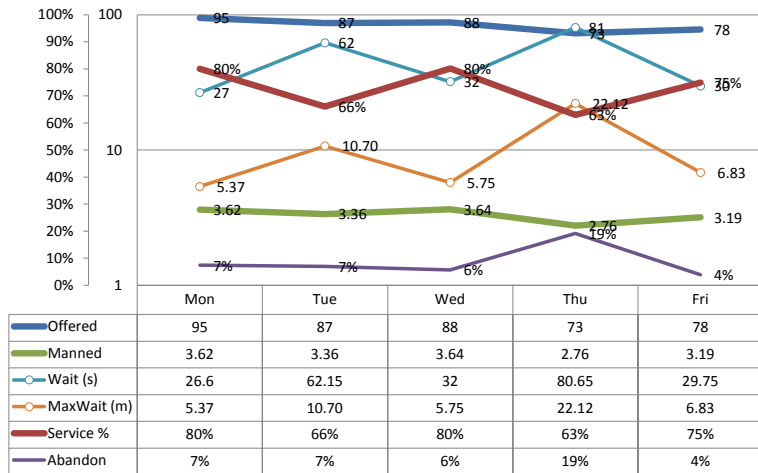


# Call Center ACD

Reporting data through 8/20/2010

## ACD Last Week



## Actuals for Last Week

### Calls Offered Per Day

Average 84.2  
Peak 95

### Service Level % Achieved

Average 72.84  
Lowest 62.95

### Agents Manned on the ACD

Average 3.31  
Lowest 2.76

### Abandon Rate Per Day

Average 9%  
Peak 19%

### Avg Wait Time in seconds

Average 46.23  
Peak 80.65

### Maximum Wait in minutes

Average 10.15  
Peak 22.12

## Actuals vs Goal

Average Peak

### Calls Offered Per Manned Agent

Current 25.4 28.7

### Service Level % Achieved

Goal 80.0 80.0  
Diff 7.2 17.1

### Agents on the Sign Up Sheet

Average 4.7  
Shortfal 1.4

### Abandon Rate Per Day

Goal 10% 10%  
Diff 1% -9%

### Wait Time in seconds

Goal 30 30  
Diff (16.2) (50.7)

### Maximum Wait in minutes

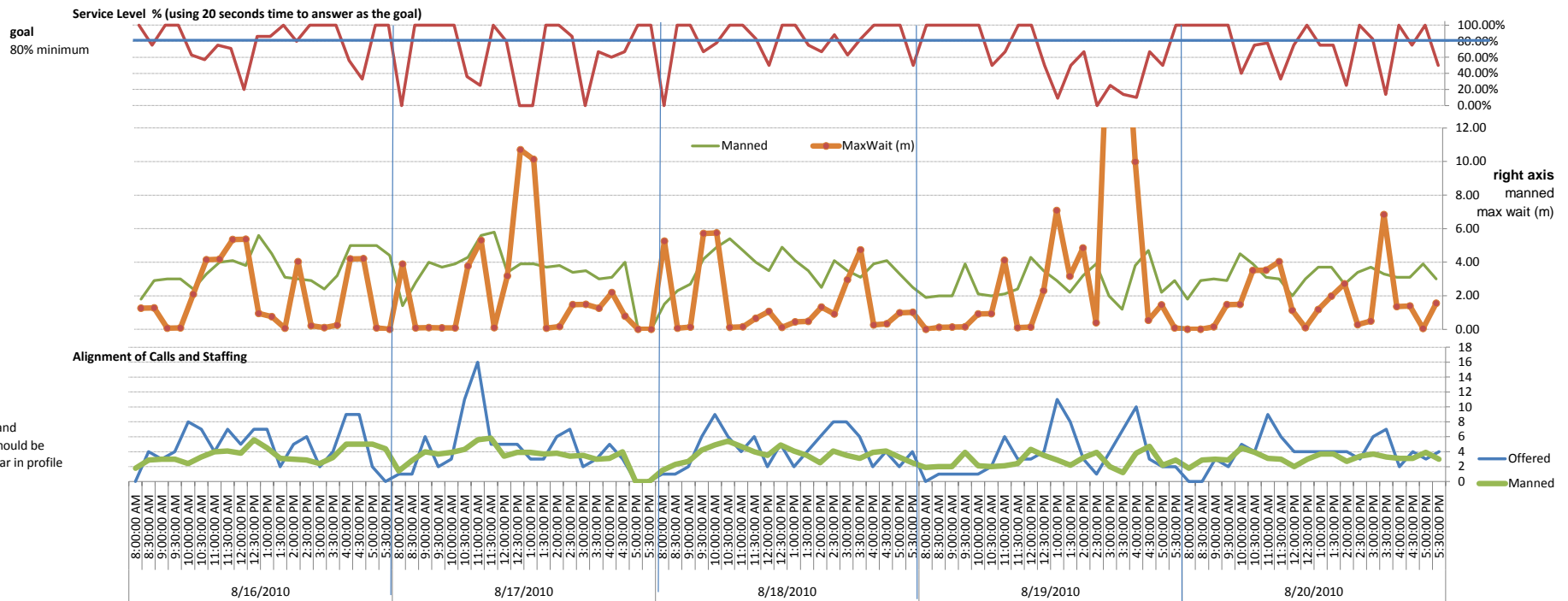
Goal 5 5  
Diff (5.2) (17.1)

