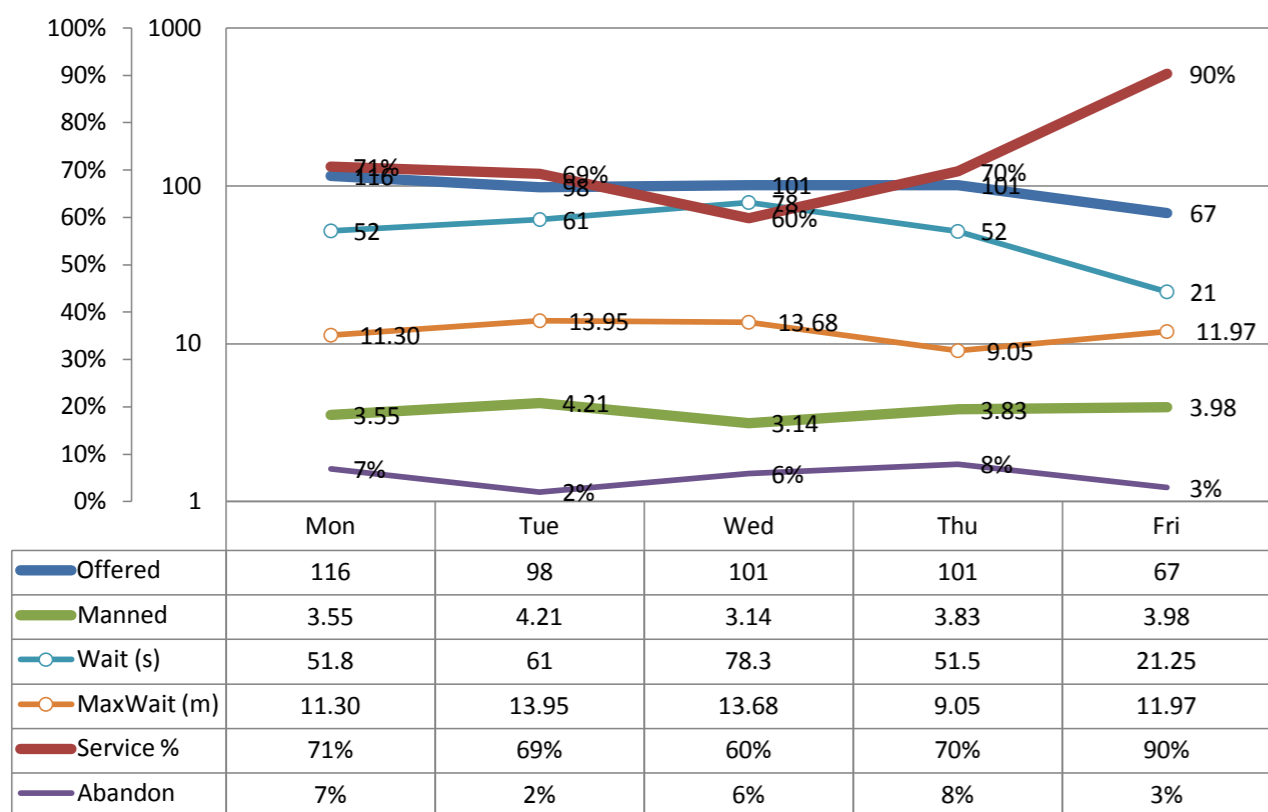


# Call Center ACD

Reporting data through 6/11/2010

## ACD Last Week



## Actuals for Last Week

### Calls Offered Per Day

Average 96.6  
Peak 116

### Service Level % Achieved

Average 71.94  
Lowest 59.85

### Agents Manned on the ACD

Average 3.74  
Lowest 3.135

### Abandon Rate Per Day

Average 5%  
Peak 8%

### Avg Wait Time in seconds

Average 52.77  
Peak 78.30

### Maximum Wait in minutes

Average 11.99  
Peak 13.95

## Actuals vs Goal

Average Peak

### Calls Offered Per Manned Agent

Current 25.8 31.0

### Service Level % Achieved

Goal 80.0 80.0  
Diff 8.1 20.2

### Agents on the Sign Up Sheet

Average 4.6  
Shortfall 0.9

### Abandon Rate Per Day

Goal 10% 10%  
Diff 5% 2%

### Wait Time in seconds

Goal 30 30  
Diff (22.8) (48.3)

