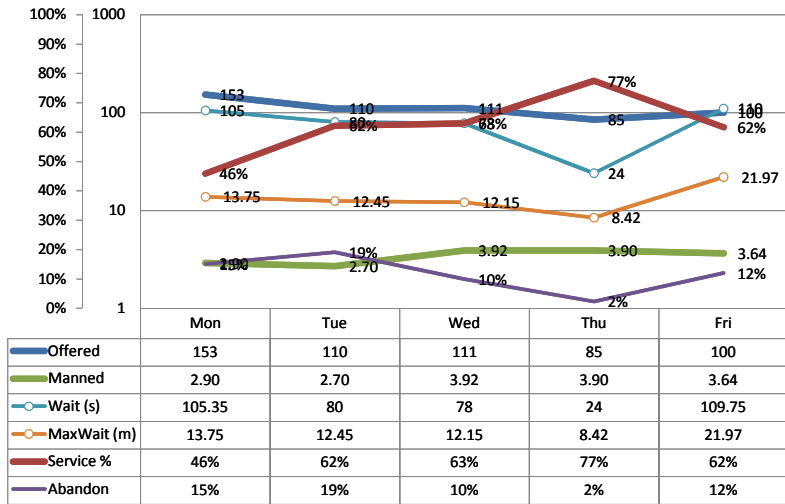


# Call Center ACD

Reporting data through 2/5/2010

## ACD Last Week



### Actuals for Last Week

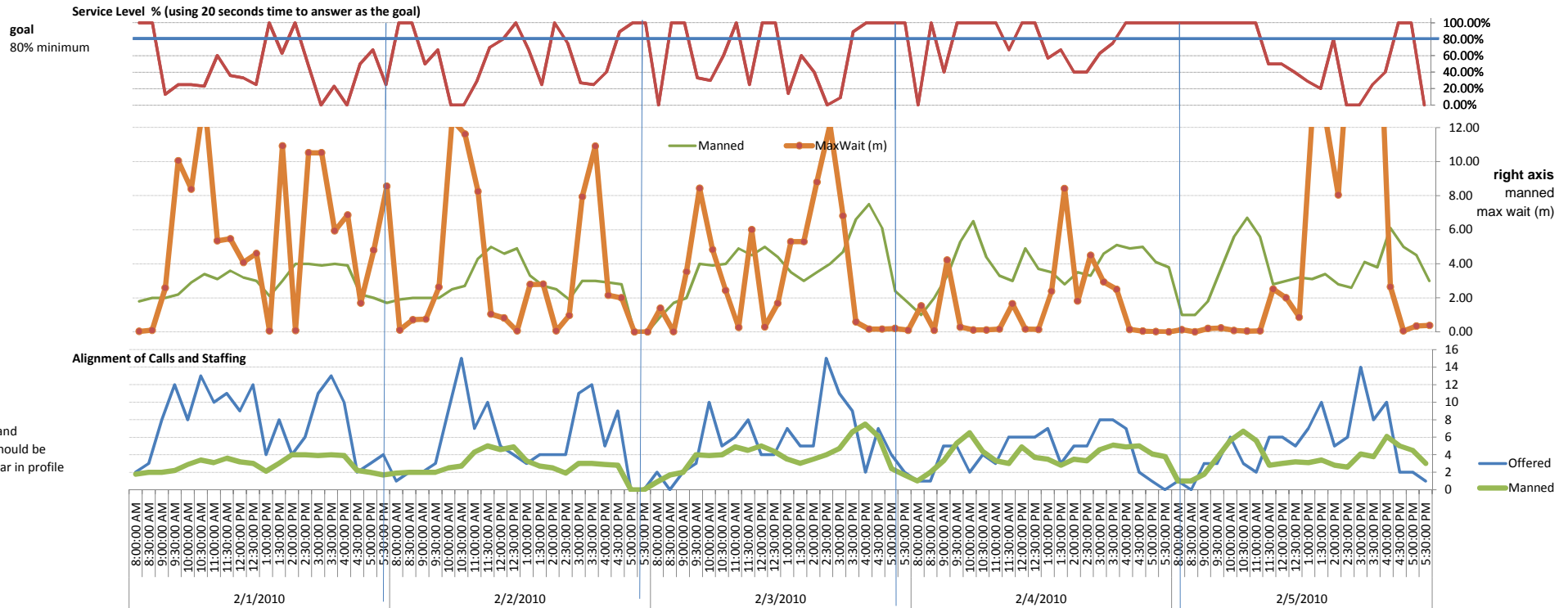
<b>Calls Offered Per Day</b>	Average	111.8
	Peak	153
<b>Service Level % Achieved</b>	Average	62.05
	Lowest	45.90
<b>Agents Manned on the ACD</b>	Average	3.41
	Lowest	2.7
<b>Abandon Rate Per Day</b>	Average	12%
	Peak	19%
<b>Avg Wait Time in seconds</b>	Average	79.42
	Peak	109.75
<b>Maximum Wait in minutes</b>	Average	13.75
	Peak	21.97

### Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>	Current	32.8 / 44.9
<b>Service Level % Achieved</b>	Goal	80.0 / 80.0
	Diff	18.0 / 34.1
<b>Agents on the Sign Up Sheet</b>	Average	4.3 / 0.9
	Shortfall	
<b>Abandon Rate Per Day</b>	Goal	10% / 10%
	Diff	-2% / -9%
<b>Wait Time in seconds</b>	Goal	30 / 30
	Diff	(49.4) / (79.8)
<b>Maximum Wait in minutes</b>	Goal	5 / 5
	Diff	(8.7) / (17.0)
	Average	Peak

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

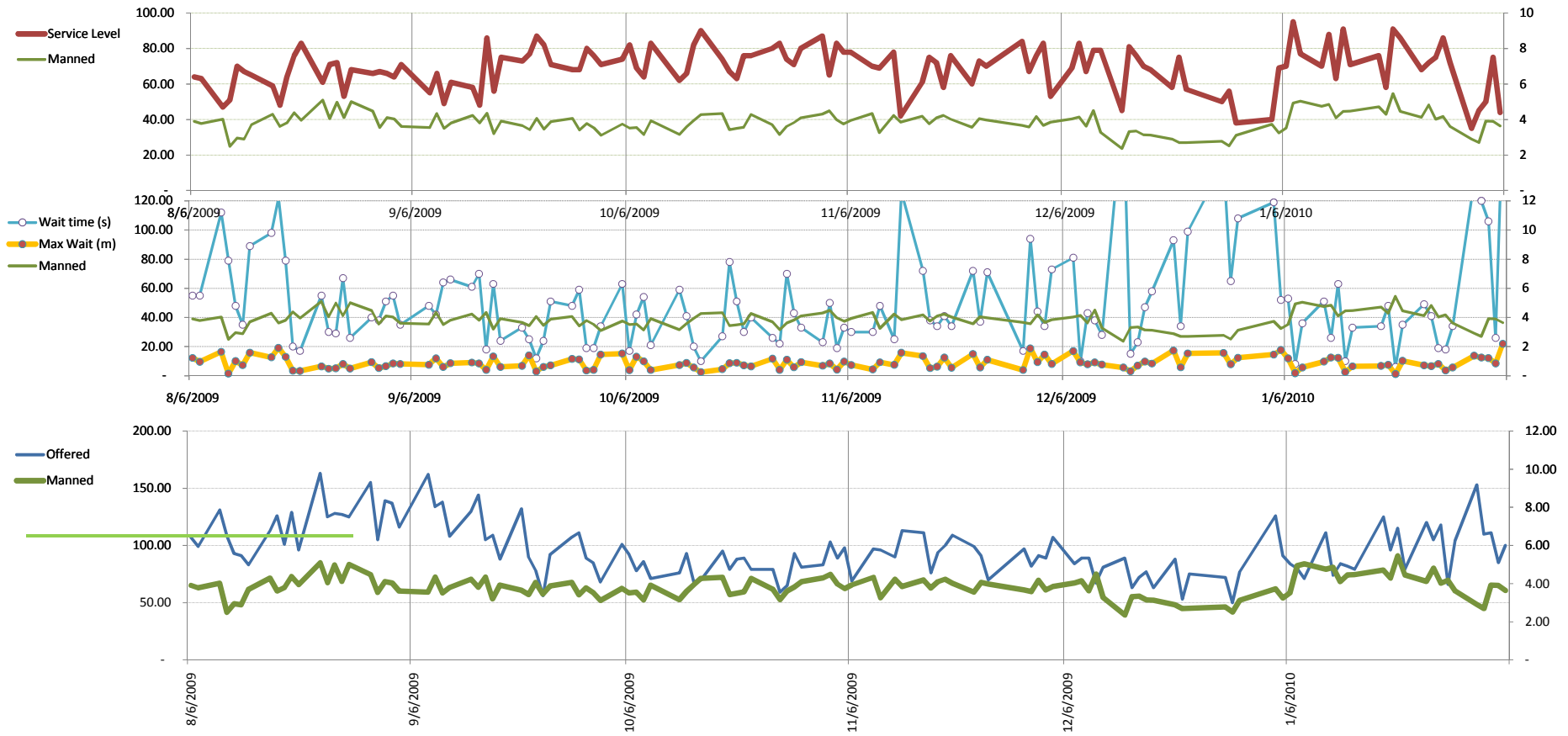
Average	41%
ACD Forecast of Agents Needed for 100% Service Level at all times	Average 6.0
	Avg Gap 2.6



