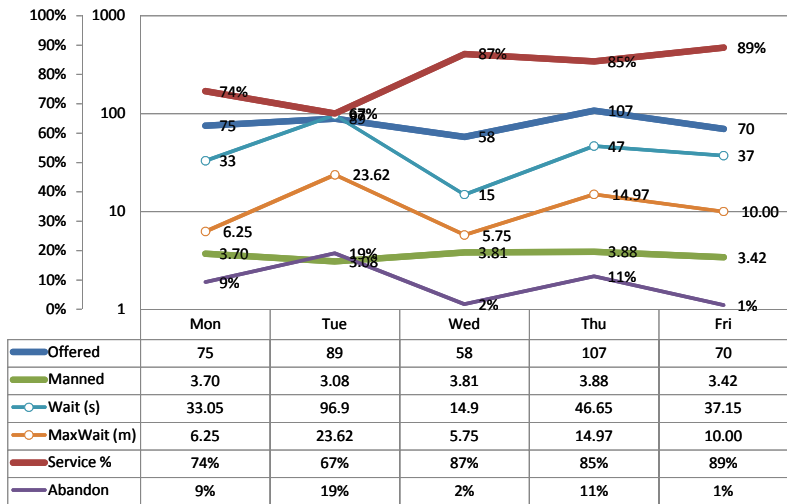


Call Center ACD

Reporting data through 3/12/2010

ACD Last Week



Actuals for Last Week

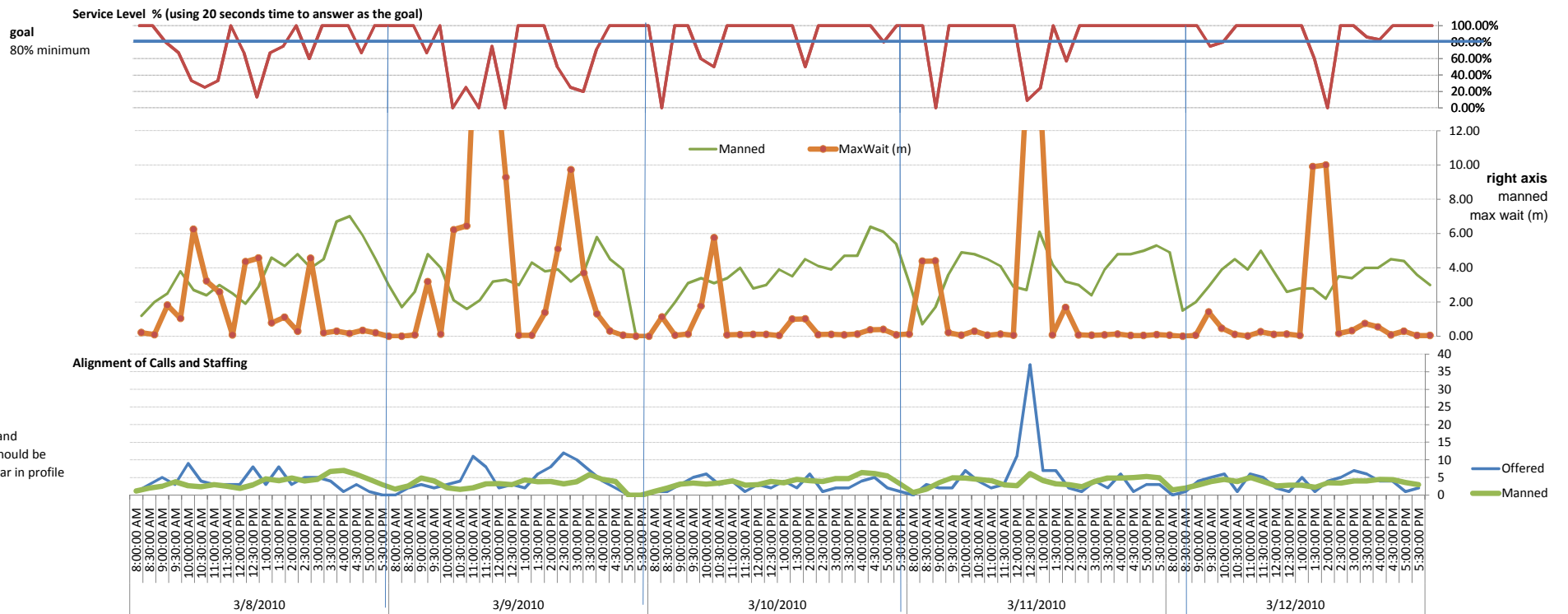
Calls Offered Per Day	Average	79.8
	Peak	107
Service Level % Achieved	Average	80.34
	Lowest	66.65
Agents Manned on the ACD	Average	3.58
	Lowest	3.08
Abandon Rate Per Day	Average	9%
	Peak	19%
Avg Wait Time in seconds	Average	45.73
	Peak	96.90
Maximum Wait in minutes	Average	12.12
	Peak	23.62

