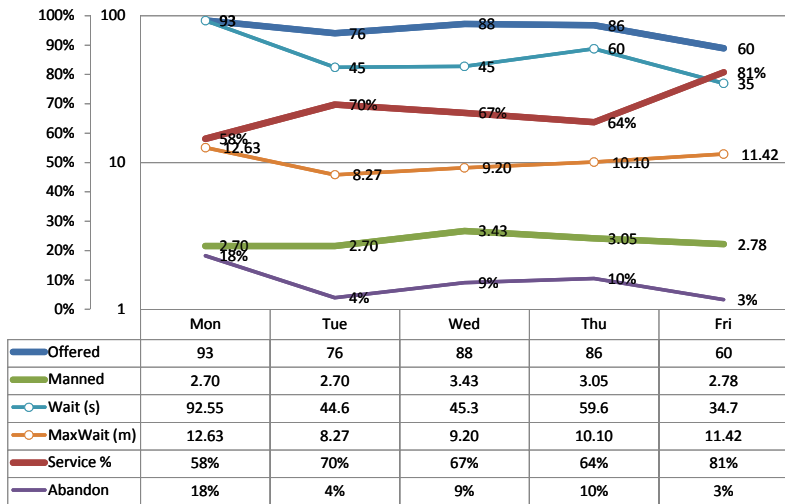


Call Center ACD

Reporting data through 7/30/2010

ACD Last Week



Actuals for Last Week

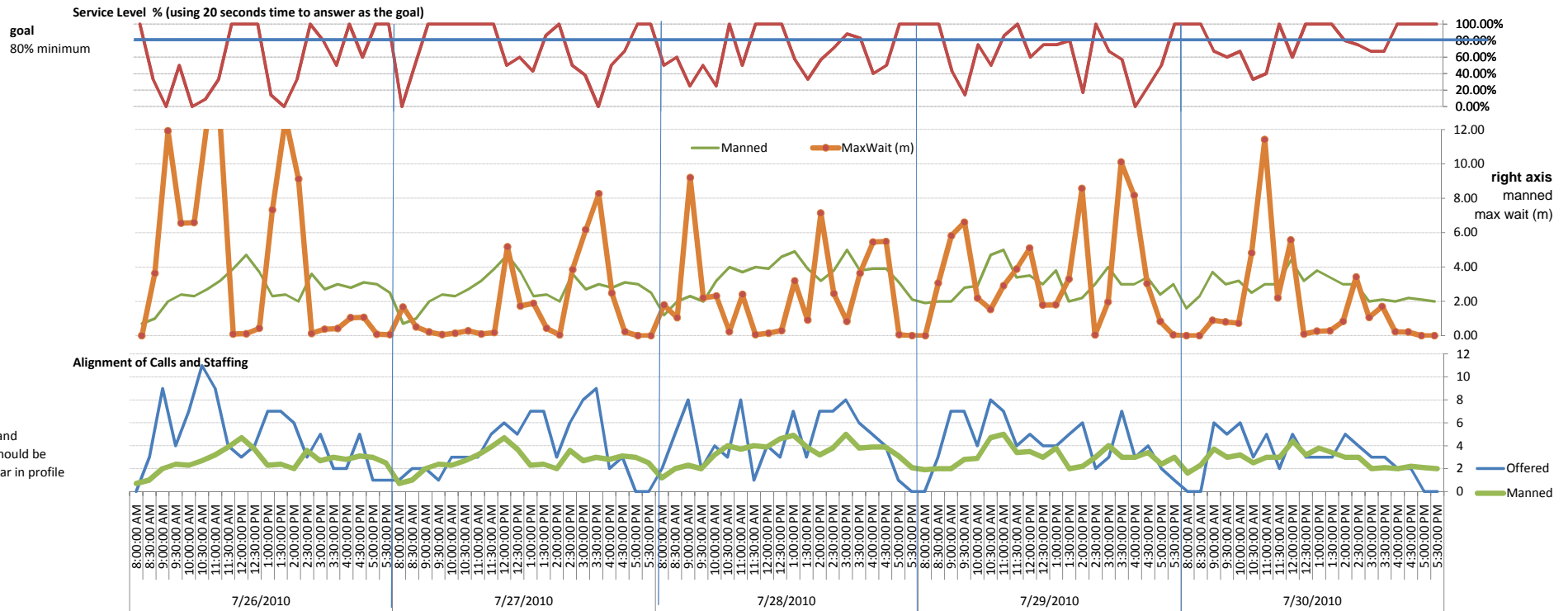
Calls Offered Per Day	
Average	80.6
Peak	93
Service Level % Achieved	
Average	67.85
Lowest	58.10
Agents Manned on the ACD	
Average	2.93
Lowest	2.7
Abandon Rate Per Day	
Average	9%
Peak	18%
Avg Wait Time in seconds	
Average	55.35
Peak	92.55
Maximum Wait in minutes	
Average	10.32
Peak	12.63

