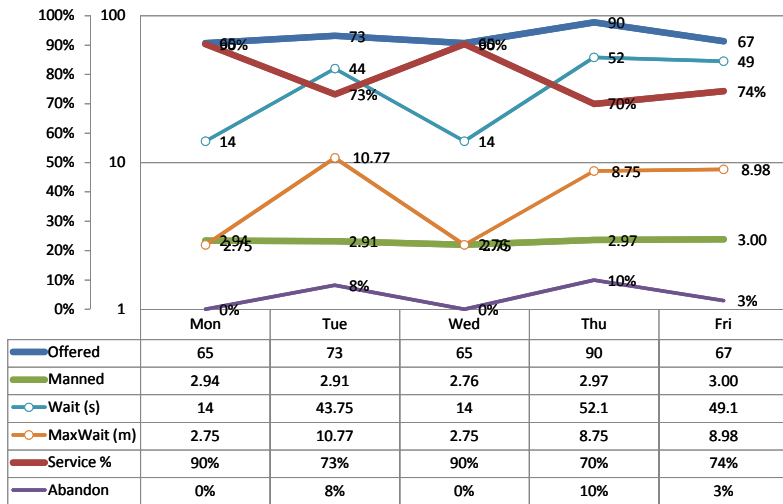


# Call Center ACD

Reporting data through 7/23/2010

## ACD Last Week



## Actuals for Last Week

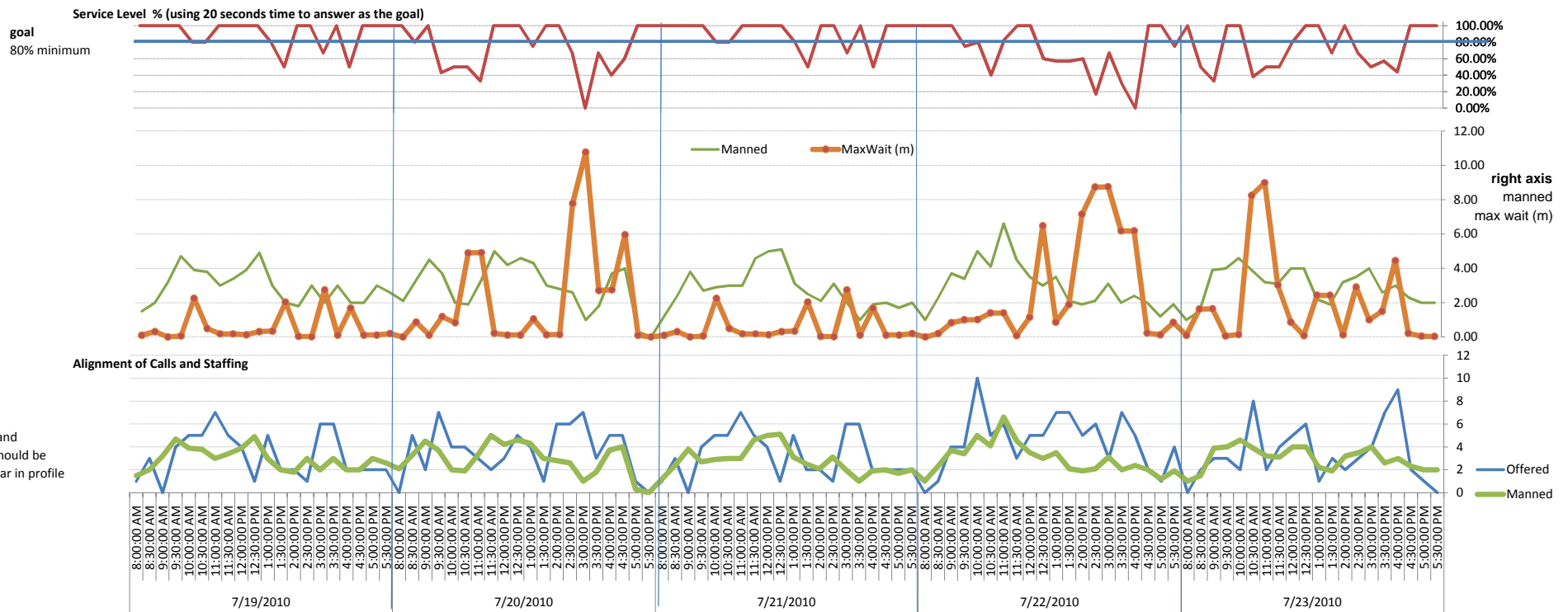
<b>Calls Offered Per Day</b>	
Average	72
Peak	90
<b>Service Level % Achieved</b>	
Average	79.65
Lowest	70.00
<b>Agents Manned on the ACD</b>	
Average	2.91
Lowest	2.755
<b>Abandon Rate Per Day</b>	
Average	4%
Peak	10%
<b>Avg Wait Time in seconds</b>	
Average	34.59
Peak	52.10
<b>Maximum Wait in minutes</b>	
Average	6.80
Peak	10.77