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current	22.3 / 29.9
Service Level % Achieved	Goal	80.0 / 80.0
	Diff	-0.3 / 13.4
Agents on the Sign Up Sheet	Average #DIV/0!	Peak #DIV/0!
Abandon Rate Per Day	Goal	10%
	Diff	1% / -9%
Wait Time in seconds	Goal	30 / 30
	Diff	(15.7) / (66.9)
Maximum Wait in minutes	Goal	5 / 5
	Diff	(7.1) / (18.6)

Average % of Half-Hour Periods where Service Level meets Goal: 66%

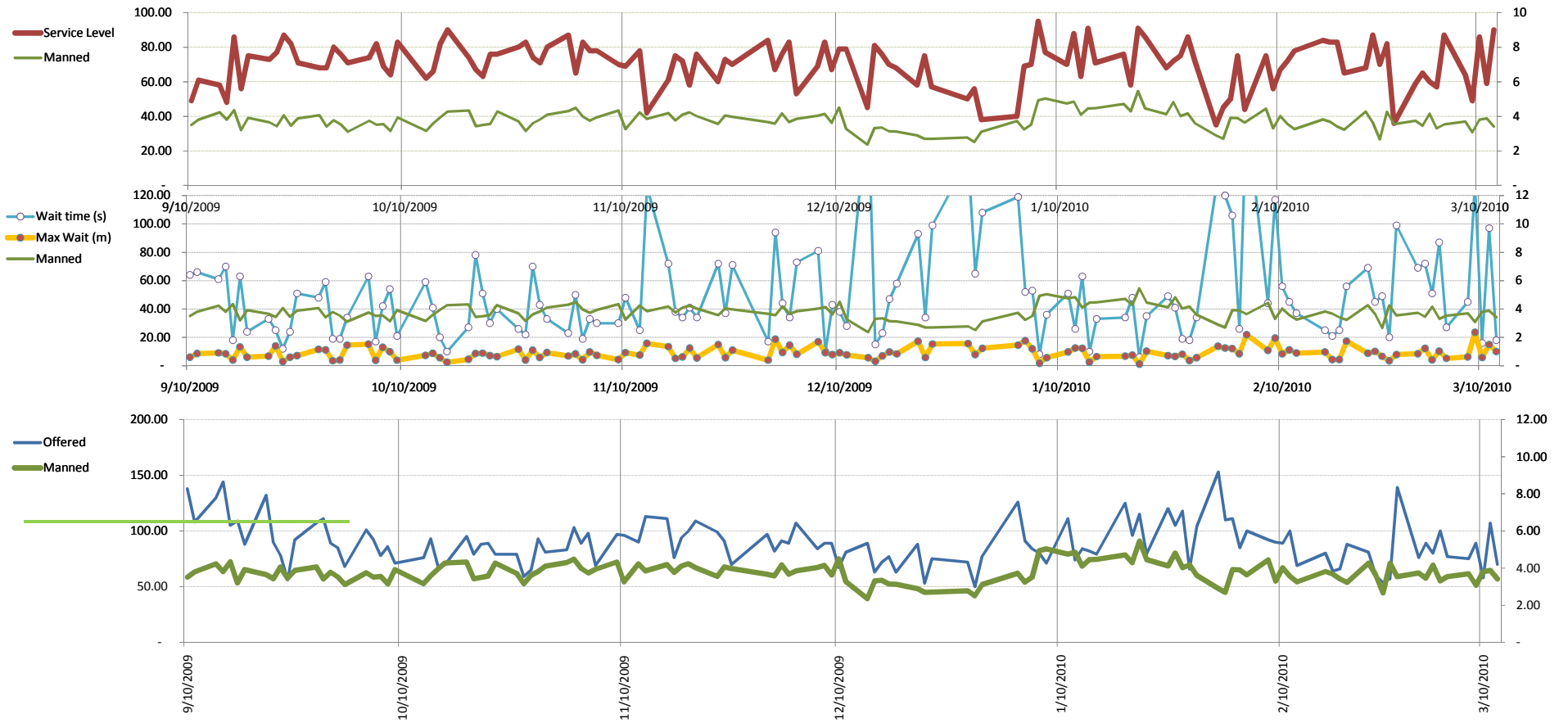
ACD Forecast of Agents Needed for 100% Service Level at all times:
 Average: 6.0
 Avg Gap: 2.4



