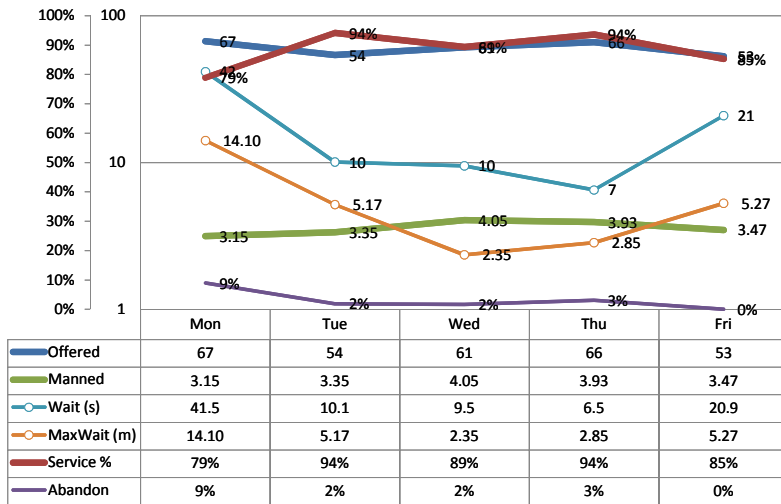


Call Center ACD

Reporting data through 3/19/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day

Average 60.2
Peak 67

Service Level % Achieved

Average 88.26
Lowest 78.85

Agents Manned on the ACD

Average 3.59
Lowest 3.15

Abandon Rate Per Day

Average 3%
Peak 9%

Avg Wait Time in seconds

Average 17.70
Peak 41.50

Maximum Wait in minutes

Average 5.95
Peak 14.10

Actuals vs Goal

Average Peak

Calls Offered Per Manned Agent

Current 16.8 18.7

Service Level % Achieved

Goal 80.0 80.0
Diff -8.3 1.2

Agents on the Sign Up Sheet

Average 4.8
Shortfall 1.2

Abandon Rate Per Day

Goal 10% 10%
Diff 7% 1%

Wait Time in seconds

Goal 30 30
Diff 12.3 (11.5)

Maximum Wait in minutes

Goal 5 5
Diff (0.9) (9.1)