### Maximum Wait in minutes

Goal 5 5  
Diff (7.0) (9.0)

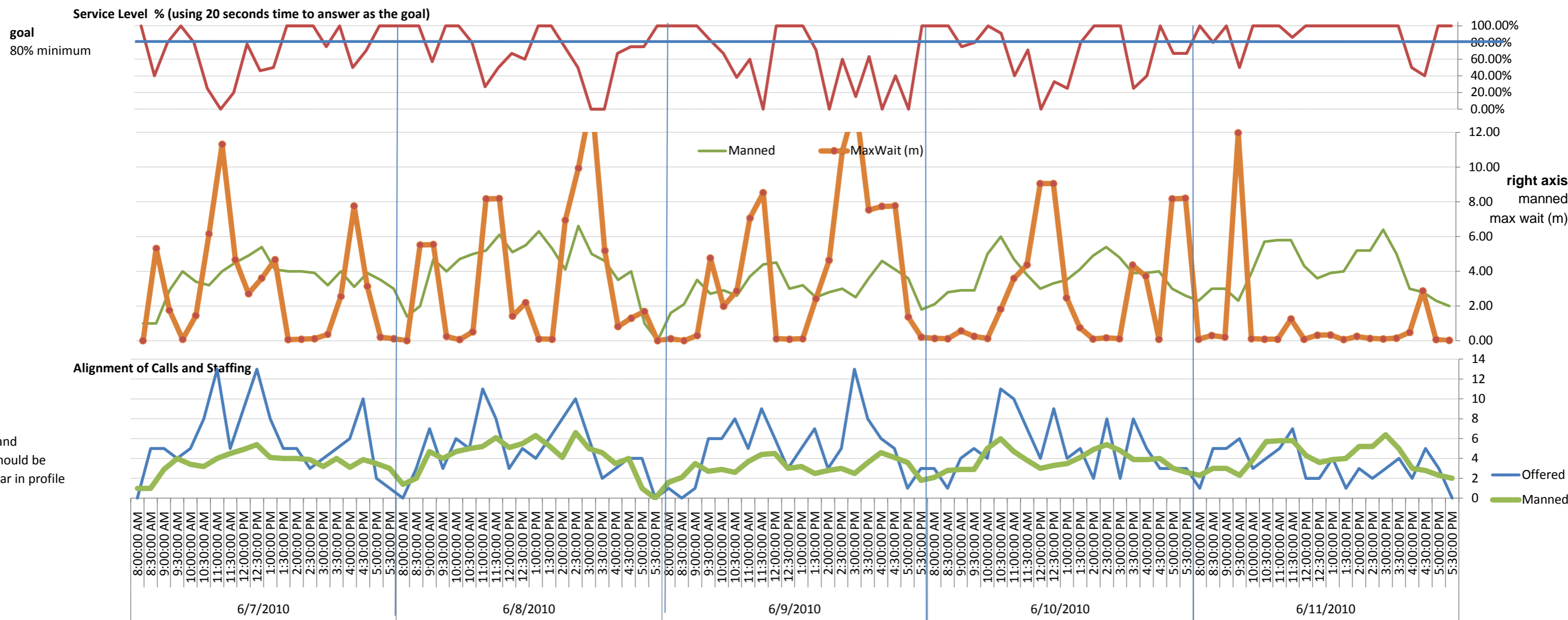
Average Peak

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

47%

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

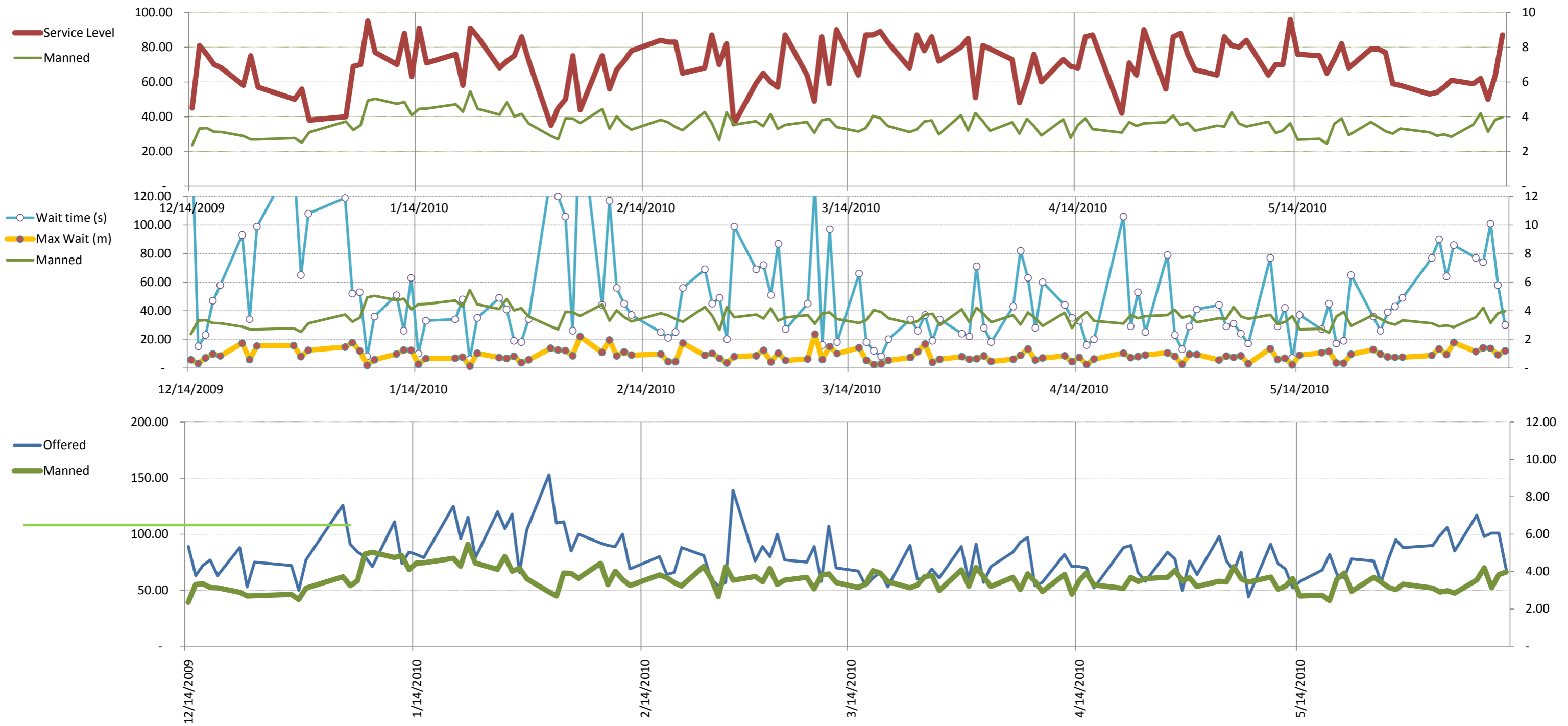
Average 6.0  
Avg Gap 2.3



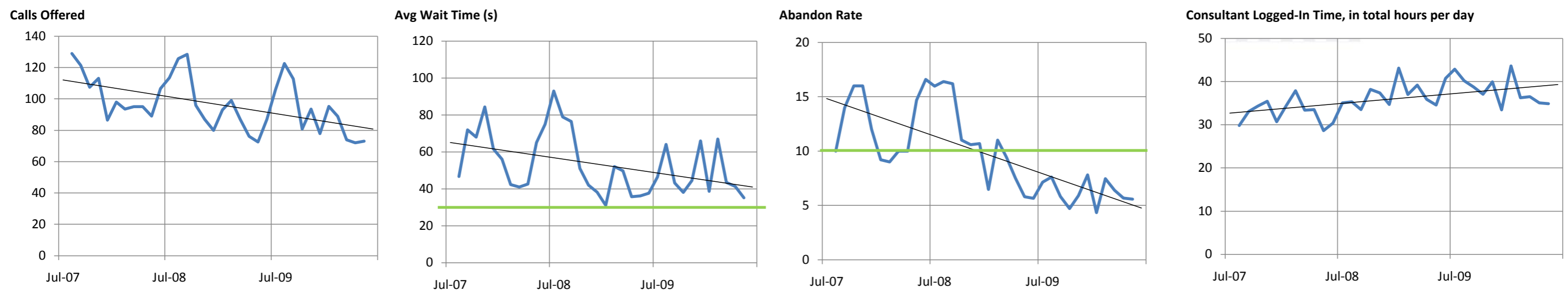
