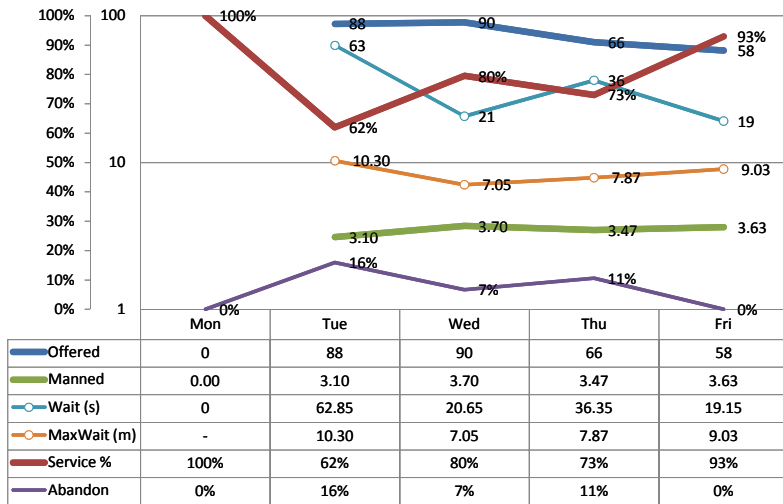


# Call Center ACD

Reporting data through 4/23/2010

## ACD Last Week



## Actuals for Last Week

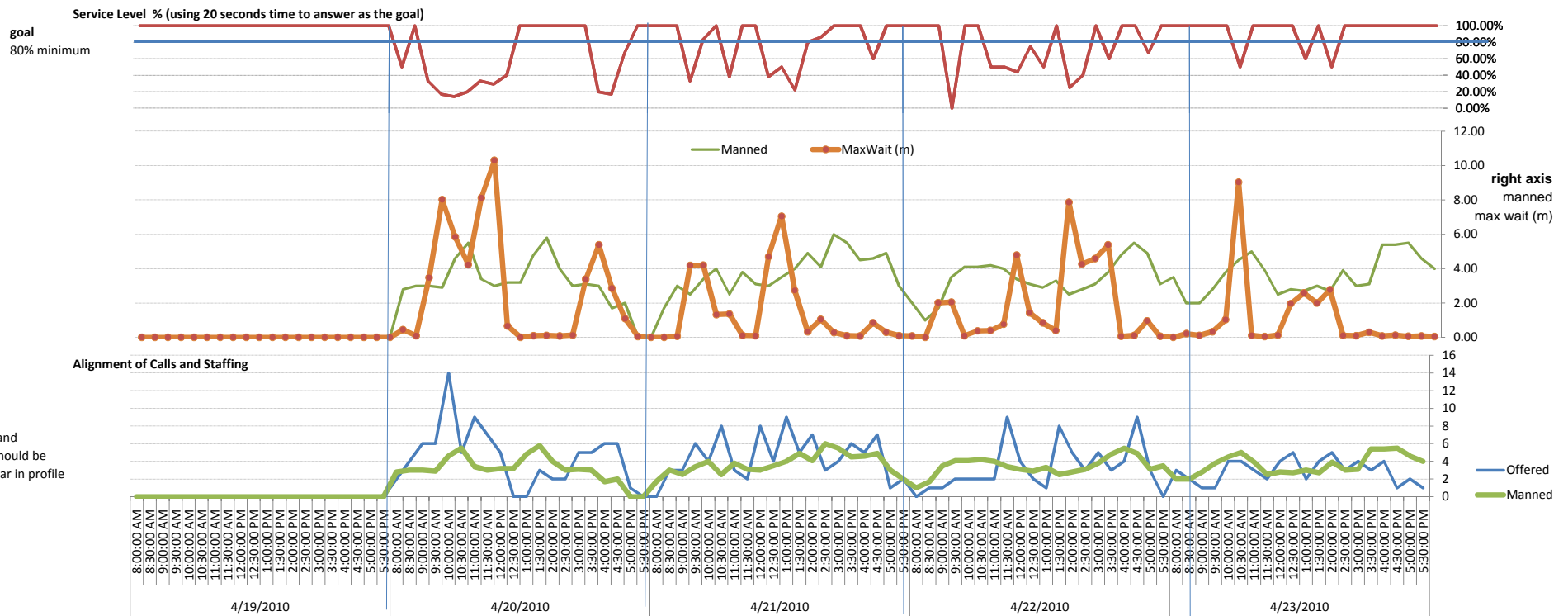
<b>Calls Offered Per Day</b>	
Average	60.4
Peak	90
<b>Service Level % Achieved</b>	
Average	81.51
Lowest	62.00
<b>Agents Manned on the ACD</b>	
Average	2.78
Lowest	0
<b>Abandon Rate Per Day</b>	
Average	8%
Peak	16%
<b>Avg Wait Time in seconds</b>	
Average	27.80
Peak	62.85
<b>Maximum Wait in minutes</b>	
Average	6.85
Peak	10.30