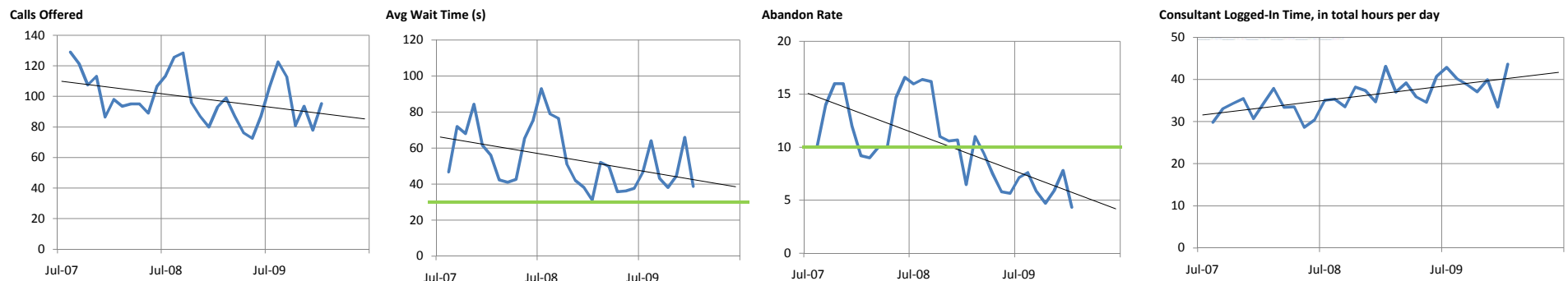
# Call Center ACD

Reporting data through 2/5/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

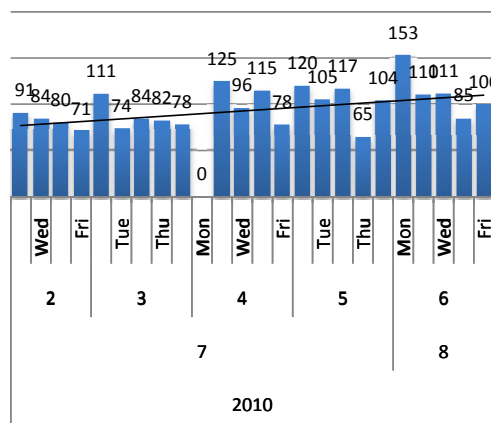
Reporting data through 2/5/2010

## Calls Offered

Average Per Day

112

Last week



Average Per Day	Now	Year Ago
this week	112	not available
last 3 months	95.0	not available
last 6 months	95.4	not available

