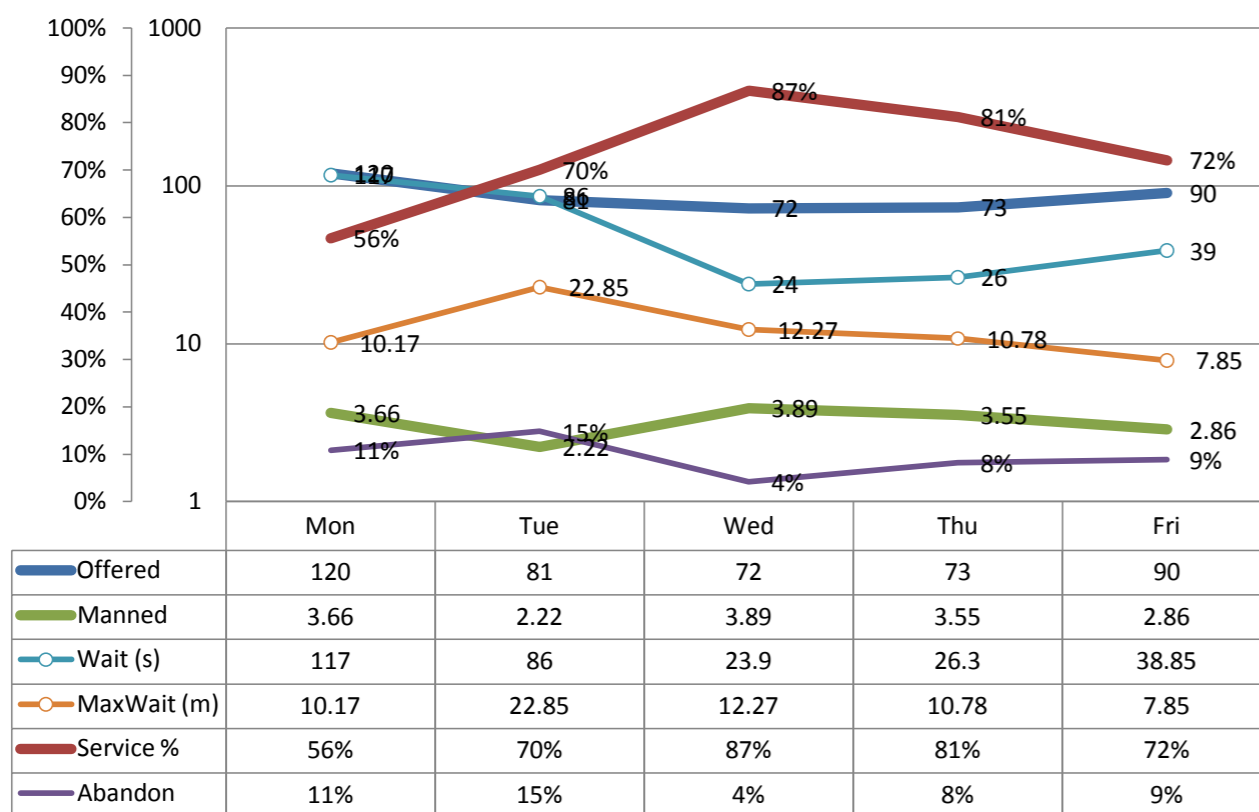


Call Center ACD

Reporting data through 9/24/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day

Average 87.2
Peak 120

Service Level % Achieved

Average 73.14
Lowest 55.60

Agents Manned on the ACD

Average 3.23
Lowest 2.22

Abandon Rate Per Day

Average 9%
Peak 15%

Avg Wait Time in seconds

Average 58.41
Peak 117.00

Maximum Wait in minutes

Average 12.78
Peak 22.85

Actuals vs Goal

Average Peak

Calls Offered Per Manned Agent

Current 27.0 37.1

Service Level % Achieved

Goal 80.0 80.0
Diff 6.9 24.4

Agents on the Sign Up Sheet

Average 4.1
Shortfall 0.8

Abandon Rate Per Day

Goal 10% 10%
Diff 1% -5%

Wait Time in seconds

Goal 30 30
Diff (28.4) (87.0)

Maximum Wait in minutes

Goal 5 5
Diff (7.8) (17.9)

