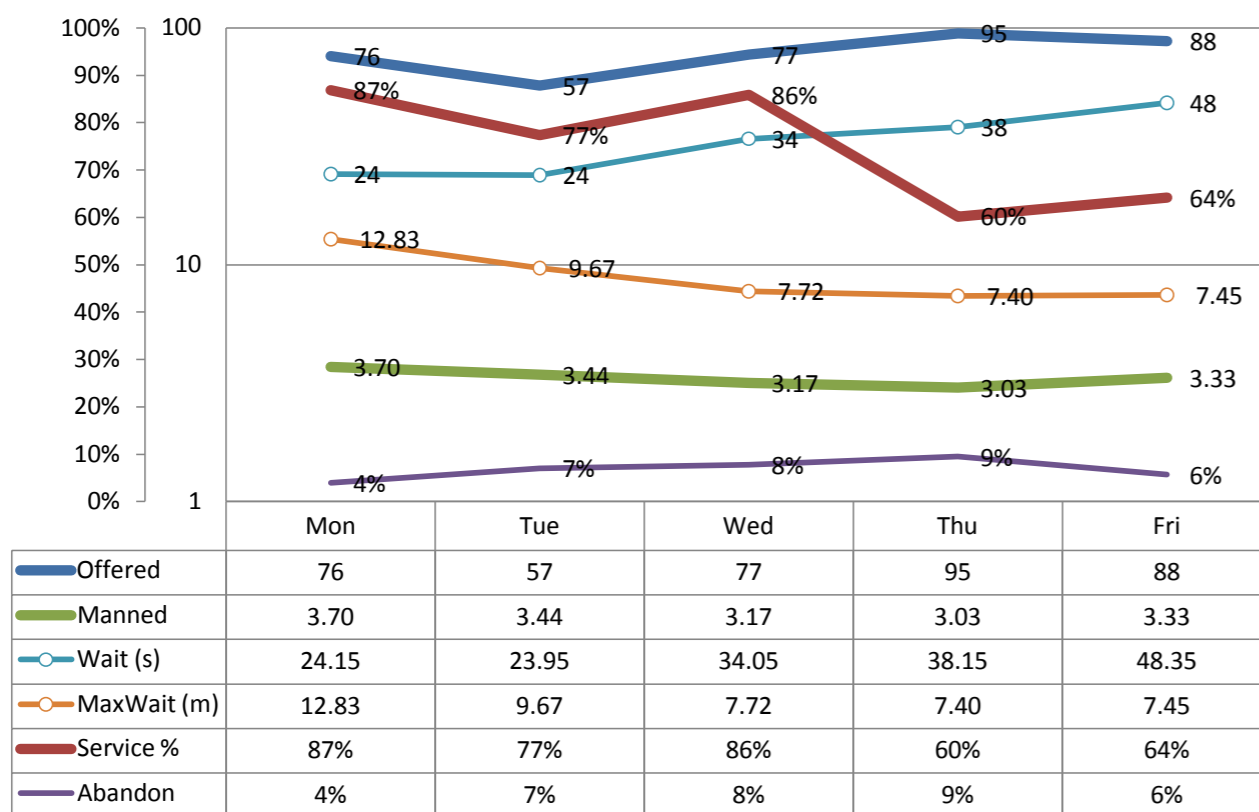


Call Center ACD

Reporting data through 5/28/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day

Average 78.6
Peak 95

Service Level % Achieved

Average 74.89
Lowest 60.20

Agents Manned on the ACD

Average 3.33
Lowest 3.025

Abandon Rate Per Day

Average 7%
Peak 9%

Avg Wait Time in seconds

Average 33.73
Peak 48.35

Maximum Wait in minutes

Average 9.01
Peak 12.83

Actuals vs Goal

Average Peak

Calls Offered Per Manned Agent

Current 23.6 28.5

Service Level % Achieved

Goal 80.0 80.0
Diff 5.1 19.8

Agents on the Sign Up Sheet

Average 4.3
Shortfall 0.9

Abandon Rate Per Day

Goal 10% 10%
Diff 3% 1%

Wait Time in seconds

Goal 30 30
Diff (3.7) (18.4)