Avg Peak Per Day	Now	Year Ago
this week	153	not available
last 3 months	128.67	not available
last 6 months	127	not available

Gap

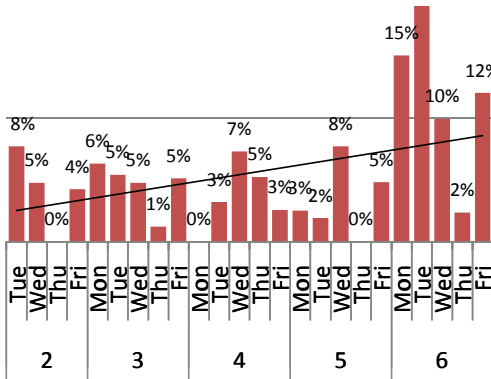
## Call Handling

Abandon Rate

12

Last week, average

Goal = 10%



Average Per Day	Now	Year Ago
this week	12%	not available
last 3 months	11%	not available
last 6 months	9%	not available

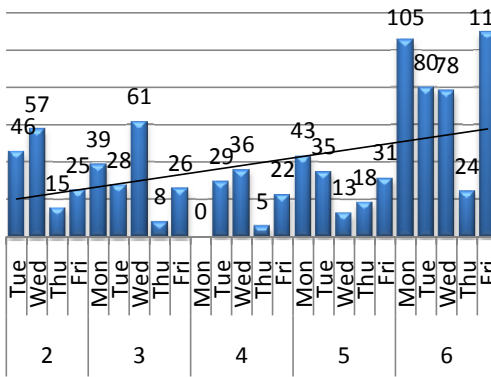
Avg Peak Per Day	Now	Year Ago
this week	19%	not available
last 3 months	22%	not available
last 6 months	22%	not available

Wait Time on Hold  
80% minimum

79

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	79.42	not available
last 3 months	72.53	not available
last 6 months	57.21	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	13.75	not available
last 3 months	10.73	not available
last 6 months	9.41	not available

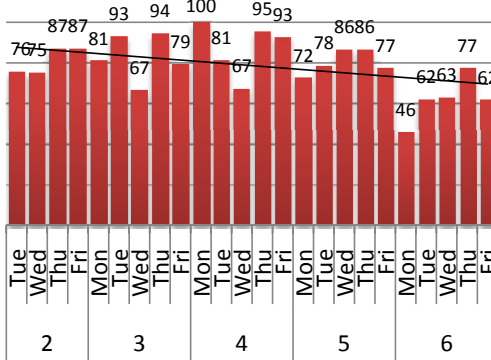
Worst Wait Per Day (m)	Now	Year Ago
this week	21.97	not available
last 3 months	21.97	not available
last 6 months	21.97	not available

Service Level

62

Last week, average

Goal = 80 percent ?



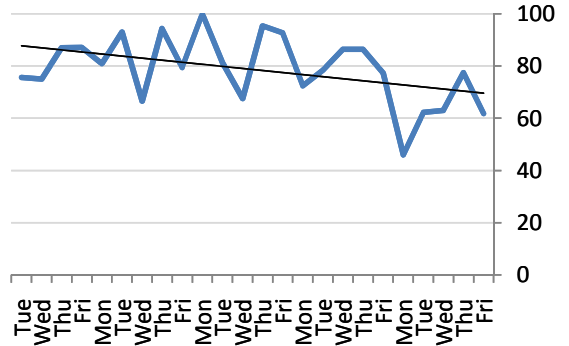
Avg Service Level / Day	Now	Year Ago
this week	62.05	not available
last 3 months	63.64	not available
last 6 months	67.40	not available

