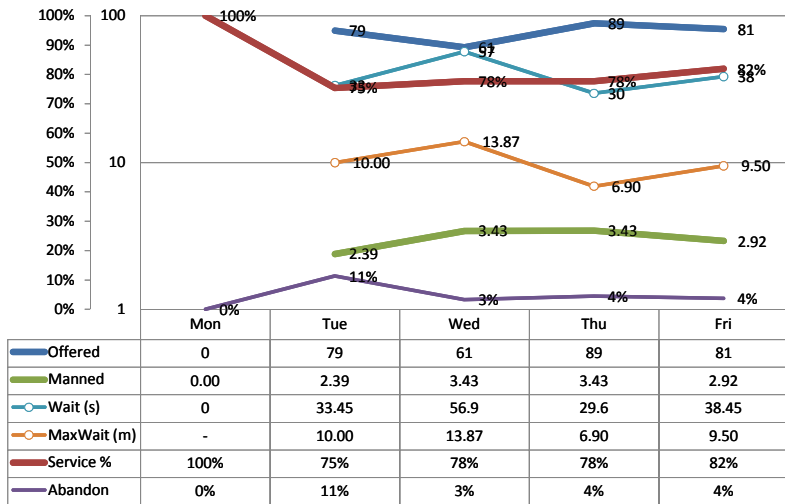


Call Center ACD

Reporting data through 10/15/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day

Average 62
Peak 89

Service Level % Achieved

Average 82.56
Lowest 75.45

Agents Manned on the ACD

Average 2.43
Lowest 0

Abandon Rate Per Day

Average 6%
Peak 11%

Avg Wait Time in seconds

Average 31.68
Peak 56.90

Maximum Wait in minutes

Average 8.05
Peak 13.87

Actuals vs Goal

Average Peak

Calls Offered Per Manned Agent

Current 25.5 36.6

Service Level % Achieved

Goal 80.0 80.0
Diff -2.6 4.6

Agents on the Sign Up Sheet

Average 3.7
Shortfall 1.3

Abandon Rate Per Day

Goal 10% 10%
Diff 4% -1%

Wait Time in seconds

Goal 30 30
Diff (1.7) (26.9)

Maximum Wait in minutes

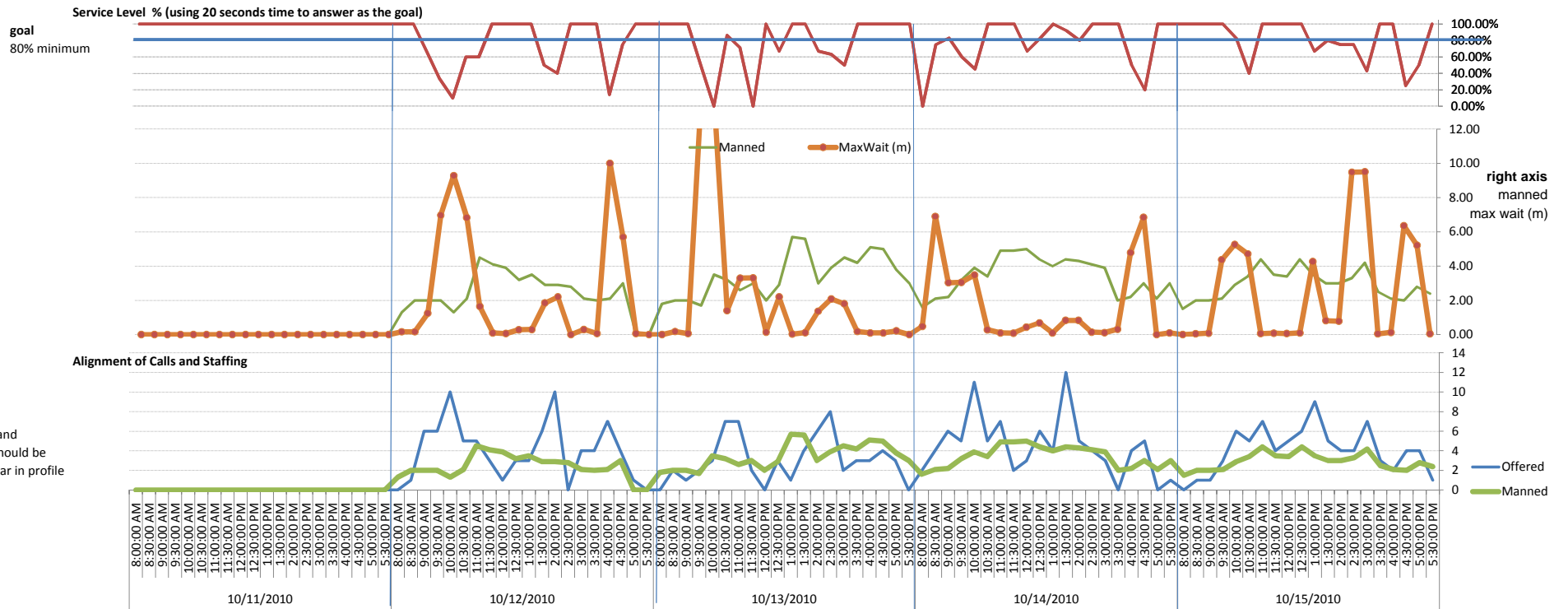
Goal 5 5
Diff (3.1) (8.9)

