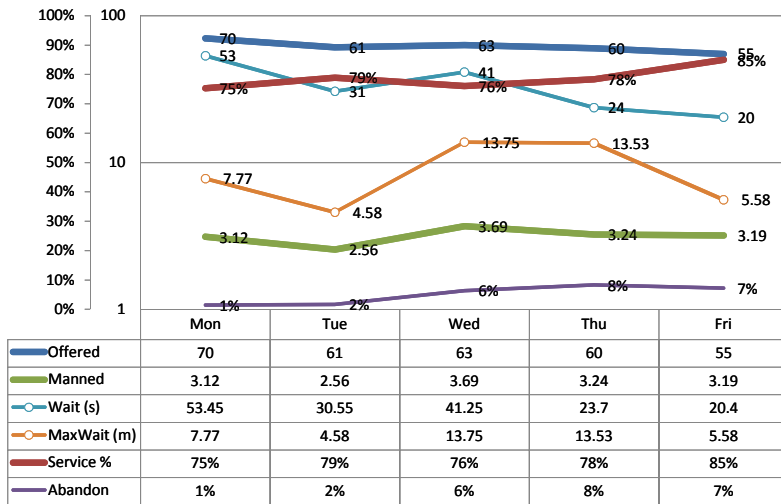


# Call Center ACD

Reporting data through 10/22/2010

## ACD Last Week



## Actuals for Last Week

### Calls Offered Per Day

Average 61.8  
Peak 70

### Service Level % Achieved

Average 78.70  
Lowest 75.30

### Agents Manned on the ACD

Average 3.16  
Lowest 2.555

### Abandon Rate Per Day

Average 5%  
Peak 8%

### Avg Wait Time in seconds

Average 33.87  
Peak 53.45

### Maximum Wait in minutes

Average 9.04  
Peak 13.75

## Actuals vs Goal

Average Peak

### Calls Offered Per Manned Agent

Current 19.6 22.2

### Service Level % Achieved

Goal 80.0 80.0  
Diff 1.3 4.7

### Agents on the Sign Up Sheet

Average 4.1  
Shortfall 1.0

### Abandon Rate Per Day

Goal 10% 10%  
Diff 5% 2%

### Wait Time in seconds

Goal 30 30  
Diff (3.9) (23.5)