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>		
Current	24.7	30.9
<b>Service Level % Achieved</b>		
Goal	80.0	80.0
Diff	0.3	10.0
<b>Agents on the Sign Up Sheet</b>		
Average	4.2	
Shortfall	1.3	
<b>Abandon Rate Per Day</b>		
Goal	10%	10%
Diff	6%	0%
<b>Wait Time in seconds</b>		
Goal	30	30
Diff	(4.6)	(22.1)
<b>Maximum Wait in minutes</b>		
Goal	5	5
Diff	(1.8)	(5.8)
	Average	Peak

**Average % of Half-Hour Periods where Service Level meets Goal**  
54%

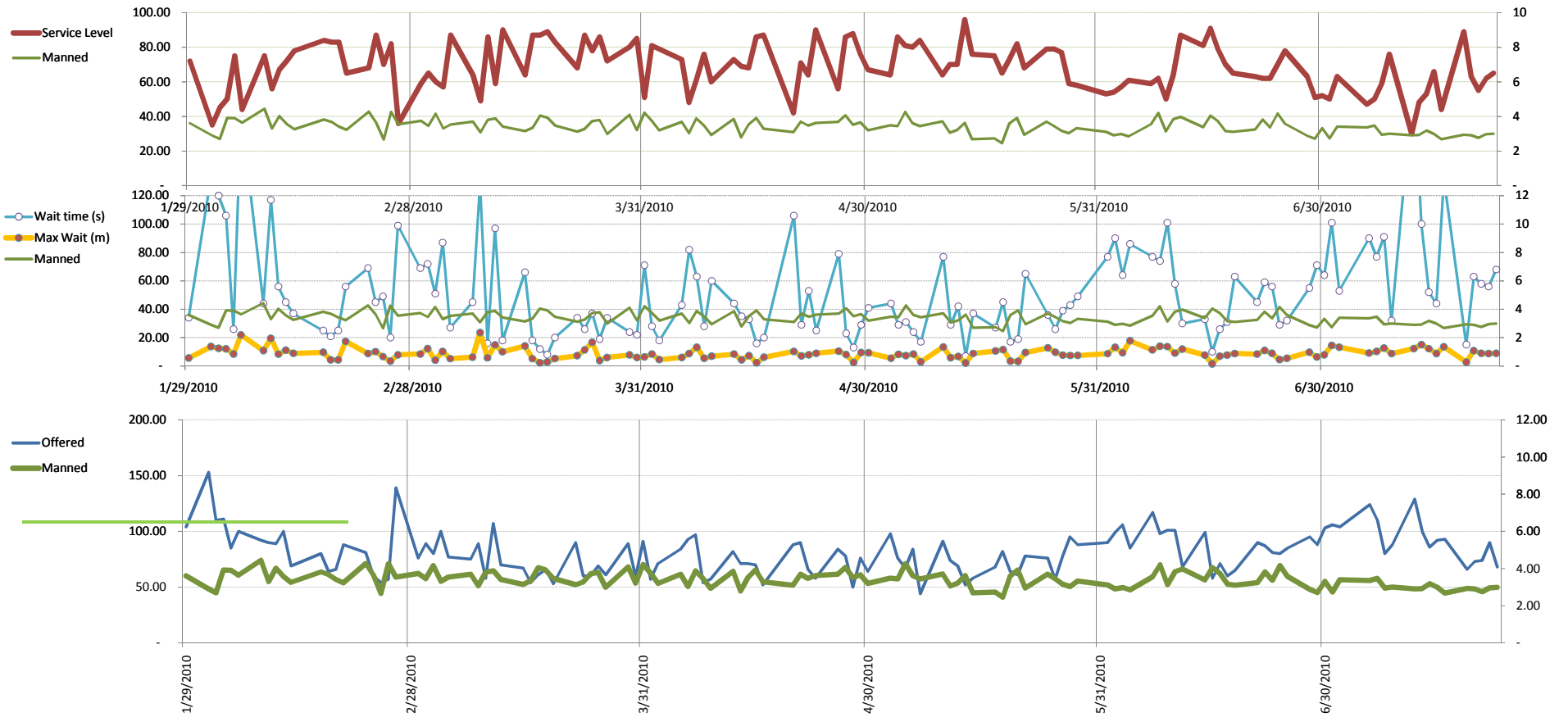
**ACD Forecast of Agents Needed for 100% Service Level at all times**  
Average 5.8  
Avg Gap 2.8