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>		
Current	21.7	32.4
<b>Service Level % Achieved</b>		
Goal	80.0	80.0
Diff	-1.5	18.0
<b>Agents on the Sign Up Sheet</b>		
Average	3.5	
Shortfall	0.7	
<b>Abandon Rate Per Day</b>		
Goal	10%	10%
Diff	2%	-6%
<b>Wait Time in seconds</b>		
Goal	30	30
Diff	2.2	(32.9)
<b>Maximum Wait in minutes</b>		
Goal	5	5
Diff	(1.9)	(5.3)
	Average	Peak

**Average % of Half-Hour Periods where Service Level meets Goal**  
69%

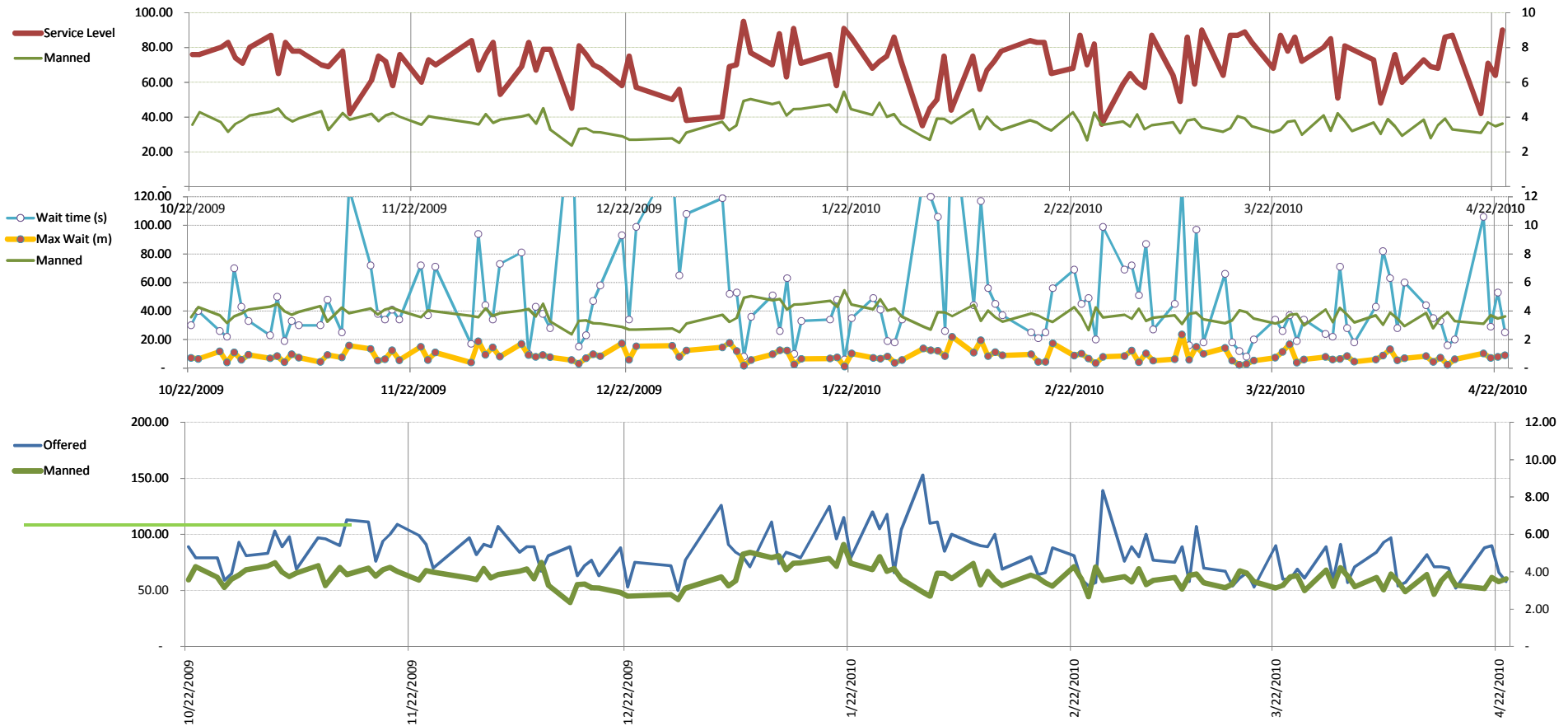
**ACD Forecast of Agents Needed for 100% Service Level at all times**  
Average 6.0  
Avg Gap 3.2



