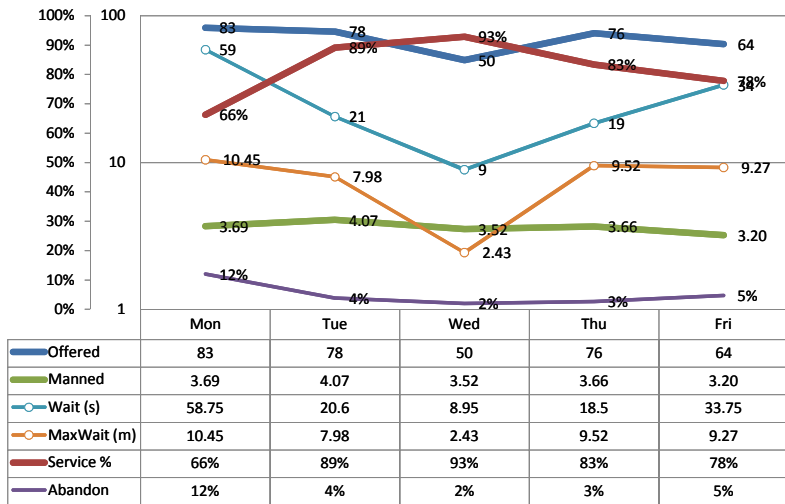


# Call Center ACD

Reporting data through 4/30/2010

## ACD Last Week



## Actuals for Last Week

<b>Calls Offered Per Day</b>	
Average	70.2
Peak	83
<b>Service Level % Achieved</b>	
Average	81.90
Lowest	66.30
<b>Agents Manned on the ACD</b>	
Average	3.63
Lowest	3.2
<b>Abandon Rate Per Day</b>	
Average	5%
Peak	12%
<b>Avg Wait Time in seconds</b>	
Average	28.11
Peak	58.75
<b>Maximum Wait in minutes</b>	
Average	7.93
Peak	10.45

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>		
Current	19.4	22.9
<b>Service Level % Achieved</b>		
Goal	80.0	80.0
Diff	-1.9	13.7
<b>Agents on the Sign Up Sheet</b>		
Average	4.8	
Shortfall	1.2	
<b>Abandon Rate Per Day</b>		
Goal	10%	10%
Diff	5%	-2%
<b>Wait Time in seconds</b>		
Goal	30	30
Diff	1.9	(28.8)
<b>Maximum Wait in minutes</b>		
Goal	5	5
Diff	(2.9)	(5.5)
	Average	Peak