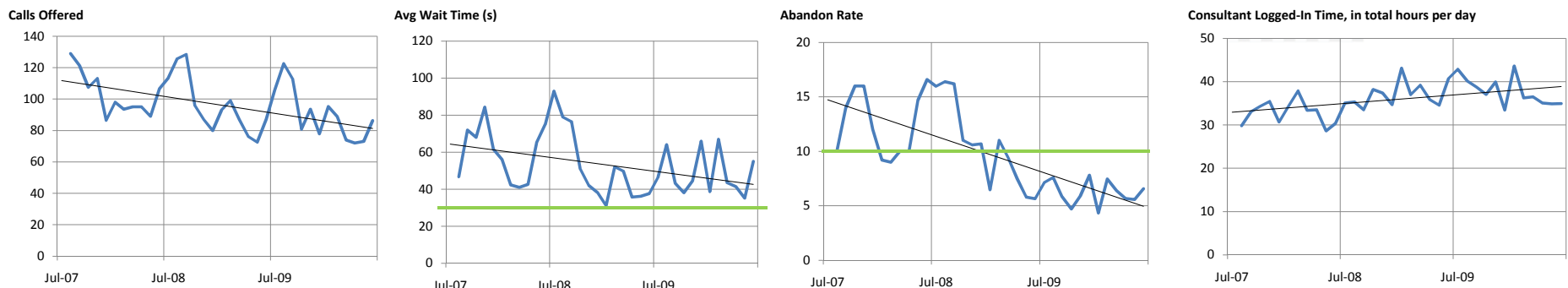
# Call Center ACD

Reporting data through 7/23/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

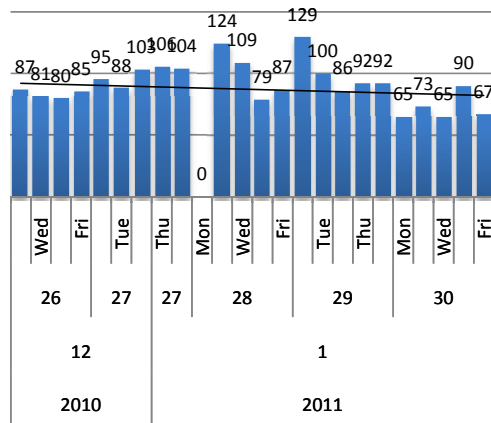
Reporting data through 7/23/2010

## Calls Offered

Average Per Day

72

Last week



Average Per Day	Now	Year Ago
this week	72.0	not available
last 3 months	84.4	not available
last 6 months	81.4	not available

