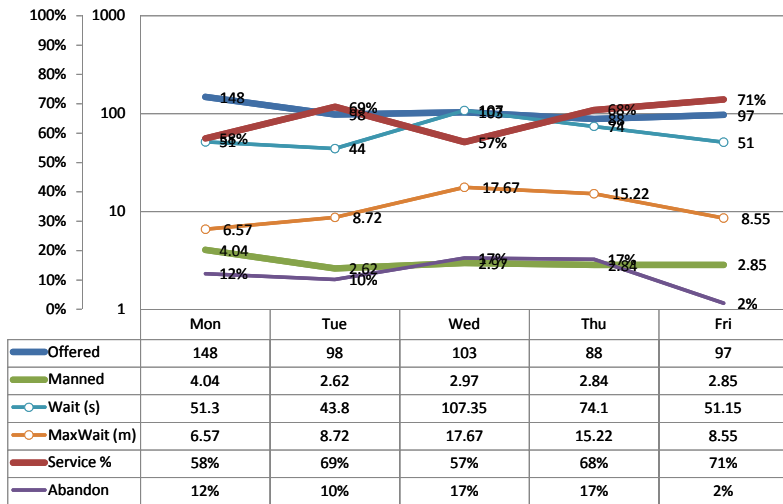


# Call Center ACD

Reporting data through 8/6/2010

## ACD Last Week



## Actuals for Last Week

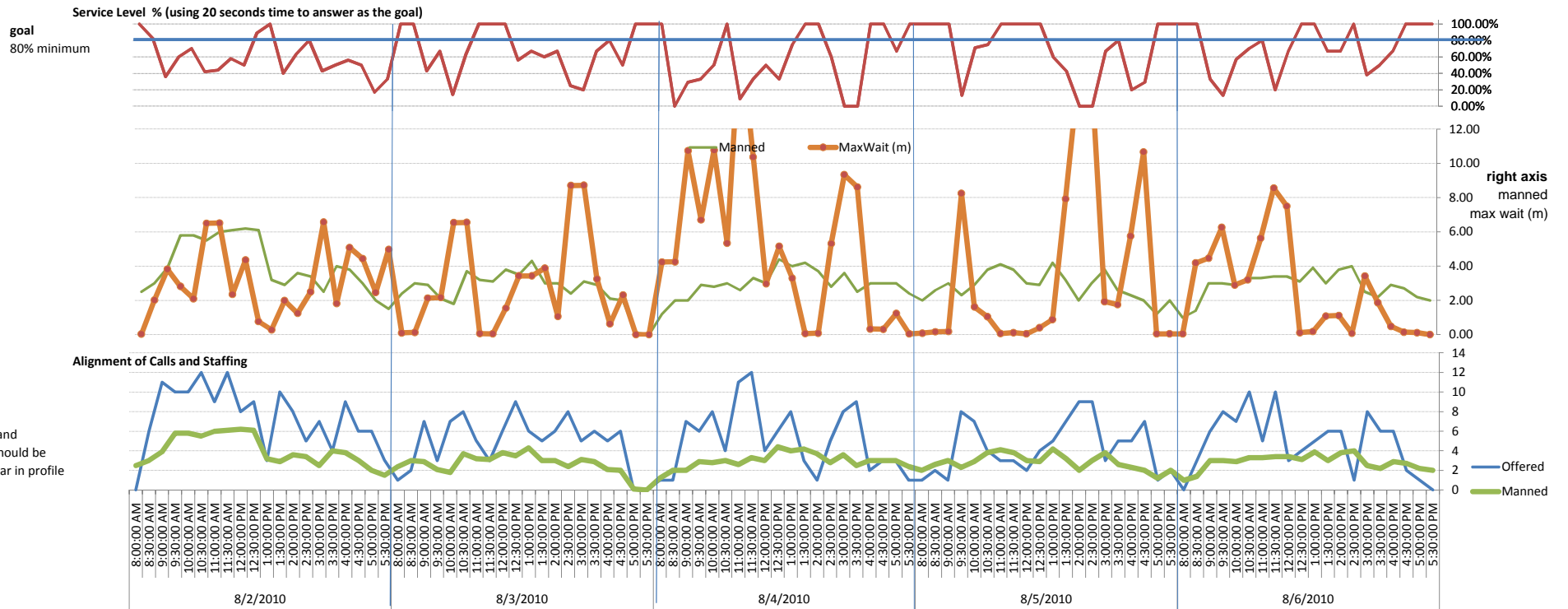
<b>Calls Offered Per Day</b>	Average	106.8
	Peak	148
<b>Service Level % Achieved</b>	Average	64.69
	Lowest	56.95
<b>Agents Manned on the ACD</b>	Average	3.06
	Lowest	2.62
<b>Abandon Rate Per Day</b>	Average	12%
	Peak	17%
<b>Avg Wait Time in seconds</b>	Average	65.54
	Peak	107.35
<b>Maximum Wait in minutes</b>	Average	11.34
	Peak	17.67