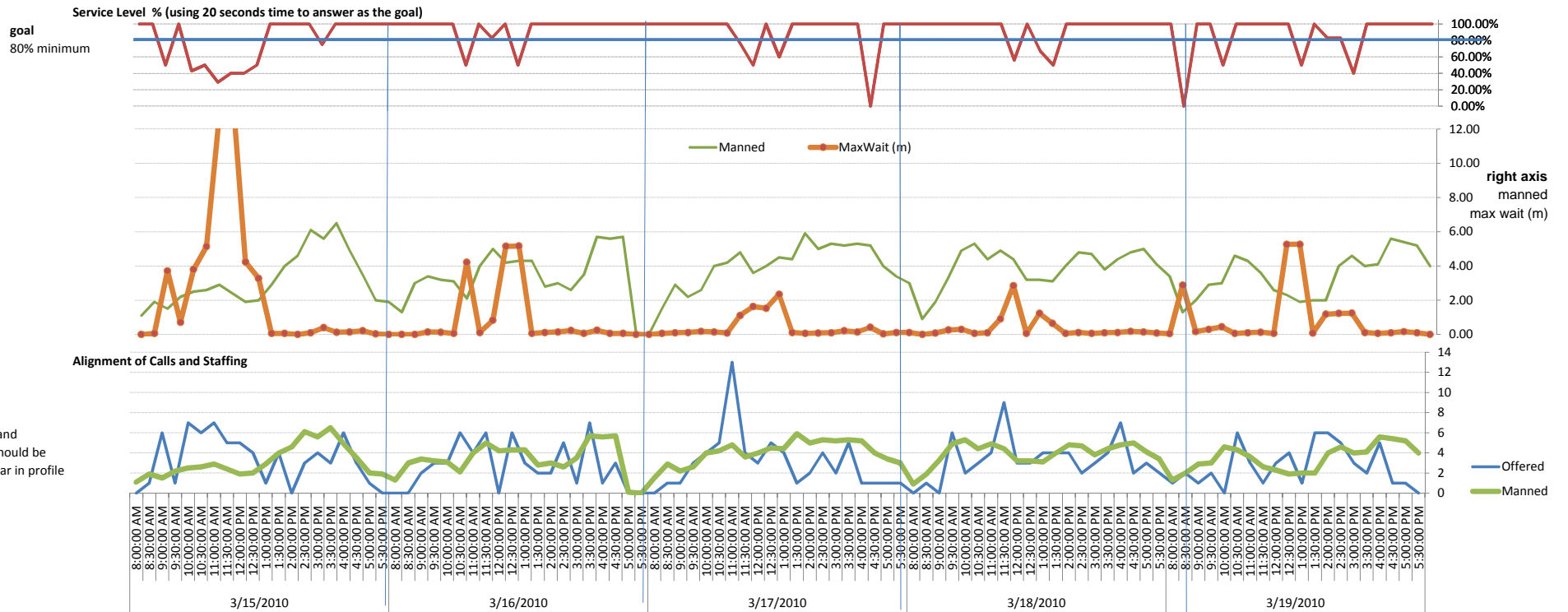
Average Peak

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

79%

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

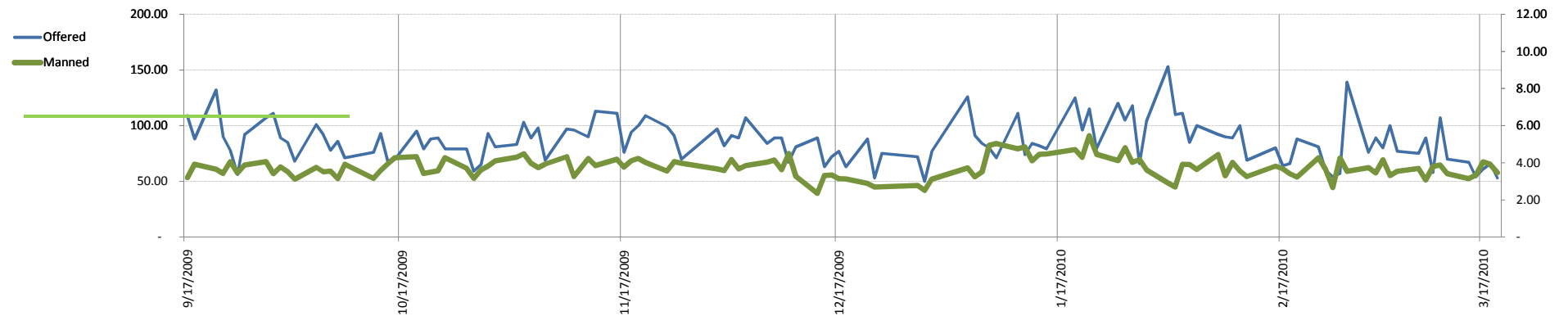
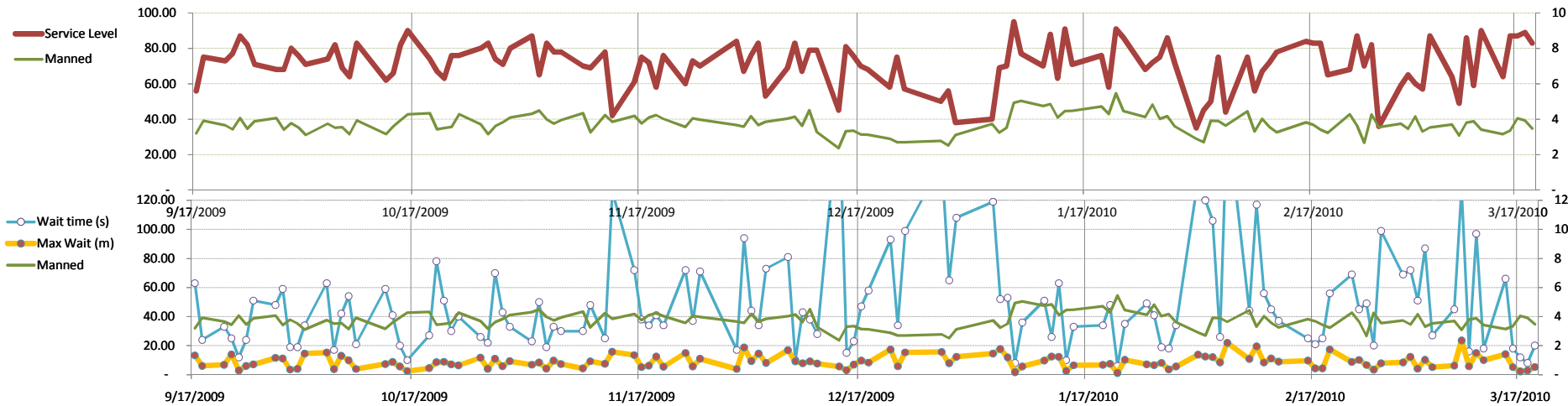
Average 6.0
Avg Gap 2.4