Average Peak

Average % of Half-Hour Periods where Service Level meets Goal 67%

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

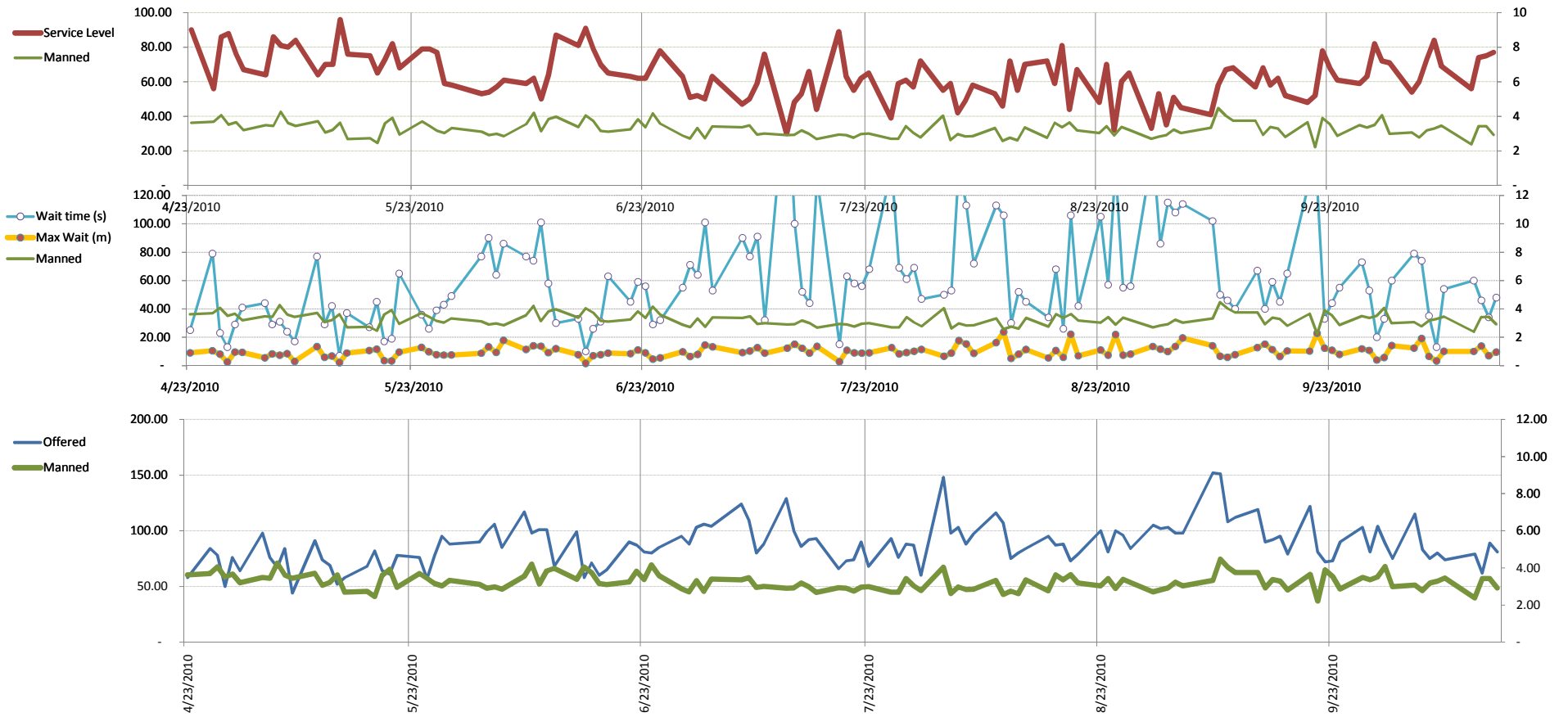
Average 5.8
Avg Gap 3.3



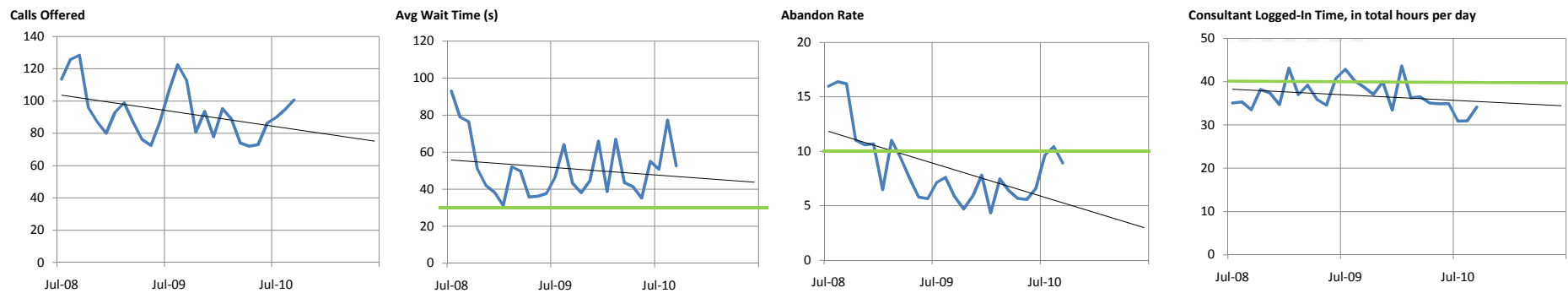
Call Center ACD

Reporting data through 10/15/2010

Daily Detail over Several Months



Monthly Detail over Several Years

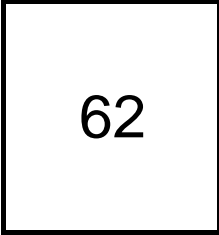


Actuals vs Goal

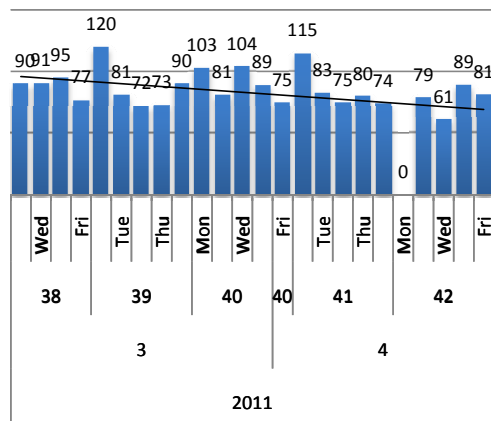
Reporting data through 10/15/2010

Calls Offered

Average Per Day



Last week



150

Average Per Day

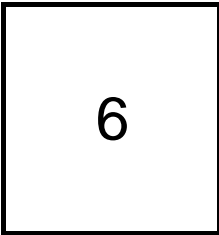
	Now	Year Ago
this week	62.0	not available
last 3 months	92.2	not available
last 6 months	87.9	not available

Avg Peak Per Day

	Now	Year Ago
this week	89	not available
last 3 months	138.33	not available
last 6 months	126.5	not available