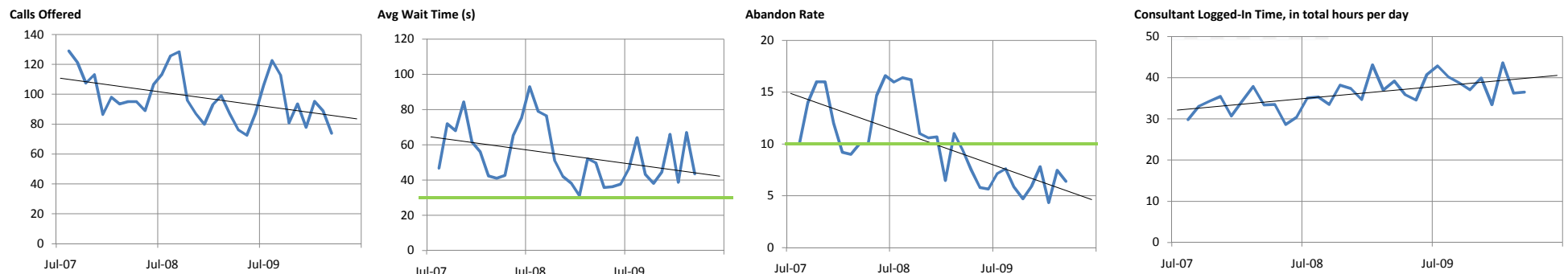
# Call Center ACD

Reporting data through 4/23/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years

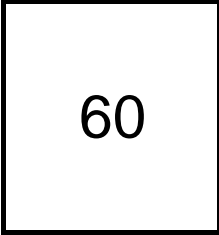


# Actuals vs Goal

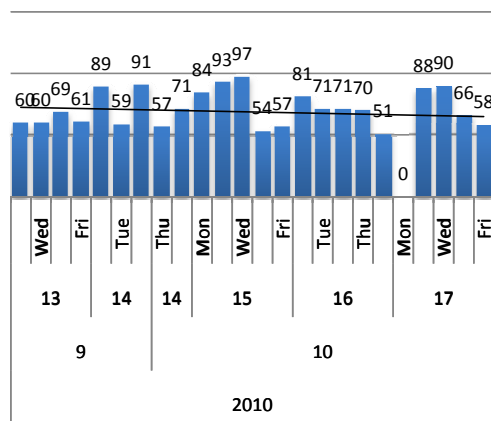
Reporting data through 4/23/2010

## Calls Offered

Average Per Day



Last week

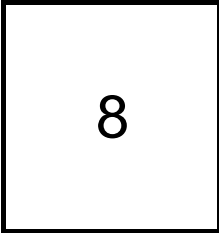


Average Per Day	Now	Year Ago
this week	60.4	not available
last 3 months	78.5	not available
last 6 months	83.7	not available
Avg Peak Per Day	Now	Year Ago
this week	90	not available
last 3 months	119	not available
last 6 months	117.17	not available

