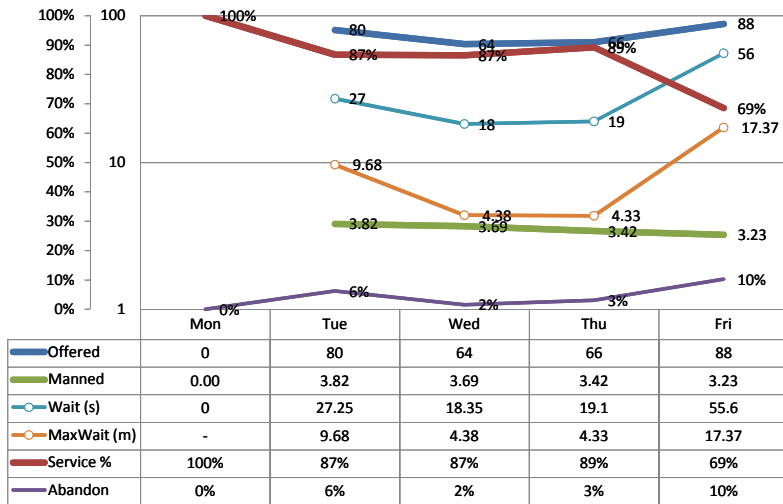


Call Center ACD

Reporting data through 2/19/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day	
Average	59.6
Peak	88
Service Level % Achieved	
Average	86.20
Lowest	68.55
Agents Manned on the ACD	
Average	2.83
Lowest	0
Abandon Rate Per Day	
Average	5%
Peak	10%
Avg Wait Time in seconds	
Average	24.06
Peak	55.60
Maximum Wait in minutes	
Average	7.15
Peak	17.37

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent		
Current	21.1	31.1
Service Level % Achieved		
Goal	80.0	80.0
Diff	-6.2	11.5
Agents on the Sign Up Sheet		
Average	3.8	
Shortfall	1.0	
Abandon Rate Per Day		
Goal	10%	10%
Diff	5%	0%
Wait Time in seconds		
Goal	30	30
Diff	5.9	(25.6)
Maximum Wait in minutes		
Goal	5	5
Diff	(2.2)	(12.4)
	Average	Peak

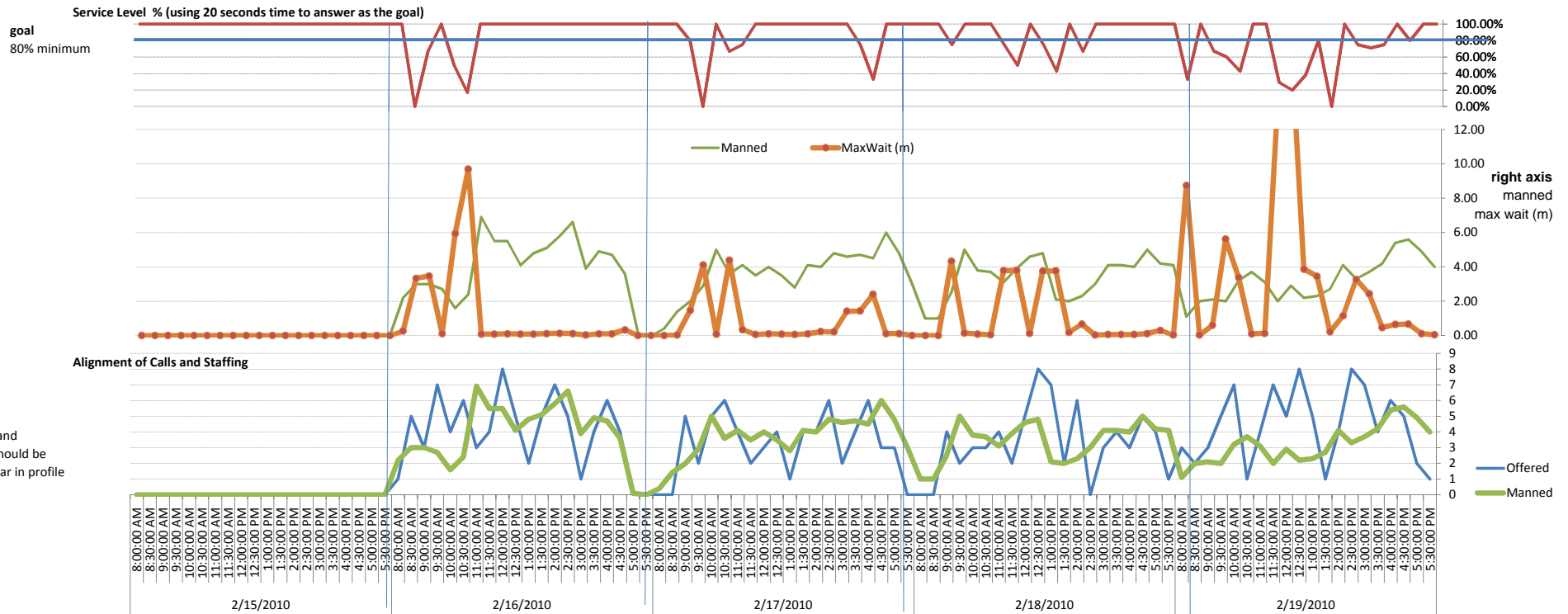
Average % of Half-Hour Periods where Service Level meets Goal

