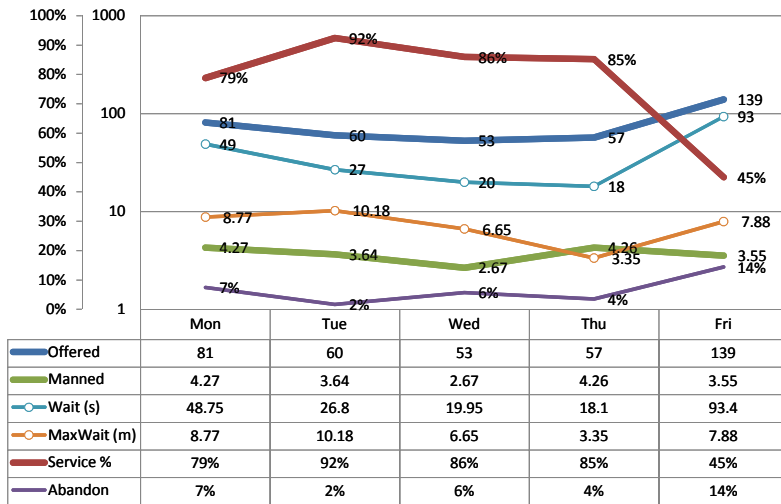


Call Center ACD

Reporting data through 2/26/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day	Average	78
	Peak	139
Service Level % Achieved	Average	77.47
	Lowest	44.95
Agents Manned on the ACD	Average	3.67
	Lowest	2.665
Abandon Rate Per Day	Average	7%
	Peak	14%
Avg Wait Time in seconds	Average	41.40
	Peak	93.40
Maximum Wait in minutes	Average	7.37
	Peak	10.18

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current 21.2	37.8
Service Level % Achieved	Goal 80.0	80.0
	Diff 2.5	35.1
Agents on the Sign Up Sheet	Average 4.6	
	Shortfall 1.0	
Abandon Rate Per Day	Goal 10%	10%
	Diff 3%	-4%
Wait Time in seconds	Goal 30	30
	Diff (11.4)	(63.4)
Maximum Wait in minutes	Goal 5	5
	Diff (2.4)	(5.2)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 60%

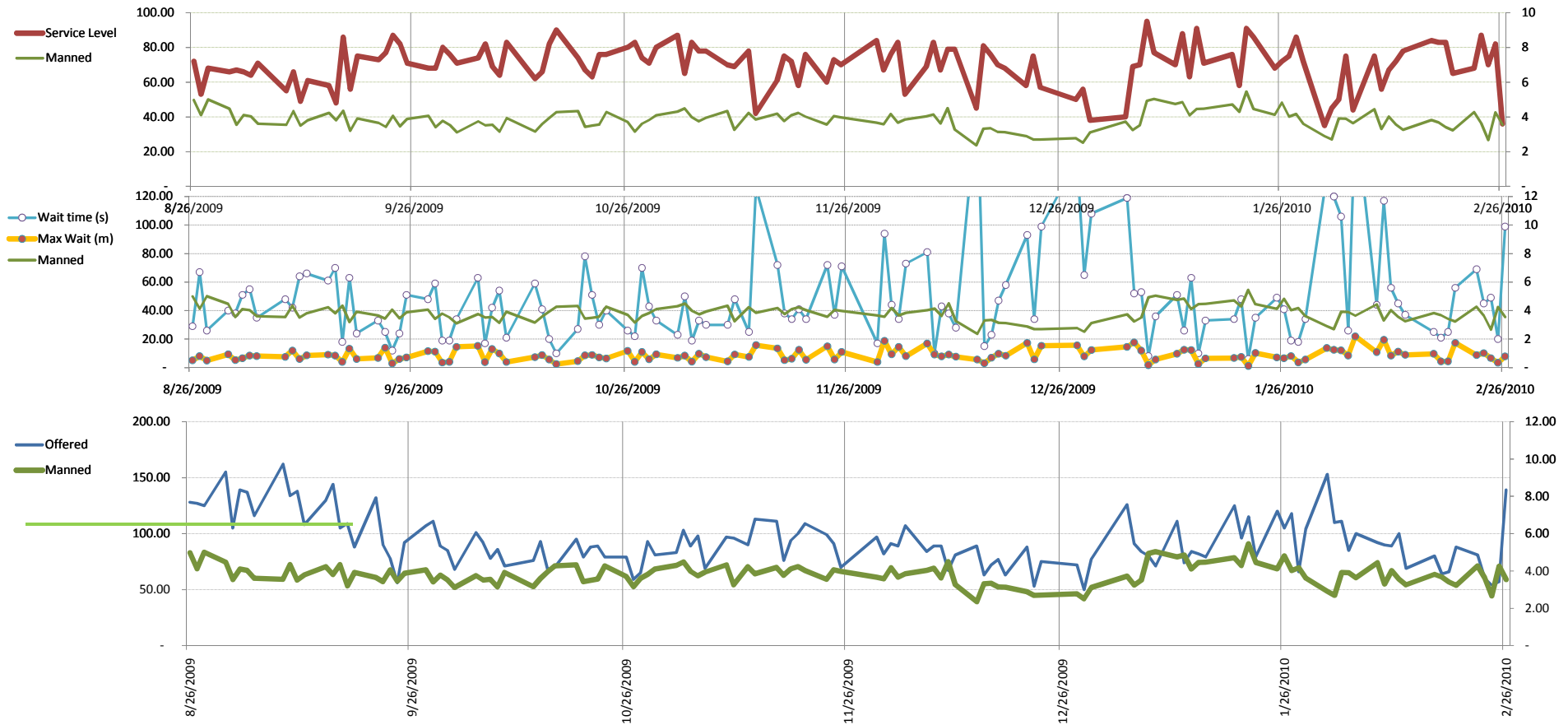
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 6.0
 Avg Gap 2.3