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>	Current	34.9 48.3
<b>Service Level % Achieved</b>	Goal	80.0 80.0
	Diff	15.3 23.1
<b>Agents on the Sign Up Sheet</b>	Average	3.9
	Shortfall	0.8
<b>Abandon Rate Per Day</b>	Goal	10%
	Diff	-2%
	Peak	-7%
<b>Wait Time in seconds</b>	Goal	30 30
	Diff	(35.5) (77.4)
<b>Maximum Wait in minutes</b>	Goal	5 5
	Diff	(6.3) (12.7)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 35%

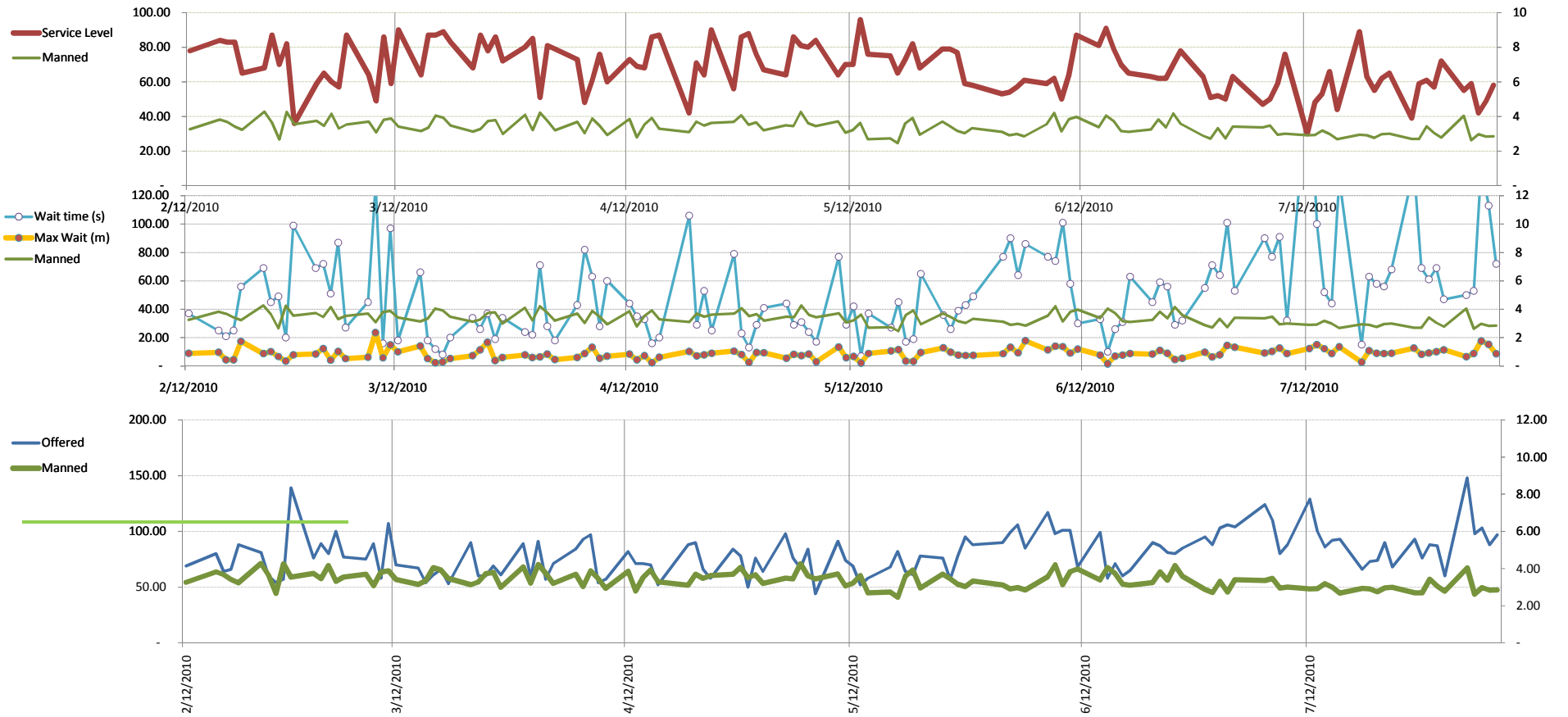
ACD Forecast of Agents Needed for 100% Service Level at all times  
 Average 5.8  
 Avg Gap 2.7