Maximum Wait in minutes

Goal 5 5
Diff (4.0) (7.8)

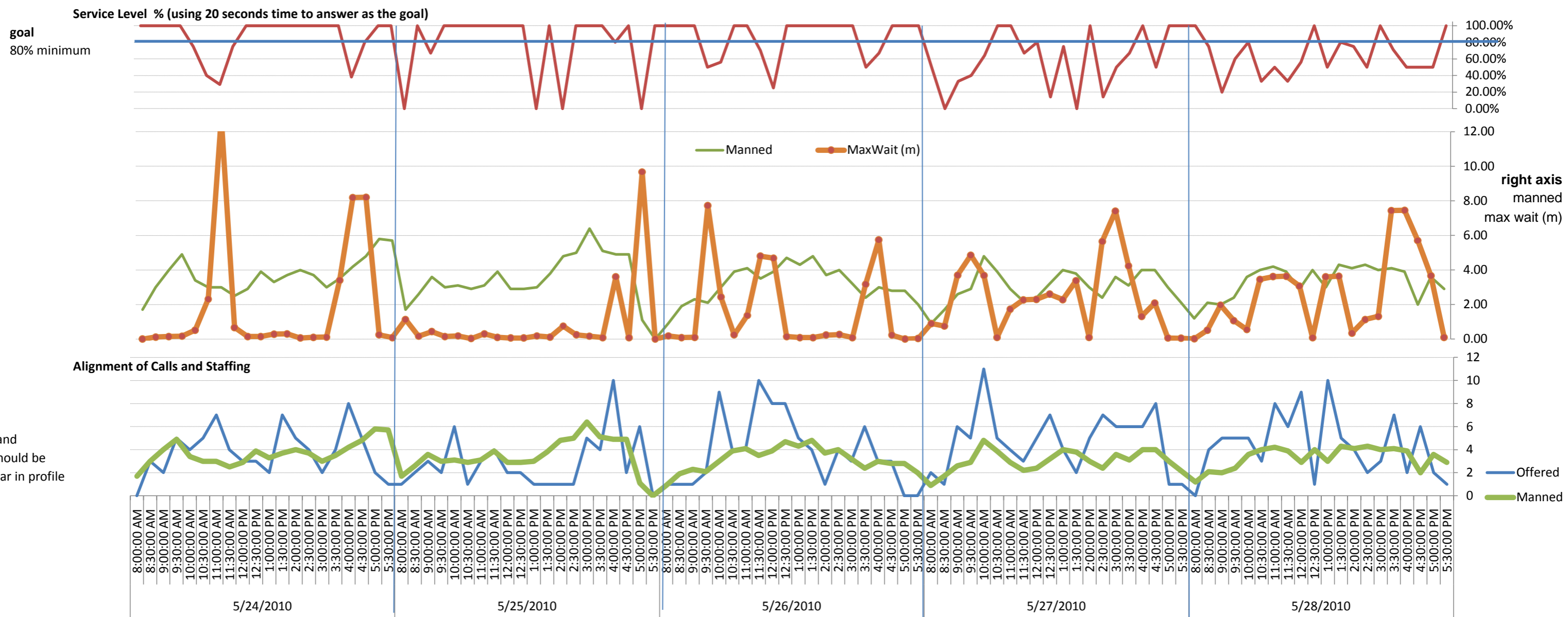
Average Peak

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

52%

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

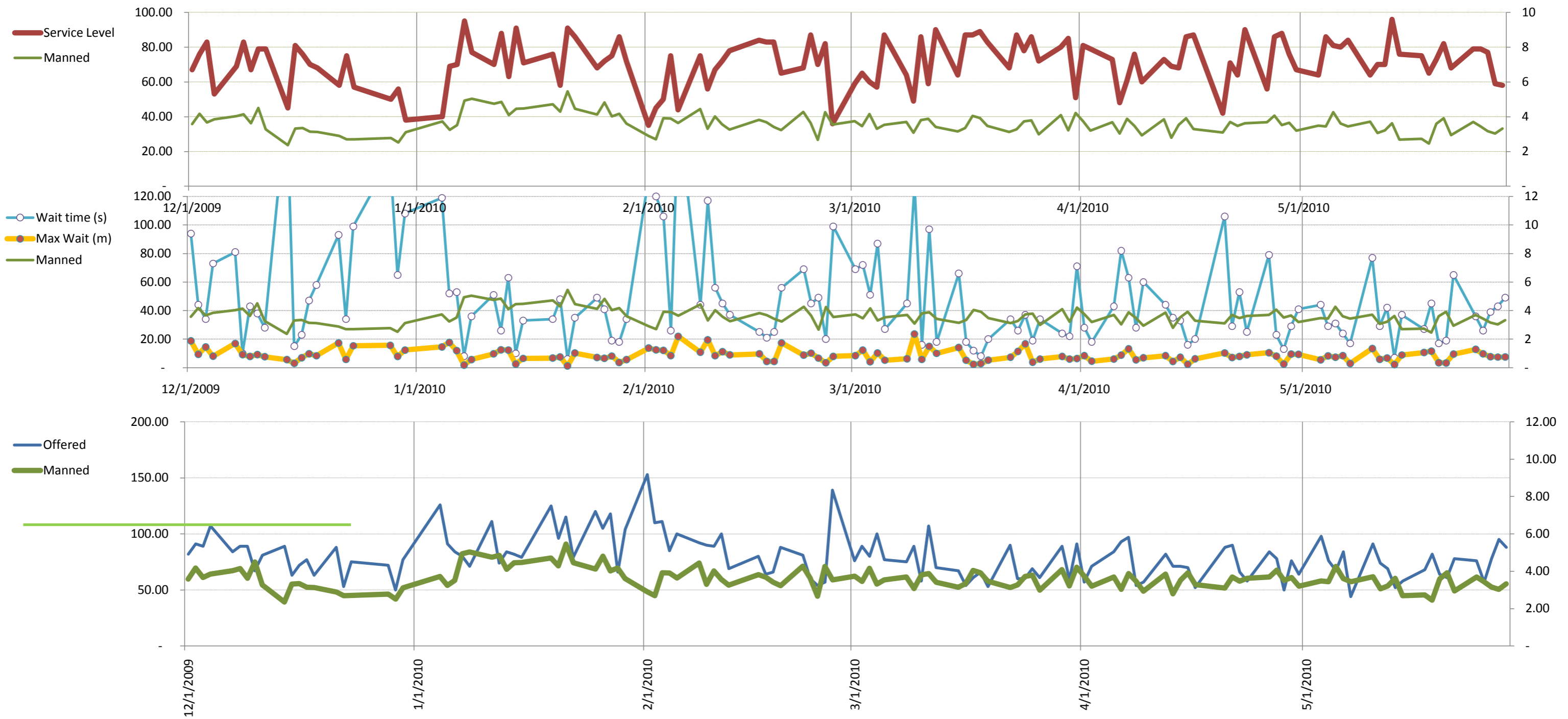
Average 6.0
Avg Gap 2.7



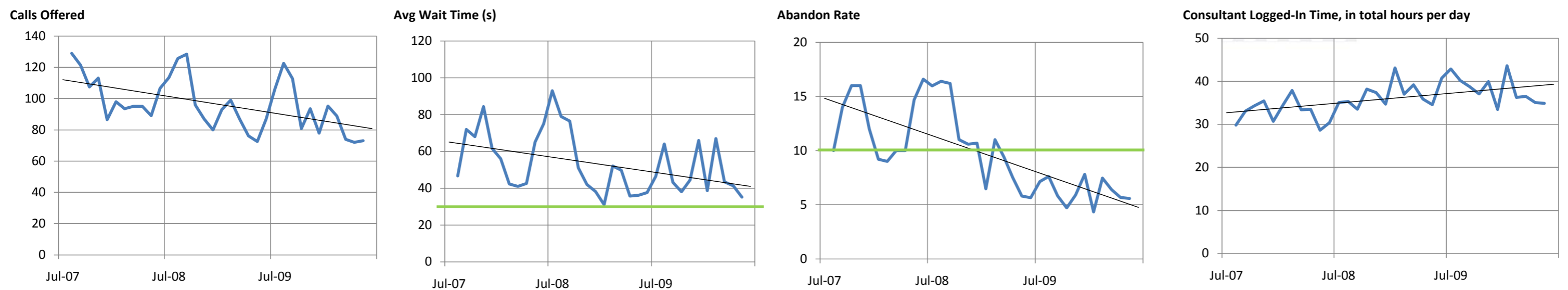
Call Center ACD

Reporting data through 5/28/2010