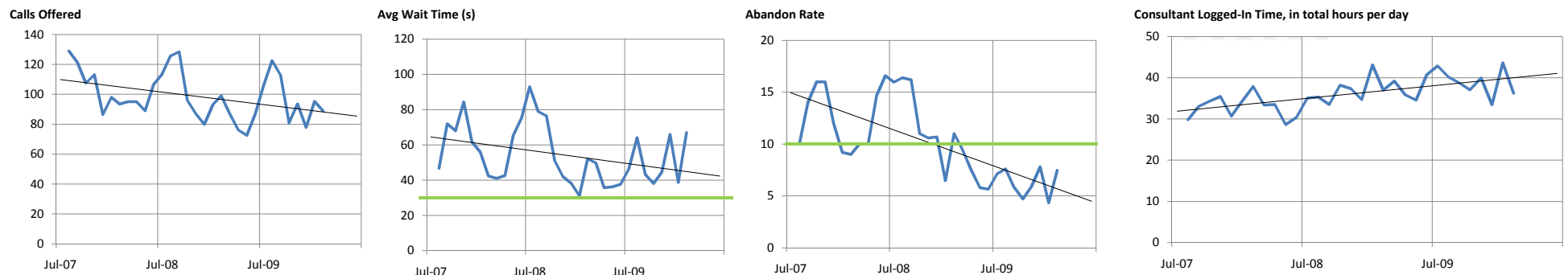
Call Center ACD

Reporting data through 3/12/2010

Daily Detail over Several Months



Monthly Detail over Several Years

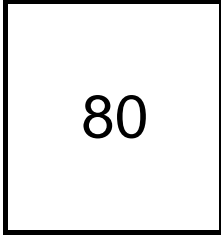


Actuals vs Goal

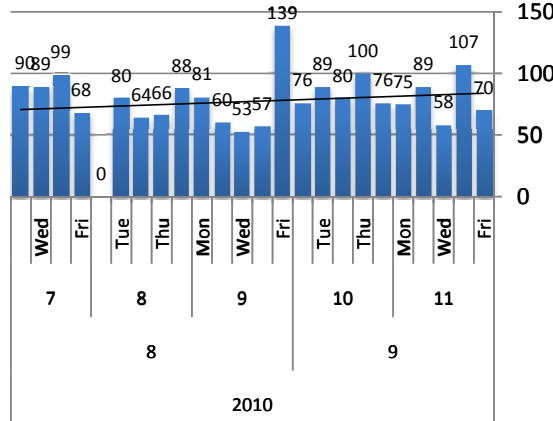
Reporting data through 3/12/2010

Calls Offered

Average Per Day



Last week



Average Per Day

	Now	Year Ago
this week	79.8	not available
last 3 months	88.7	not available
last 6 months	86.4	not available

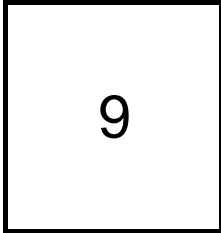
Avg Peak Per Day

	Now	Year Ago
this week	107	not available
last 3 months	128.67	not available
last 6 months	117.83	not available

