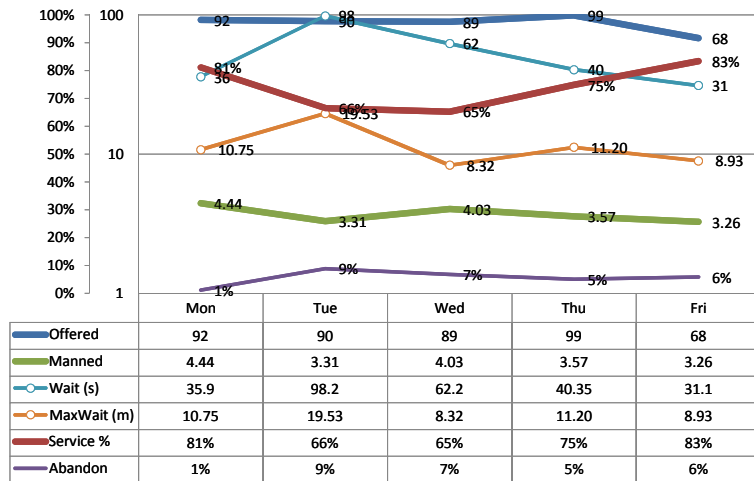


# Call Center ACD

Reporting data through 2/12/2010

## ACD Last Week



## Actuals for Last Week

### Calls Offered Per Day

Average 87.6  
Peak 99

### Service Level % Achieved

Average 74.20  
Lowest 65.20

### Agents Manned on the ACD

Average 3.72  
Lowest 3.26

### Abandon Rate Per Day

Average 6%  
Peak 9%

### Avg Wait Time in seconds

Average 53.55  
Peak 98.20

### Maximum Wait in minutes

Average 11.75  
Peak 19.53

## Actuals vs Goal

Average Peak

### Calls Offered Per Manned Agent

Current 23.5 26.6

### Service Level % Achieved

Goal 80.0 80.0  
Diff 5.8 14.8

### Agents on the Sign Up Sheet

Average 4.8  
Shortfall 1.1

### Abandon Rate Per Day

Goal 10% 10%  
Diff 4% 1%

### Wait Time in seconds

Goal 30 30  
Diff (23.6) (68.2)

### Maximum Wait in minutes

Goal 5 5  
Diff (6.7) (14.5)