# Call Center ACD

Reporting data through 6/11/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

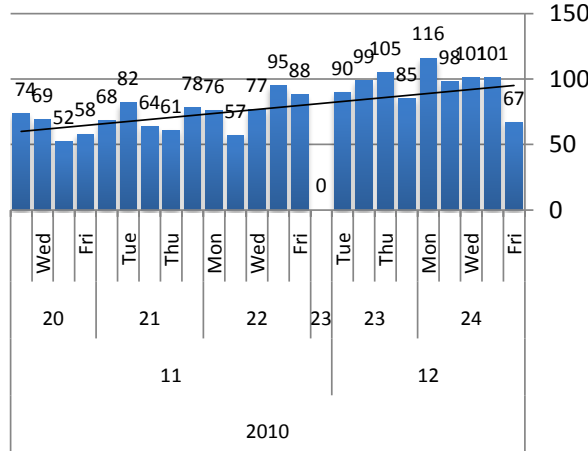
Reporting data through 6/11/2010

## Calls Offered

### Average Per Day

97

Last week



### Average Per Day

	Now	Year Ago
this week	96.6	not available
last 3 months	80.4	not available
last 6 months	83.2	not available

### Avg Peak Per Day

	Now	Year Ago
this week	116	not available
last 3 months	104	not available
last 6 months	116.33	not available

Gap

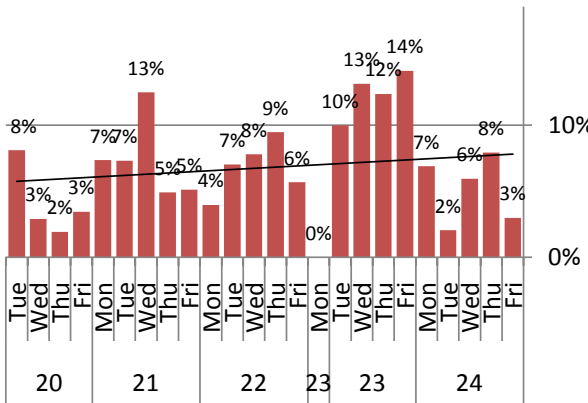
## Call Handling

### Abandon Rate

5

Last week, average

Goal = 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

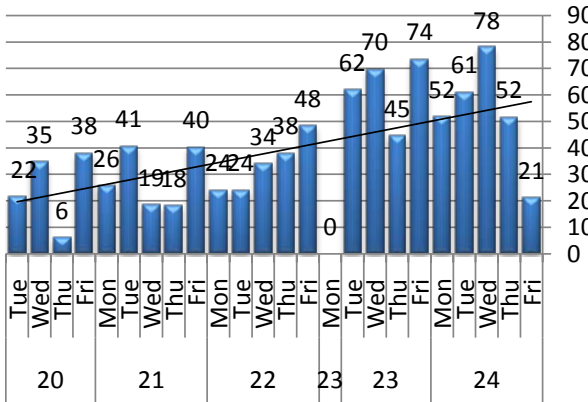
	Now	Year Ago
this week	8%	not available
last 3 months	18%	not available
last 6 months	24%	not available