Daily Detail over Several Months



Monthly Detail over Several Years

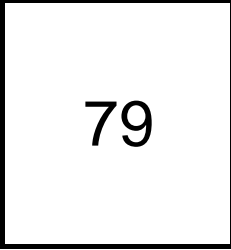


Actuals vs Goal

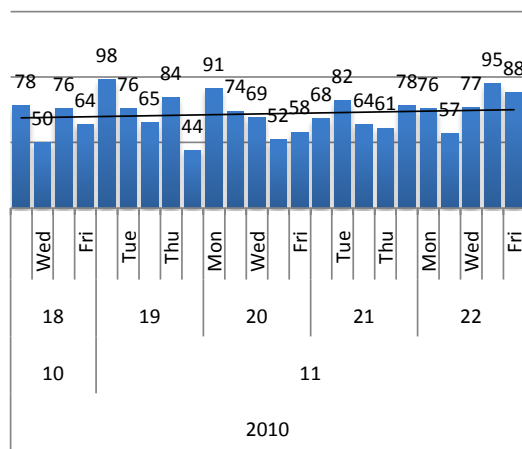
Reporting data through 5/28/2010

Calls Offered

Average Per Day



Last week



Average Per Day

	Now	Year Ago
this week	78.6	not available
last 3 months	73.0	not available
last 6 months	80.2	not available

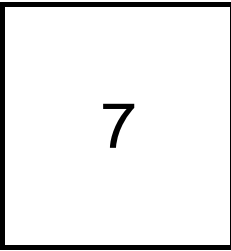
Avg Peak Per Day

	Now	Year Ago
this week	95	not available
last 3 months	100.67	not available
last 6 months	114.67	not available

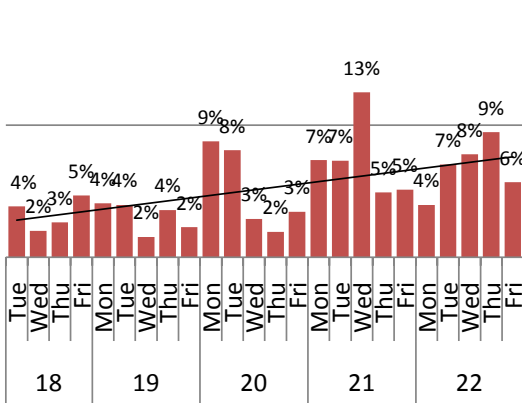
Gap

Call Handling

Abandon Rate



Last week, average
Goal = 10%



Average Per Day

	Now	Year Ago
this week	7%	not available
last 3 months	8%	not available
last 6 months	9%	not available