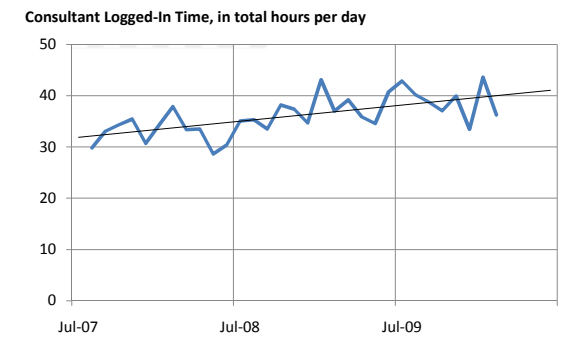
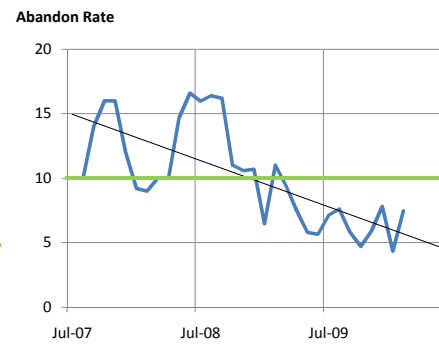
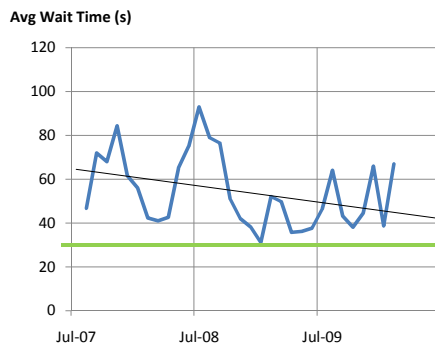
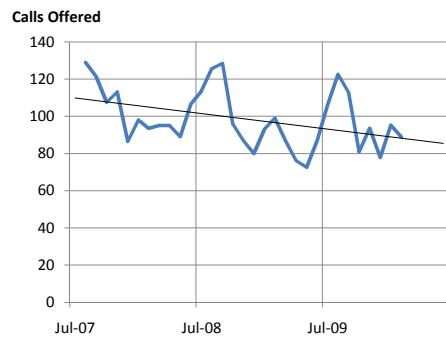
Call Center ACD

Reporting data through 3/19/2010

Daily Detail over Several Months



Monthly Detail over Several Years

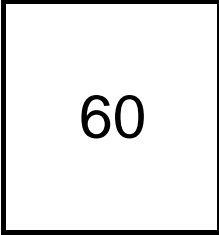


Actuals vs Goal

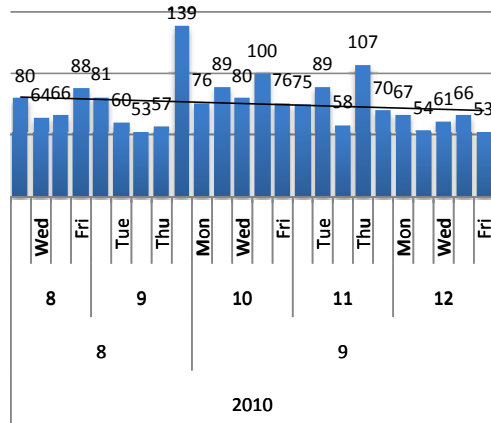
Reporting data through 3/19/2010

Calls Offered

Average Per Day



Last week



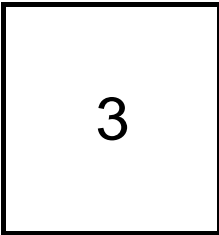
Average Per Day	Now	Year Ago
this week	60.2	not available
last 3 months	86.3	not available
last 6 months	85.2	not available