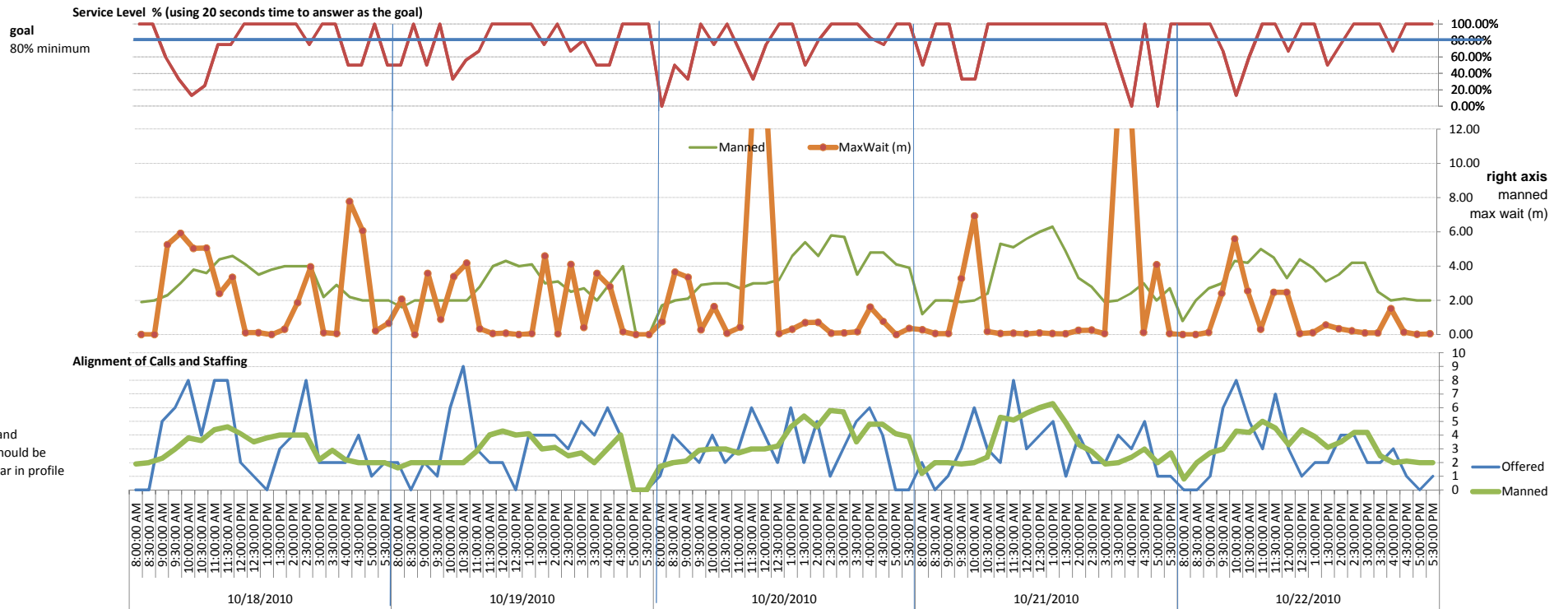
### Maximum Wait in minutes

Goal 5 5  
Diff (4.0) (8.8)

Average Peak

Average % of Half-Hour Periods where Service Level meets Goal 57%

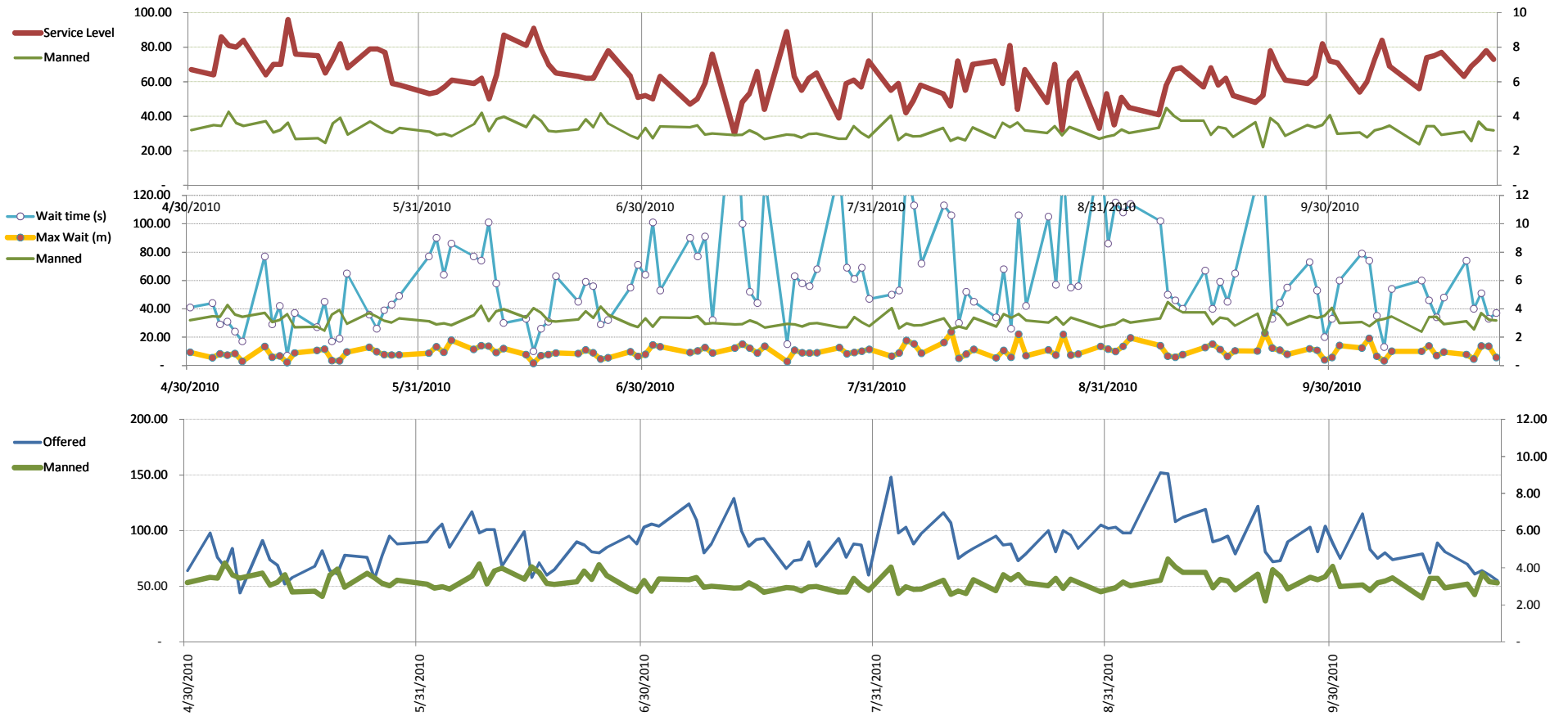
ACD Forecast of Agents Needed for 100% Service Level at all times  
Average 5.8  
Avg Gap 2.6



