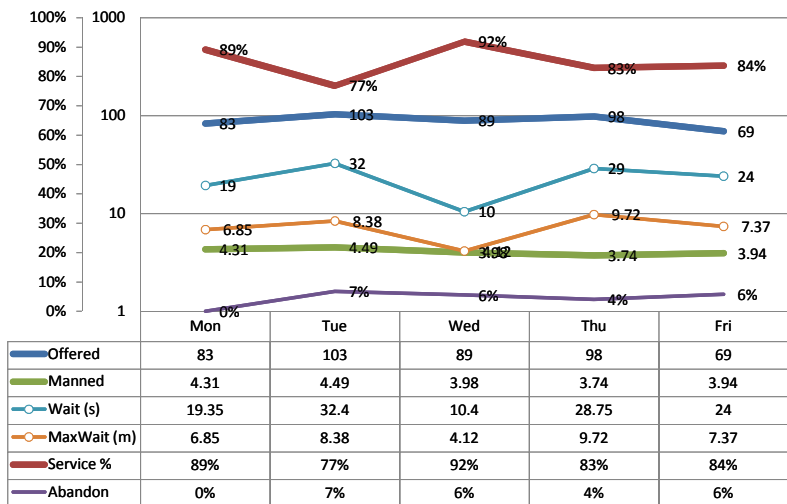


# Call Center ACD

Reporting data through 11/6/2009

## ACD Last Week



## Actuals for Last Week

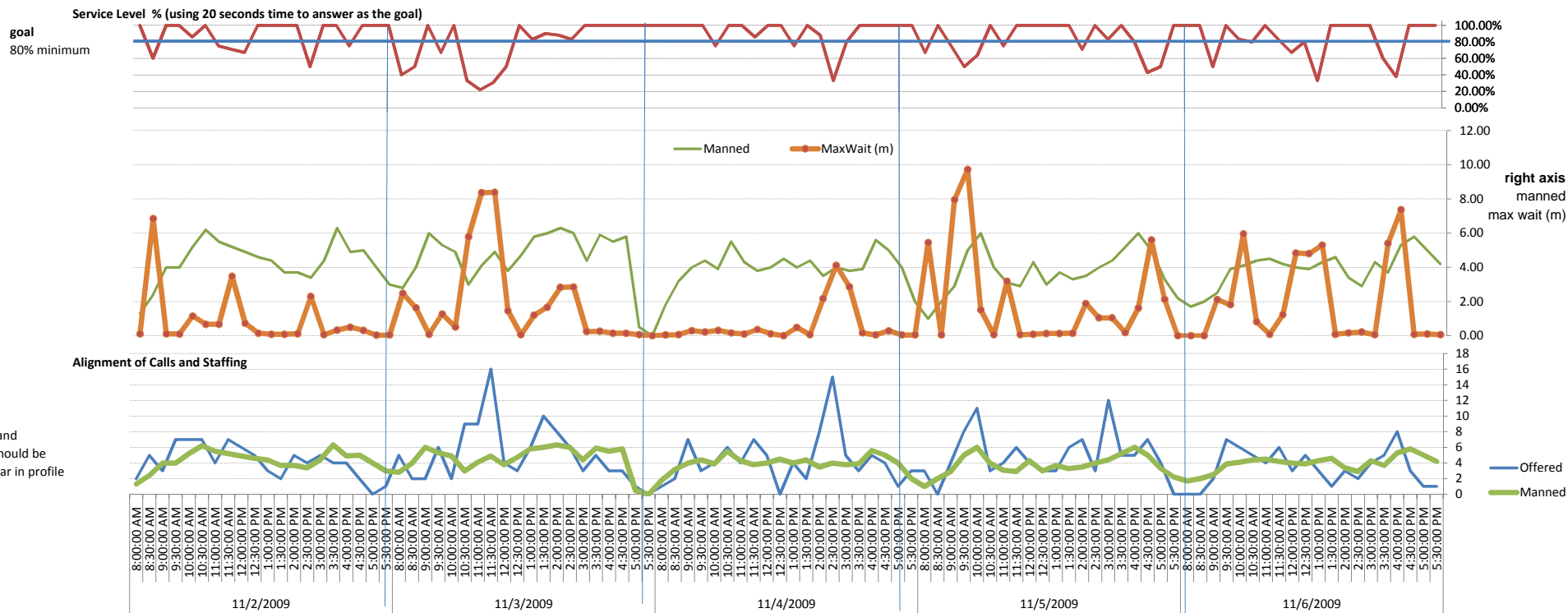
<b>Calls Offered Per Day</b>	
Average	88.4
Peak	103
<b>Service Level % Achieved</b>	
Average	84.90
Lowest	76.85
<b>Agents Manned on the ACD</b>	
Average	4.09
Lowest	3.74
<b>Abandon Rate Per Day</b>	
Average	4%
Peak	7%
<b>Avg Wait Time in seconds</b>	
Average	22.98
Peak	32.40
<b>Maximum Wait in minutes</b>	
Average	7.29
Peak	9.72