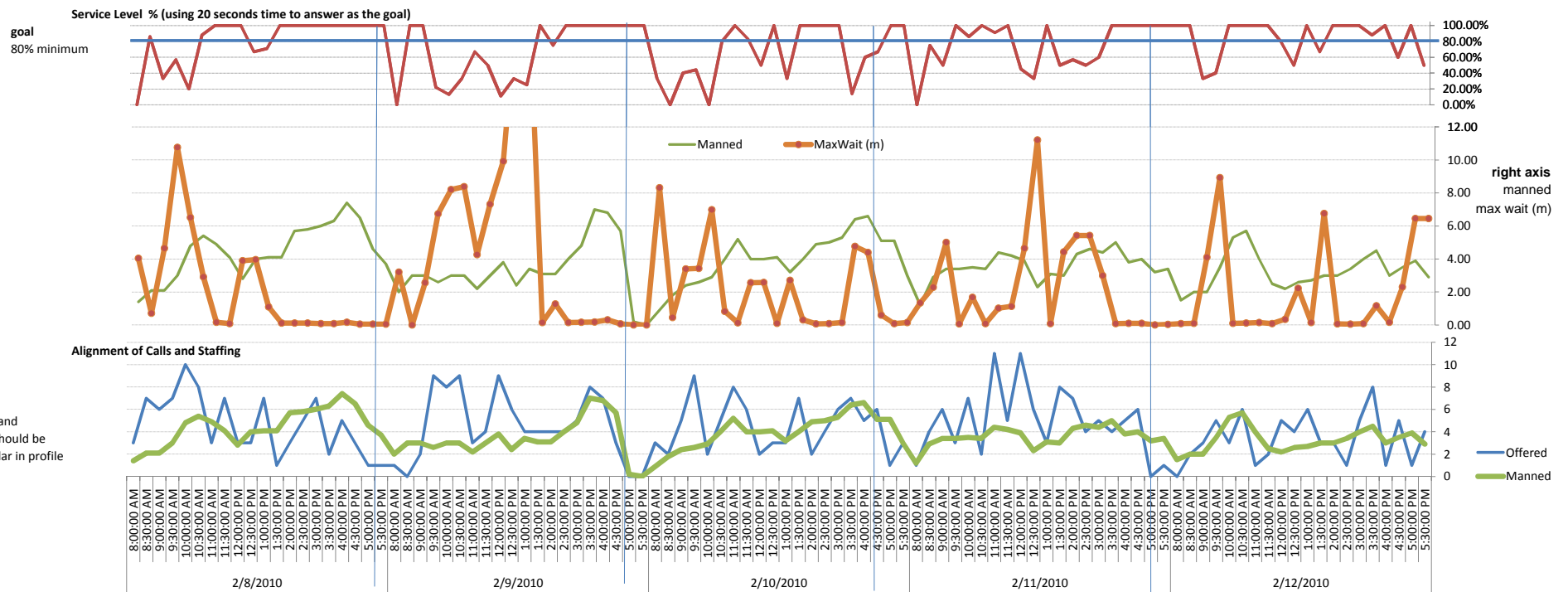
Average Peak

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

57%

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

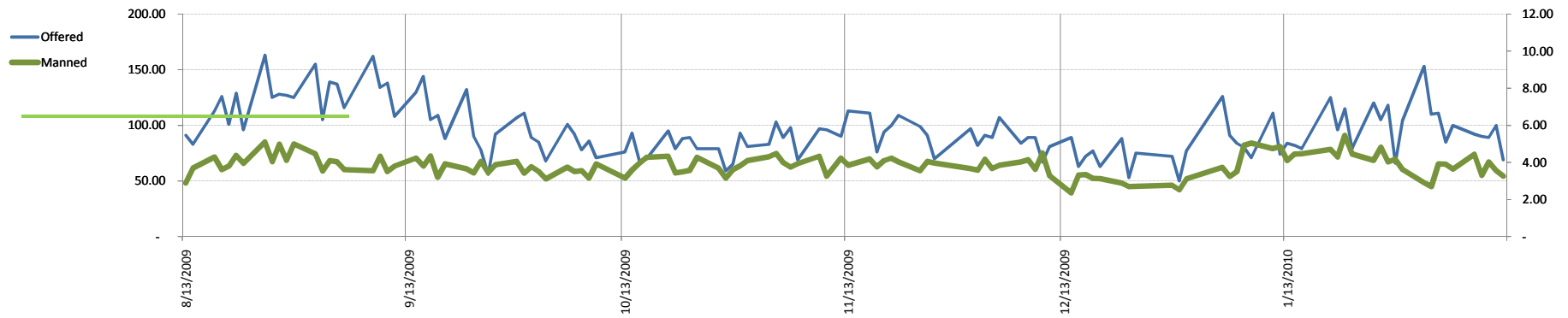
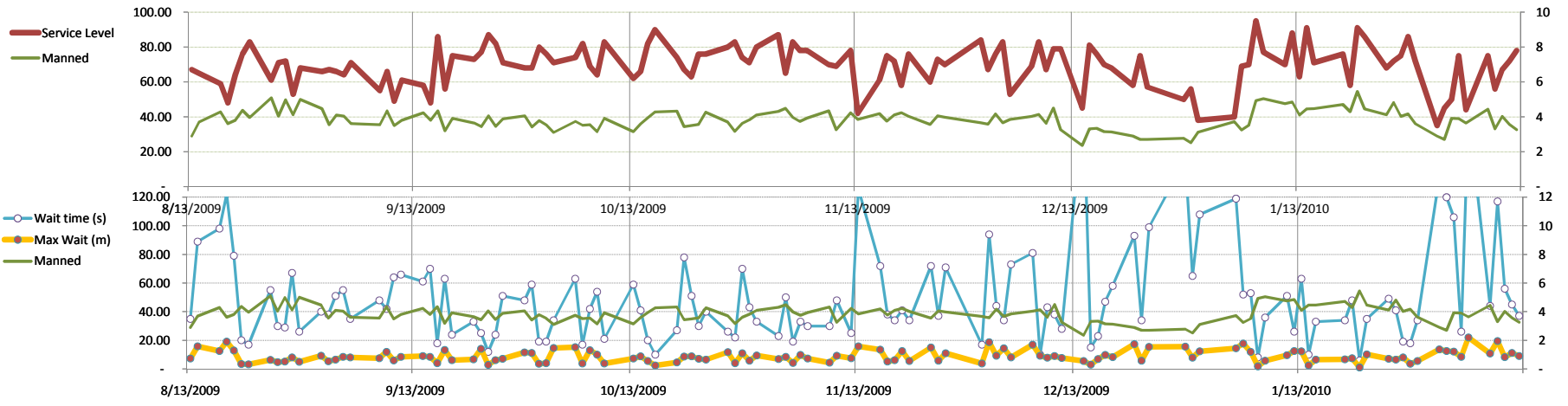
Average 6.0  
Avg Gap 2.3



