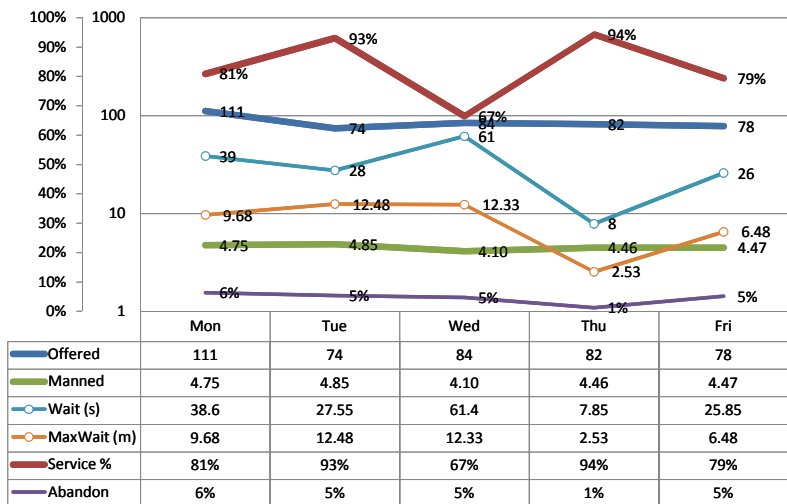


## ACD Last Week



### Actuals for Last Week

<b>Calls Offered Per Day</b>	Average	85.8
	Peak	111
<b>Service Level % Achieved</b>	Average	82.82
	Lowest	66.50
<b>Agents Manned on the ACD</b>	Average	4.53
	Lowest	4.1
<b>Abandon Rate Per Day</b>	Average	5%
	Peak	6%
<b>Avg Wait Time in seconds</b>	Average	32.25
	Peak	61.40
<b>Maximum Wait in minutes</b>	Average	8.70
	Peak	12.48

### Actuals vs Goal

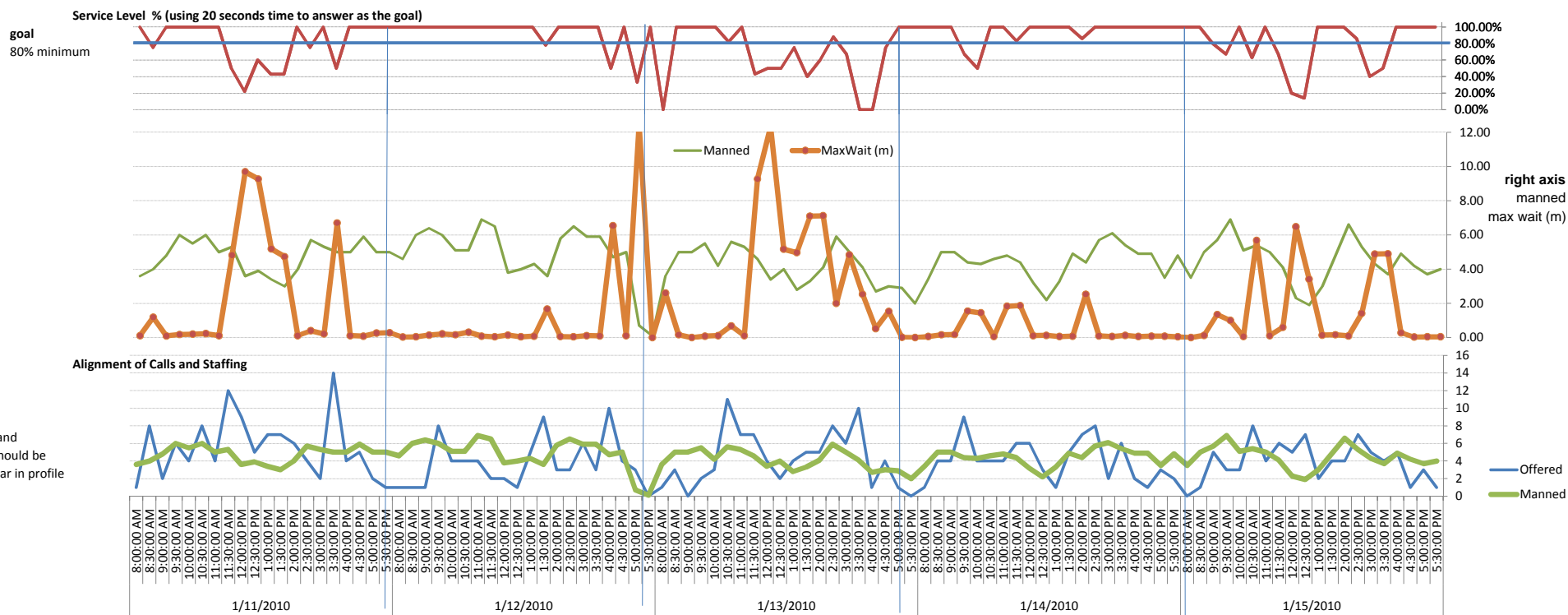
	Average	Peak
<b>Calls Offered Per Manned Agent</b>	Current 19.0	24.5
<b>Service Level % Achieved</b>	Goal 80.0	80.0
	Diff -2.8	13.5
<b>Agents on the Sign Up Sheet</b>	Average 6.3	
	Shortfall 1.8	
<b>Abandon Rate Per Day</b>	Goal 10%	10%
	Diff 5%	4%
<b>Wait Time in seconds</b>	Goal 30	30
	Diff (2.2)	(31.4)
<b>Maximum Wait in minutes</b>	Goal 5	5
	Diff (3.7)	(7.5)
	Average	Peak