71%

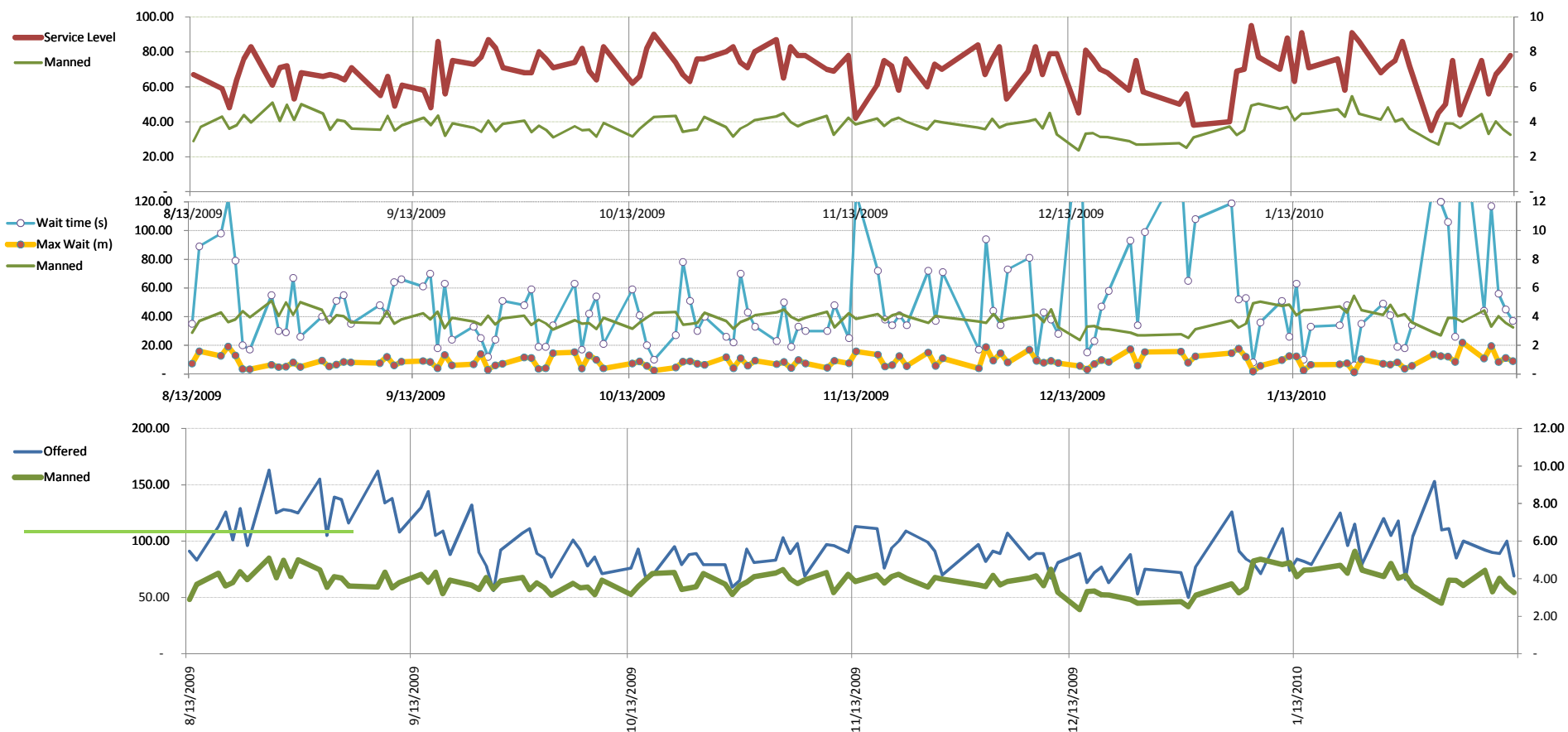
ACD Forecast of Agents Needed for 100% Service Level at all times