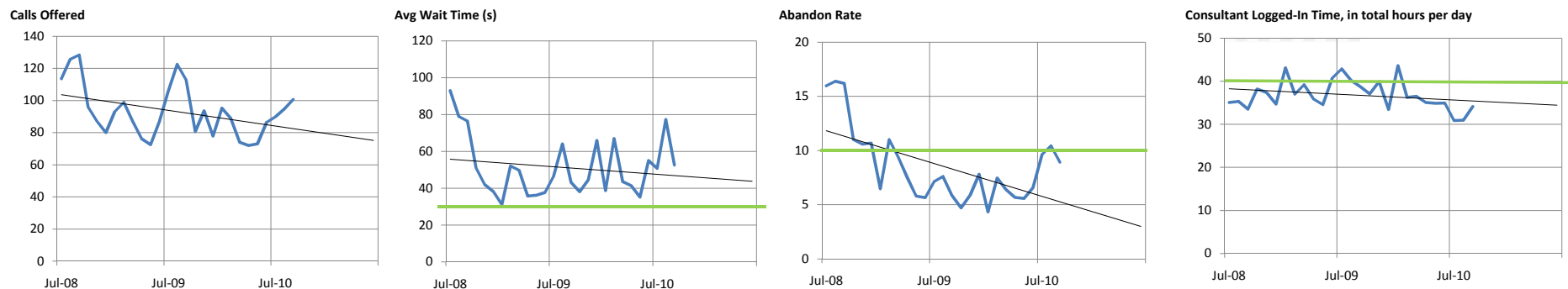
# Call Center ACD

Reporting data through 10/22/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years

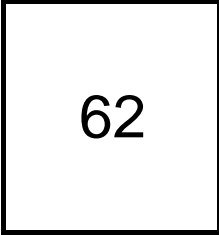


# Actuals vs Goal

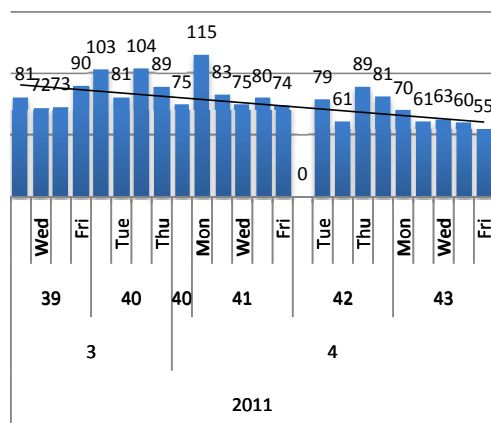
Reporting data through 10/22/2010

## Calls Offered

Average Per Day



Last week



150  
100  
50  
0

Average Per Day

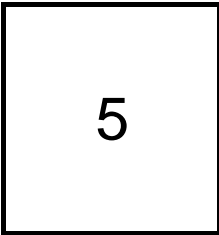
	Now	Year Ago
this week	61.8	not available
last 3 months	90.1	not available
last 6 months	86.8	not available

Avg Peak Per Day

	Now	Year Ago
this week	70	not available
last 3 months	138.33	not available
last 6 months	126.5	not available