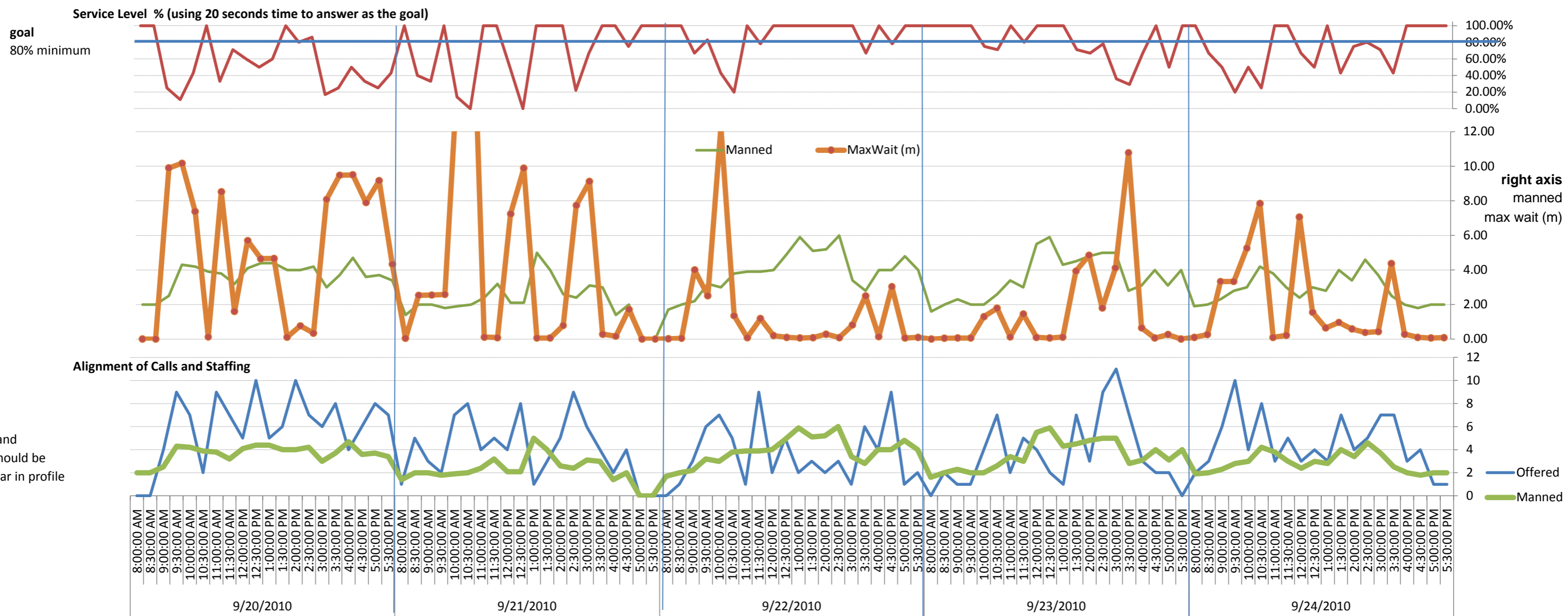
Average Peak

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

48%

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