Average 6.0

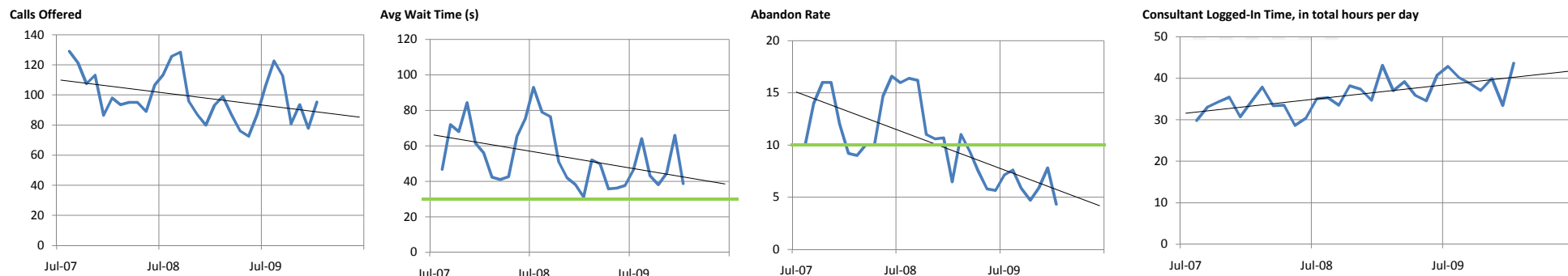
Avg Gap 3.2



Daily Detail over Several Months



Monthly Detail over Several Years

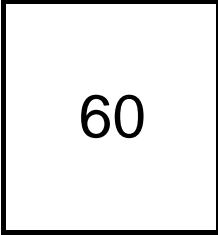


Actuals vs Goal

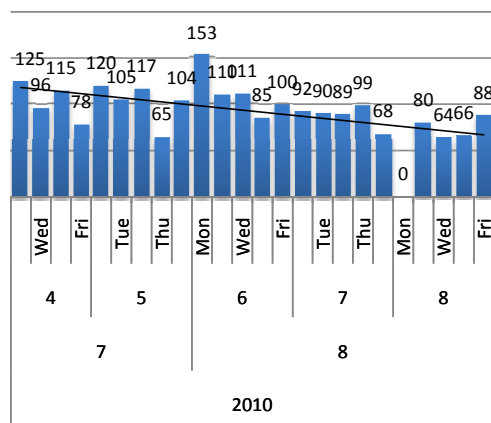
Reporting data through 2/19/2010

Calls Offered

Average Per Day



Last week



200

Average Per Day

	Now	Year Ago
this week	59.6	not available
last 3 months	91.0	not available
last 6 months	93.4	not available

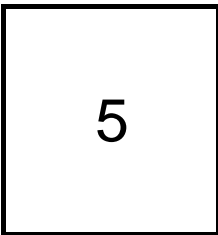
Avg Peak Per Day

	Now	Year Ago
this week	88	not available
last 3 months	128.67	not available
last 6 months	127	not available

