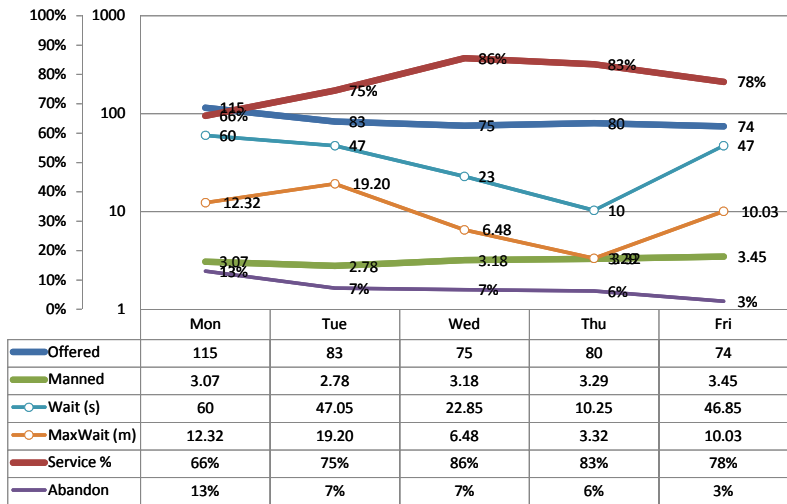


Call Center ACD

Reporting data through 10/8/2010

ACD Last Week



Actuals for Last Week

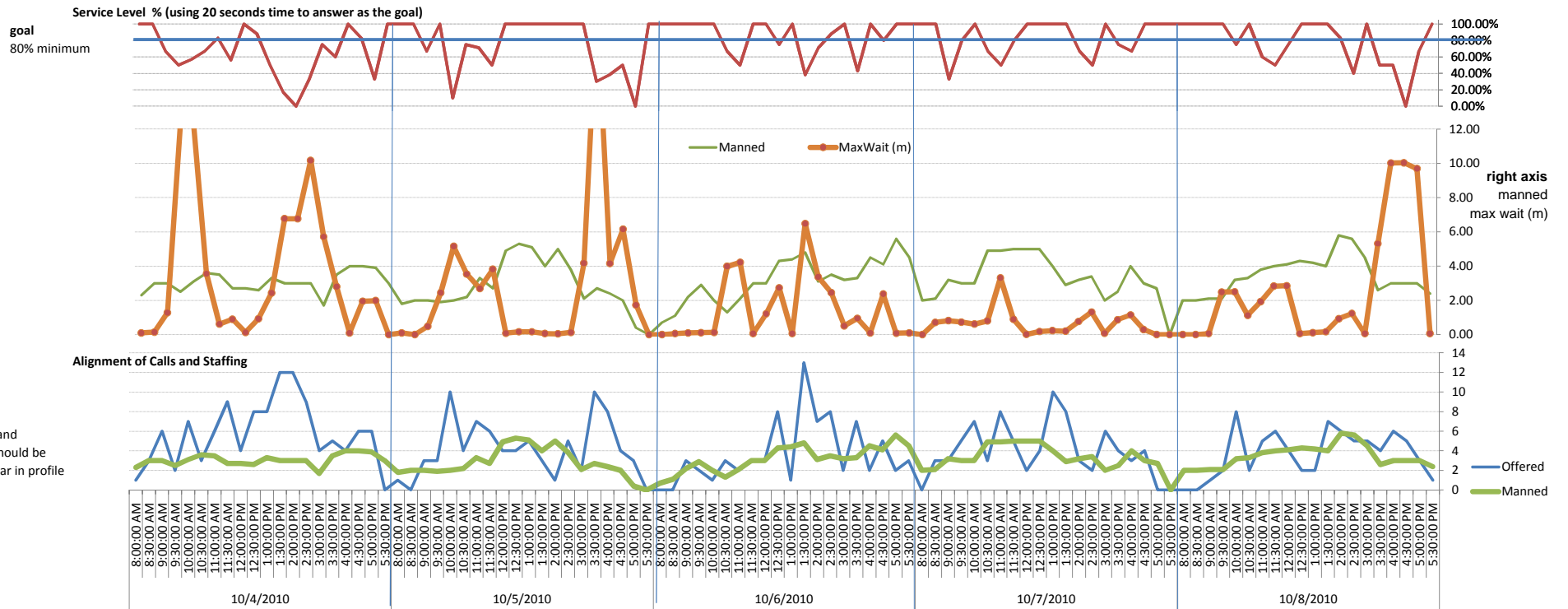
Calls Offered Per Day	Average	85.4
	Peak	115
Service Level % Achieved	Average	77.41
	Lowest	65.95
Agents Manned on the ACD	Average	3.15
	Lowest	2.78
Abandon Rate Per Day	Average	7%
	Peak	13%
Avg Wait Time in seconds	Average	37.40
	Peak	60.00
Maximum Wait in minutes	Average	10.27
	Peak	19.20

