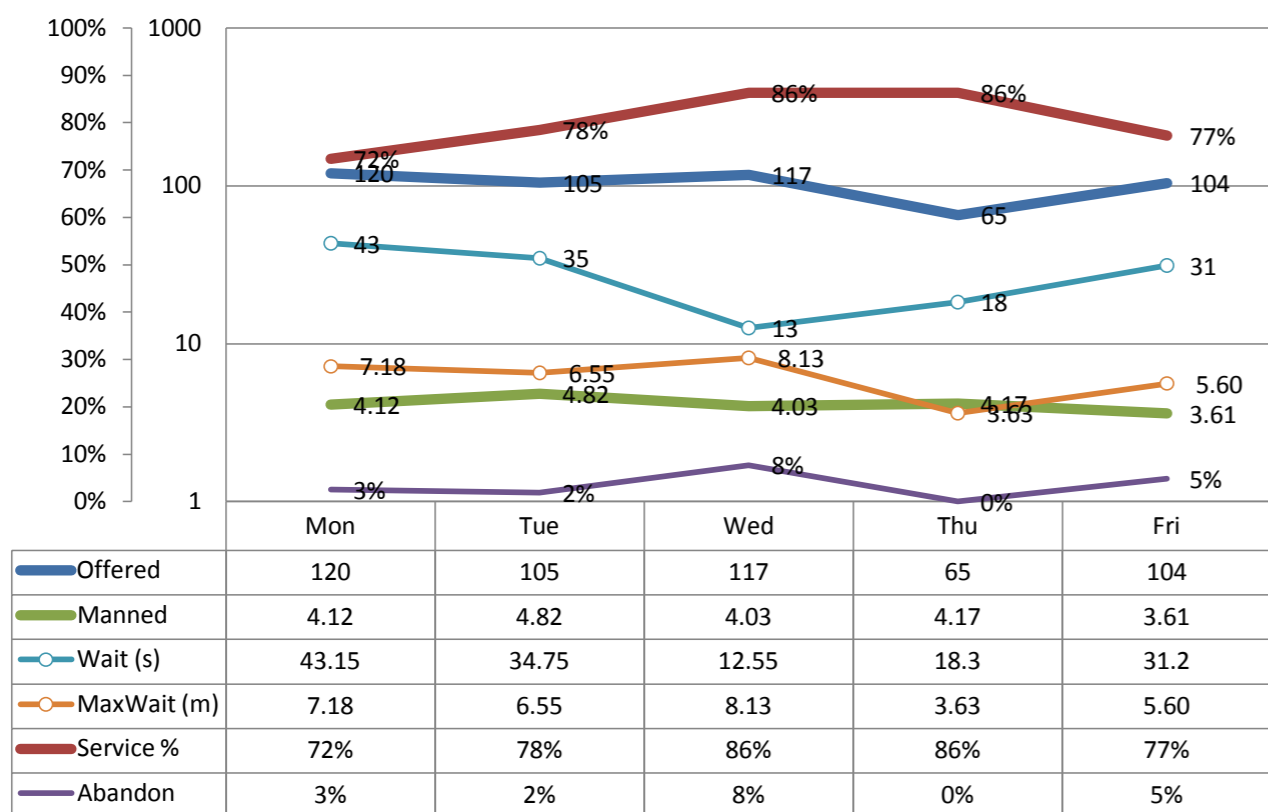


Call Center ACD

Reporting data through 1/29/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day

Average 102.2
Peak 120

Service Level % Achieved

Average 80.16
Lowest 72.40

Agents Manned on the ACD

Average 4.15
Lowest 3.605

Abandon Rate Per Day

Average 3%
Peak 8%

Avg Wait Time in seconds

Average 27.99
Peak 43.15

Maximum Wait in minutes

Average 6.22
Peak 8.13

Actuals vs Goal

Average Peak

Calls Offered Per Manned Agent

Current 24.6 28.9

Service Level % Achieved

Goal 80.0 80.0
Diff -0.2 7.6

Agents on the Sign Up Sheet

Average 6.2
Shortfall 2.0

Abandon Rate Per Day

Goal 10% 10%
Diff 7% 2%

Wait Time in seconds

Goal 30 30
Diff 2.0 (13.2)

Maximum Wait in minutes

Goal 5 5
Diff (1.2) (3.1)