Average Peak

Average % of Half-Hour Periods where Service Level meets Goal  
50%

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

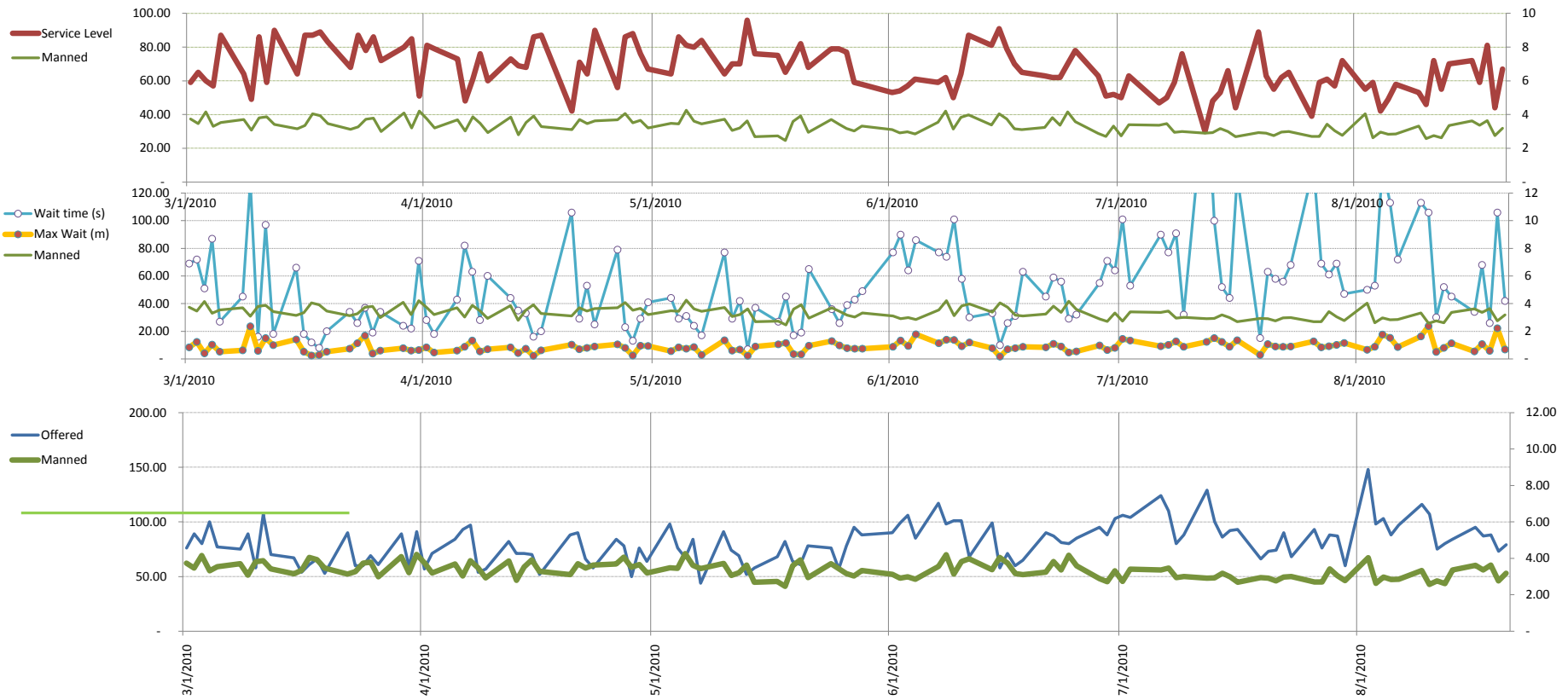
Average 5.8  
Avg Gap 2.4



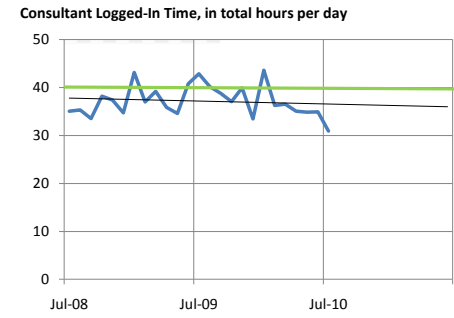
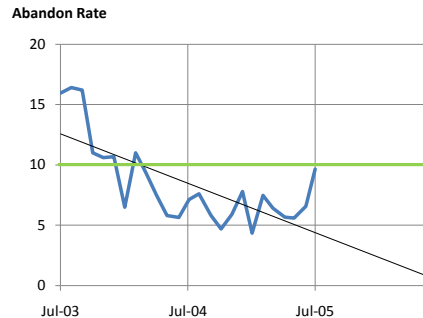
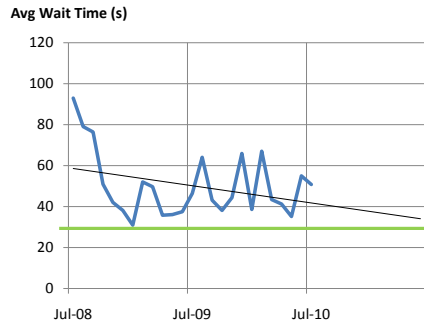
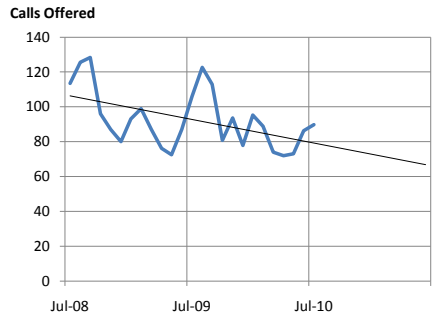
# Call Center ACD

Reporting data through 8/20/2010

## Daily Detail over Several Months



**Monthly Detail over Several Years**



# Actuals vs Goal

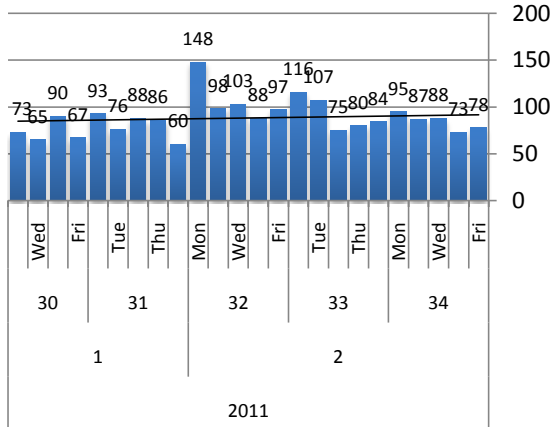
Reporting data through 8/20/2010

## Calls Offered

Average Per Day

84

Last week



Average Per Day

	Now	Year Ago
this week	84.2	not available
last 3 months	90.7	not available
last 6 months	81.8	not available