**Average % of Half-Hour Periods where Service Level meets Goal**  
65%

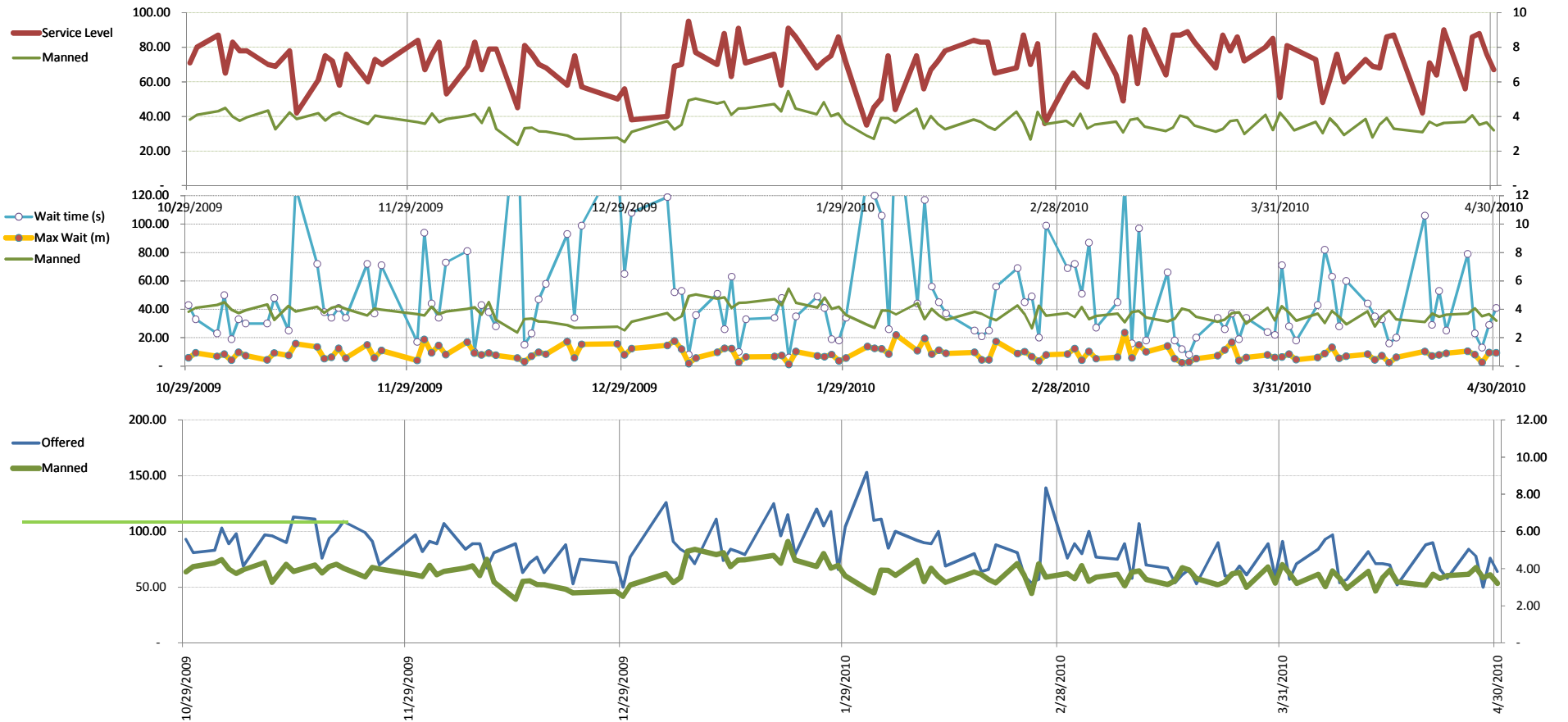
**ACD Forecast of Agents Needed for 100% Service Level at all times**  
Average 6.0  
Avg Gap 2.4



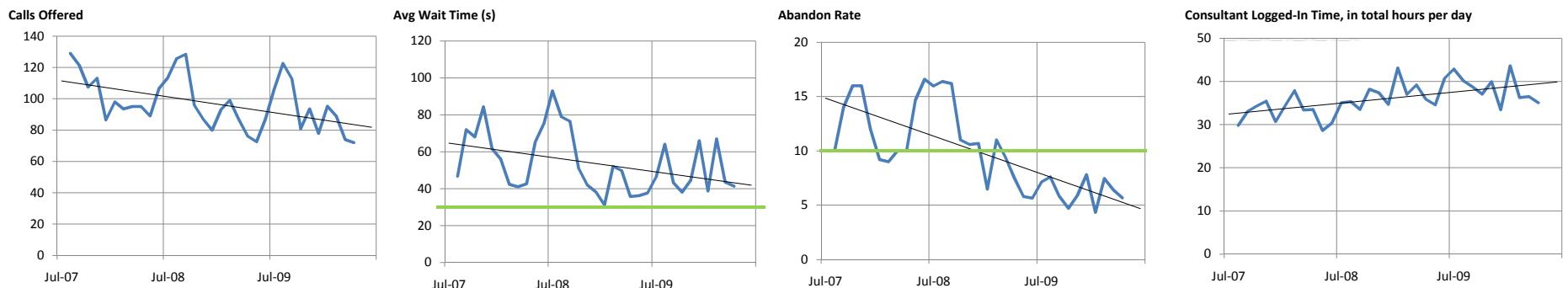
# Call Center ACD

Reporting data through 4/30/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years

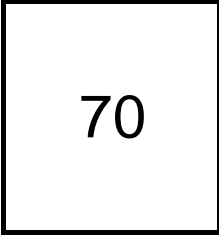


# Actuals vs Goal

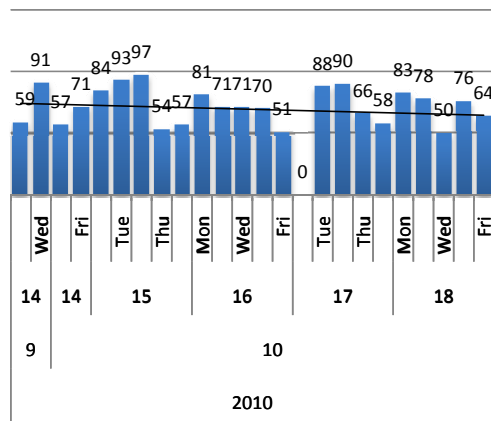
Reporting data through 4/30/2010

## Calls Offered

Average Per Day



Last week



150

Average Per Day

Now Year Ago

this week	70.2	not available
last 3 months	78.3	not available
last 6 months	83.6	not available

