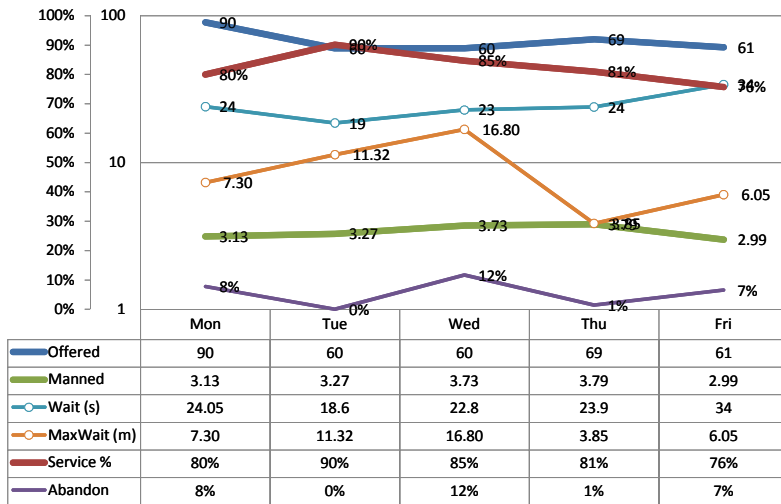


Call Center ACD

Reporting data through 3/26/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day

Average 68
Peak 90

Service Level % Achieved

Average 82.31
Lowest 75.75

Agents Manned on the ACD

Average 3.38
Lowest 2.99

Abandon Rate Per Day

Average 5%
Peak 12%

Avg Wait Time in seconds

Average 24.67
Peak 34.00

Maximum Wait in minutes

Average 9.06
Peak 16.80

Actuals vs Goal

Average Peak

Calls Offered Per Manned Agent

Current 20.1 26.6

Service Level % Achieved

Goal 80.0 80.0
Diff -2.3 4.3

Agents on the Sign Up Sheet

Average 4.1
Shortfall 0.7

Abandon Rate Per Day

Goal 10% 10%
Diff 5% -2%

Wait Time in seconds

Goal 30 30
Diff 5.3 (4.0)

Maximum Wait in minutes

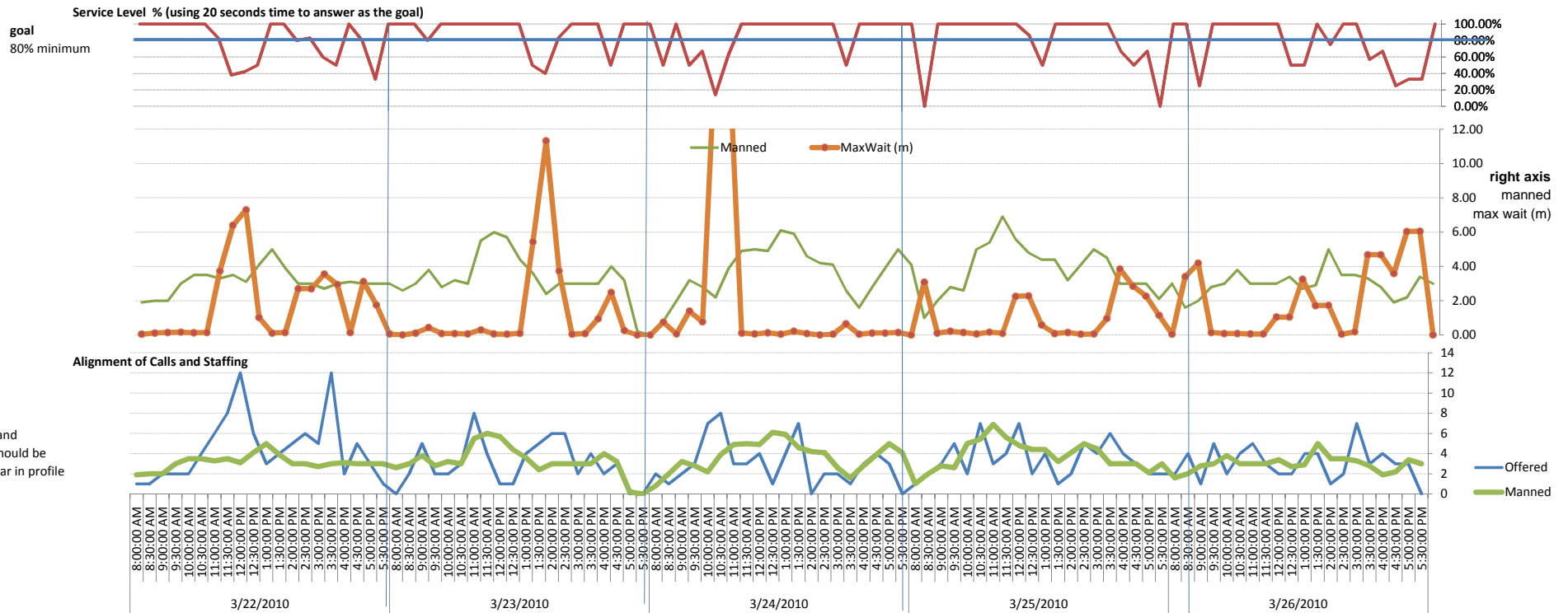
Goal 5 5
Diff (4.1) (11.8)