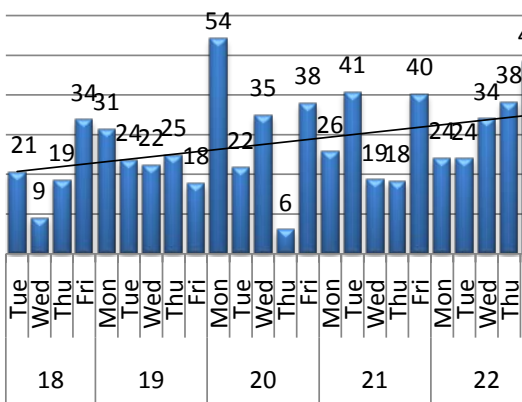
Avg Peak Per Day

	Now	Year Ago
this week	9%	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	33.73	not available
last 3 months	40.00	not available
last 6 months	48.60	not available

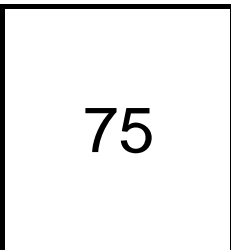
Avg Max Wait / Day (m)

	Now	Year Ago
this week	9.01	not available
last 3 months	7.87	not available
last 6 months	8.76	not available

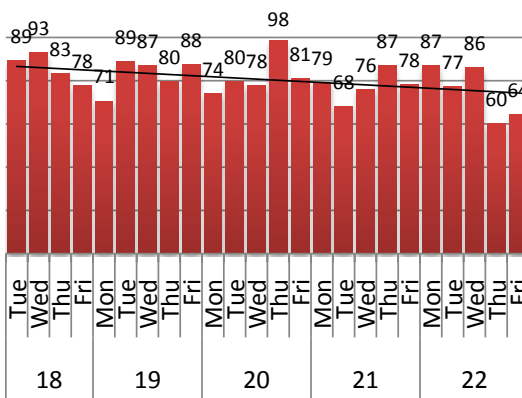
Worst Wait Per Day (m)

	Now	Year Ago
this week	12.83	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

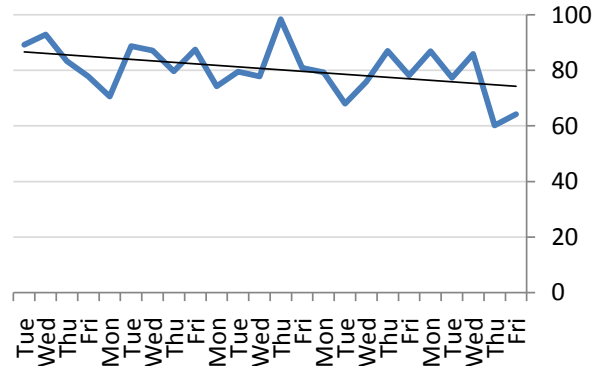
	Now	Year Ago
this week	74.89	not available
last 3 months	73.13	not available
last 6 months	71.09	not available