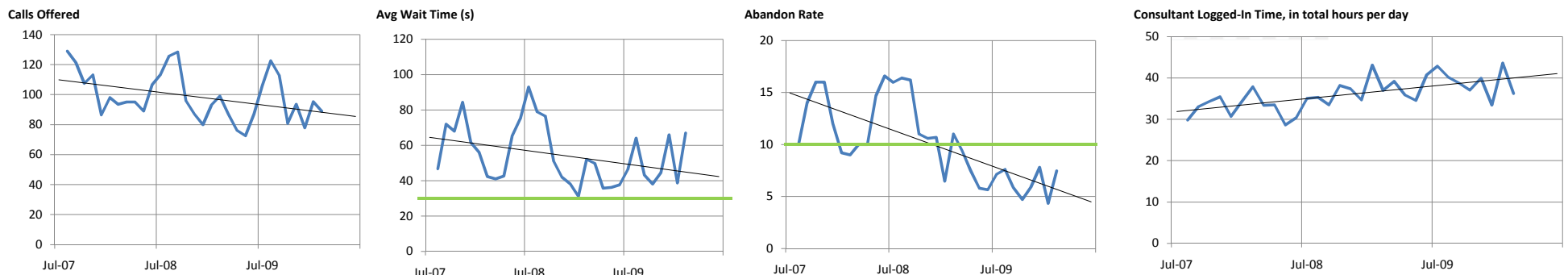
Call Center ACD

Reporting data through 2/26/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

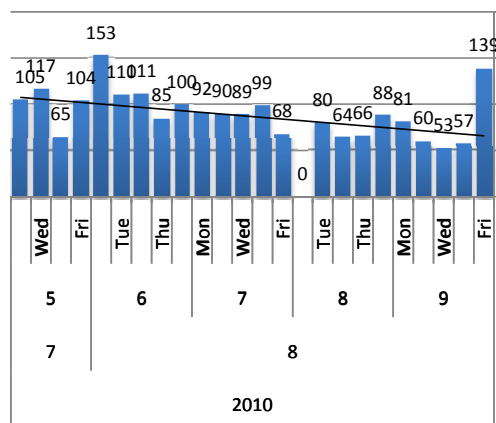
Reporting data through 2/26/2010

Calls Offered

Average Per Day

78

Last week



Average Per Day

	Now	Year Ago
this week	78.0	not available
last 3 months	87.3	not available
last 6 months	91.5	not available