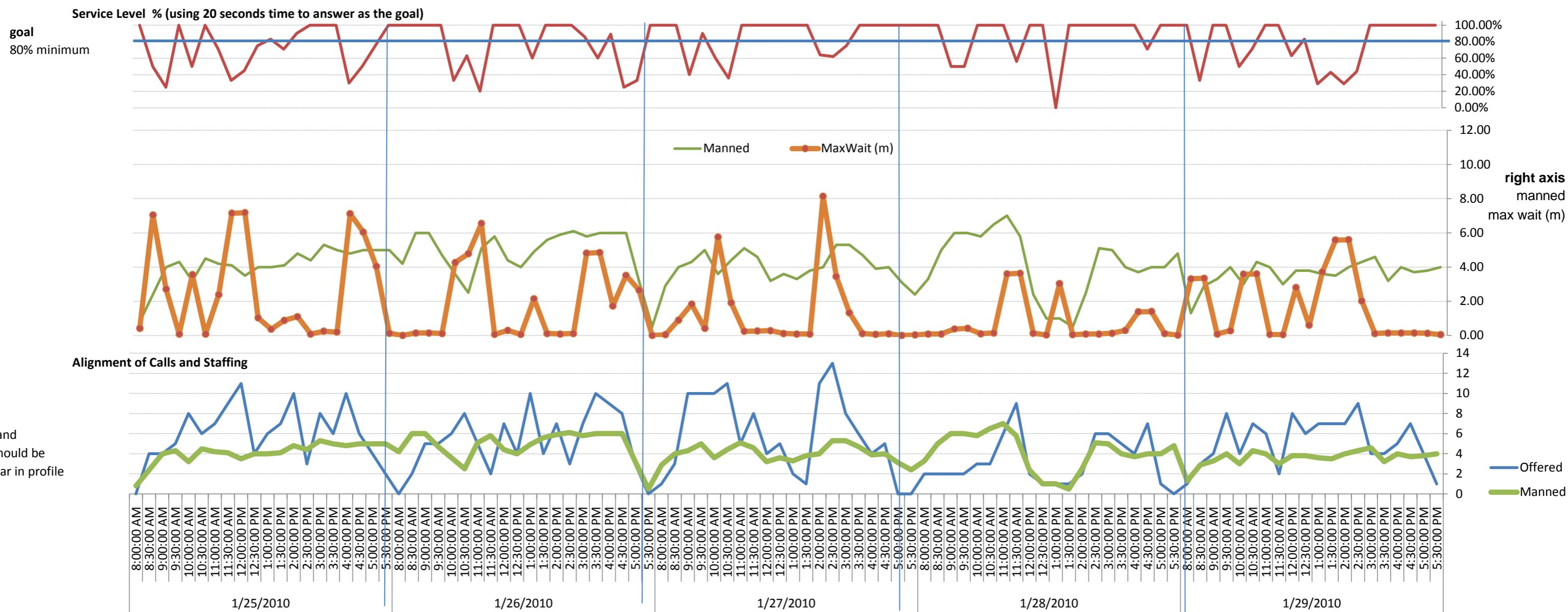
Average Peak

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

63%

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

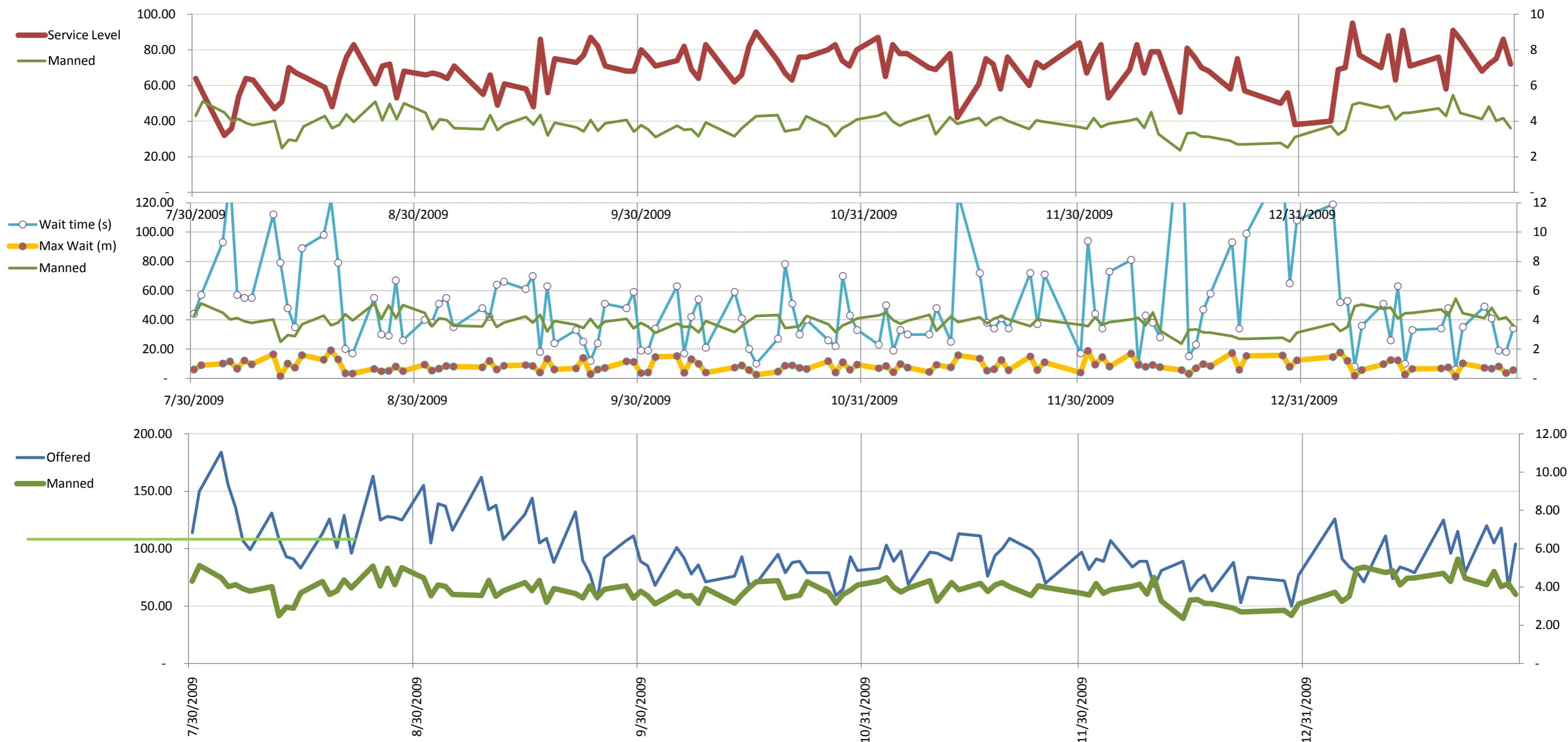
Average 6.0
Avg Gap 1.9



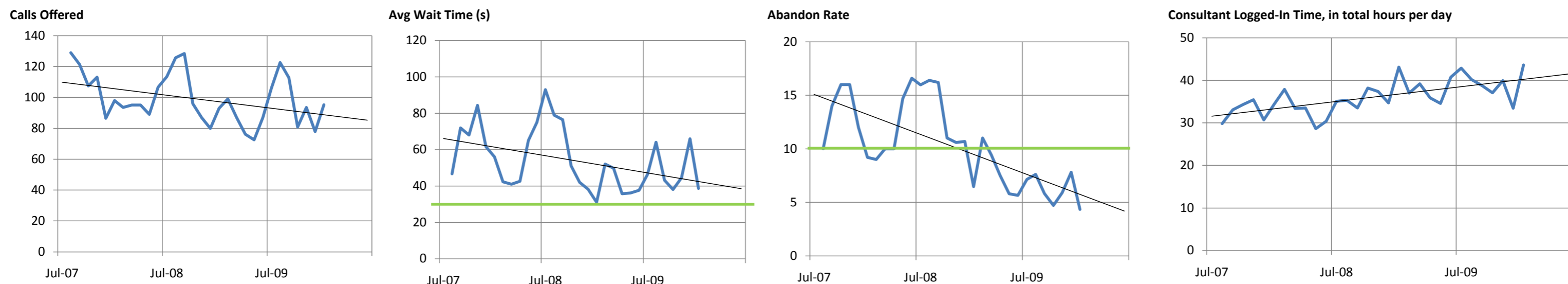
Call Center ACD

Daily Detail over Several Months

Reporting data through 1/29/2010



Monthly Detail over Several Years



Actuals vs Goal

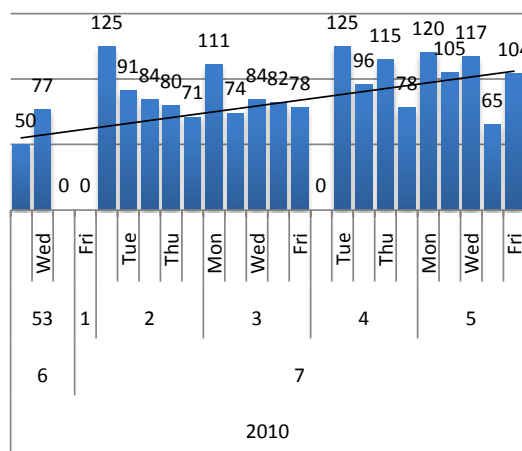
Reporting data through 1/29/2010

Calls Offered

Average Per Day

102

Last week



Average Per Day

	Now	Year Ago
this week	102.2	not available
last 3 months	88.9	not available
last 6 months	97.2	not available