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>		
Current	21.6	25.2
<b>Service Level % Achieved</b>		
Goal	80.0	80.0
Diff	-4.9	3.2
<b>Agents on the Sign Up Sheet</b>		
Average	5.3	
Shortfall	1.2	
<b>Abandon Rate Per Day</b>		
Goal	10%	10%
Diff	6%	3%
<b>Wait Time in seconds</b>		
Goal	30	30
Diff	7.0	(2.4)
<b>Maximum Wait in minutes</b>		
Goal	5	5
Diff	(2.3)	(4.7)
	Average	Peak

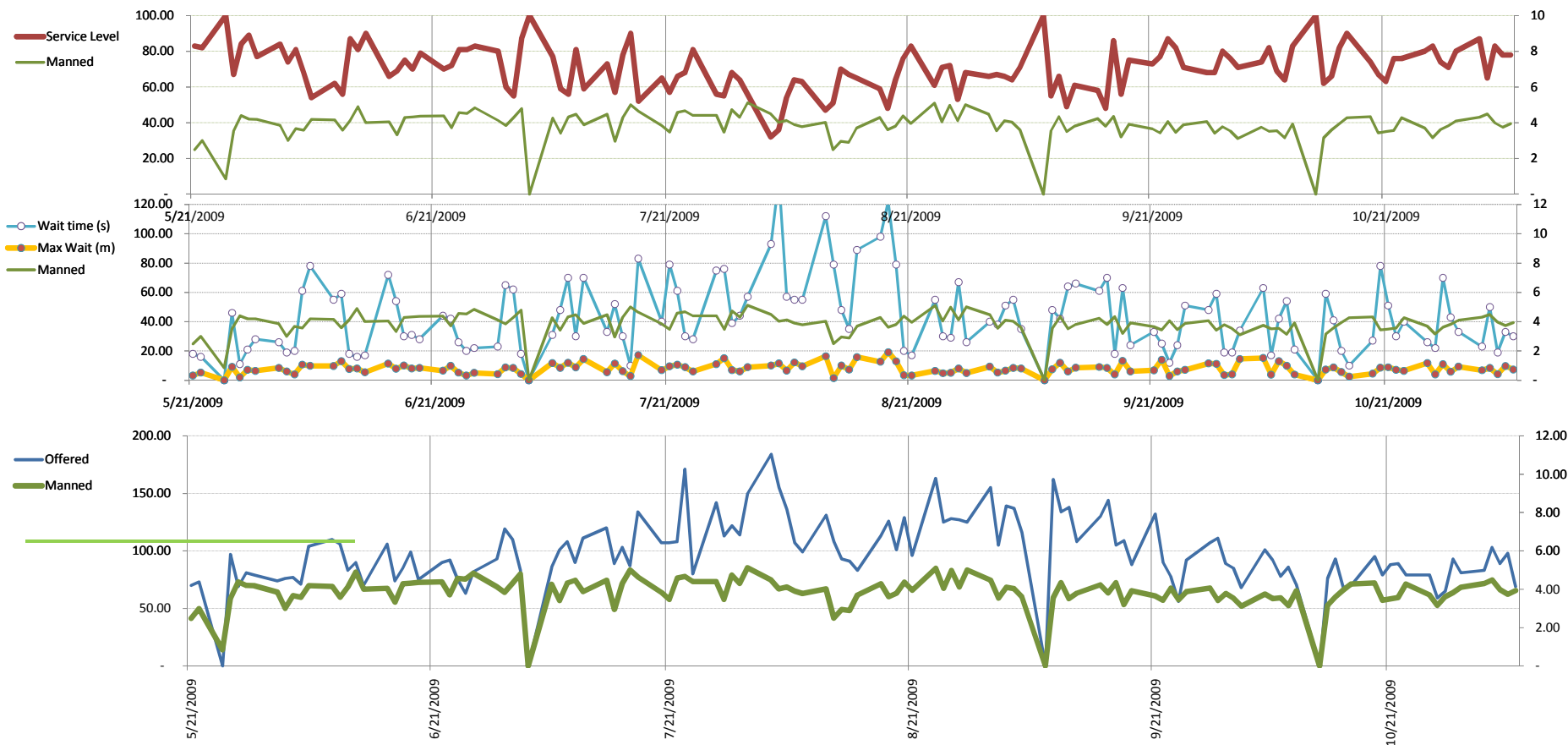
Average % of Half-Hour Periods where Service Level meets Goal 67%