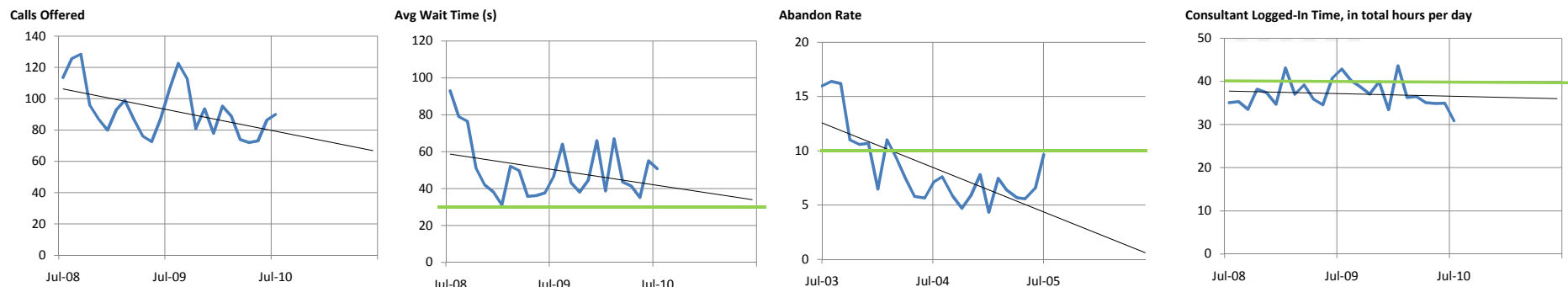
# Call Center ACD

Reporting data through 8/6/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

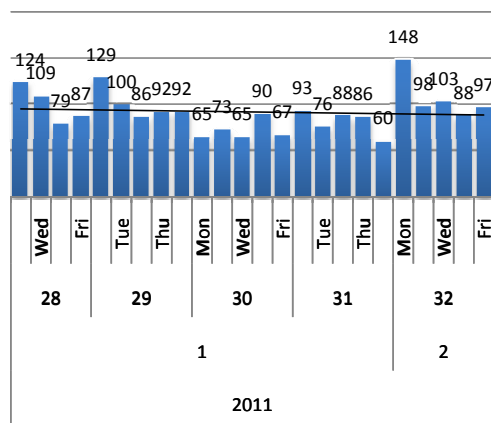
Reporting data through 8/6/2010

## Calls Offered

Average Per Day

107

Last week



Average Per Day	Now	Year Ago
this week	106.8	not available
last 3 months	94.7	not available
last 6 months	83.9	not available