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent		
Current	27.5	31.7
Service Level % Achieved		
Goal	80.0	80.0
Diff	12.2	21.9
Agents on the Sign Up Sheet		
Average	4.2	
Shortfall	1.3	
Abandon Rate Per Day		
Goal	10%	10%
Diff	1%	-8%
Wait Time in seconds		
Goal	30	30
Diff	(25.4)	(62.6)
Maximum Wait in minutes		
Goal	5	5
Diff	(5.3)	(7.6)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal
42%

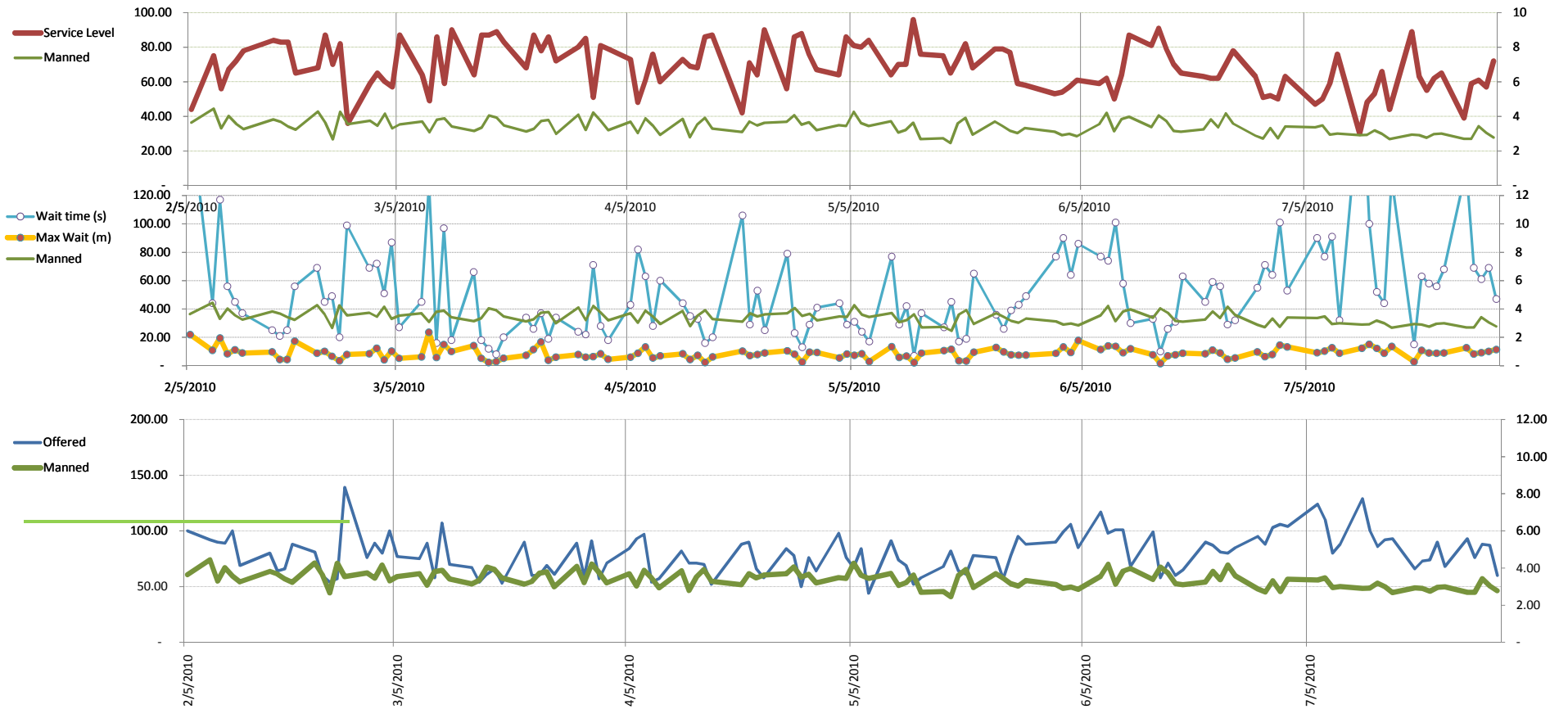
ACD Forecast of Agents Needed for 100% Service Level at all times
Average 5.8
Avg Gap 2.8