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

68%

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

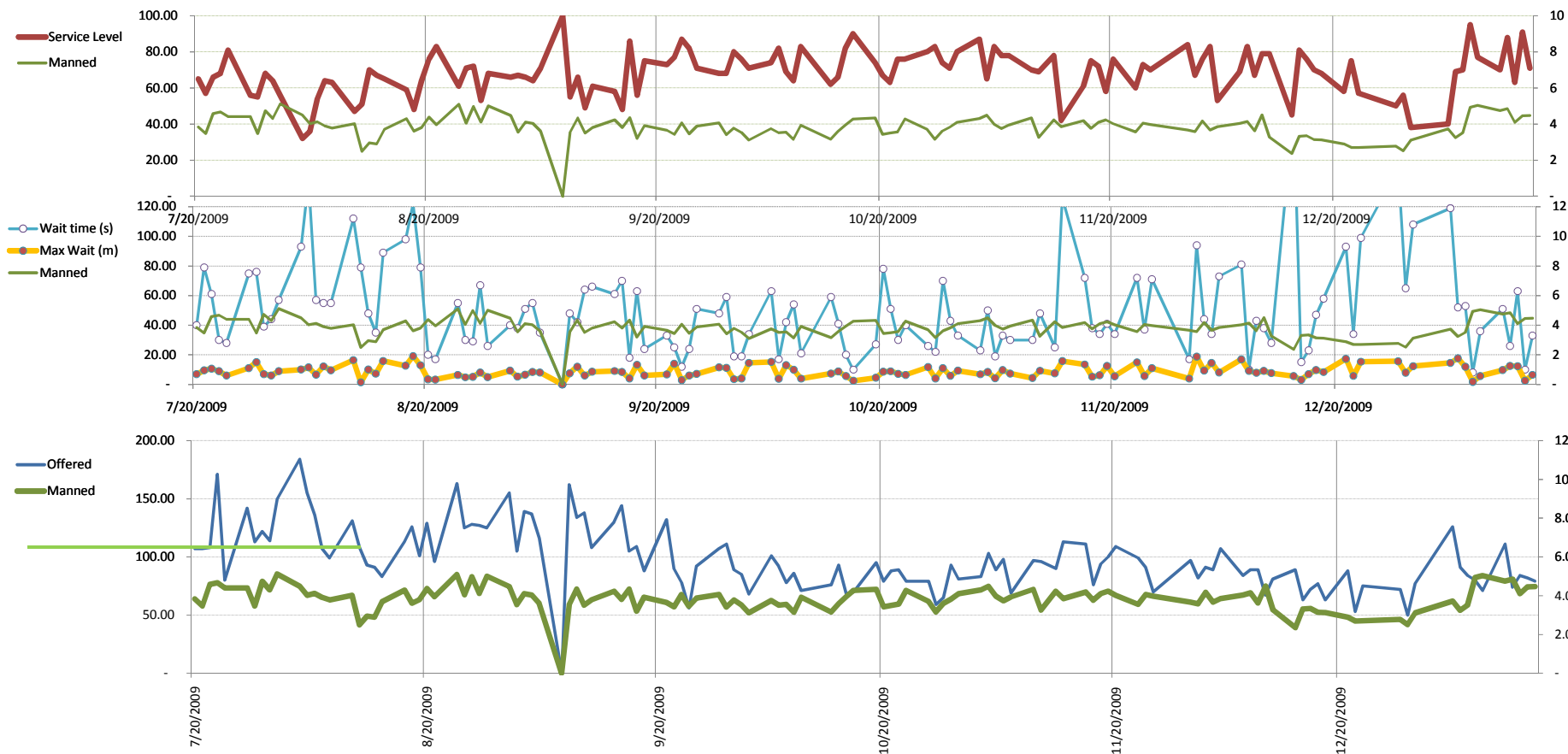
Average 6.0  
Avg Gap 1.5



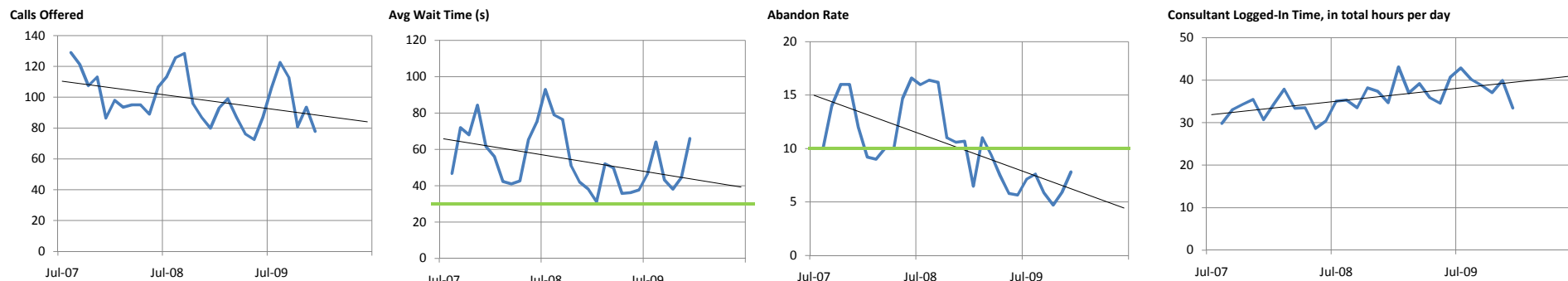
# Call Center ACD

Reporting data through 1/15/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years

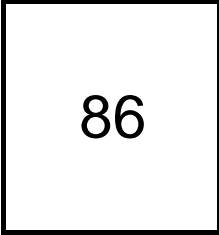


# Actuals vs Goal

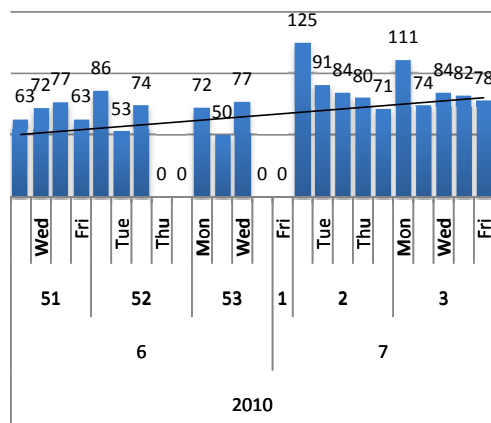
Reporting data through 1/15/2010

## Calls Offered

Average Per Day



Last week



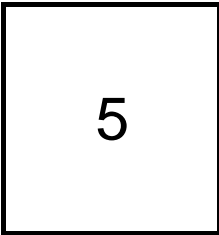
Average Per Day	Now	Year Ago
this week	85.8	not available
last 3 months	86.6	not available
last 6 months	96.0	not available

Avg Peak Per Day	Now	Year Ago
this week	111	not available
last 3 months	115.33	not available
last 6 months	132.17	not available