Gap

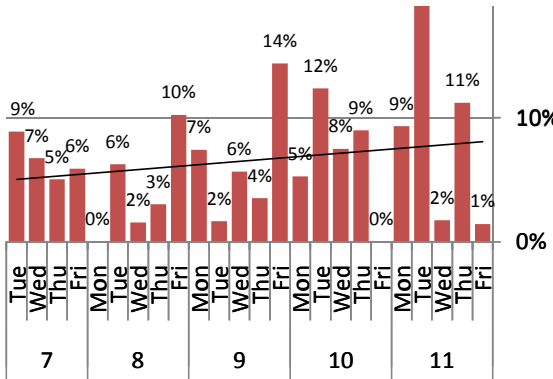
Call Handling

Abandon Rate



Last week, average

Goal = 10%



Average Per Day

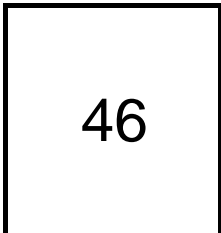
	Now	Year Ago
this week	9%	not available
last 3 months	10%	not available
last 6 months	9%	not available

Avg Peak Per Day

	Now	Year Ago
this week	19%	not available
last 3 months	24%	not available
last 6 months	24%	not available

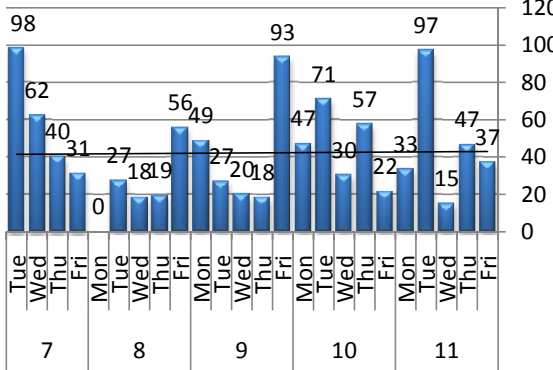
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	45.73	not available
last 3 months	55.56	not available
last 6 months	52.52	not available

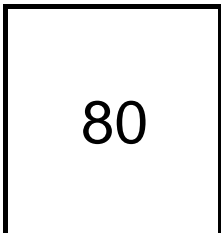
Avg Max Wait / Day (m)

	Now	Year Ago
this week	12.12	not available
last 3 months	9.53	not available
last 6 months	9.23	not available

Worst Wait Per Day (m)

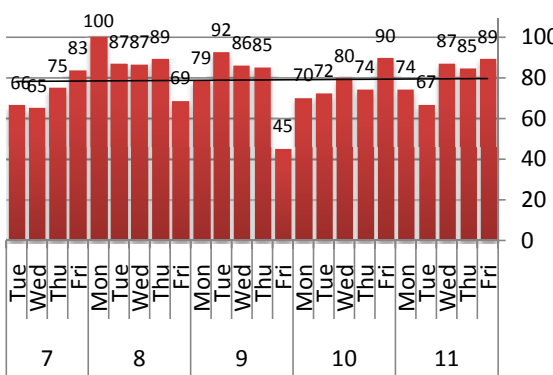
	Now	Year Ago
this week	23.62	not available
last 3 months	23.62	not available
last 6 months	23.62	not available

Service Level



Last week, average

Goal = 80 percent ?



Avg Service Level / Day

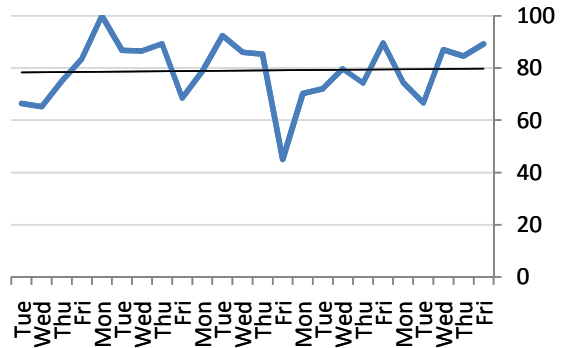
	Now	Year Ago
this week	80.34	not available
last 3 months	69.43	not available
last 6 months	70.04	not available