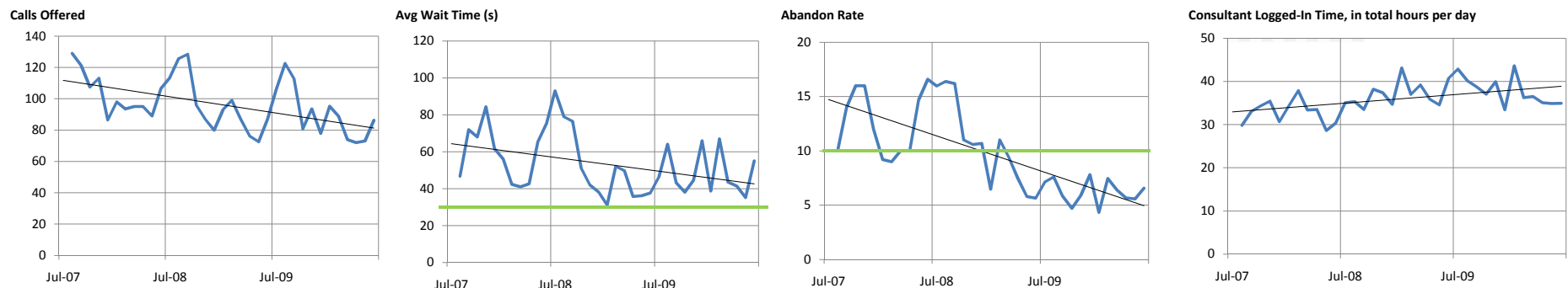
Call Center ACD

Reporting data through 7/30/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

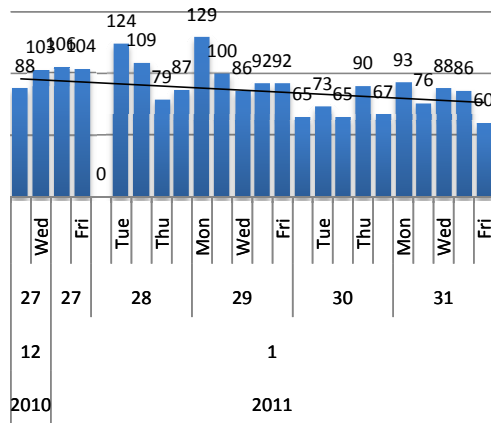
Reporting data through 7/30/2010

Calls Offered

Average Per Day

81

Last week



Average Per Day	Now	Year Ago
this week	80.6	not available
last 3 months	83.5	not available
last 6 months	80.9	not available