### Wait Time on Hold 80% minimum

53

Last week, average

Goal = 30 seconds



### Average Wait Per Day (s)

	Now	Year Ago
this week	52.77	not available
last 3 months	49.83	not available
last 6 months	49.78	not available

### Avg Max Wait / Day (m)

	Now	Year Ago
this week	11.99	not available
last 3 months	9.06	not available
last 6 months	9.04	not available

### Worst Wait Per Day (m)

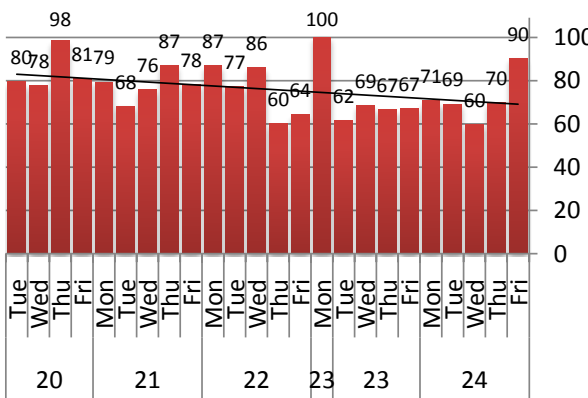
	Now	Year Ago
this week	13.95	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

### Service Level

72

Last week, average

Goal = 80 percent ?



### Avg Service Level / Day

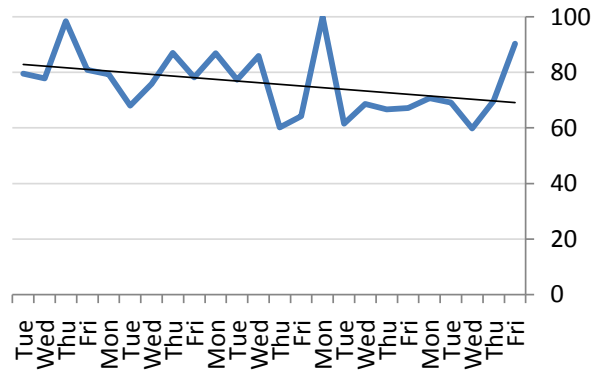
	Now	Year Ago
this week	71.94	not available
last 3 months	68.85	not available
last 6 months	70.14	not available