Avg Peak Per Day

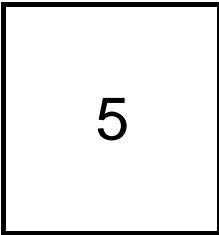
Now Year Ago

this week	83	not available
last 3 months	119	not available
last 6 months	117.17	not available

Gap

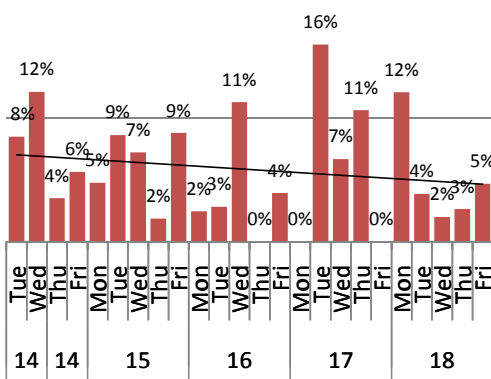
## Call Handling

Abandon Rate



Last week, average

Goal = 10%



10%

Average Per Day

Now Year Ago

this week	5%	not available
last 3 months	9%	not available
last 6 months	9%	not available

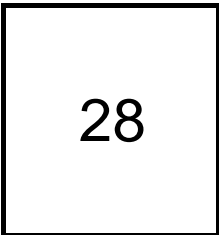
Avg Peak Per Day

Now Year Ago

this week	12%	not available
last 3 months	24%	not available
last 6 months	24%	not available

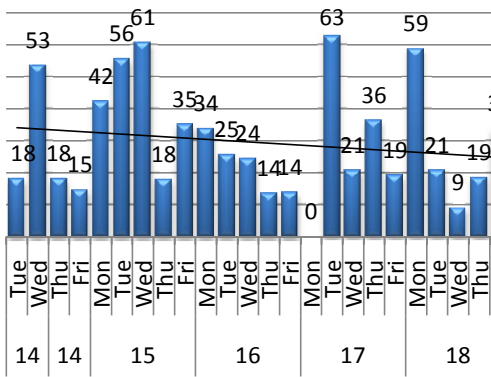
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



70

Average Wait Per Day (s)

Now Year Ago

this week	28.11	not available
last 3 months	50.62	not available
last 6 months	50.15	not available

Avg Max Wait / Day (m)

Now Year Ago

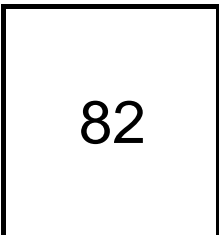
this week	7.93	not available
last 3 months	8.82	not available
last 6 months	8.89	not available

Worst Wait Per Day (m)

Now Year Ago

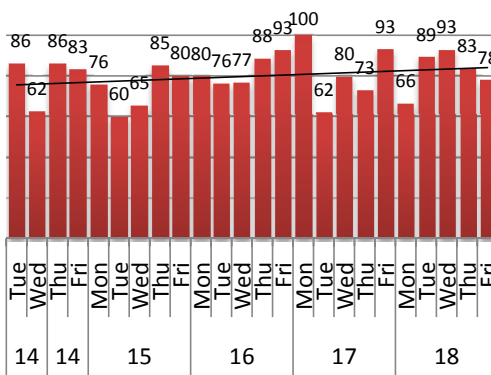
this week	10.45	not available
last 3 months	23.62	not available
last 6 months	23.62	not available

Service Level



Last week, average

Goal = 80 percent ?



100

Avg Service Level / Day

Now Year Ago

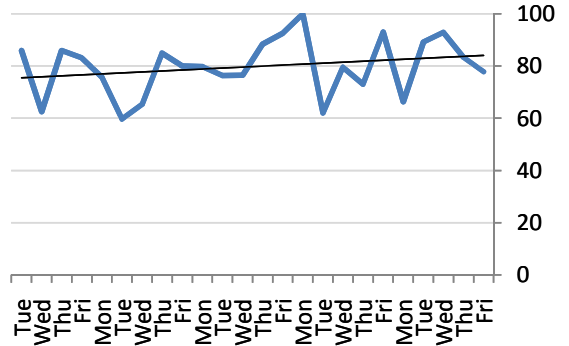
this week	81.90	not available
last 3 months	70.38	not available
last 6 months	70.55	not available