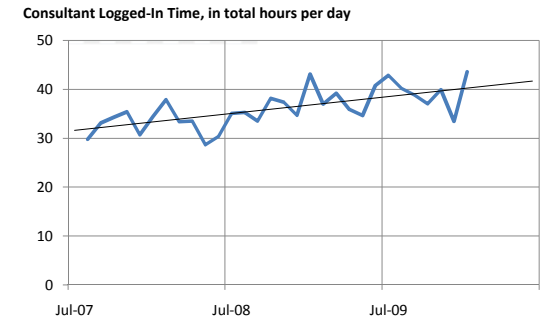
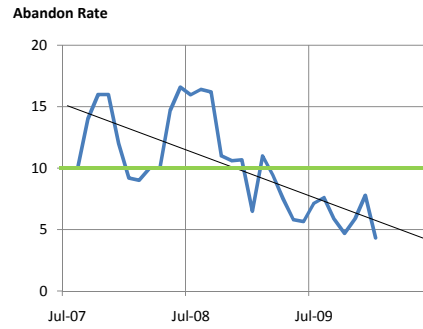
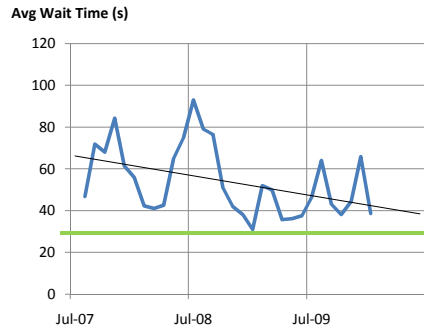
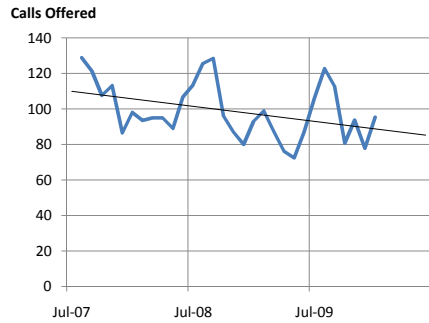
# Call Center ACD

Reporting data through 2/12/2010

Daily Detail over Several Months



**Monthly Detail over Several Years**



# Actuals vs Goal

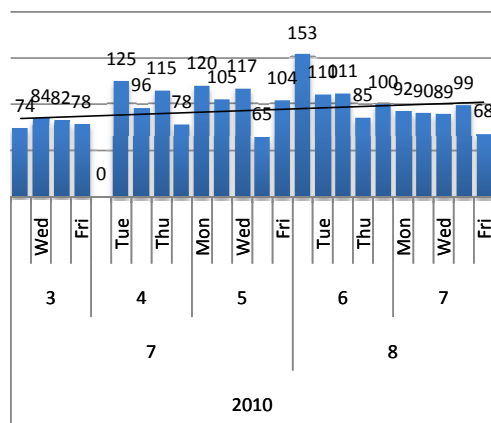
Reporting data through 2/12/2010

## Calls Offered

Average Per Day

88

Last week



Average Per Day

	Now	Year Ago
this week	87.6	not available
last 3 months	91.0	not available
last 6 months	93.4	not available