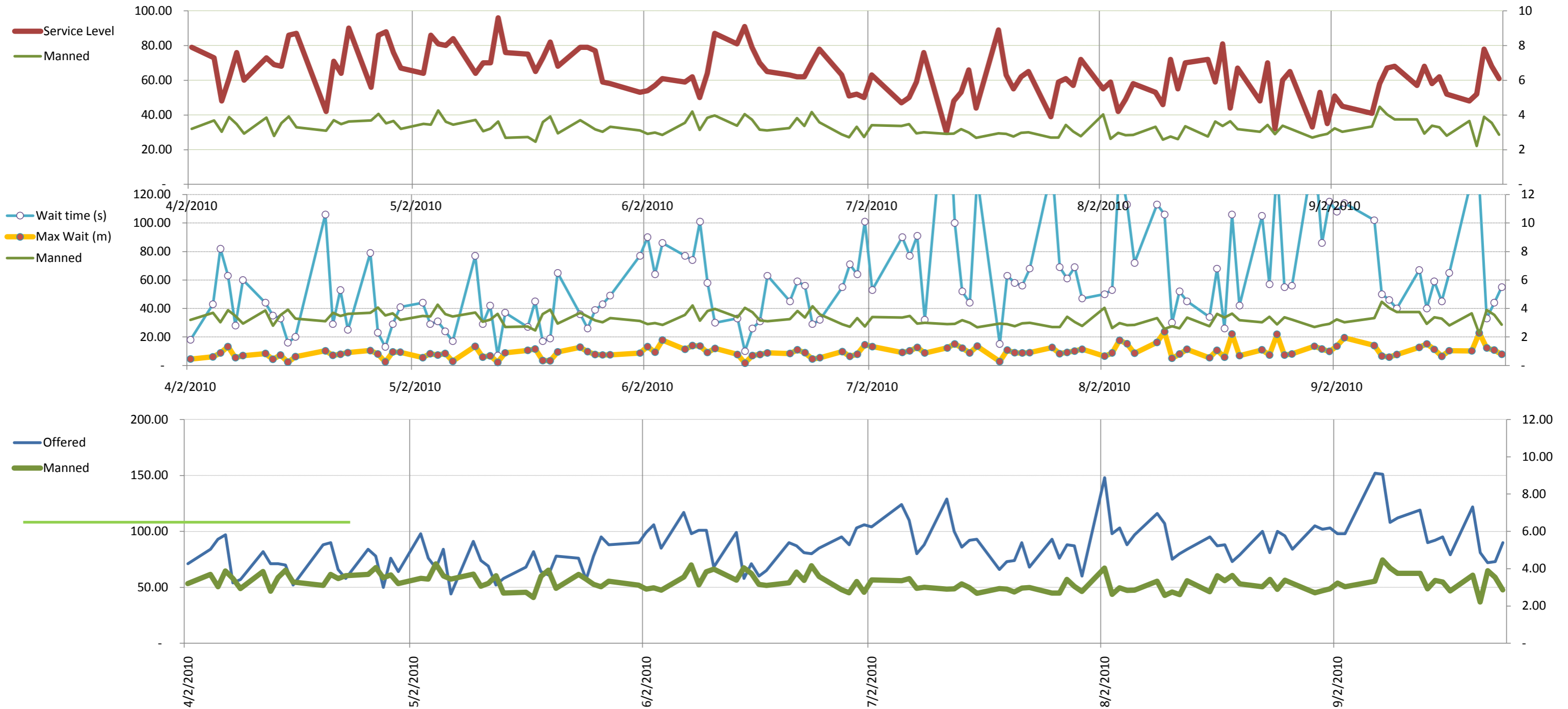
Average 5.8
Avg Gap 2.5



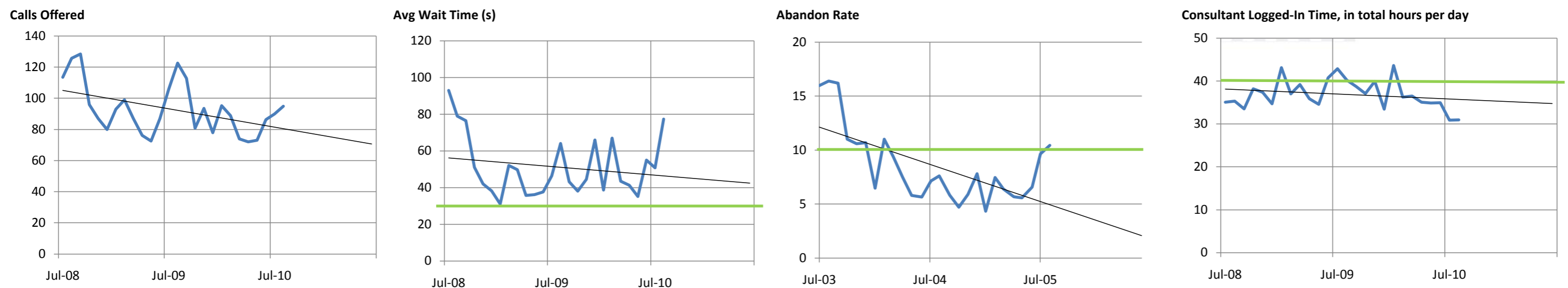
Call Center ACD

Reporting data through 9/24/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