Actuals vs Goal

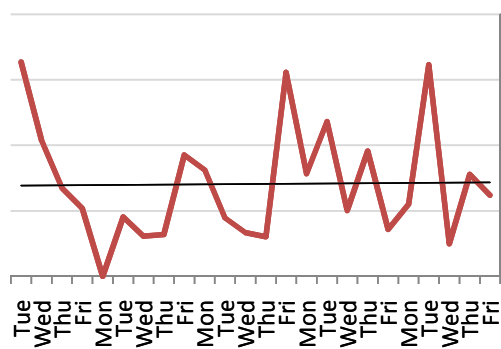
Reporting data through 3/12/2010

Components

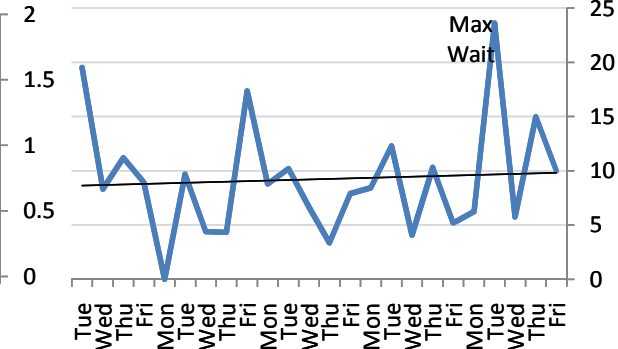
Service Level %



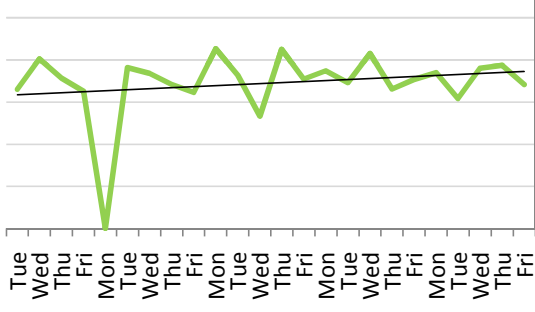
Average Wait, in Minutes



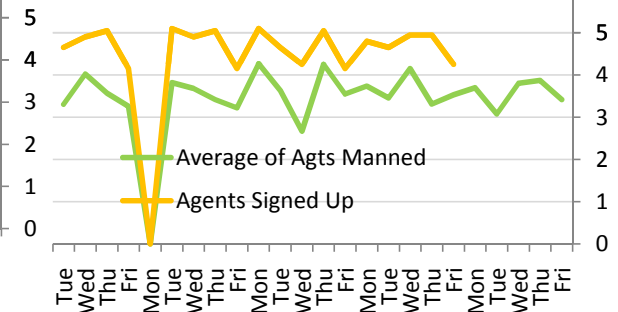
Maximum Wait, in Minutes



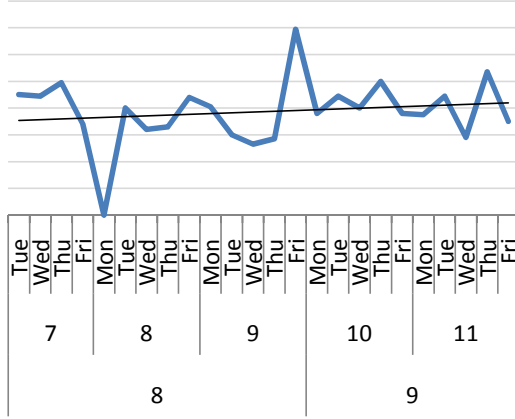
Avg Agents Manned



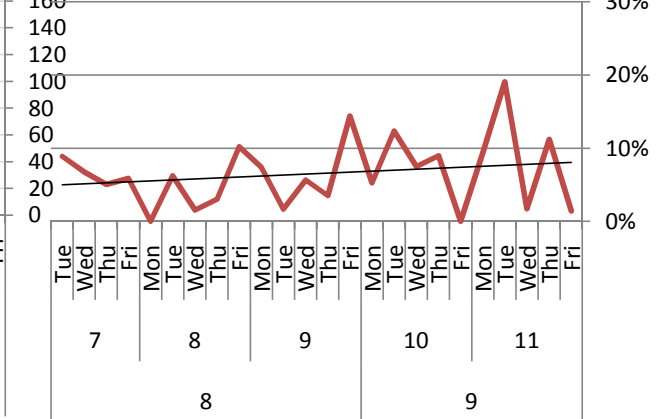
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 3/12/2010