Avg Peak Per Day

	Now	Year Ago
this week	99	not available
last 3 months	128.67	not available
last 6 months	127	not available

Gap

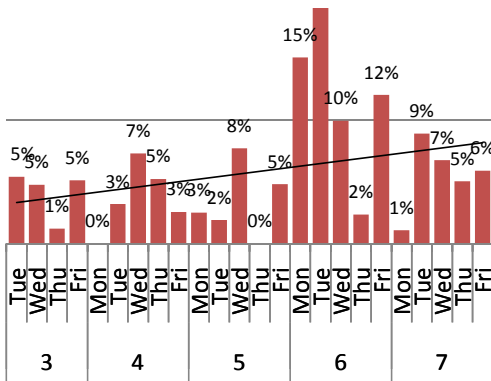
## Call Handling

Abandon Rate

6

Last week, average

Goal = 10%



Average Per Day

	Now	Year Ago
this week	6%	not available
last 3 months	10%	not available
last 6 months	9%	not available

Avg Peak Per Day

	Now	Year Ago
this week	9%	not available
last 3 months	22%	not available
last 6 months	22%	not available

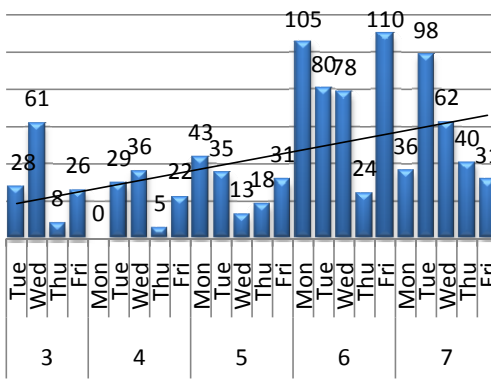
Wait Time on Hold

80% minimum

54

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	53.55	not available
last 3 months	63.66	not available
last 6 months	52.78	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	11.75	not available
last 3 months	10.40	not available
last 6 months	9.24	not available

Worst Wait Per Day (m)

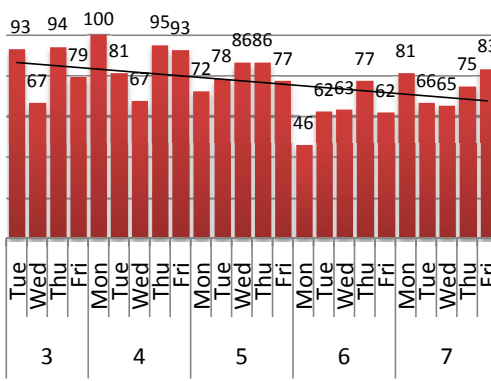
	Now	Year Ago
this week	19.53	not available
last 3 months	21.97	not available
last 6 months	21.97	not available

Service Level

74

Last week, average

Goal = 80 percent ?



Avg Service Level / Day

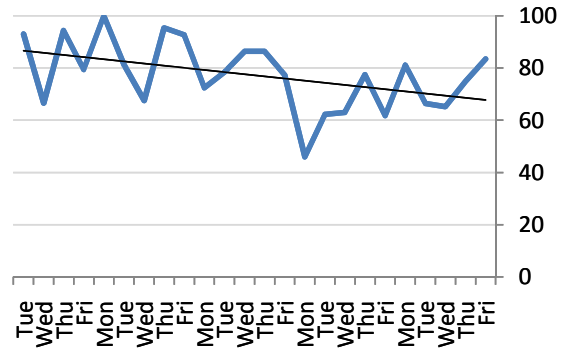
	Now	Year Ago
this week	74.20	not available
last 3 months	66.94	not available
last 6 months	69.05	not available