Avg Peak Per Day

	Now	Year Ago
this week	95	not available
last 3 months	131.3	not available
last 6 months	116	not available

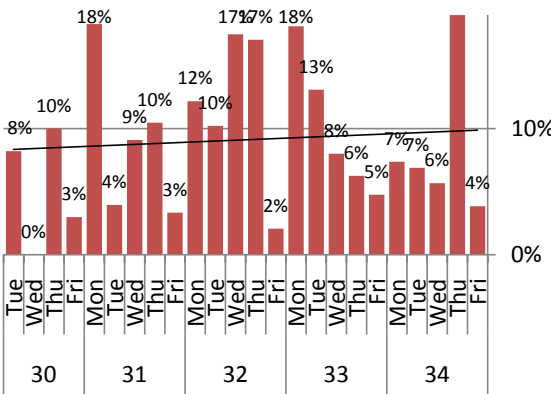
## Call Handling

Abandon Rate

9

Last week, average

Goal = 10%



Average Per Day

	Now	Year Ago
this week	9%	not available
last 3 months	10%	not available
last 6 months	9%	not available

Avg Peak Per Day

	Now	Year Ago
this week	19%	not available
last 3 months	24%	not available
last 6 months	24%	not available

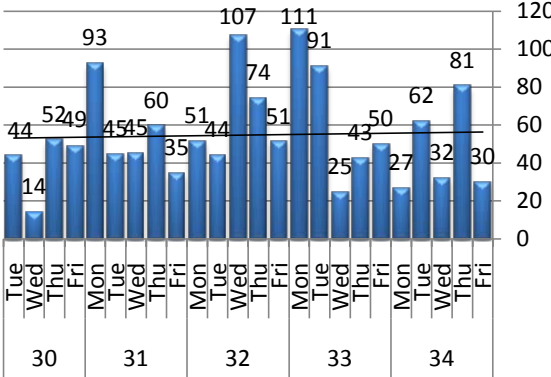
Wait Time on Hold

80% minimum

46

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	46.23	not available
last 3 months	67.73	not available
last 6 months	53.87	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	10.15	not available
last 3 months	10.44	not available
last 6 months	9.15	not available

Worst Wait Per Day (m)

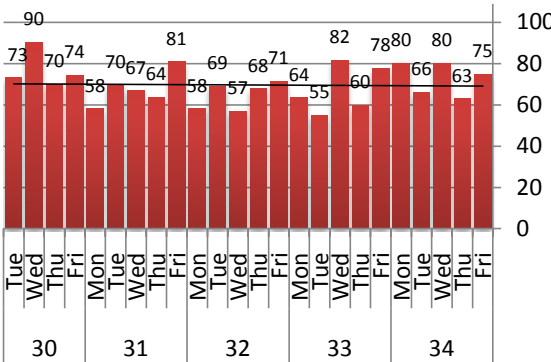
	Now	Year Ago
this week	22.12	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level

73

Last week, average

Goal = 80 percent ?