Average Peak

Average % of Half-Hour Periods where Service Level meets Goal 67%

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

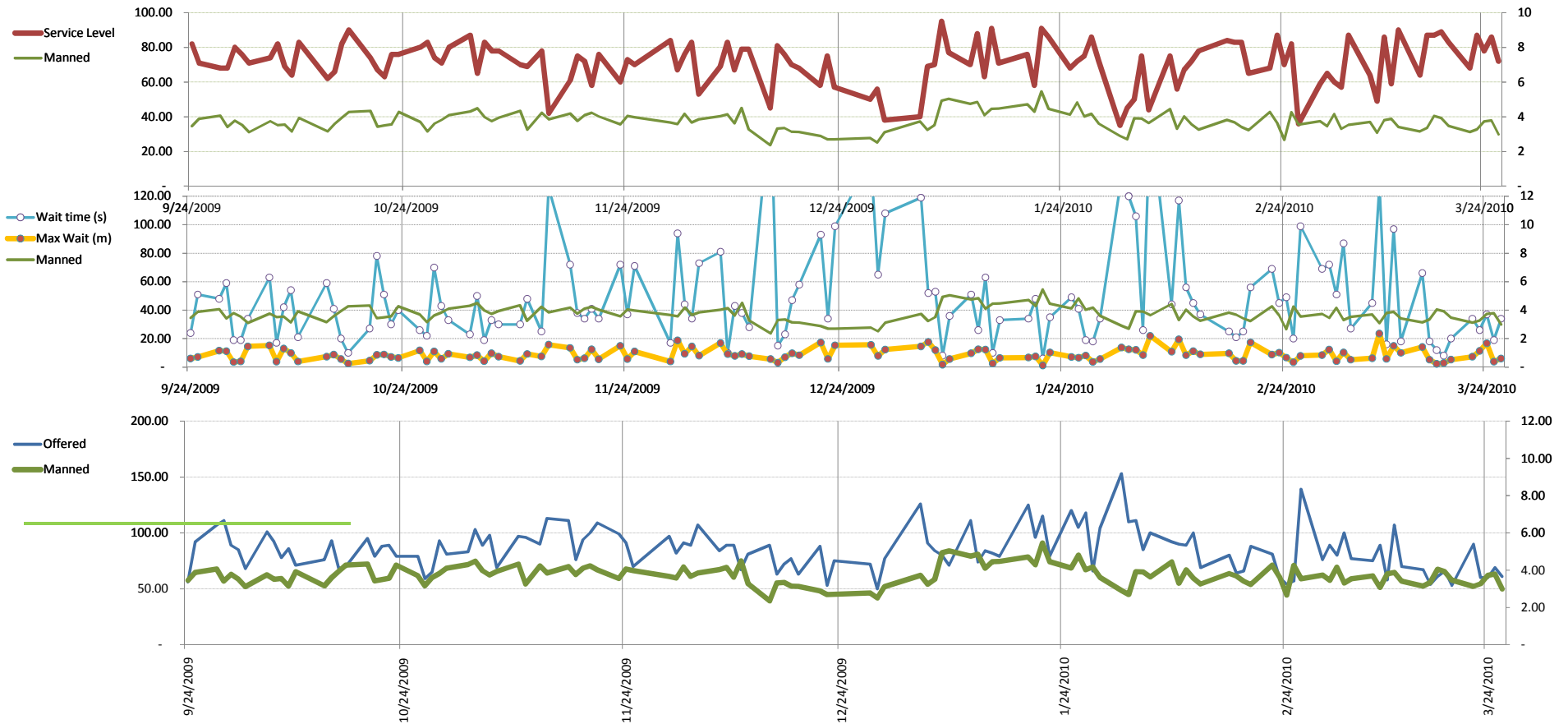
Average 6.0
Avg Gap 2.6



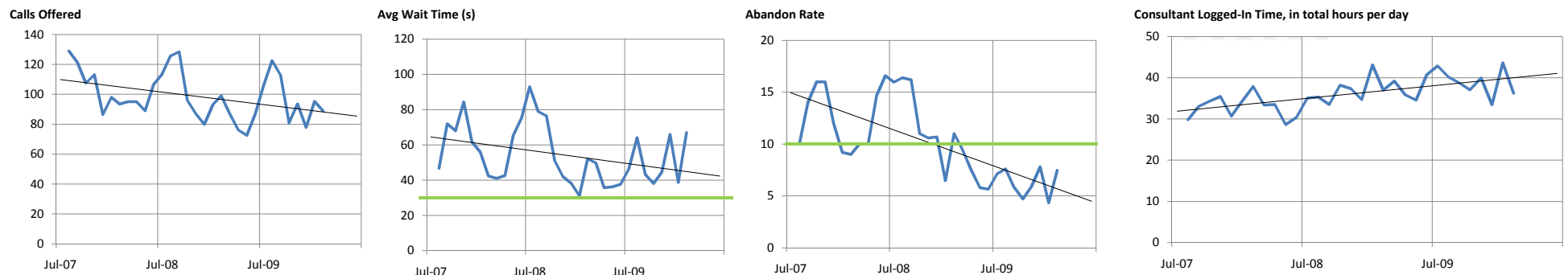
Call Center ACD

Reporting data through 3/26/2010

Daily Detail over Several Months



Monthly Detail over Several Years

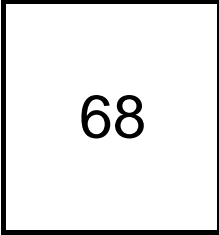


Actuals vs Goal

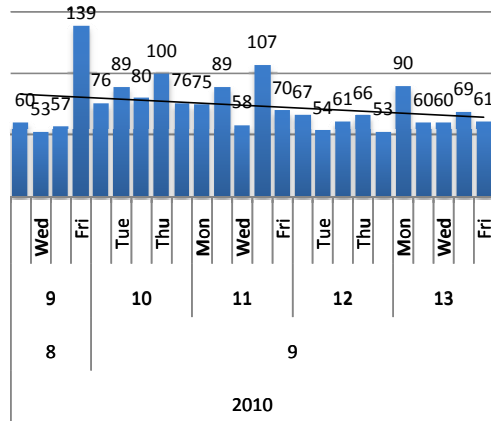
Reporting data through 3/26/2010

Calls Offered

Average Per Day



Last week



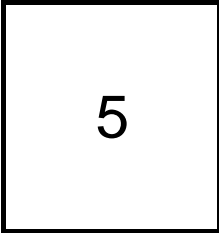
Average Per Day	Now	Year Ago
this week	68.0	not available
last 3 months	85.7	not available
last 6 months	84.9	not available

Avg Peak Per Day	Now	Year Ago
this week	90	not available
last 3 months	128.67	not available
last 6 months	117.83	not available

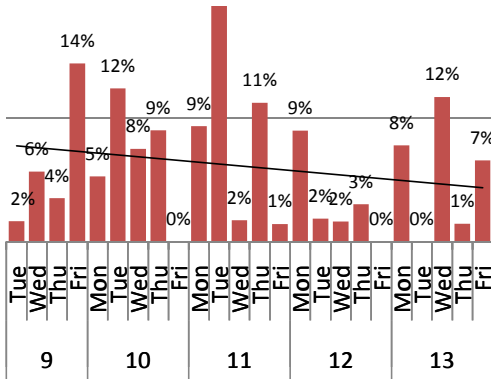
Gap

Call Handling

Abandon Rate