# Actuals vs Goal

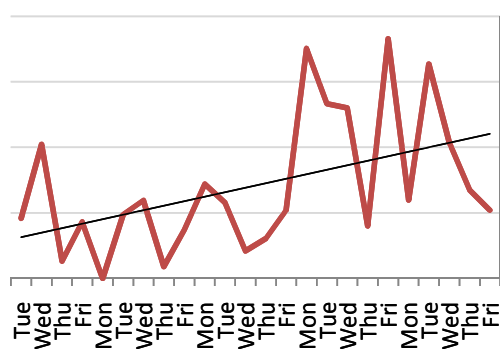
Reporting data through 2/12/2010

## Components

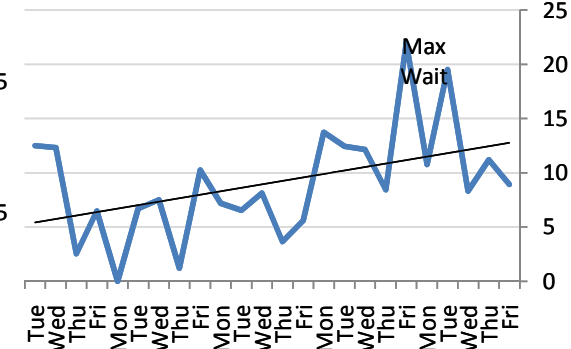
Service Level %



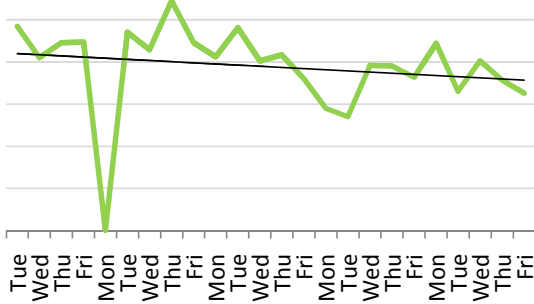
Average Wait, in Minutes



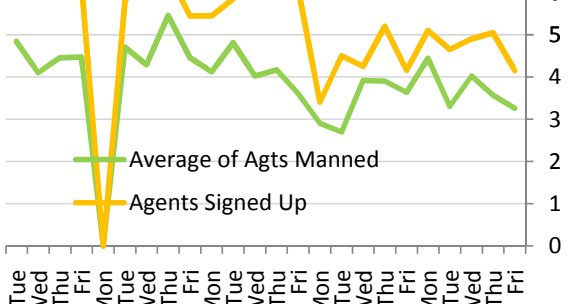
Maximum Wait, in Minutes



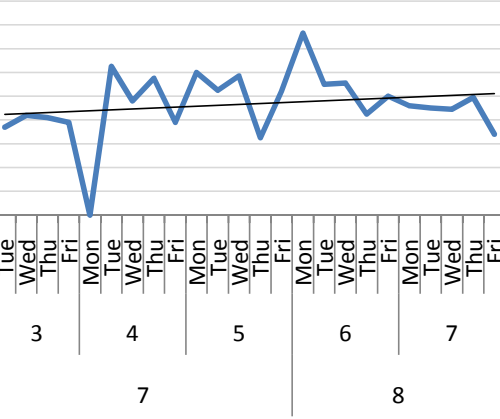
Avg Agents Manned



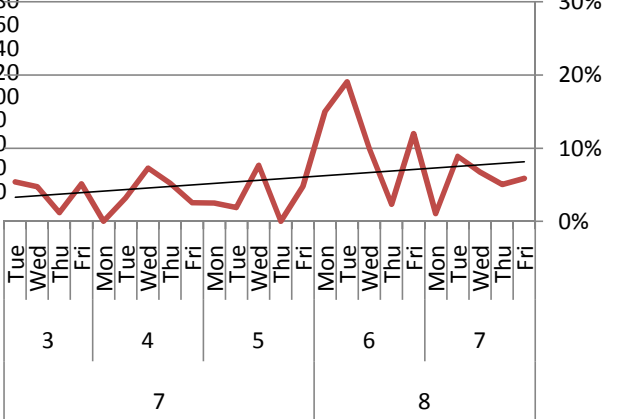
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 2/12/2010