Avg Peak Per Day

	Now	Year Ago
this week	139	not available
last 3 months	128.67	not available
last 6 months	127	not available

Gap

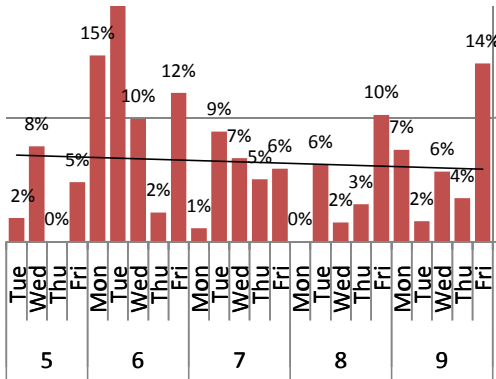
Call Handling

Abandon Rate

7

Last week, average

Goal = 10%



Average Per Day

	Now	Year Ago
this week	7%	not available
last 3 months	10%	not available
last 6 months	9%	not available

Avg Peak Per Day

	Now	Year Ago
this week	14%	not available
last 3 months	22%	not available
last 6 months	22%	not available

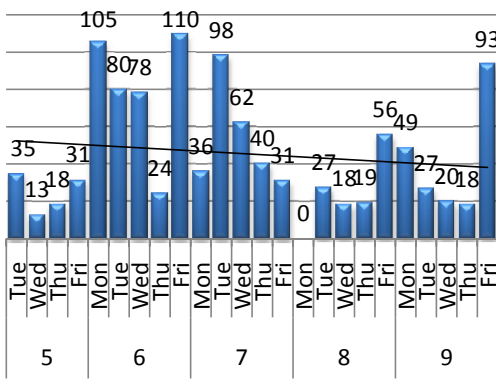
Wait Time on Hold

80% minimum

41

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	41.40	not available
last 3 months	57.19	not available
last 6 months	49.54	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	7.37	not available
last 3 months	9.66	not available
last 6 months	8.87	not available

Worst Wait Per Day (m)

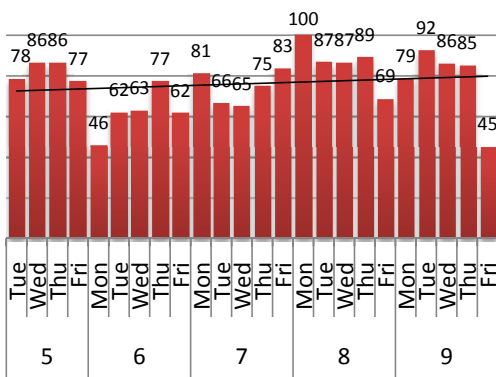
	Now	Year Ago
this week	10.18	not available
last 3 months	21.97	not available
last 6 months	21.97	not available

Service Level

77

Last week, average

Goal = 80 percent ?



Avg Service Level / Day

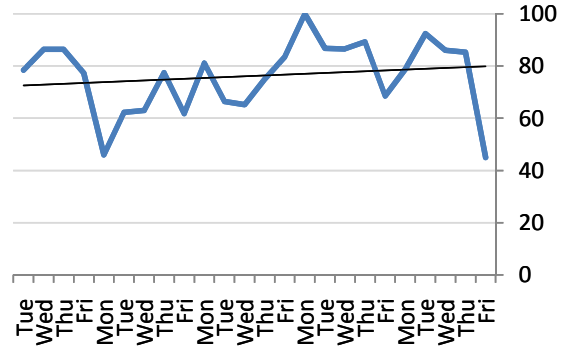
	Now	Year Ago
this week	77.47	not available
last 3 months	69.06	not available
last 6 months	70.11	not available

