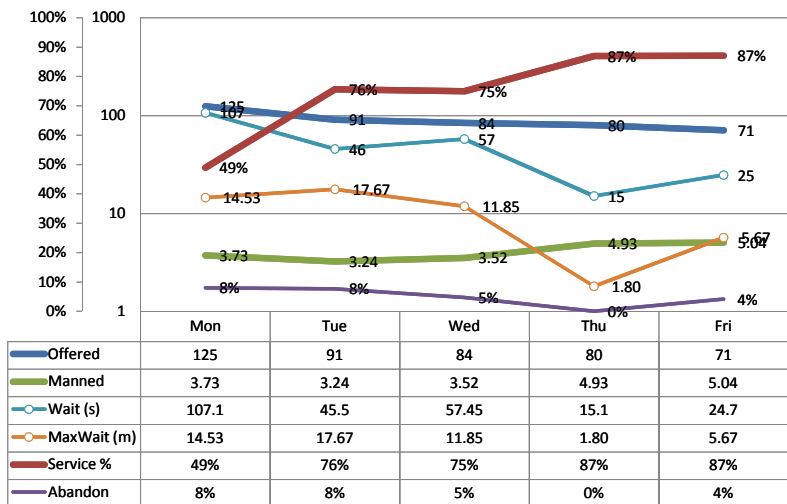


# Call Center ACD

Reporting data through 1/8/2010

## ACD Last Week



### Actuals for Last Week

<b>Calls Offered Per Day</b>	
Average	90.2
Peak	125
<b>Service Level % Achieved</b>	
Average	74.72
Lowest	48.95
<b>Agents Manned on the ACD</b>	
Average	4.09
Lowest	3.24
<b>Abandon Rate Per Day</b>	
Average	5%
Peak	8%
<b>Avg Wait Time in seconds</b>	
Average	49.97
Peak	107.10
<b>Maximum Wait in minutes</b>	
Average	10.30
Peak	17.67

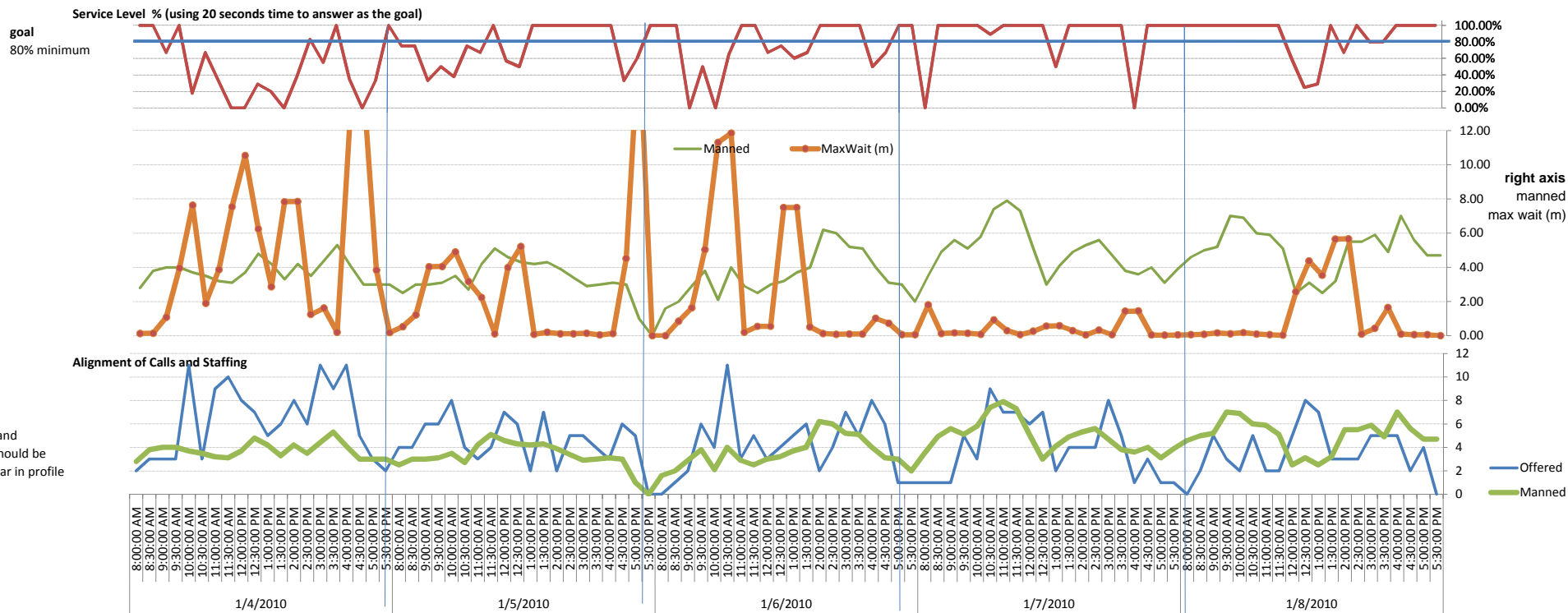
### Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>		
Current	22.0	30.6
<b>Service Level % Achieved</b>		
Goal	80.0	80.0
Diff	5.3	31.1
<b>Agents on the Sign Up Sheet</b>		
Average	4.9	
Shortfall	0.8	
<b>Abandon Rate Per Day</b>		
Goal	10%	10%
Diff	5%	2%
<b>Wait Time in seconds</b>		
Goal	30	30
Diff	(20.0)	(77.1)
<b>Maximum Wait in minutes</b>		
Goal	5	5
Diff	(5.3)	(12.7)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 56%