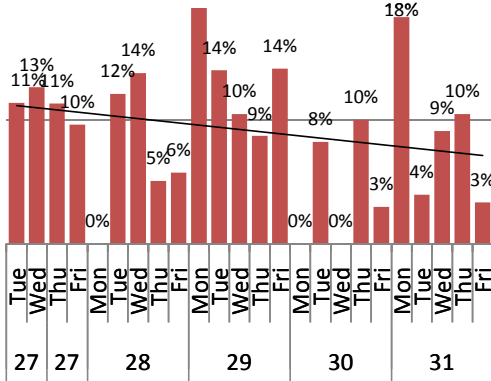
Avg Peak Per Day	Now	Year Ago
this week	93	not available
last 3 months	114.67	not available
last 6 months	116.83	not available

Call Handling

Abandon Rate

9

Last week, average
Goal = 10%



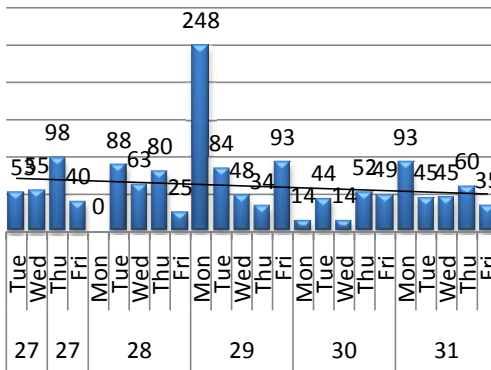
Average Per Day	Now	Year Ago
this week	9%	not available
last 3 months	9%	not available
last 6 months	9%	not available

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

Wait Time on Hold
80% minimum

55

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	55.35	not available
last 3 months	56.11	not available
last 6 months	53.37	not available

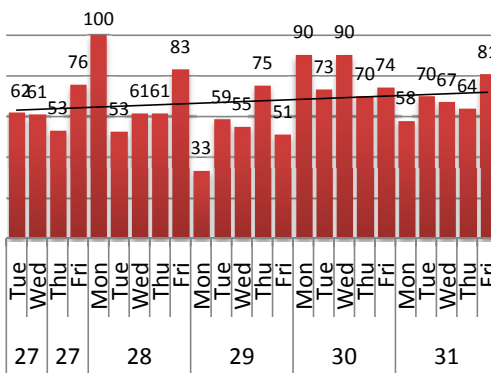
Avg Max Wait / Day (m)	Now	Year Ago
this week	10.32	not available
last 3 months	9.17	not available
last 6 months	9.00	not available

Worst Wait Per Day (m)	Now	Year Ago
this week	12.63	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

Service Level

68

Last week, average
Goal = 80 percent ?



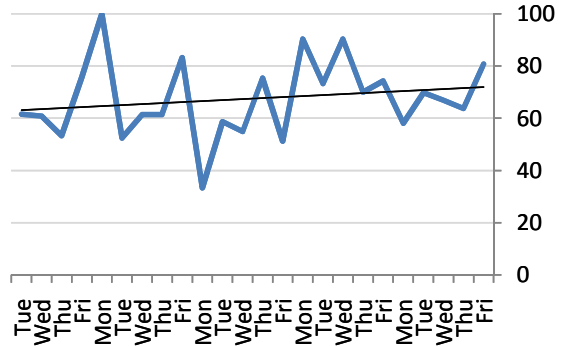
Avg Service Level / Day	Now	Year Ago
this week	67.85	not available
last 3 months	65.67	not available
last 6 months	68.02	not available