ACD Forecast of Agents Needed for 100% Service Level at all times  
 Average 6.0  
 Avg Gap 1.9

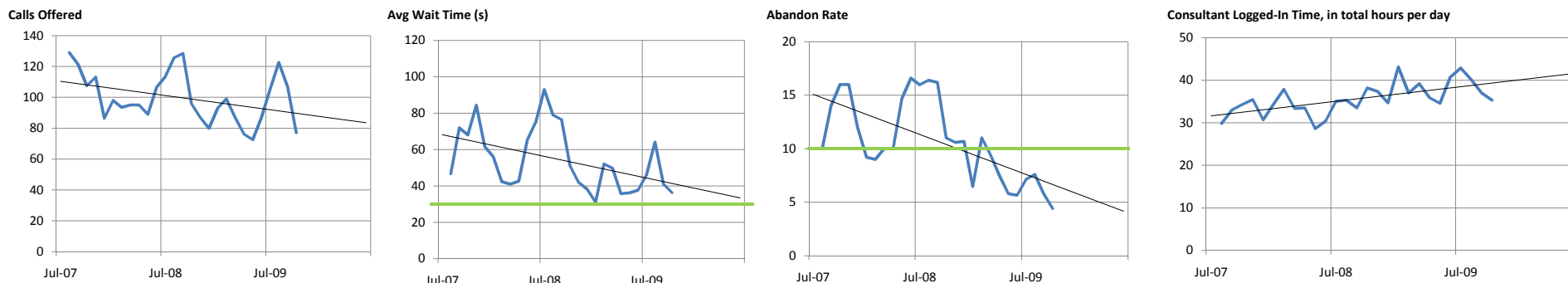


## Daily Detail over Several Months

Reporting data through 11/6/2009



## Monthly Detail over Several Years



# Actuals vs Goal

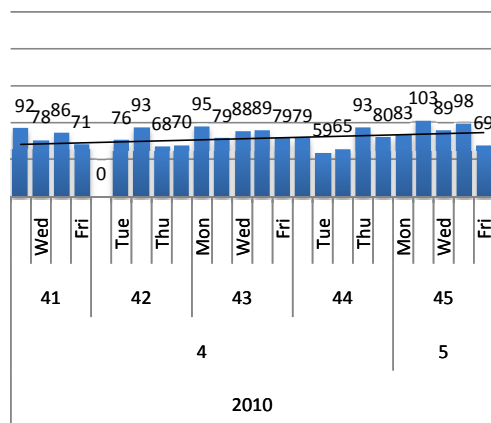
Reporting data through 11/6/2009

## Calls Offered

Average Per Day

88

Last week



Average Per Day	Now	Year Ago
this week	88.4	not available
last 3 months	91.1	not available
last 6 months	98.1	not available
<b>Avg Peak Per Day</b>	<b>Now</b>	<b>Year Ago</b>
this week	103	not available
last 3 months	122	not available
last 6 months	140	not available