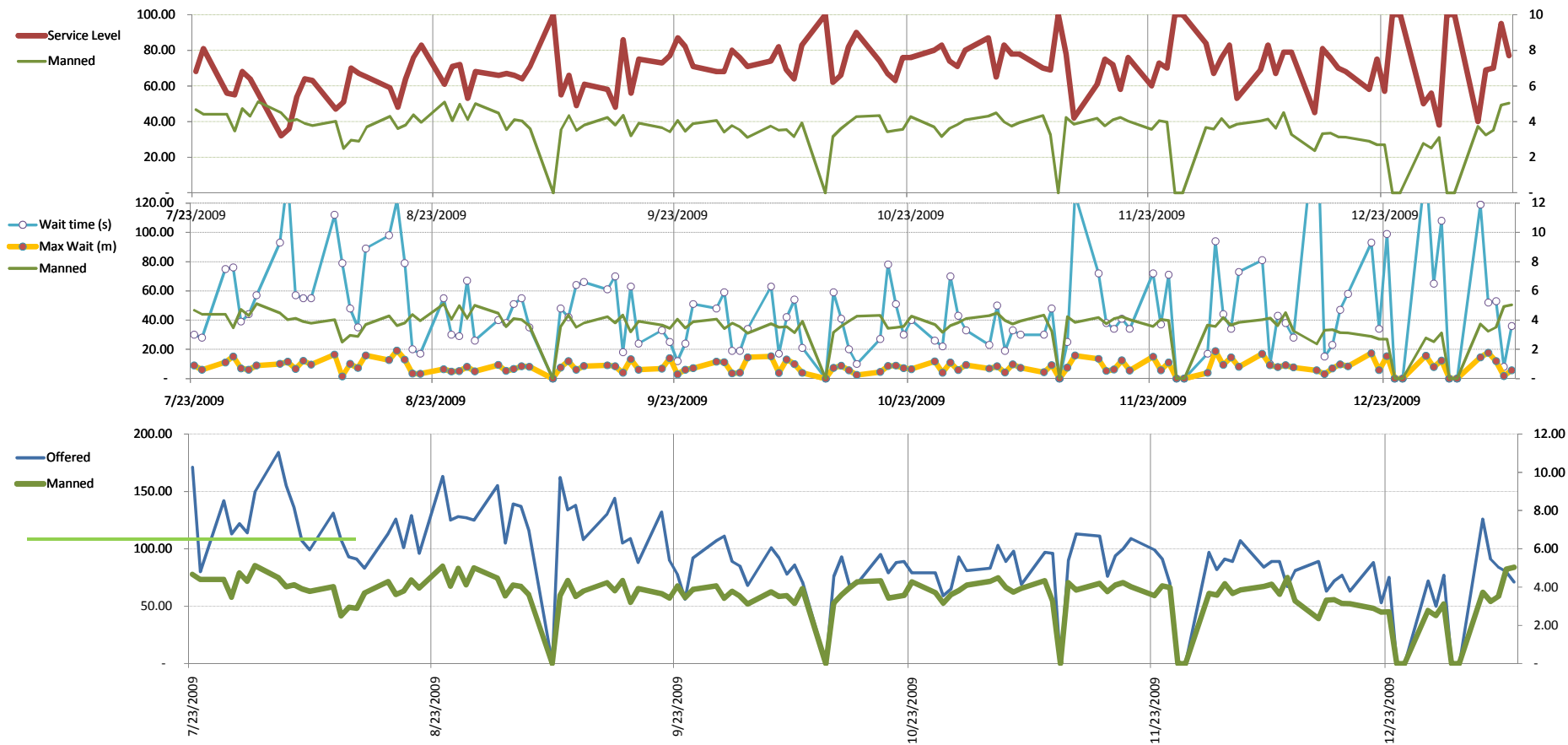
ACD Forecast of Agents Needed for 100% Service Level at all times