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current 27.1	36.5
Service Level % Achieved	Goal 80.0	80.0
	Diff 2.6	14.1
Agents on the Sign Up Sheet	Average 4.3	
	Shortfall 1.2	
Abandon Rate Per Day	Goal 10%	10%
	Diff 3%	-3%
Wait Time in seconds	Goal 30	30
	Diff (7.4)	(30.0)
Maximum Wait in minutes	Goal 5	5
	Diff (5.3)	(14.2)
	Average	Peak

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

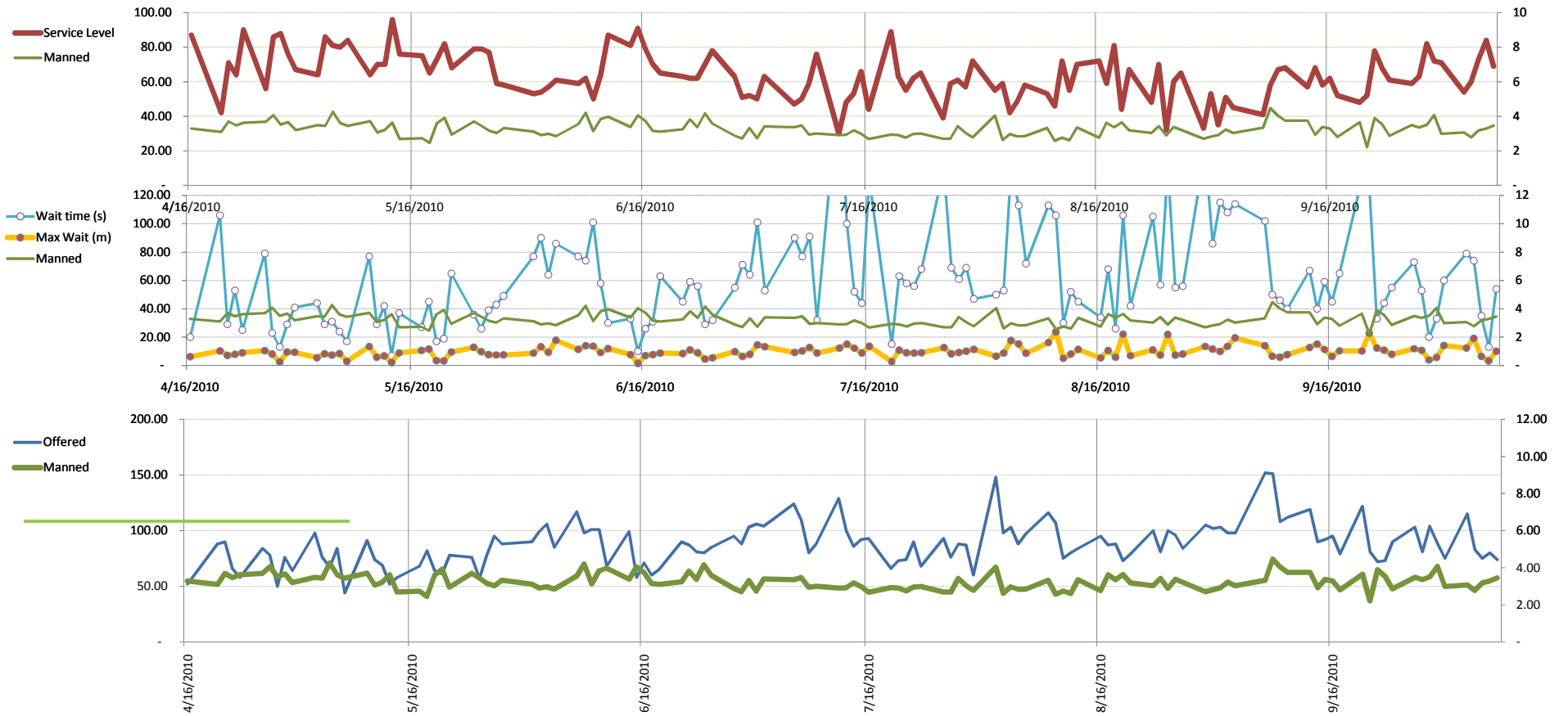
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 5.8
 Avg Gap 2.6