Gap

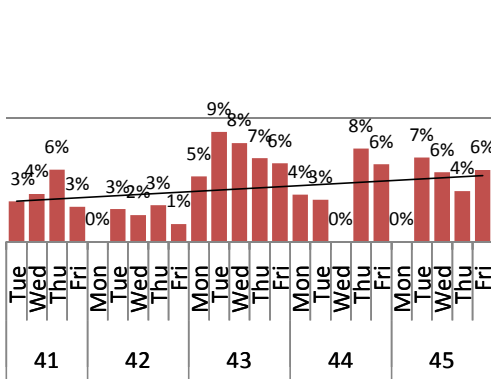
## Call Handling

Abandon Rate

4

Last week, average

Goal = 10%



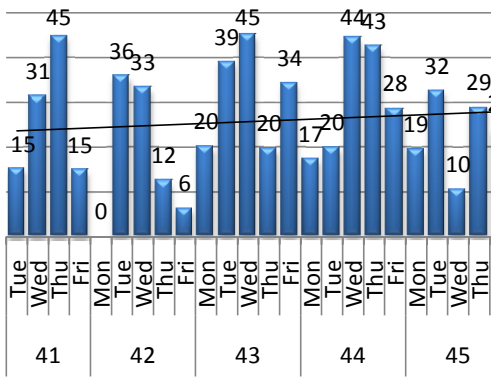
Average Per Day	Now	Year Ago
this week	4%	not available
last 3 months	7%	not available
last 6 months	8%	not available
<b>Avg Peak Per Day</b>	<b>Now</b>	<b>Year Ago</b>
this week	7%	not available
last 3 months	15%	not available
last 6 months	19%	not available

Wait Time on Hold  
80% minimum

23

Last week, average

Goal = 30 seconds



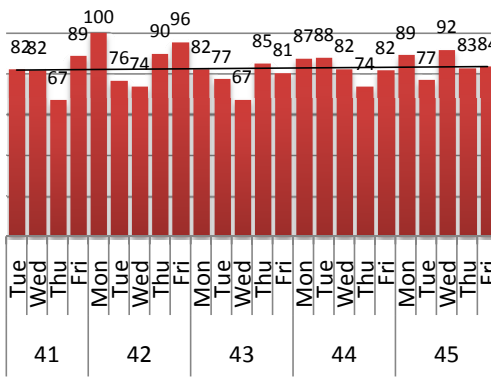
Average Wait Per Day (s)	Now	Year Ago
this week	22.98	not available
last 3 months	36.18	not available
last 6 months	42.74	not available
<b>Avg Max Wait / Day (m)</b>	<b>Now</b>	<b>Year Ago</b>
this week	7.29	not available
last 3 months	7.46	not available
last 6 months	8.01	not available
<b>Worst Wait Per Day (m)</b>	<b>Now</b>	<b>Year Ago</b>
this week	9.72	not available
last 3 months	15.18	not available
last 6 months	19.15	not available

Service Level

85

Last week, average

Goal = 80 percent ?



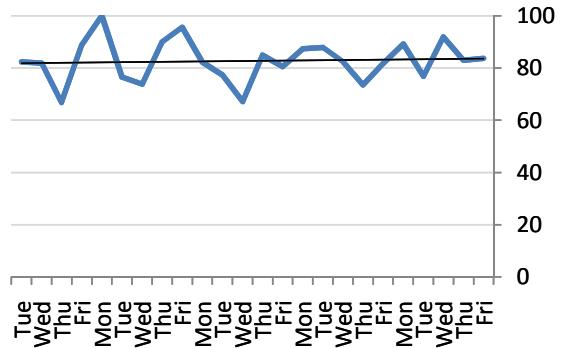
Avg Service Level / Day	Now	Year Ago
this week	84.90	not available
last 3 months	74.42	not available
last 6 months	70.89	not available