# Actuals vs Goal

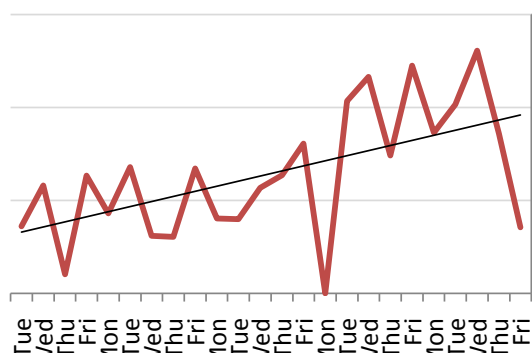
Reporting data through 6/11/2010

## Components

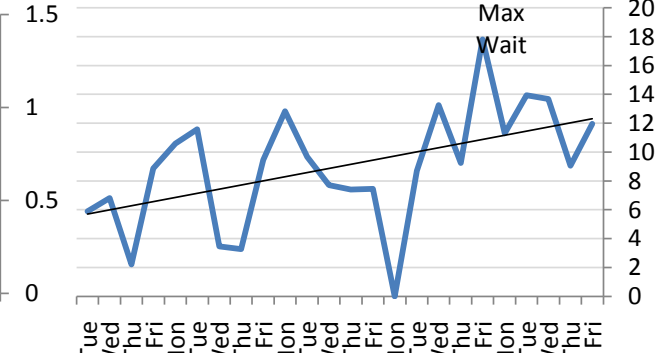
Service Level %



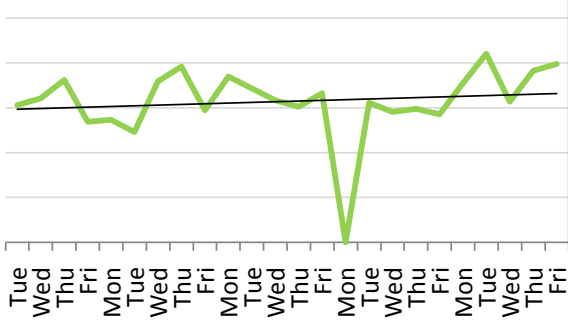
Average Wait, in Minutes



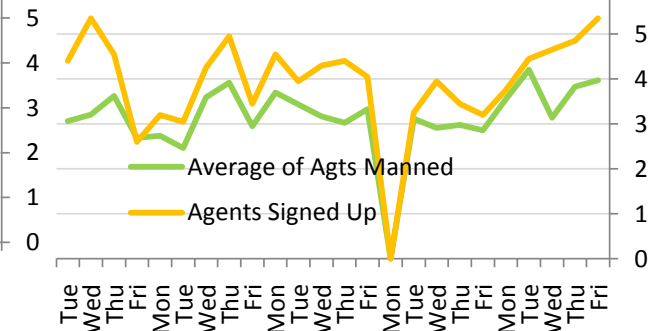
Maximum Wait, in Minutes



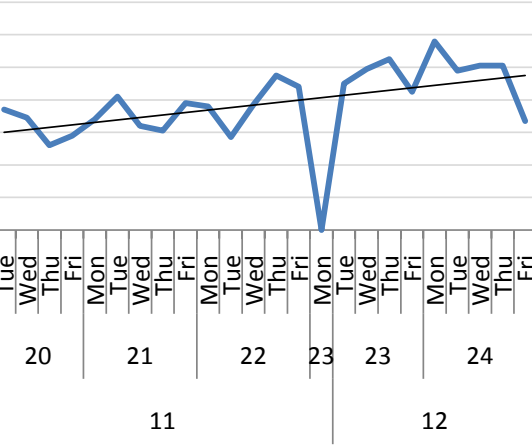
Avg Agents Manned



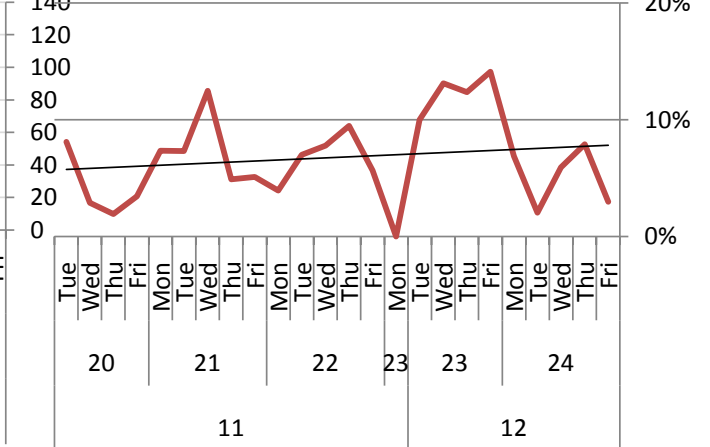
Avg Agents Manned vs Signed Up



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

# Actuals vs Goal

## Components, Cont.

Reporting data through 6/11/2010