Avg Peak Per Day	Now	Year Ago
this week	67	not available
last 3 months	128.67	not available
last 6 months	117.83	not available

Gap

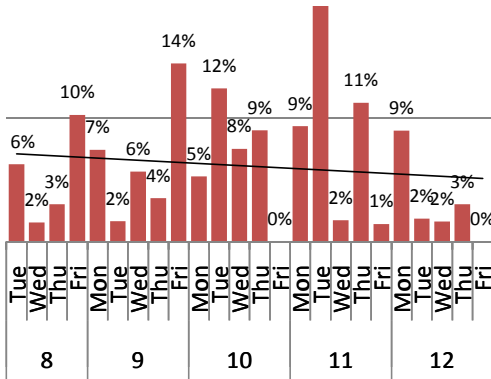
Call Handling

Abandon Rate



Last week, average

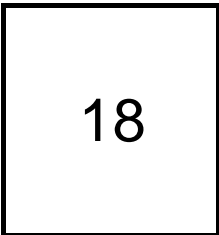
Goal = 10%



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

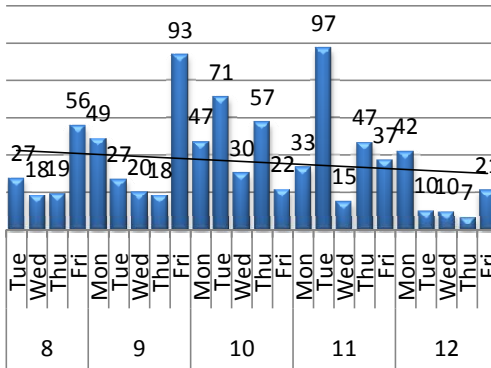
Avg Peak Per Day	Now	Year Ago
this week	9%	not available
last 3 months	24%	not available
last 6 months	24%	not available

Wait Time on Hold
80% minimum



Last week, average

Goal = 30 seconds

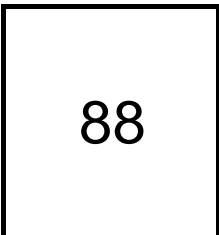


Average Wait Per Day (s)	Now	Year Ago
this week	17.70	not available
last 3 months	51.54	not available
last 6 months	50.51	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	5.95	not available
last 3 months	9.07	not available
last 6 months	9.00	not available

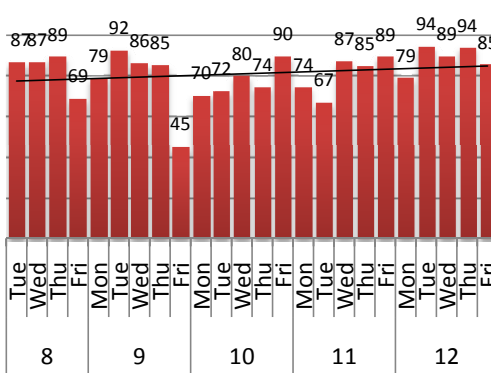
Worst Wait Per Day (m)	Now	Year Ago
this week	14.10	not available
last 3 months	23.62	not available
last 6 months	23.62	not available

Service Level



Last week, average

Goal = 80 percent ?



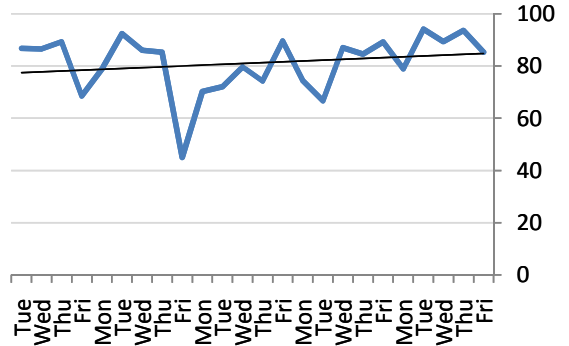
Avg Service Level / Day	Now	Year Ago
this week	88.26	not available
last 3 months	71.03	not available
last 6 months	70.84	not available