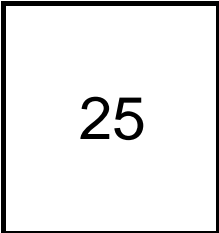
Last week, average
Goal = 10%



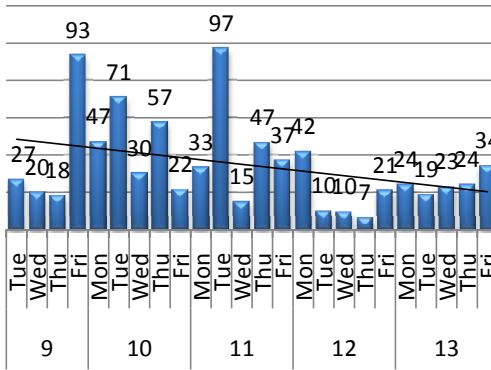
Average Per Day	Now	Year Ago
this week	5%	not available
last 3 months	9%	not available
last 6 months	9%	not available

Avg Peak Per Day	Now	Year Ago
this week	12%	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

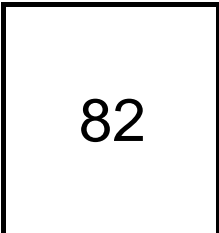


Average Wait Per Day (s)	Now	Year Ago
this week	24.67	not available
last 3 months	49.96	not available
last 6 months	49.72	not available

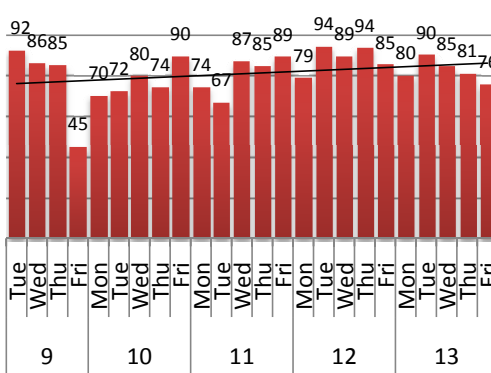
Avg Max Wait / Day (m)	Now	Year Ago
this week	9.06	not available
last 3 months	9.10	not available
last 6 months	9.02	not available

Worst Wait Per Day (m)	Now	Year Ago
this week	16.80	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	82.31	not available
last 3 months	71.51	not available
last 6 months	71.09	not available

Actuals vs Goal

Components, Cont.

Reporting data through 3/26/2010