Average 6.0  
Avg Gap 1.9

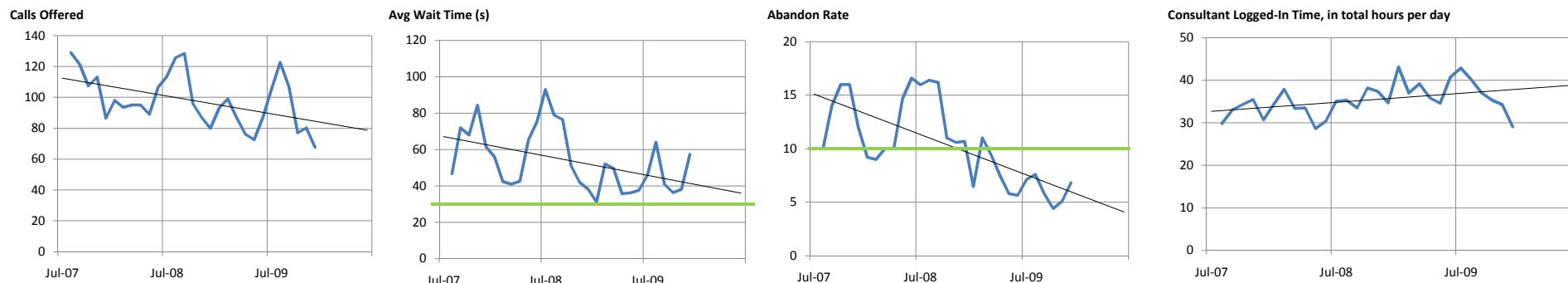


## Daily Detail over Several Months

Reporting data through 1/8/2010



## Monthly Detail over Several Years



# Actuals vs Goal

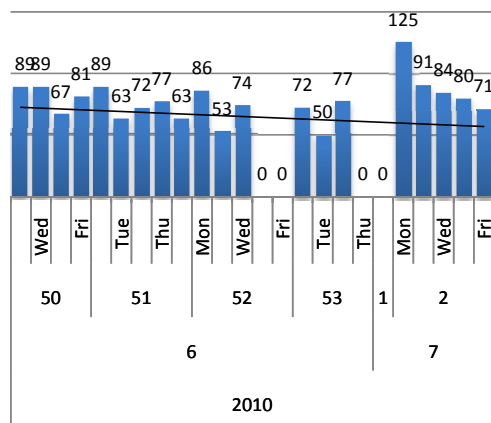
Reporting data through 1/8/2010

## Calls Offered

Average Per Day

90

Last week



Average Per Day	Now	Year Ago
this week	90.2	not available
last 3 months	74.4	not available
last 6 months	88.5	not available
<b>Avg Peak Per Day</b>	<b>Now</b>	<b>Year Ago</b>
this week	125	not available
last 3 months	115.33	not available
last 6 months	132.17	not available

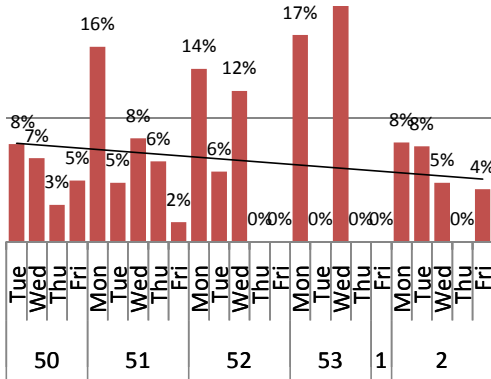
Gap

## Call Handling

Abandon Rate

5

Last week, average  
Goal = 10%

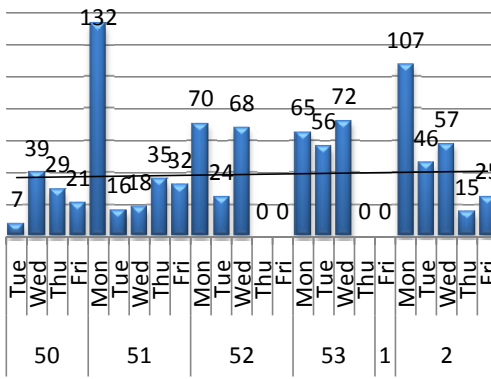


Average Per Day	Now	Year Ago
this week	5%	not available
last 3 months	8%	not available
last 6 months	8%	not available
<b>Avg Peak Per Day</b>	<b>Now</b>	<b>Year Ago</b>