Avg Peak Per Day

	Now	Year Ago
this week	120	not available
last 3 months	115.33	not available
last 6 months	132.17	not available

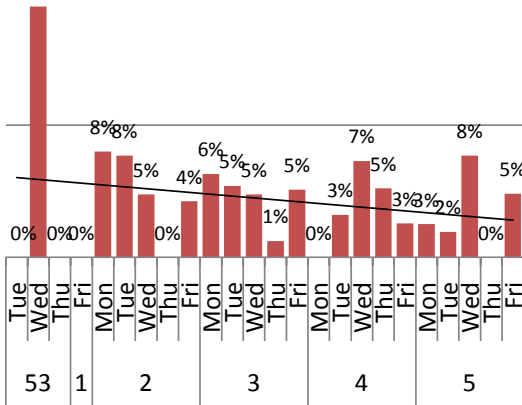
Gap

Call Handling

Abandon Rate

3

Last week, average
Goal = 10%



Average Per Day

	Now	Year Ago
this week	3%	not available
last 3 months	9%	not available
last 6 months	9%	not available

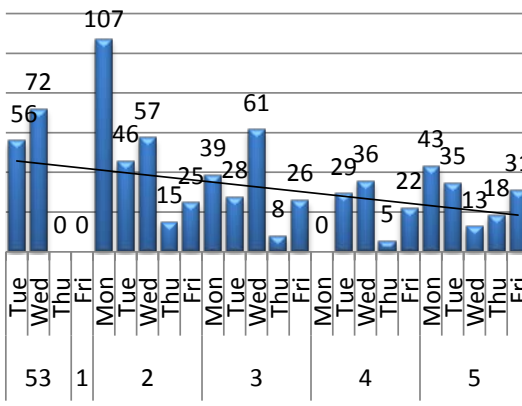
Avg Peak Per Day

	Now	Year Ago
this week	8%	not available
last 3 months	19%	not available
last 6 months	19%	not available

Wait Time on Hold
80% minimum

28

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	27.99	not available
last 3 months	49.68	not available
last 6 months	49.04	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	6.22	not available
last 3 months	8.96	not available
last 6 months	8.63	not available

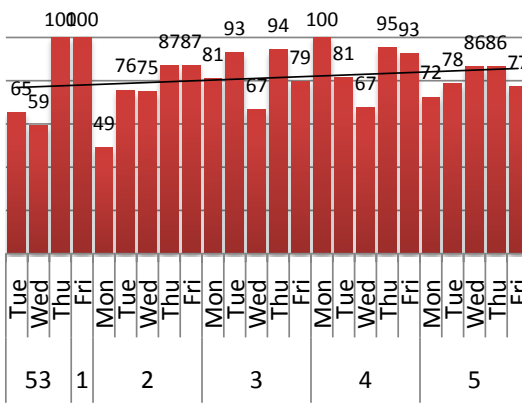
Worst Wait Per Day (m)

	Now	Year Ago
this week	8.13	not available
last 3 months	18.80	not available
last 6 months	19.15	not available

Service Level

80

Last week, average
Goal = 80 percent ?



Avg Service Level / Day

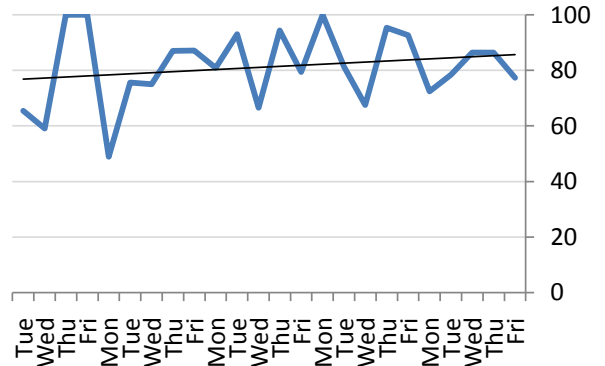
	Now	Year Ago
this week	80.16	not available
last 3 months	70.73	not available
last 6 months	69.18	not available