Actuals vs Goal

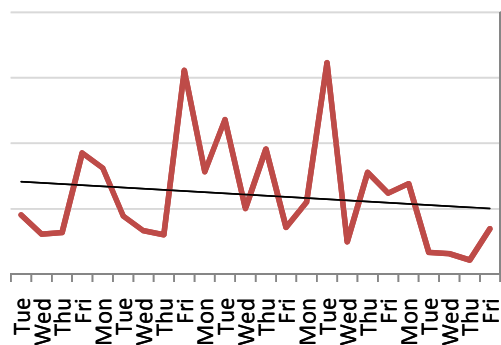
Reporting data through 3/19/2010

Components

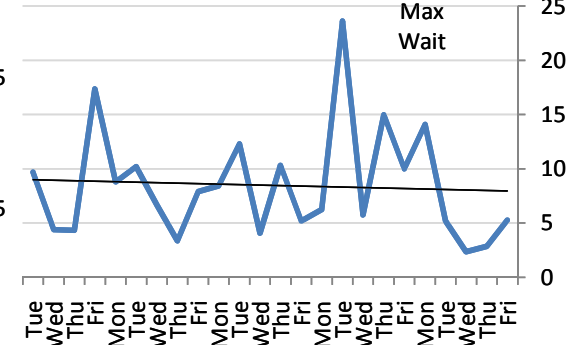
Service Level %



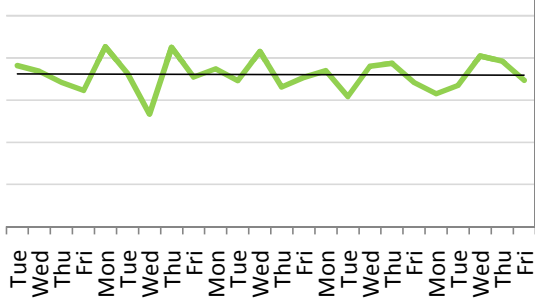
Average Wait, in Minutes



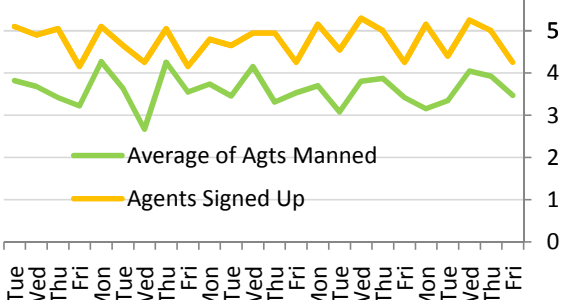
Maximum Wait, in Minutes



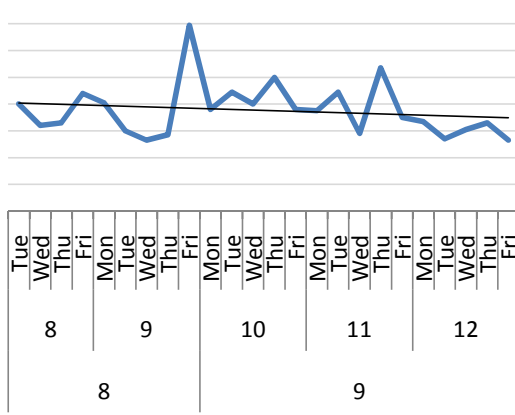
Avg Agents Manned



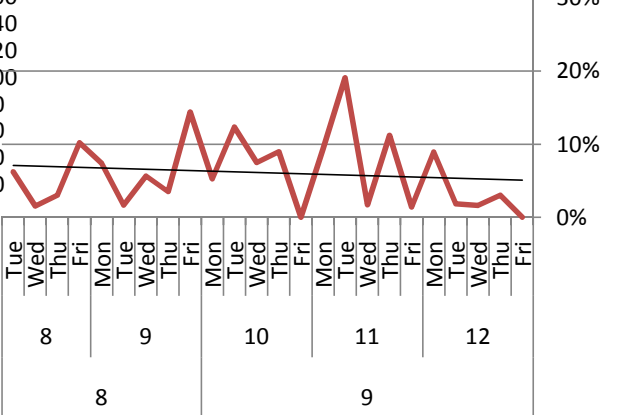
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 3/19/2010