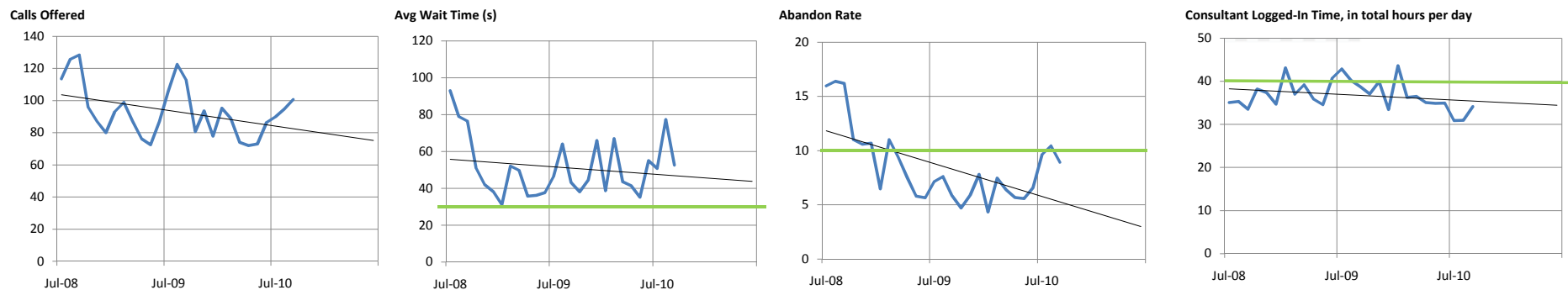
Call Center ACD

Reporting data through 10/8/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

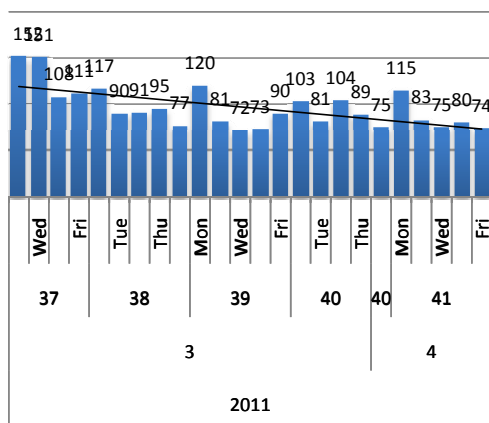
Reporting data through 10/8/2010

Calls Offered

Average Per Day

85

Last week



200

Average Per Day

	Now	Year Ago
this week	85.4	not available
last 3 months	93.0	not available
last 6 months	88.3	not available

Avg Peak Per Day

	Now	Year Ago
this week	115	not available
last 3 months	138.33	not available
last 6 months	126.5	not available