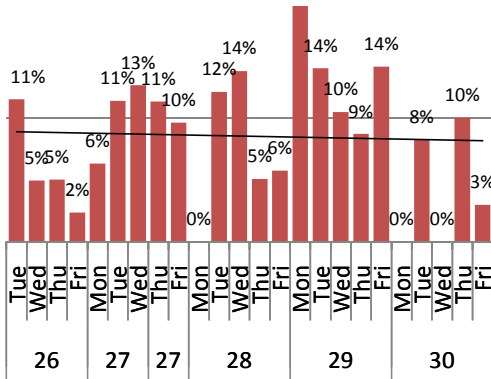
Avg Peak Per Day	Now	Year Ago
this week	90	not available
last 3 months	114.67	not available
last 6 months	116.83	not available

## Call Handling

Abandon Rate

4

Last week, average  
Goal = 10%



Average Per Day	Now	Year Ago
this week	4%	not available
last 3 months	9%	not available
last 6 months	9%	not available

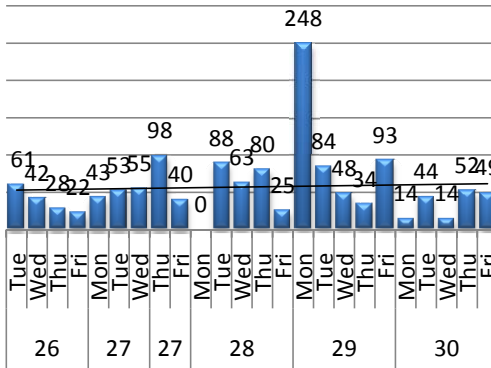
  

Avg Peak Per Day	Now	Year Ago
this week	10%	not available
last 3 months	18%	not available
last 6 months	24%	not available

Wait Time on Hold  
80% minimum

35

Last week, average  
Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	34.59	not available
last 3 months	56.14	not available
last 6 months	53.38	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	6.80	not available
last 3 months	9.20	not available
last 6 months	9.01	not available

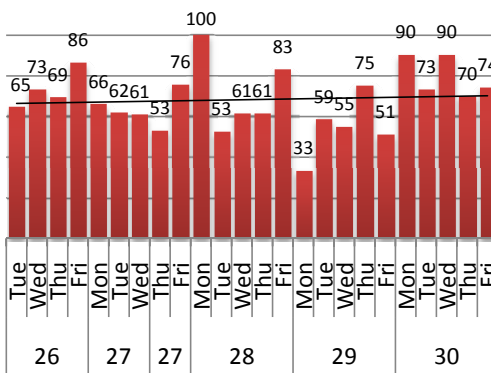
  

Worst Wait Per Day (m)	Now	Year Ago
this week	10.77	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

Service Level

80

Last week, average  
Goal = 80 percent ?



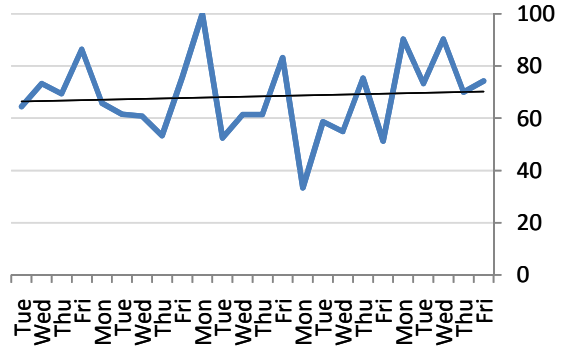
Avg Service Level / Day	Now	Year Ago
this week	79.65	not available
last 3 months	65.66	not available
last 6 months	68.02	not available