Avg Service Level / Day

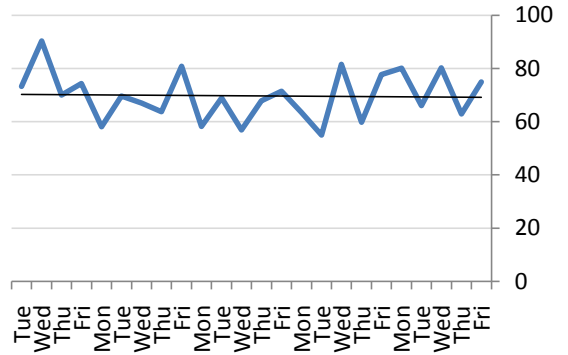
	Now	Year Ago
this week	72.84	not available
last 3 months	60.50	not available
last 6 months	66.82	not available

# Actuals vs Goal

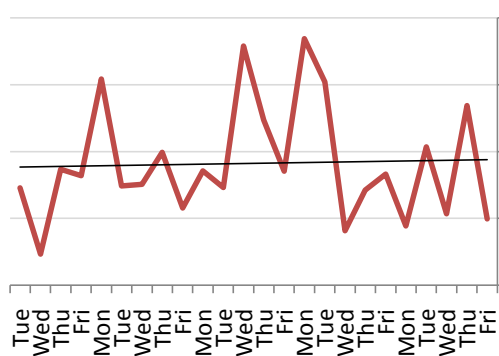
Reporting data through 8/20/2010

## Components

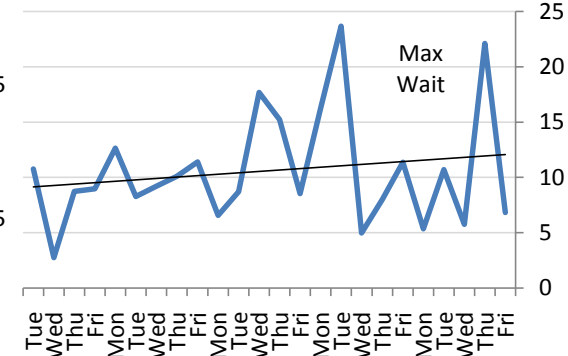
Service Level %



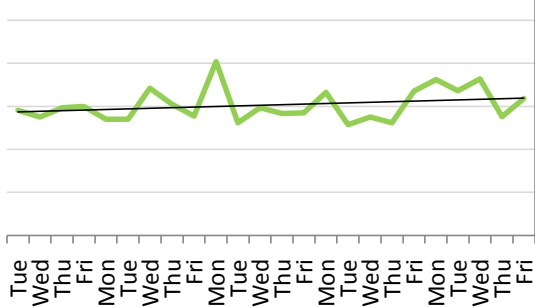
Average Wait, in Minutes



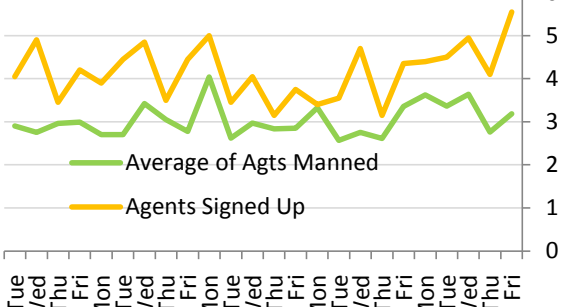
Maximum Wait, in Minutes



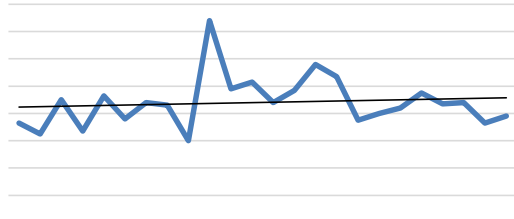
Avg Agents Manned



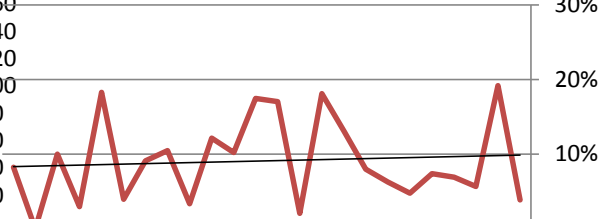
Avg Agents Manned vs Signed Up



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	

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 8/20/2010