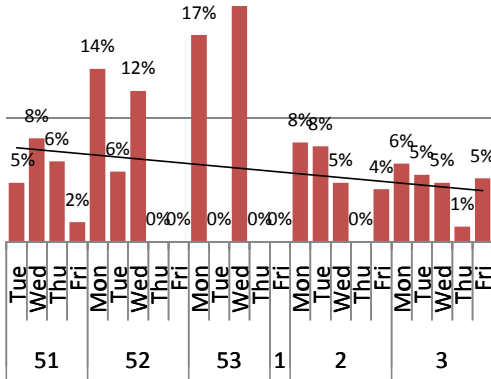
Gap

## Call Handling

Abandon Rate



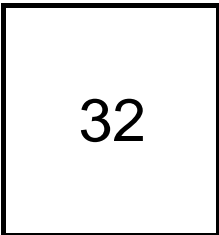
Last week, average  
Goal = 10%



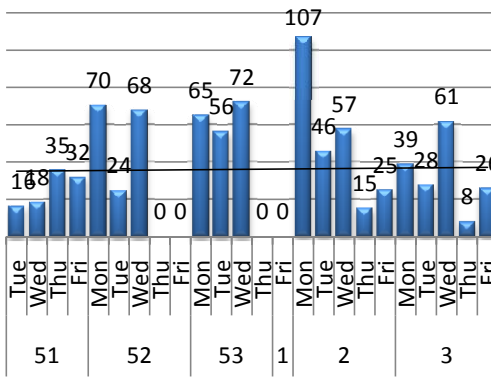
Average Per Day	Now	Year Ago
this week	5%	not available
last 3 months	9%	not available
last 6 months	9%	not available

Avg Peak Per Day	Now	Year Ago
this week	6%	not available
last 3 months	19%	not available
last 6 months	19%	not available

Wait Time on Hold  
80% minimum



Last week, average  
Goal = 30 seconds

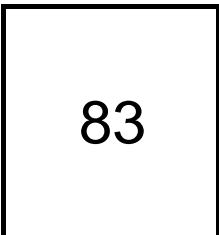


Average Wait Per Day (s)	Now	Year Ago
this week	32.25	not available
last 3 months	51.81	not available
last 6 months	50.11	not available

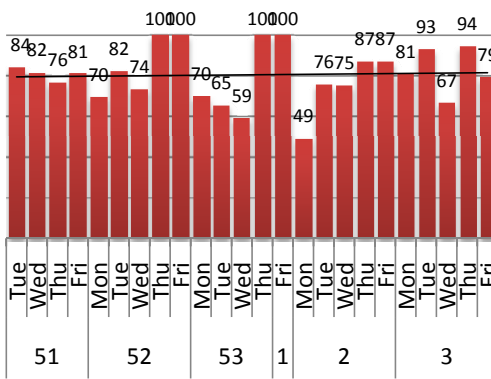
Avg Max Wait / Day (m)	Now	Year Ago
this week	8.70	not available
last 3 months	9.46	not available
last 6 months	8.88	not available

Worst Wait Per Day (m)	Now	Year Ago
this week	12.48	not available
last 3 months	18.80	not available
last 6 months	19.15	not available

Service Level



Last week, average  
Goal = 80 percent ?



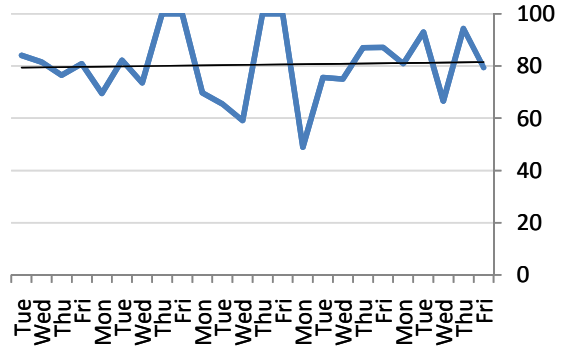
Avg Service Level / Day	Now	Year Ago
this week	82.82	not available
last 3 months	70.32	not available
last 6 months	68.98	not available