# Actuals vs Goal

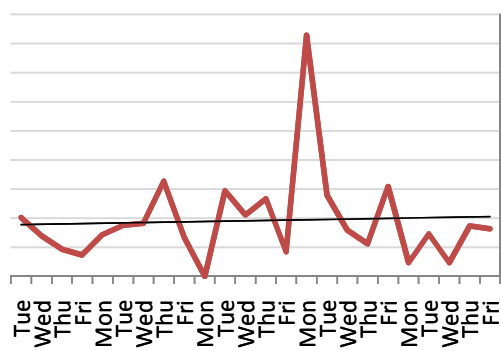
Reporting data through 7/23/2010

## Components

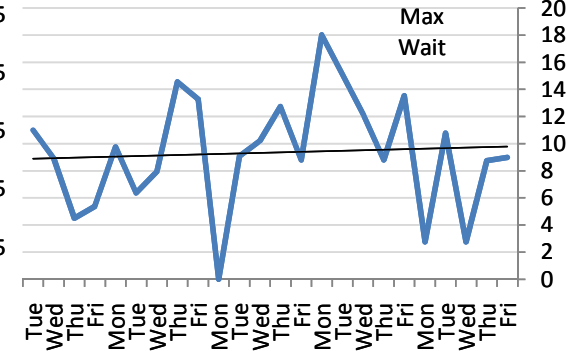
Service Level %



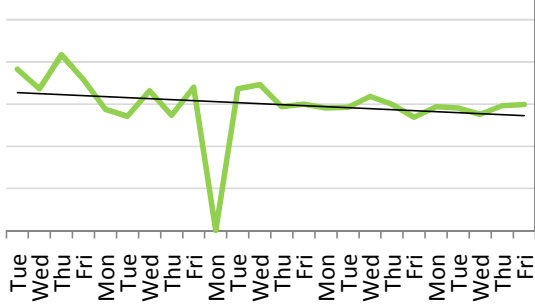
Average Wait, in Minutes



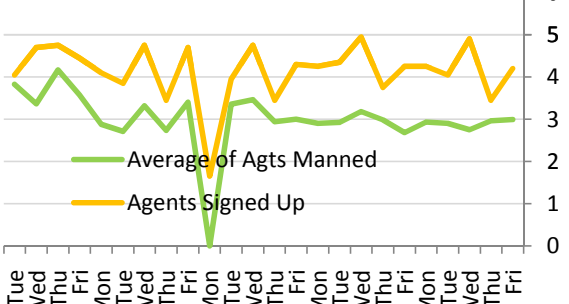
Maximum Wait, in Minutes



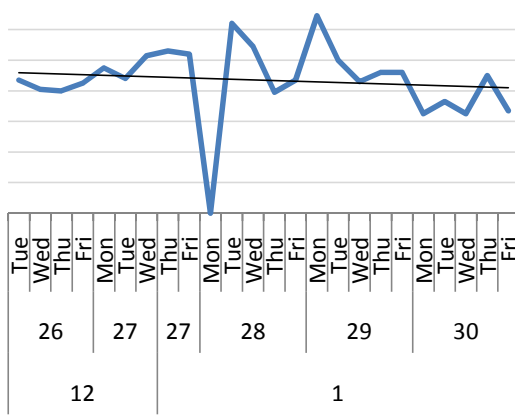
Avg Agents Manned



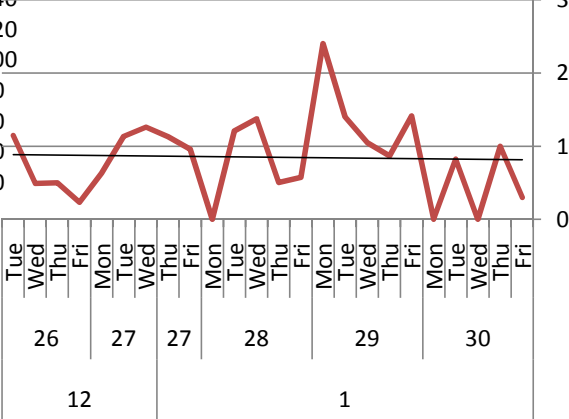
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 7/23/2010