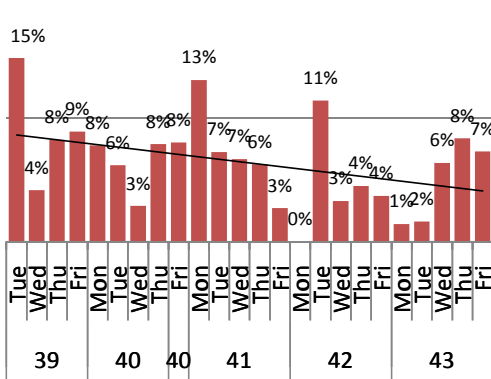
## Call Handling

Abandon Rate



Last week, average

Goal = 10%



10%  
0%

Average Per Day

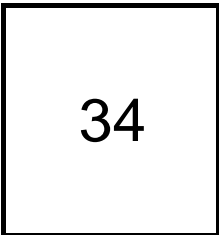
	Now	Year Ago
this week	5%	not available
last 3 months	11%	not available
last 6 months	10%	not available

Avg Peak Per Day

	Now	Year Ago
this week	8%	not available
last 3 months	24%	not available
last 6 months	24%	not available

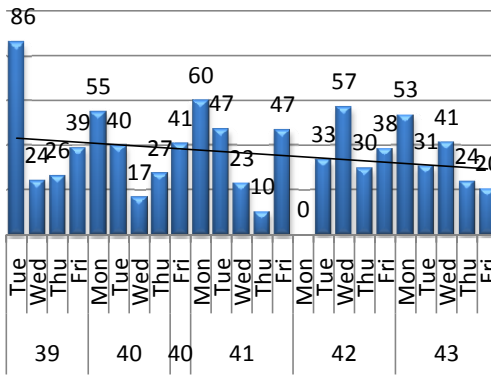
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



100  
80  
60  
40  
20  
0

Average Wait Per Day (s)

	Now	Year Ago
this week	33.87	not available
last 3 months	64.70	not available
last 6 months	60.41	not available

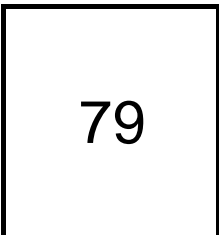
Avg Max Wait / Day (m)

	Now	Year Ago
this week	9.04	not available
last 3 months	10.81	not available
last 6 months	9.99	not available

Worst Wait Per Day (m)

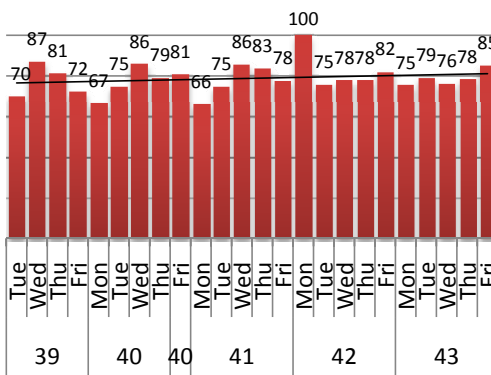
	Now	Year Ago
this week	13.75	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level



Last week, average

Goal = 80 percent ?



100  
80  
60  
40  
20  
0

Avg Service Level / Day

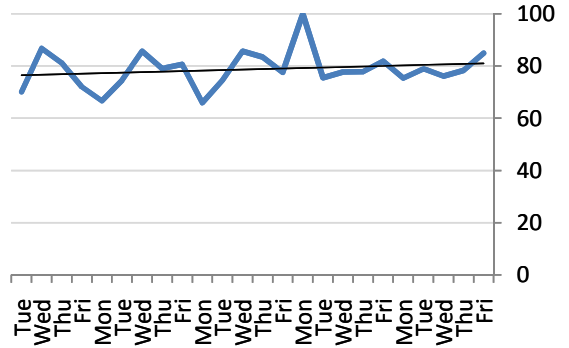
	Now	Year Ago
this week	78.70	not available
last 3 months	61.91	not available
last 6 months	63.79	not available