# Actuals vs Goal

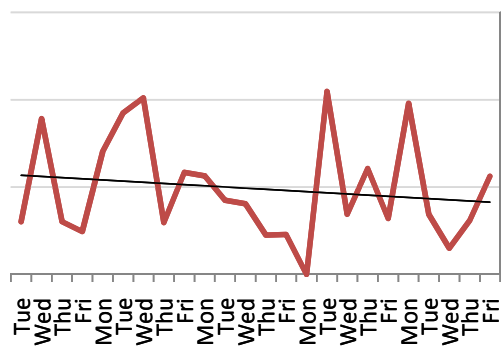
Reporting data through 4/30/2010

## Components

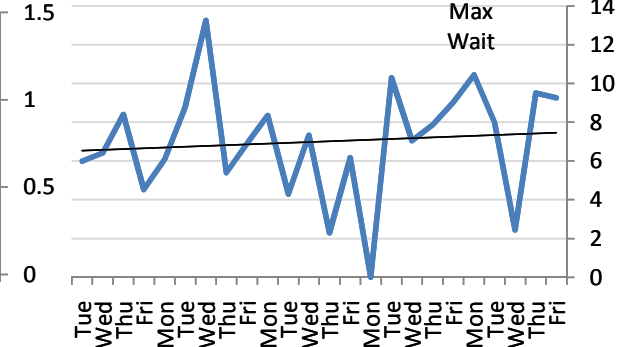
Service Level %



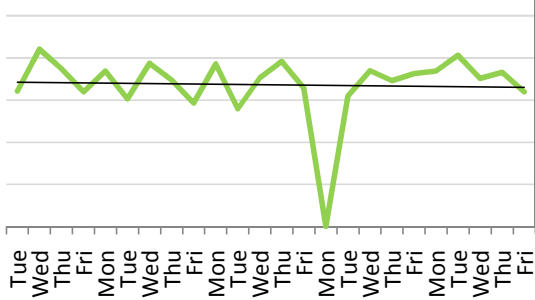
Average Wait, in Minutes



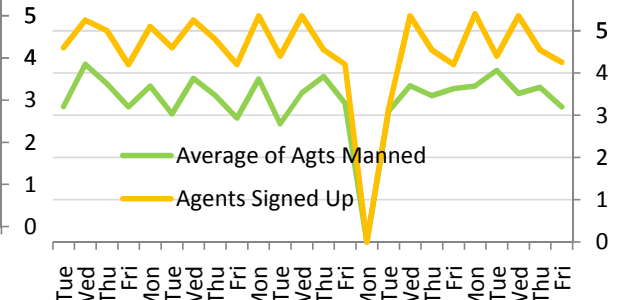
Maximum Wait, in Minutes



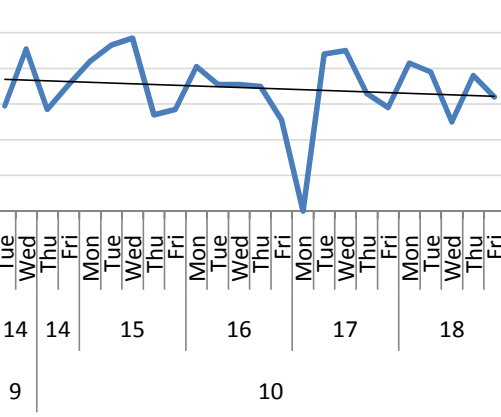
Avg Agents Manned



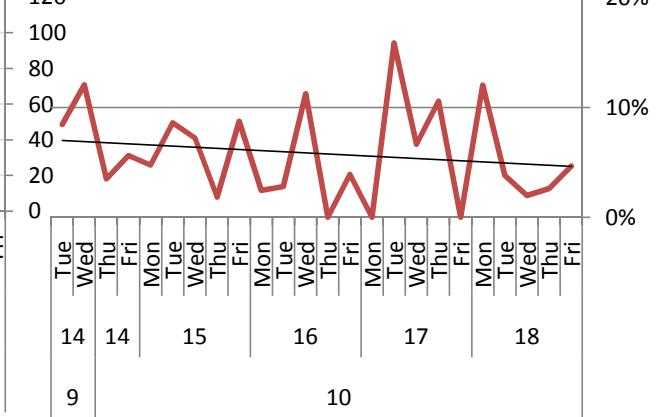
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 4/30/2010