# Actuals vs Goal

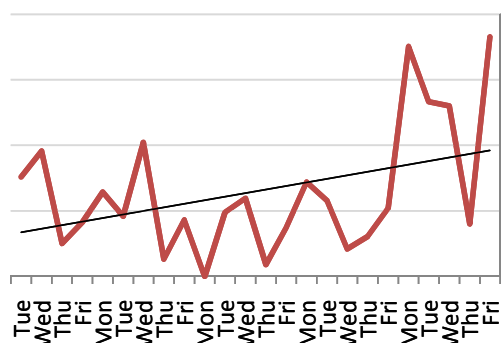
Reporting data through 2/5/2010

## Components

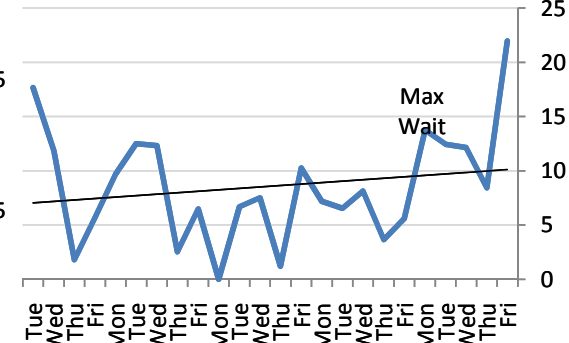
Service Level %



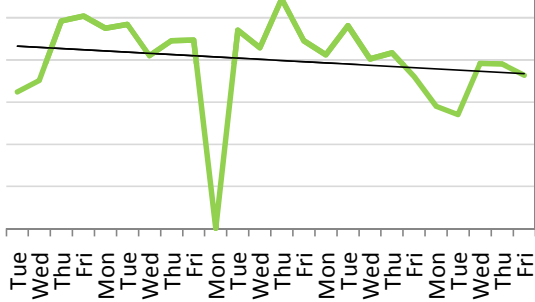
Average Wait, in Minutes



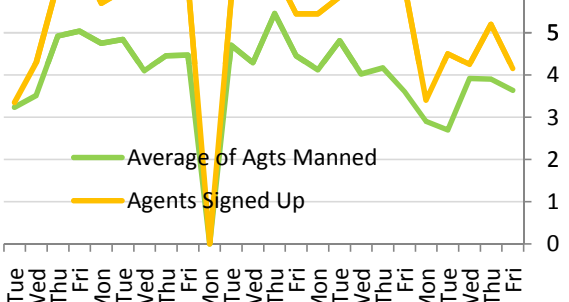
Maximum Wait, in Minutes



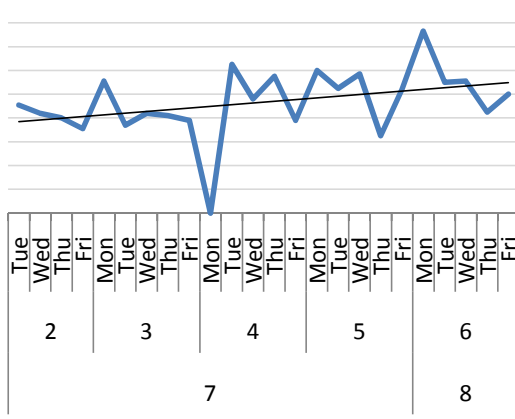
Avg Agents Manned



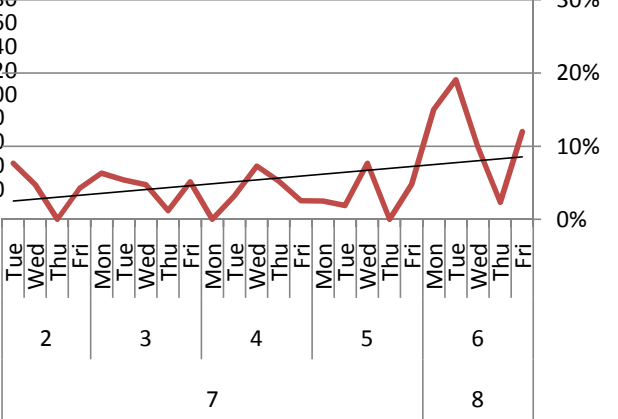
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 2/5/2010