this week	8%	not available
last 3 months	19%	not available
last 6 months	19%	not available

Wait Time on Hold  
80% minimum

50

Last week, average  
Goal = 30 seconds

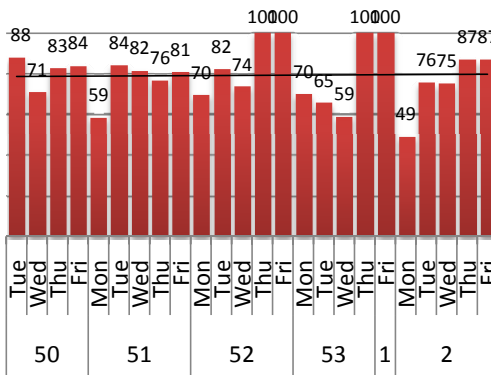


Average Wait Per Day (s)	Now	Year Ago
this week	49.97	not available
last 3 months	46.69	not available
last 6 months	46.94	not available
<b>Avg Max Wait / Day (m)</b>	<b>Now</b>	<b>Year Ago</b>
this week	10.30	not available
last 3 months	8.30	not available
last 6 months	8.18	not available
<b>Worst Wait Per Day (m)</b>	<b>Now</b>	<b>Year Ago</b>
this week	17.67	not available
last 3 months	18.80	not available
last 6 months	19.15	not available

Service Level

75

Last week, average  
Goal = 80 percent ?



Avg Service Level / Day	Now	Year Ago
this week	74.72	not available
last 3 months	73.74	not available
last 6 months	71.12	not available



# Actuals vs Goal

## Components, Cont.

Reporting data through 1/8/2010