# Actuals vs Goal

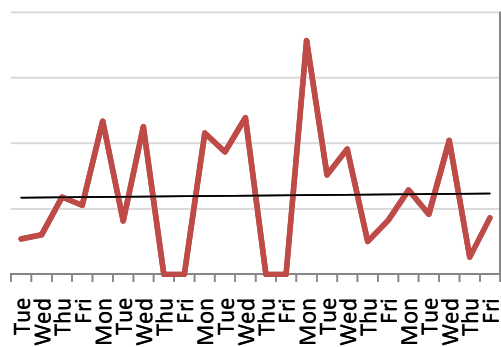
Reporting data through 1/15/2010

## Components

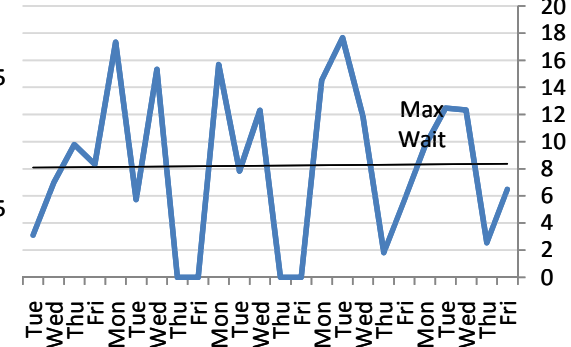
Service Level %



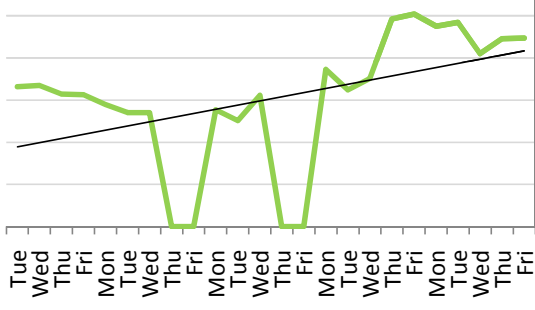
Average Wait, in Minutes



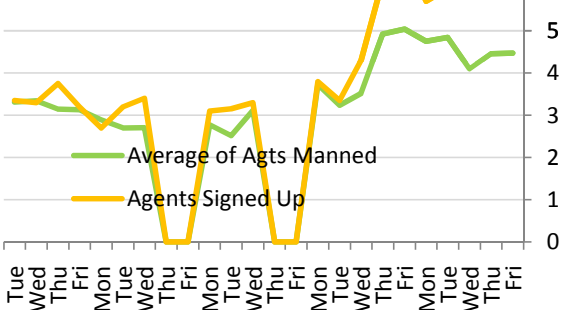
Maximum Wait, in Minutes



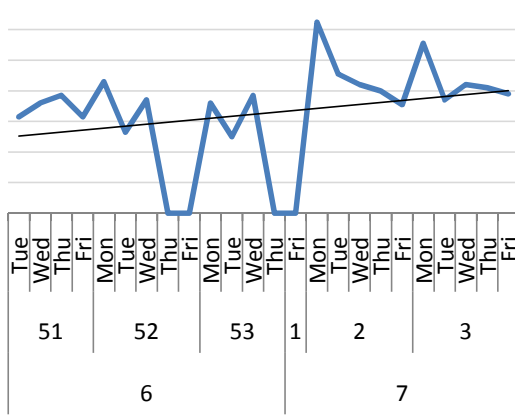
Avg Agents Manned



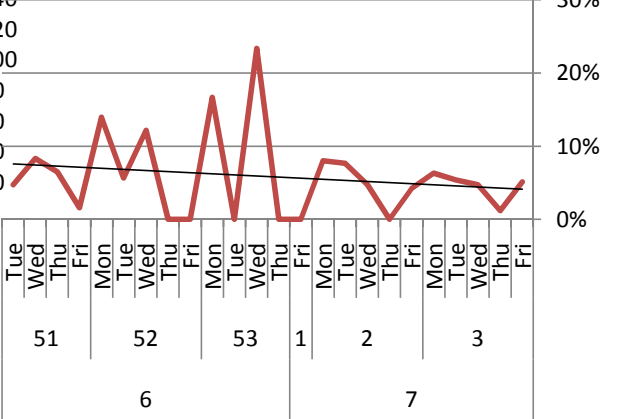
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 1/15/2010