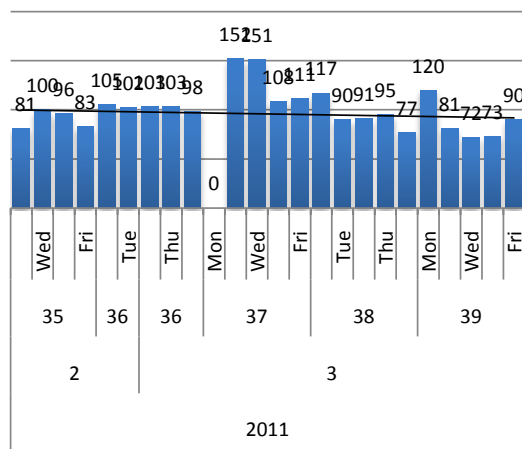
Reporting data through 9/24/2010

Calls Offered

Average Per Day

87

Last week



Average Per Day

	Now	Year Ago
this week	87.2	not available
last 3 months	95.6	not available
last 6 months	86.6	not available

Avg Peak Per Day

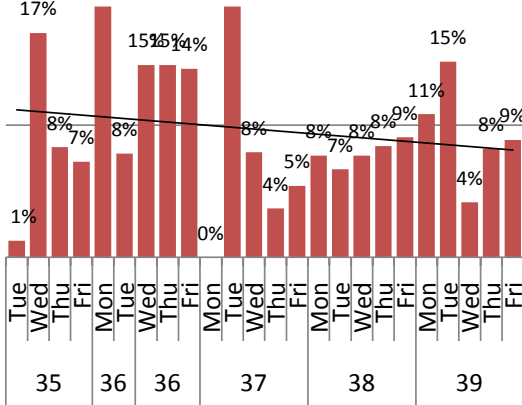
	Now	Year Ago
this week	120	not available
last 3 months	143	not available
last 6 months	123.5	not available

Call Handling

Abandon Rate

9

Last week, average
Goal = 10%



Average Per Day

	Now	Year Ago
this week	9%	not available
last 3 months	11%	not available
last 6 months	10%	not available

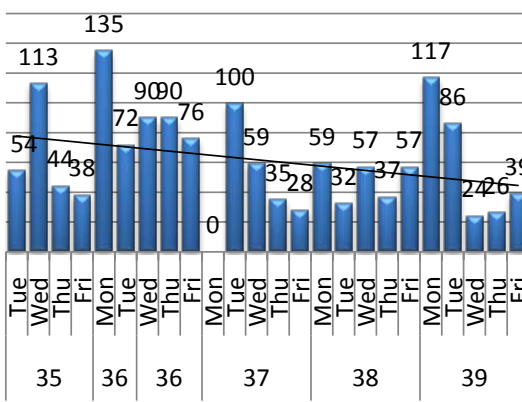
Avg Peak Per Day

	Now	Year Ago
this week	15%	not available
last 3 months	24%	not available
last 6 months	24%	not available

Wait Time on Hold
80% minimum

58

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	58.41	not available
last 3 months	75.83	not available
last 6 months	59.99	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	12.78	not available
last 3 months	11.21	not available
last 6 months	9.66	not available

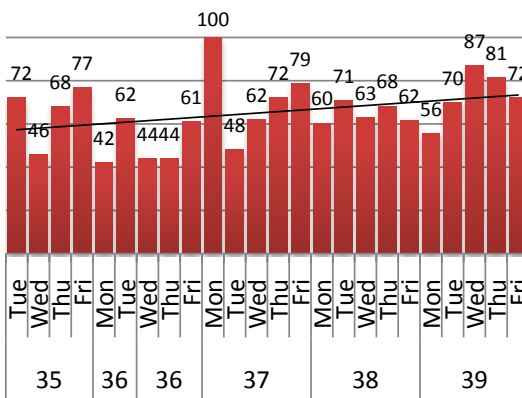
Worst Wait Per Day (m)

	Now	Year Ago
this week	22.85	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	73.14	not available
last 3 months	57.01	not available
last 6 months	63.66	not available

Actuals vs Goal

Components, Cont.

Reporting data through 9/24/2010