Gap

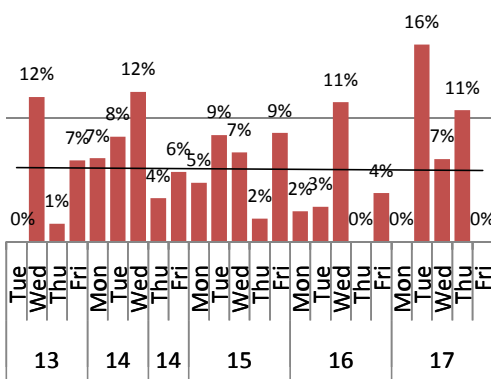
## Call Handling

Abandon Rate



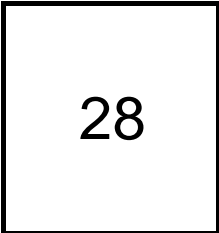
Last week, average

Goal = 10%



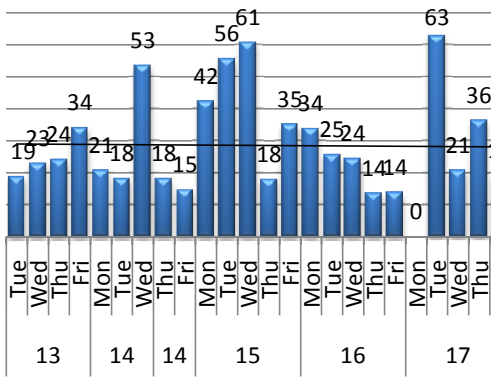
Average Per Day	Now	Year Ago
this week	8%	not available
last 3 months	9%	not available
last 6 months	9%	not available
Avg Peak Per Day	Now	Year Ago
this week	16%	not available
last 3 months	24%	not available
last 6 months	24%	not available

Wait Time on Hold  
80% minimum



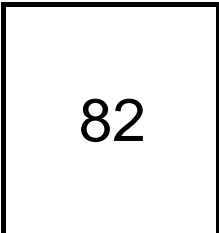
Last week, average

Goal = 30 seconds



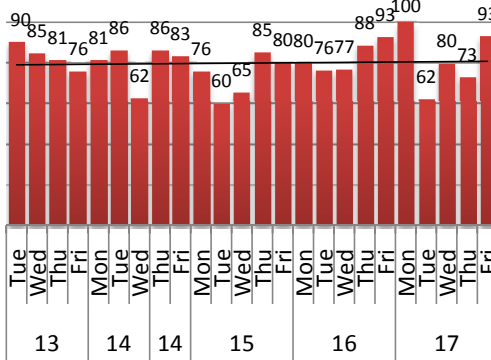
Average Wait Per Day (s)	Now	Year Ago
this week	27.80	not available
last 3 months	51.07	not available
last 6 months	50.37	not available
Avg Max Wait / Day (m)	Now	Year Ago
this week	6.85	not available
last 3 months	8.77	not available
last 6 months	8.86	not available
Worst Wait Per Day (m)	Now	Year Ago
this week	10.30	not available
last 3 months	23.62	not available
last 6 months	23.62	not available

Service Level



Last week, average

Goal = 80 percent ?



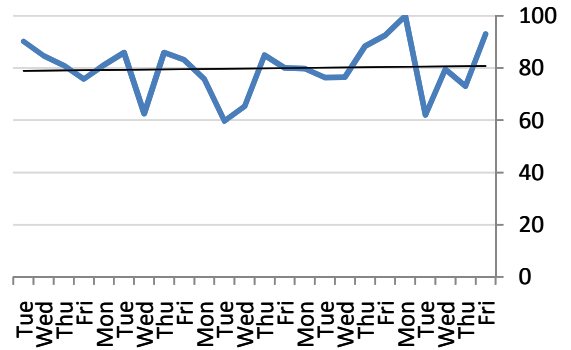
Avg Service Level / Day	Now	Year Ago
this week	81.51	not available
last 3 months	70.05	not available
last 6 months	70.39	not available