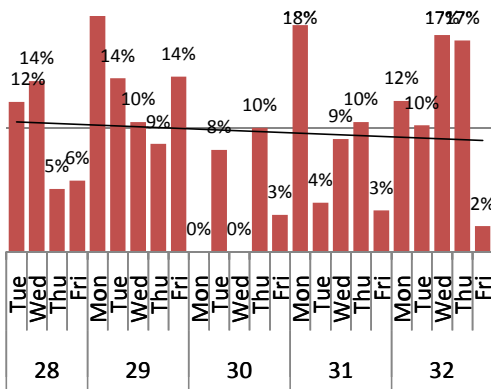
Avg Peak Per Day	Now	Year Ago
this week	148	not available
last 3 months	131.33	not available
last 6 months	116	not available

## Call Handling

Abandon Rate

12

Last week, average  
Goal = 10%



Average Per Day	Now	Year Ago
this week	12%	not available
last 3 months	10%	not available
last 6 months	9%	not available

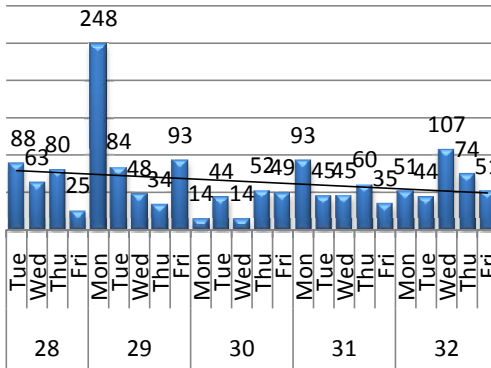
  

Avg Peak Per Day	Now	Year Ago
this week	17%	not available
last 3 months	18%	not available
last 6 months	24%	not available

Wait Time on Hold  
80% minimum

66

Last week, average  
Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	65.54	not available
last 3 months	72.93	not available
last 6 months	56.47	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	11.34	not available
last 3 months	10.40	not available
last 6 months	9.13	not available

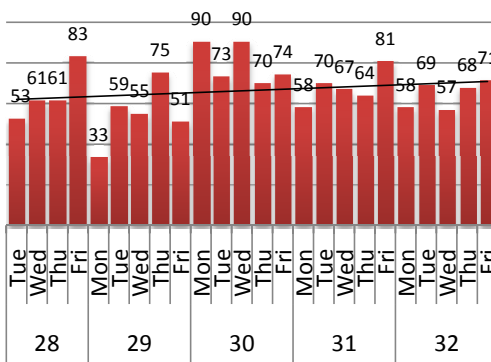
  

Worst Wait Per Day (m)	Now	Year Ago
this week	17.67	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

Service Level

65

Last week, average  
Goal = 80 percent ?



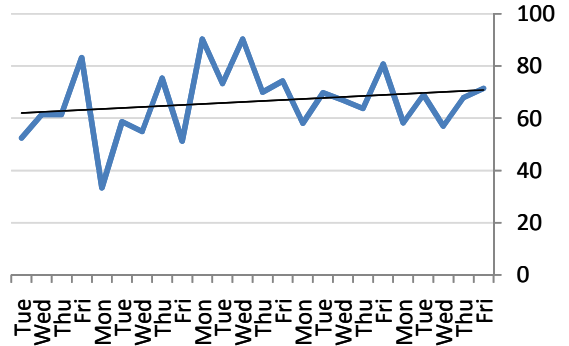
Avg Service Level / Day	Now	Year Ago
this week	64.69	not available
last 3 months	58.44	not available
last 6 months	65.78	not available