Actuals vs Goal

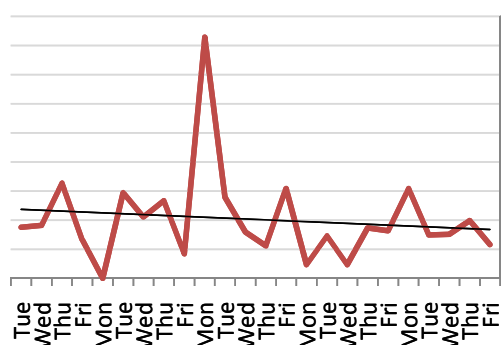
Reporting data through 7/30/2010

Components

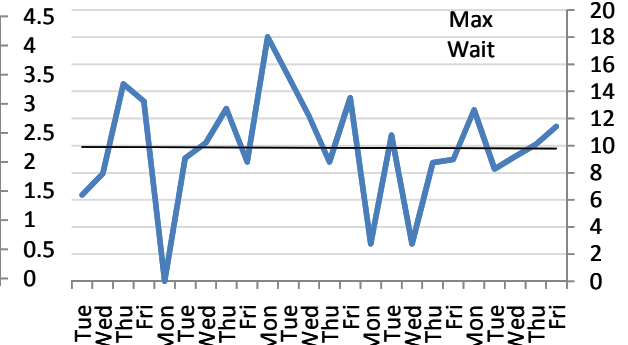
Service Level %



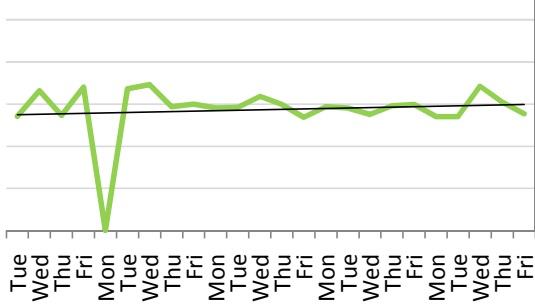
Average Wait, in Minutes



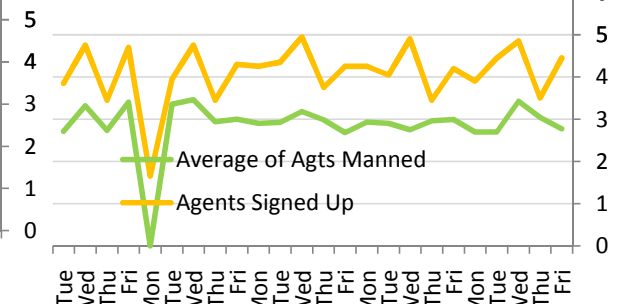
Maximum Wait, in Minutes



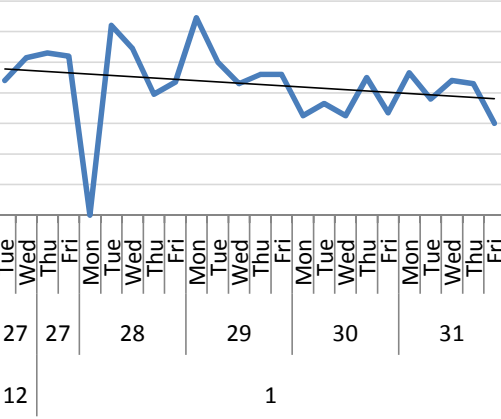
Avg Agents Manned



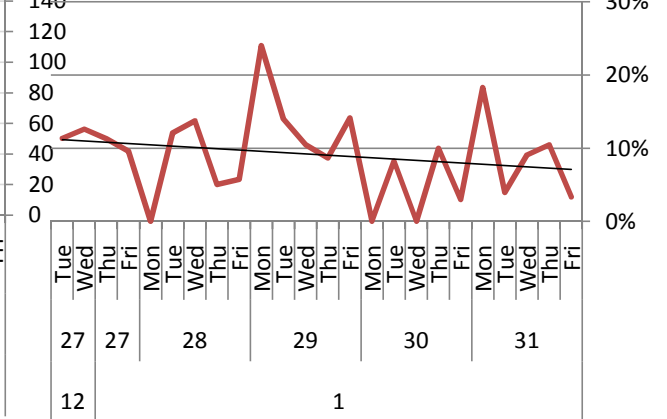
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Tue	Wed	Thu	Fri	Mon	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 7/30/2010