# Actuals vs Goal

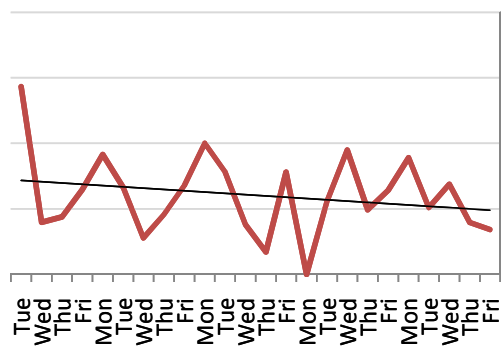
Reporting data through 10/22/2010

## Components

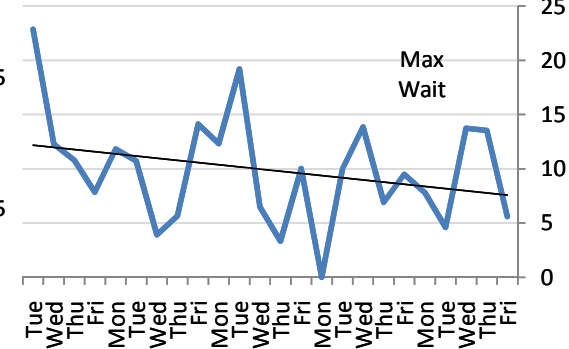
Service Level %



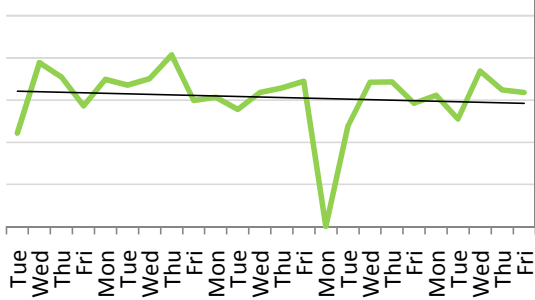
Average Wait, in Minutes



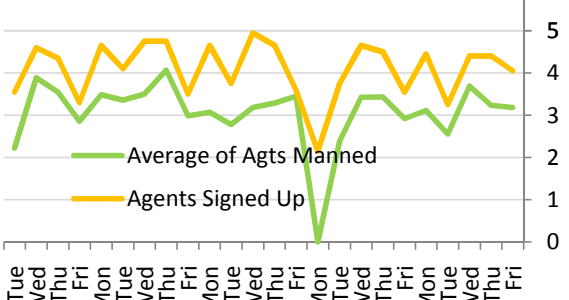
Maximum Wait, in Minutes



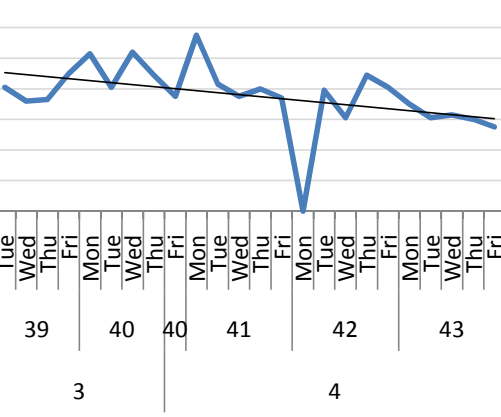
Avg Agents Manned



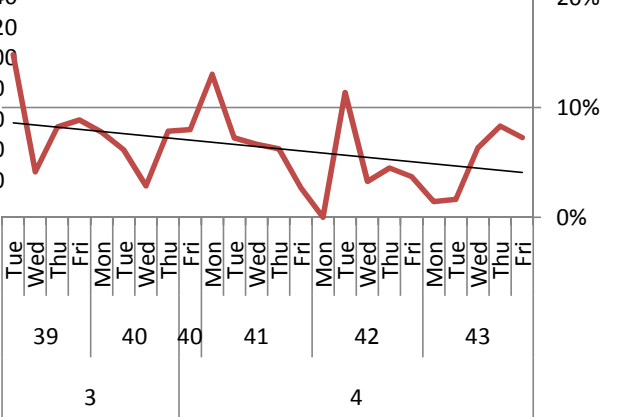
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 10/22/2010