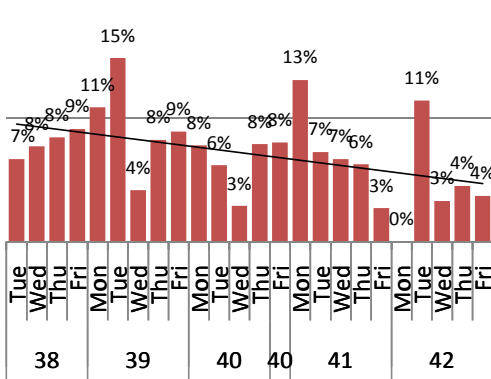
Call Handling

Abandon Rate



Last week, average

Goal = 10%



10%

Average Per Day

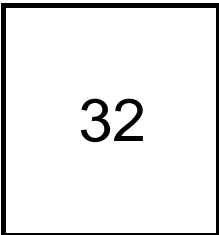
	Now	Year Ago
this week	6%	not available
last 3 months	11%	not available
last 6 months	10%	not available

Avg Peak Per Day

	Now	Year Ago
this week	11%	not available
last 3 months	24%	not available
last 6 months	24%	not available

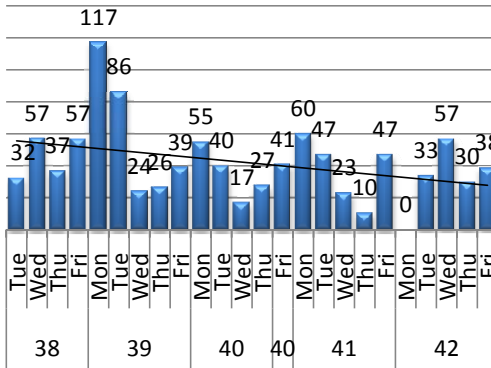
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



140

Average Wait Per Day (s)

	Now	Year Ago
this week	31.68	not available
last 3 months	65.06	not available
last 6 months	60.59	not available

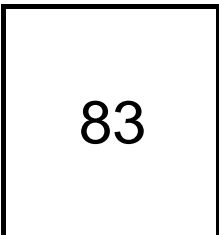
Avg Max Wait / Day (m)

	Now	Year Ago
this week	8.05	not available
last 3 months	10.98	not available
last 6 months	10.08	not available

Worst Wait Per Day (m)

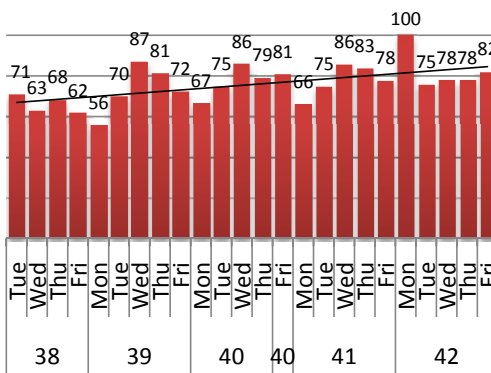
	Now	Year Ago
this week	13.87	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level



Last week, average

Goal = 80 percent ?



100

Avg Service Level / Day

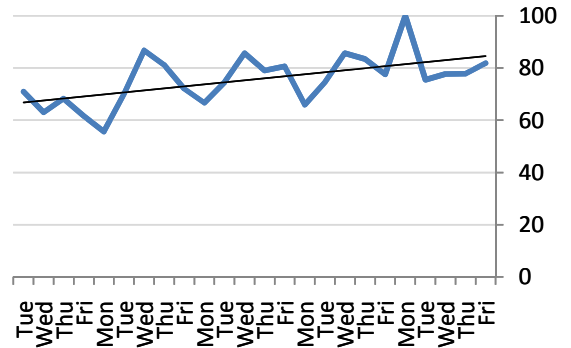
	Now	Year Ago
this week	82.56	not available
last 3 months	61.70	not available
last 6 months	63.68	not available