# Actuals vs Goal

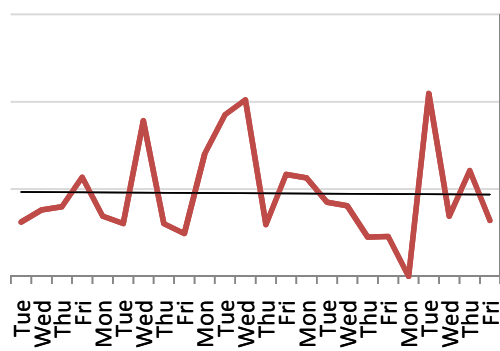
Reporting data through 4/23/2010

## Components

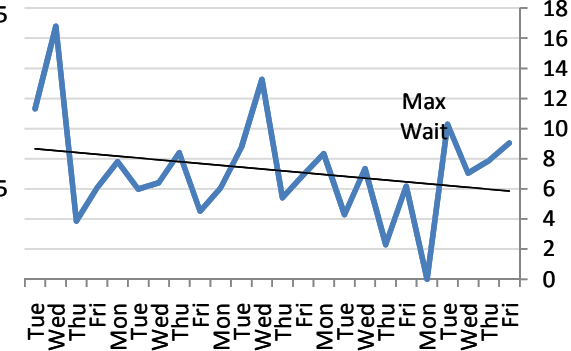
Service Level %



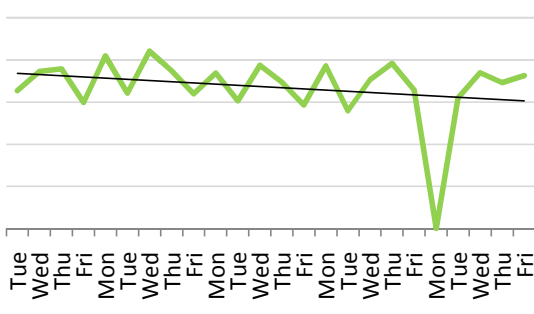
Average Wait, in Minutes



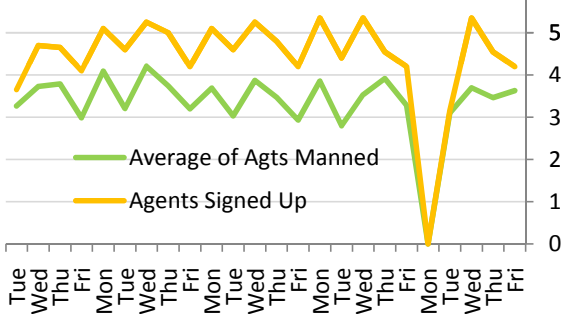
Maximum Wait, in Minutes



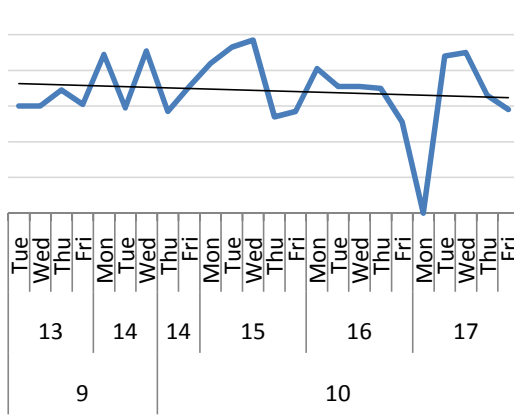
Avg Agents Manned



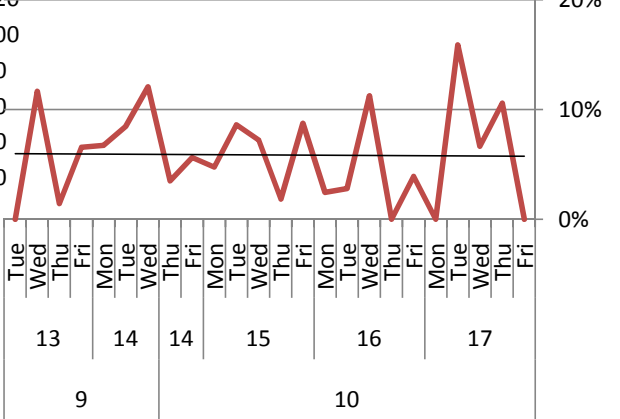
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
 Week of year  
 Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 4/23/2010