# Actuals vs Goal

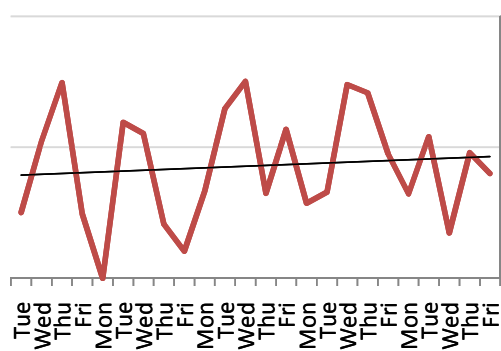
Reporting data through 11/6/2009

## Components

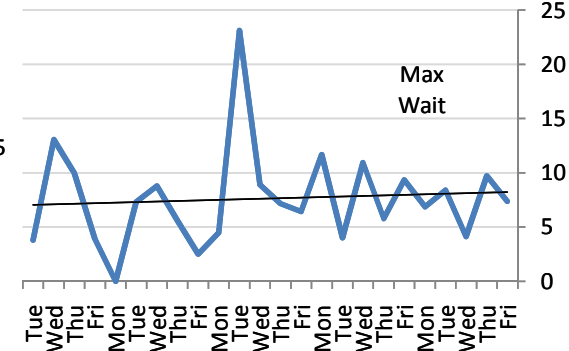
Service Level %



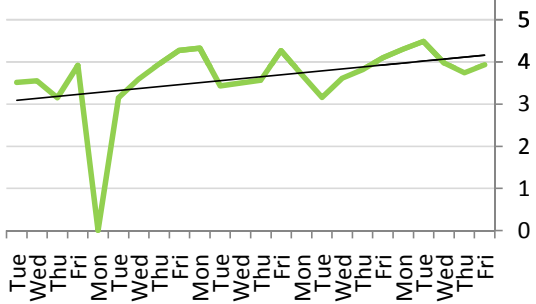
Average Wait, in Minutes



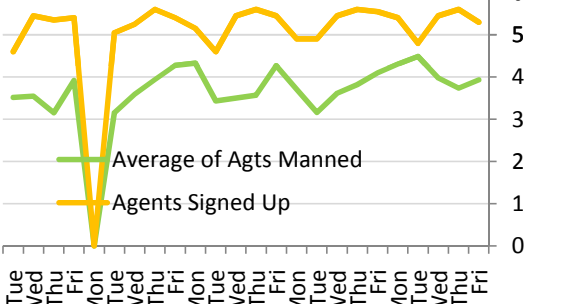
Maximum Wait, in Minutes



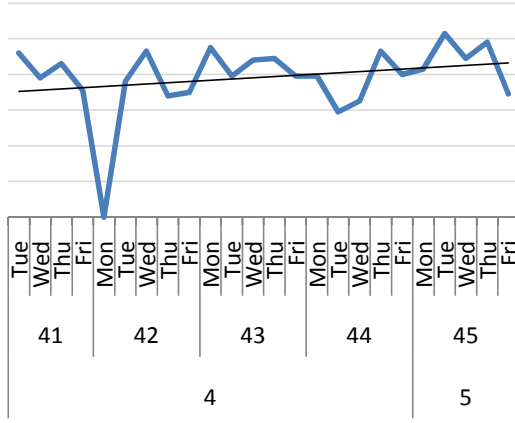
Avg Agents Manned



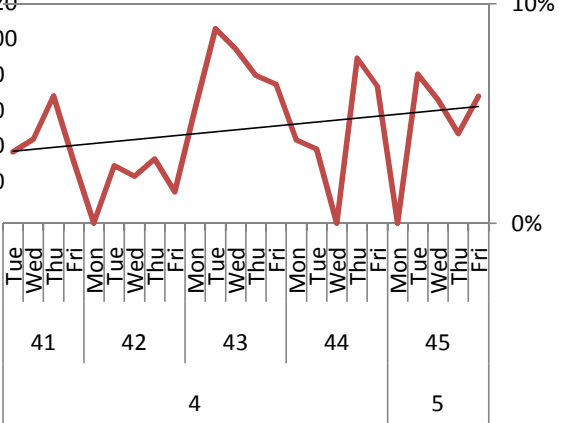
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 11/6/2009