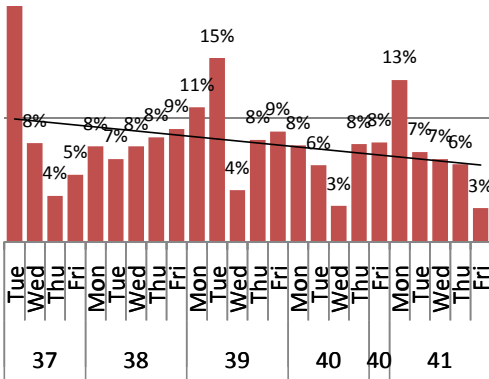
Call Handling

Abandon Rate

7

Last week, average

Goal = 10%



10%

Average Per Day

	Now	Year Ago
this week	7%	not available
last 3 months	11%	not available
last 6 months	10%	not available

Avg Peak Per Day

	Now	Year Ago
this week	13%	not available
last 3 months	24%	not available
last 6 months	24%	not available

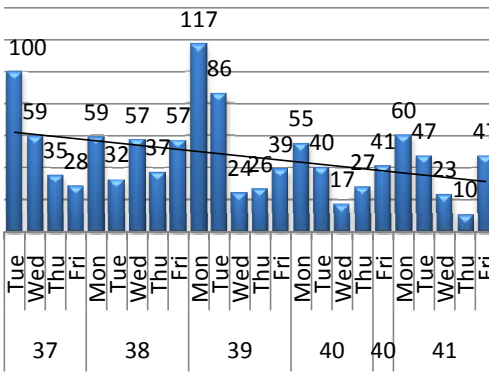
Wait Time on Hold

80% minimum

37

Last week, average

Goal = 30 seconds



140

Average Wait Per Day (s)

	Now	Year Ago
this week	37.40	not available
last 3 months	65.80	not available
last 6 months	60.96	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	10.27	not available
last 3 months	11.09	not available
last 6 months	10.13	not available

Worst Wait Per Day (m)

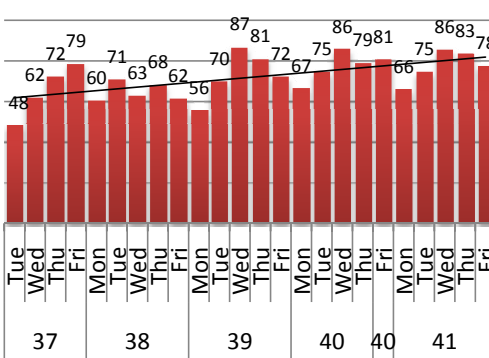
	Now	Year Ago
this week	19.20	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level

77

Last week, average

Goal = 80 percent ?



100

Avg Service Level / Day

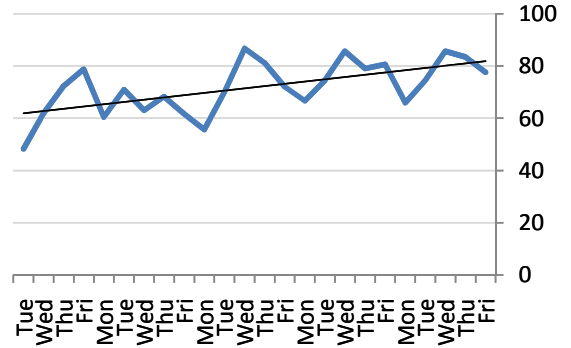
	Now	Year Ago
this week	77.41	not available
last 3 months	61.43	not available
last 6 months	63.55	not available