Actuals vs Goal

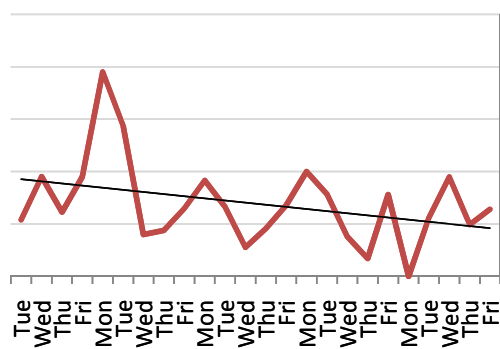
Reporting data through 10/15/2010

Components

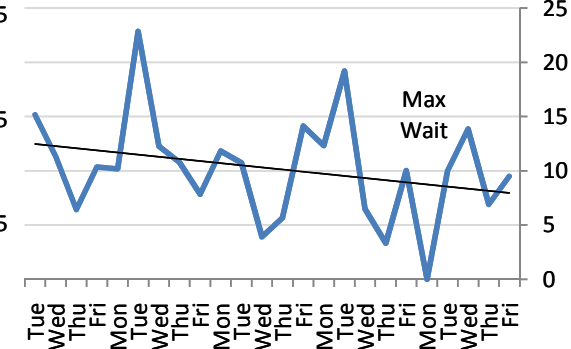
Service Level %



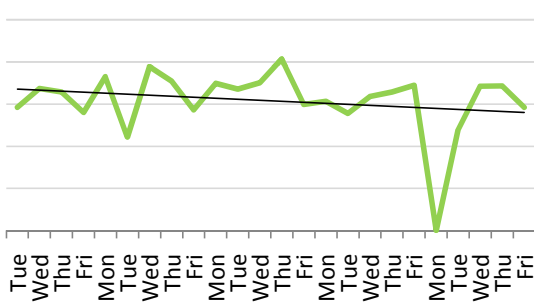
Average Wait, in Minutes



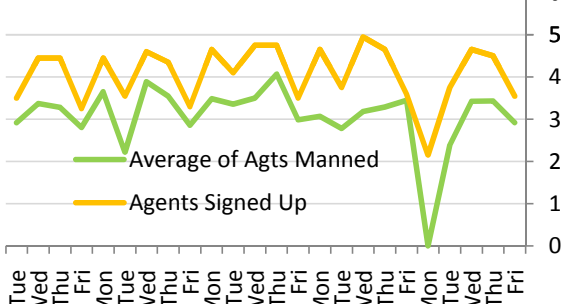
Maximum Wait, in Minutes



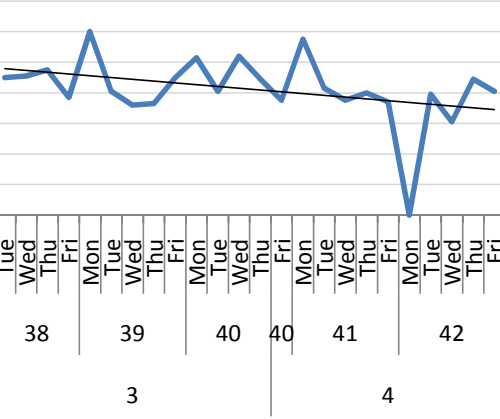
Avg Agents Manned



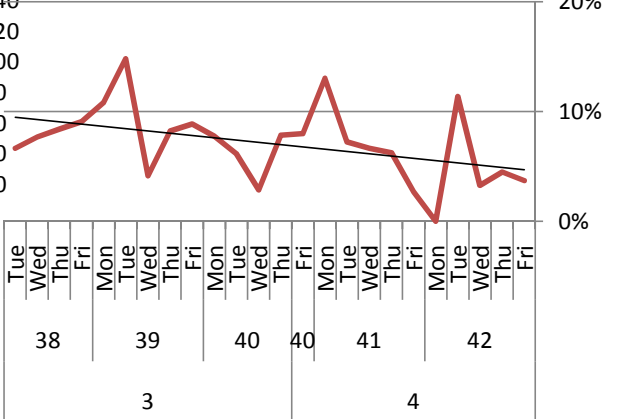
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 10/15/2010