Gap

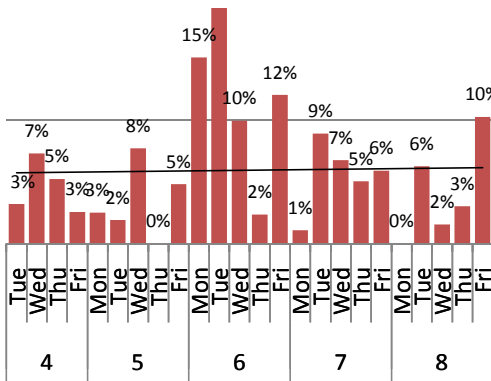
Call Handling

Abandon Rate



Last week, average

Goal = 10%



10%

Average Per Day

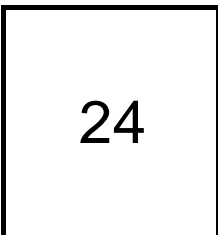
	Now	Year Ago
this week	5%	not available
last 3 months	10%	not available
last 6 months	9%	not available

Avg Peak Per Day

	Now	Year Ago
this week	10%	not available
last 3 months	22%	not available
last 6 months	22%	not available

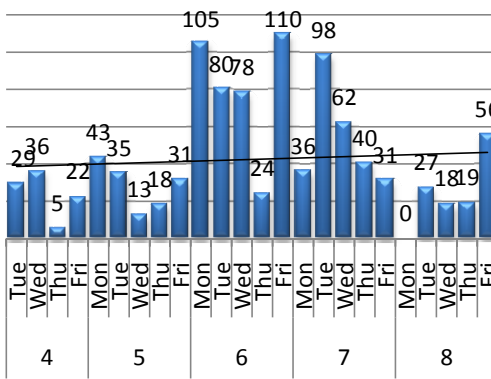
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



120

Average Wait Per Day (s)

	Now	Year Ago
this week	24.06	not available
last 3 months	63.66	not available
last 6 months	52.78	not available

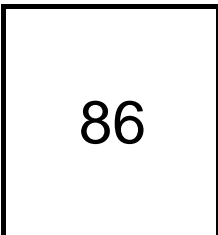
Avg Max Wait / Day (m)

	Now	Year Ago
this week	7.15	not available
last 3 months	10.40	not available
last 6 months	9.24	not available

Worst Wait Per Day (m)

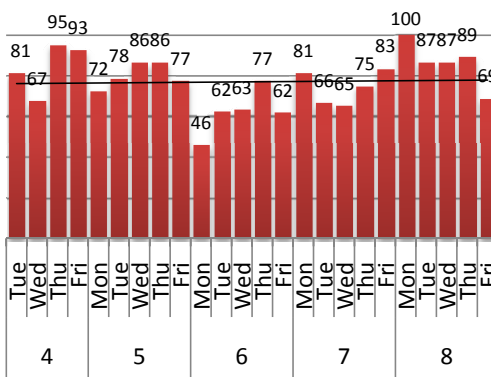
	Now	Year Ago
this week	17.37	not available
last 3 months	21.97	not available
last 6 months	21.97	not available

Service Level



Last week, average

Goal = 80 percent ?



100

Avg Service Level / Day

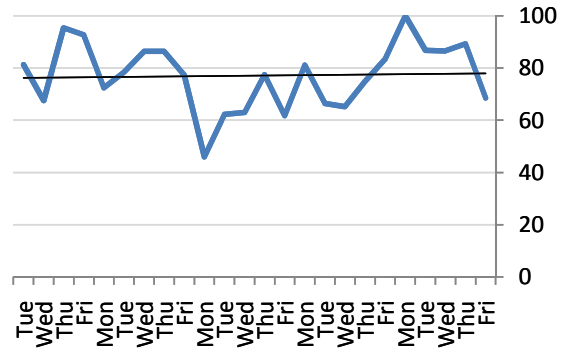
	Now	Year Ago
this week	86.20	not available
last 3 months	66.94	not available
last 6 months	69.05	not available