# Actuals vs Goal

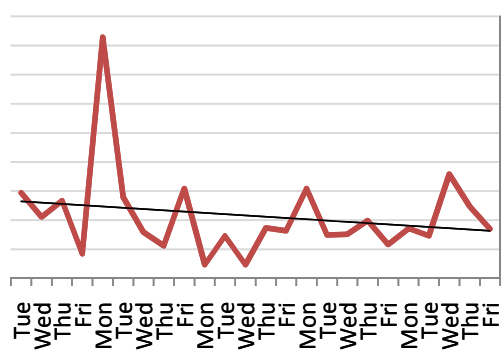
Reporting data through 8/6/2010

## Components

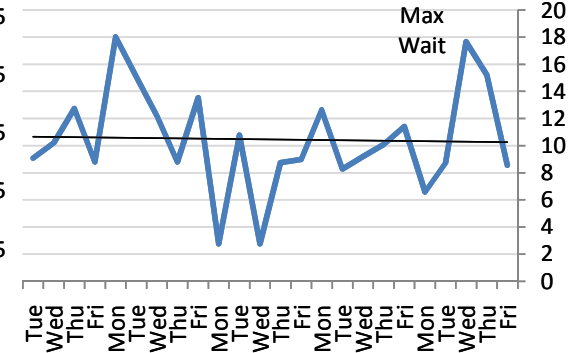
Service Level %



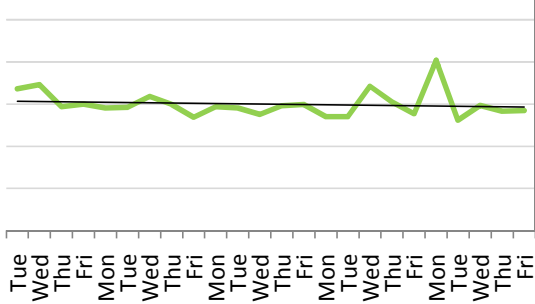
Average Wait, in Minutes



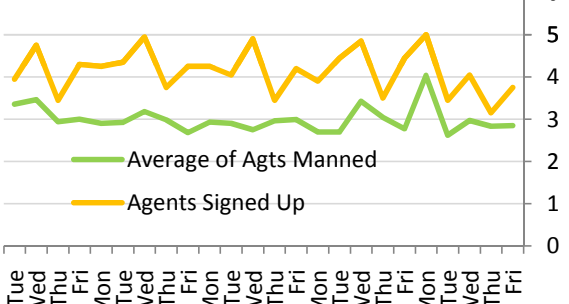
Maximum Wait, in Minutes



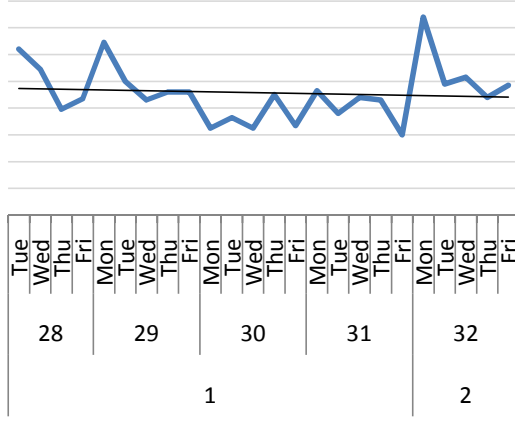
Avg Agents Manned



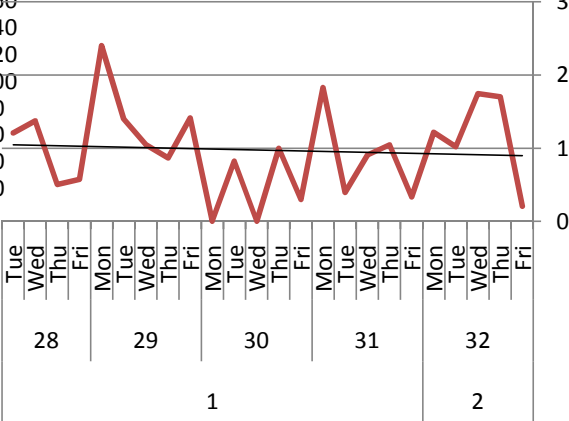
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 8/6/2010