Actuals vs Goal

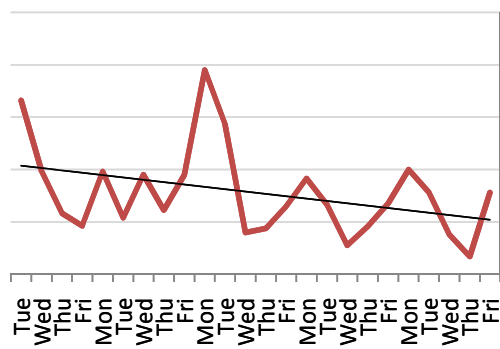
Reporting data through 10/8/2010

Components

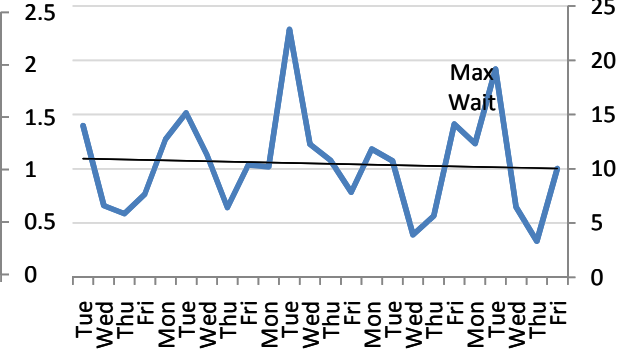
Service Level %



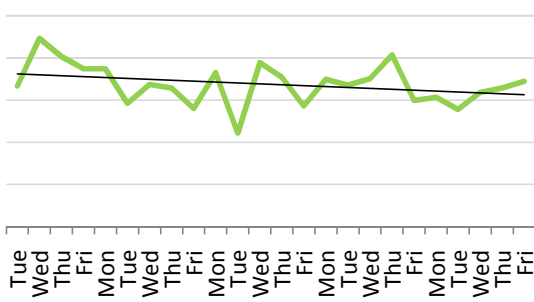
Average Wait, in Minutes



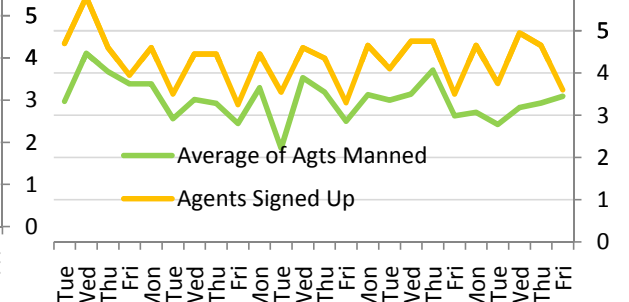
Maximum Wait, in Minutes



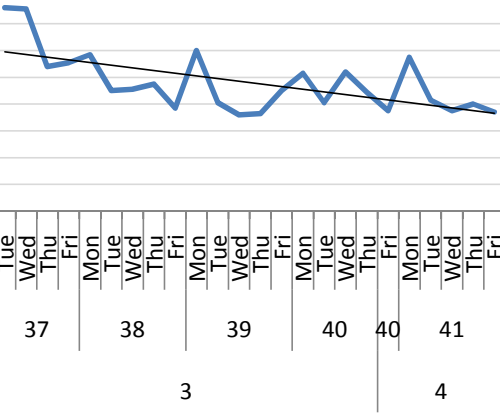
Avg Agents Manned



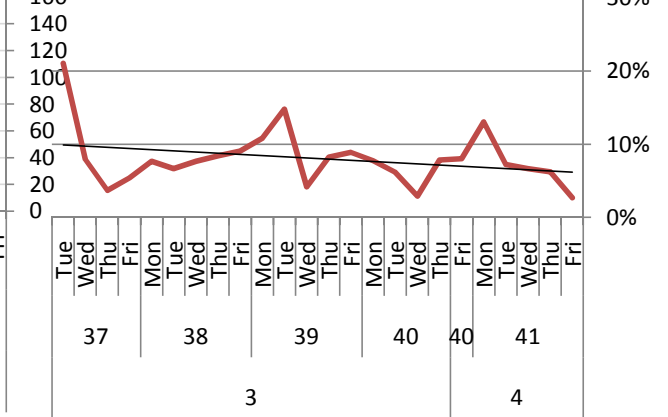
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 10/8/2010