Actuals vs Goal

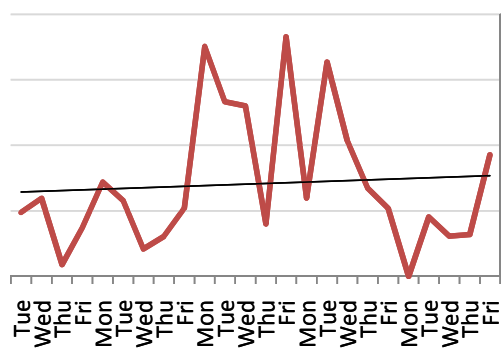
Reporting data through 2/19/2010

Components

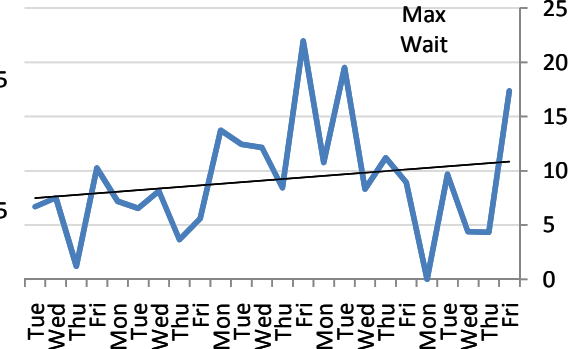
Service Level %



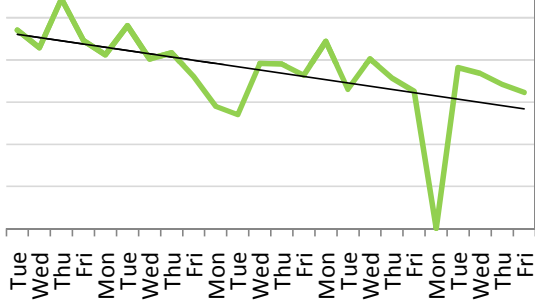
Average Wait, in Minutes



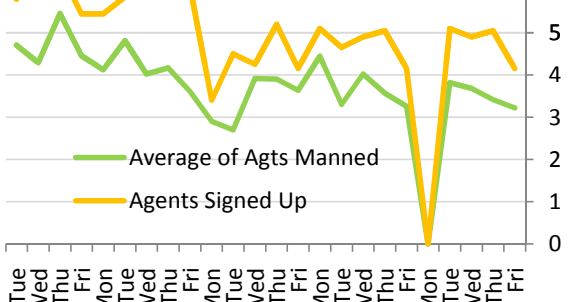
Maximum Wait, in Minutes



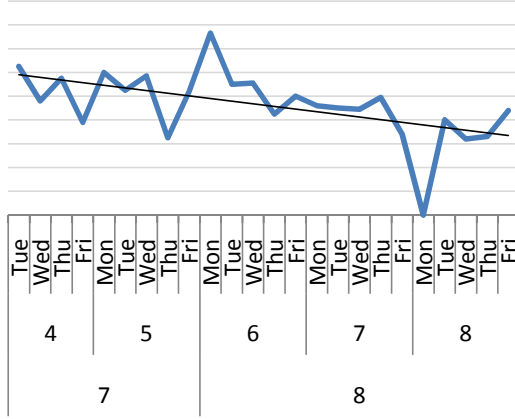
Avg Agents Manned



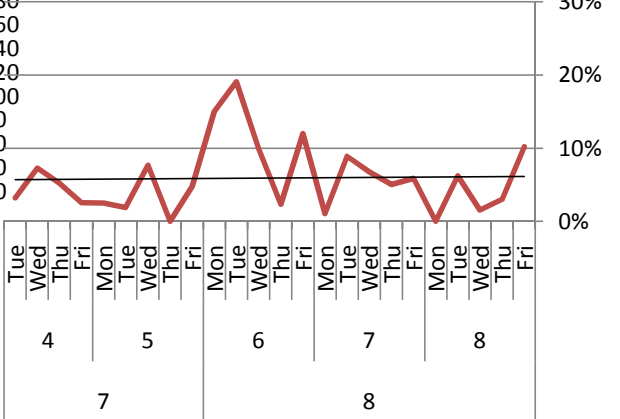
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 2/19/2010