Actuals vs Goal

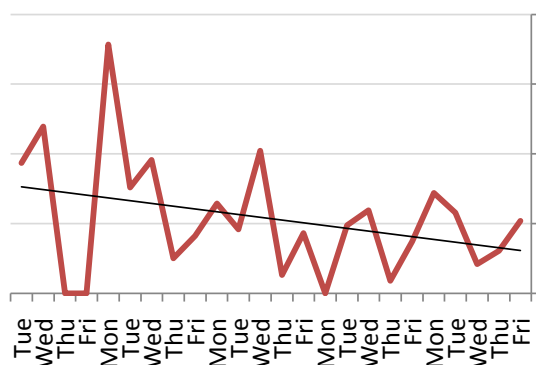
Reporting data through 1/29/2010

Components

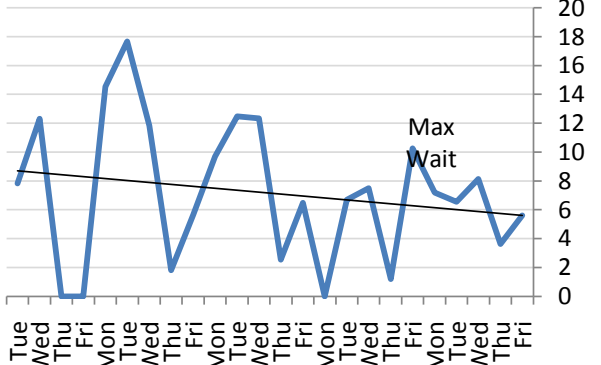
Service Level %



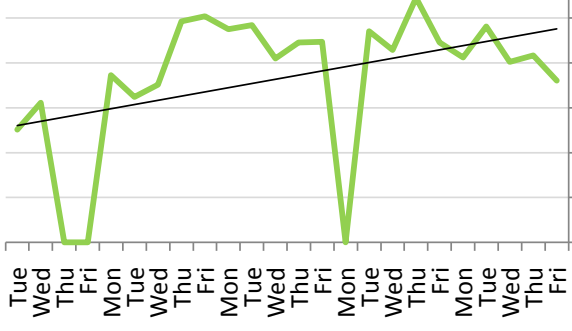
Average Wait, in Minutes



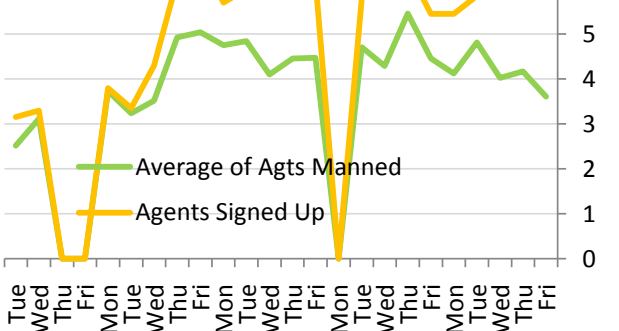
Maximum Wait, in Minutes



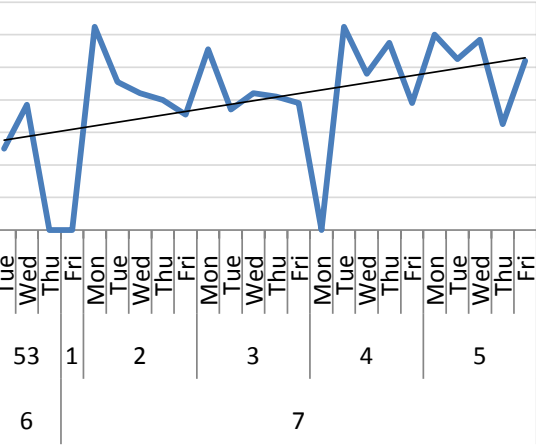
Avg Agents Manned



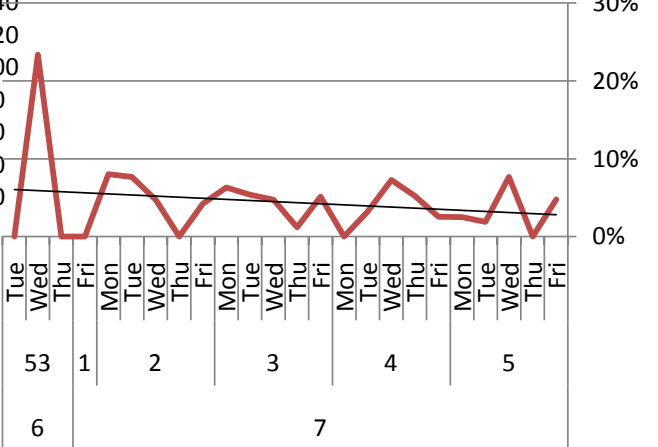
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
53	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24

Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
53	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24

Actuals vs Goal

Components, Cont.

Reporting data through 1/29/2010