Actuals vs Goal

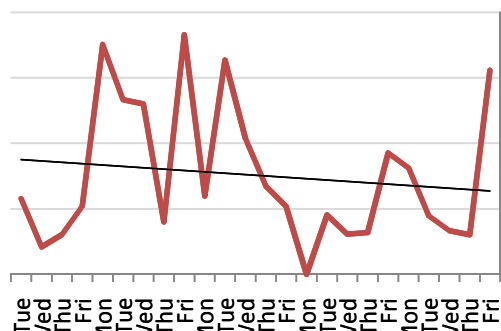
Reporting data through 2/26/2010

Components

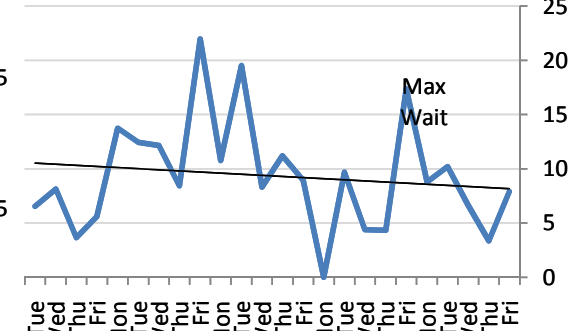
Service Level %



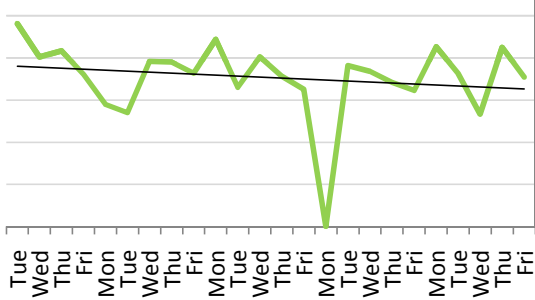
Average Wait, in Minutes



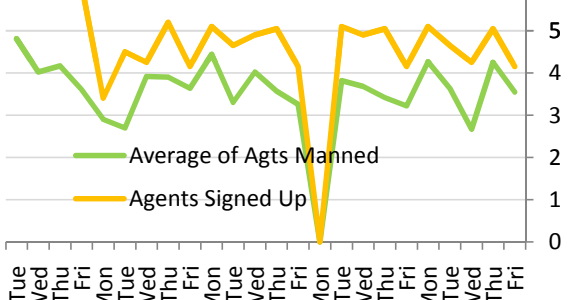
Maximum Wait, in Minutes



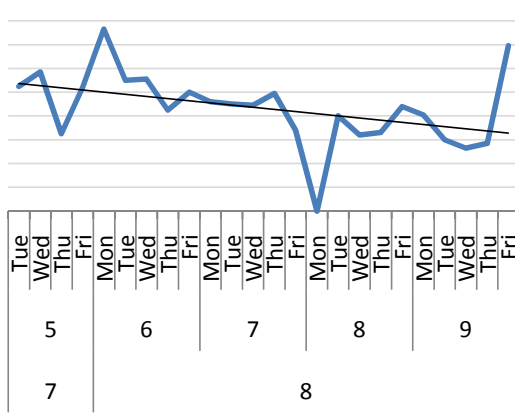
Avg Agents Manned



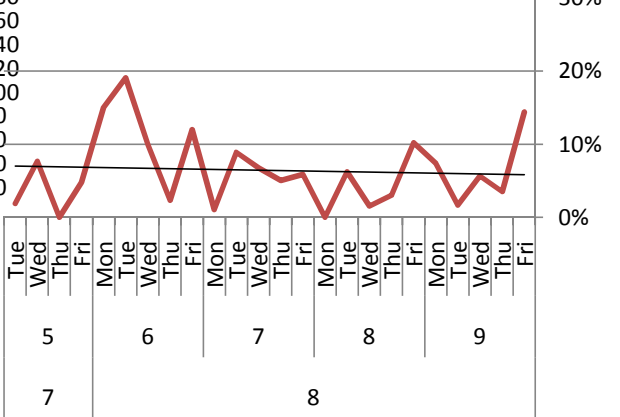
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
Week of year		5			6					7					8					9
Fiscal month																				

Actuals vs Goal

Components, Cont.

Reporting data through 2/26/2010