Actuals vs Goal

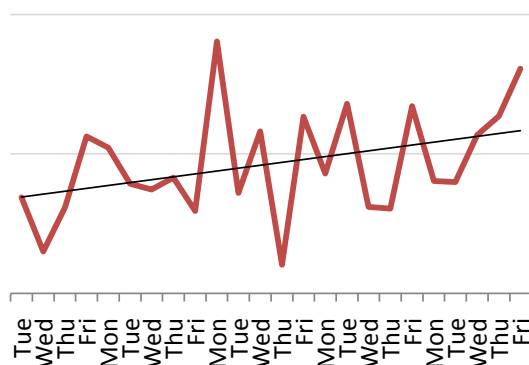
Reporting data through 5/28/2010

Components

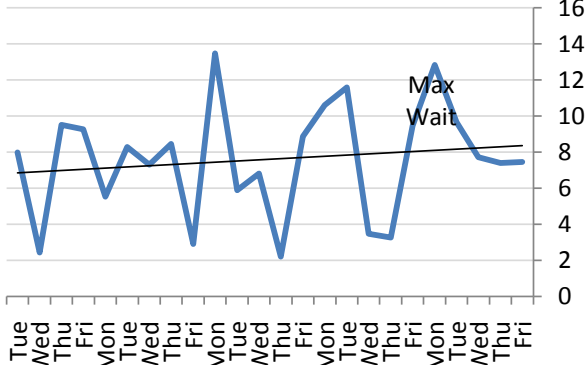
Service Level %



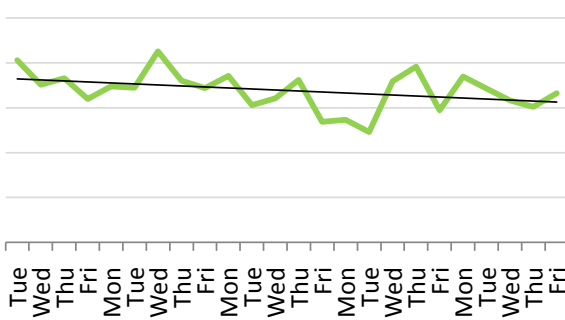
Average Wait, in Minutes



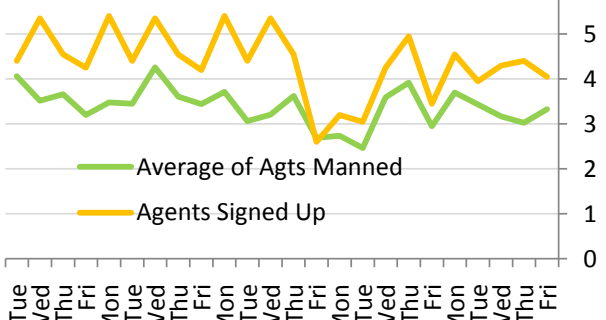
Maximum Wait, in Minutes



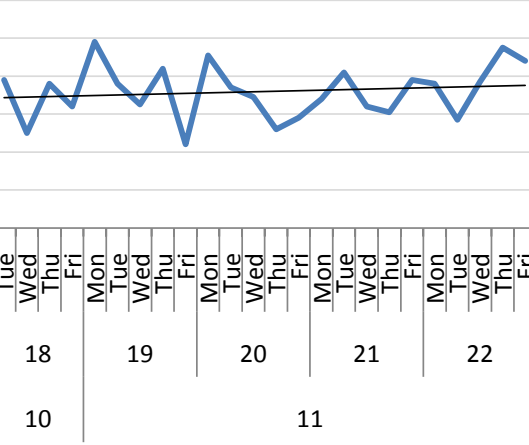
Avg Agents Manned



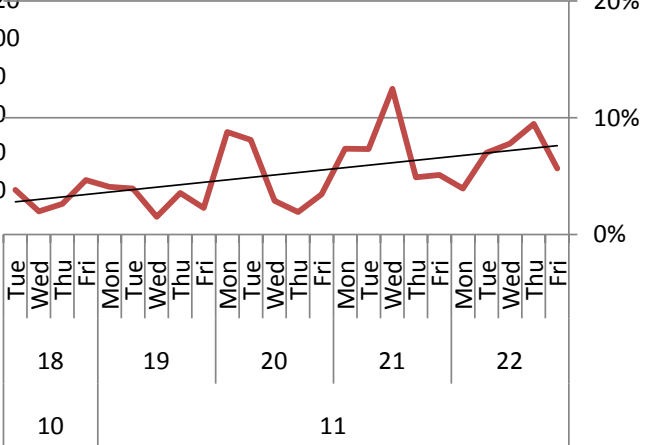
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Tue	18	19	20	21	22
Wed					
Thu					
Fri					
Mon					
Tue					
Wed					
Thu					
Fri					
Mon					
Tue					
Wed					
Thu					
Fri					
Mon					
Tue					
Wed					
Thu					
Fri					

Tue	18	19	20	21	22
Wed					
Thu					
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Mon					
Tue					
Wed					
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Wed					
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Fri					
Mon					
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Wed					
Thu					
Fri					

Actuals vs Goal

Components, Cont.

Reporting data through 5/28/2010

