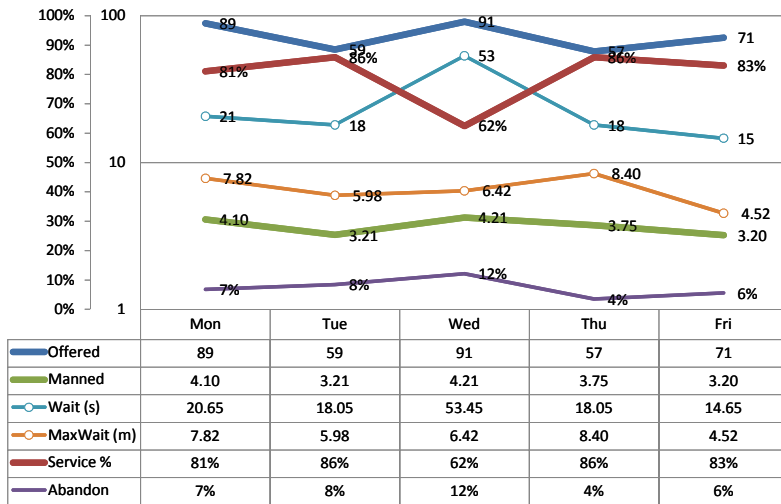


Call Center ACD

Reporting data through 4/2/2010

ACD Last Week



Actuals for Last Week

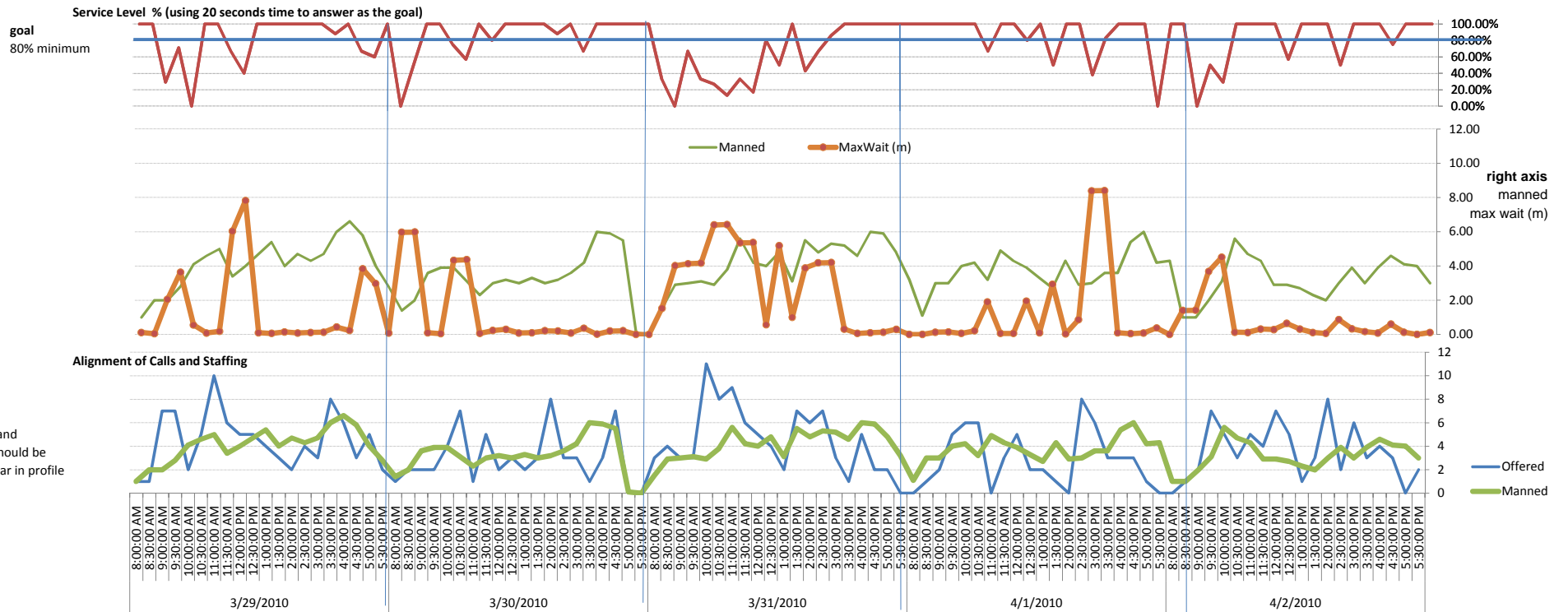
Calls Offered Per Day	
Average	73.4
Peak	91
Service Level % Achieved	
Average	79.67
Lowest	62.45
Agents Manned on the ACD	
Average	3.69
Lowest	3.2
Abandon Rate Per Day	
Average	7%
Peak	12%
Avg Wait Time in seconds	
Average	24.97
Peak	53.45
Maximum Wait in minutes	
Average	6.63
Peak	8.40

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent		
Current	19.9	24.6
Service Level % Achieved		
Goal	80.0	80.0
Diff	0.3	17.6
Agents on the Sign Up Sheet		
Average	4.8	
Shortfall	1.1	
Abandon Rate Per Day		
Goal	10%	10%
Diff	3%	-2%
Wait Time in seconds		
Goal	30	30
Diff	5.0	(23.5)
Maximum Wait in minutes		
Goal	5	5
Diff	(1.6)	(3.4)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal
64%

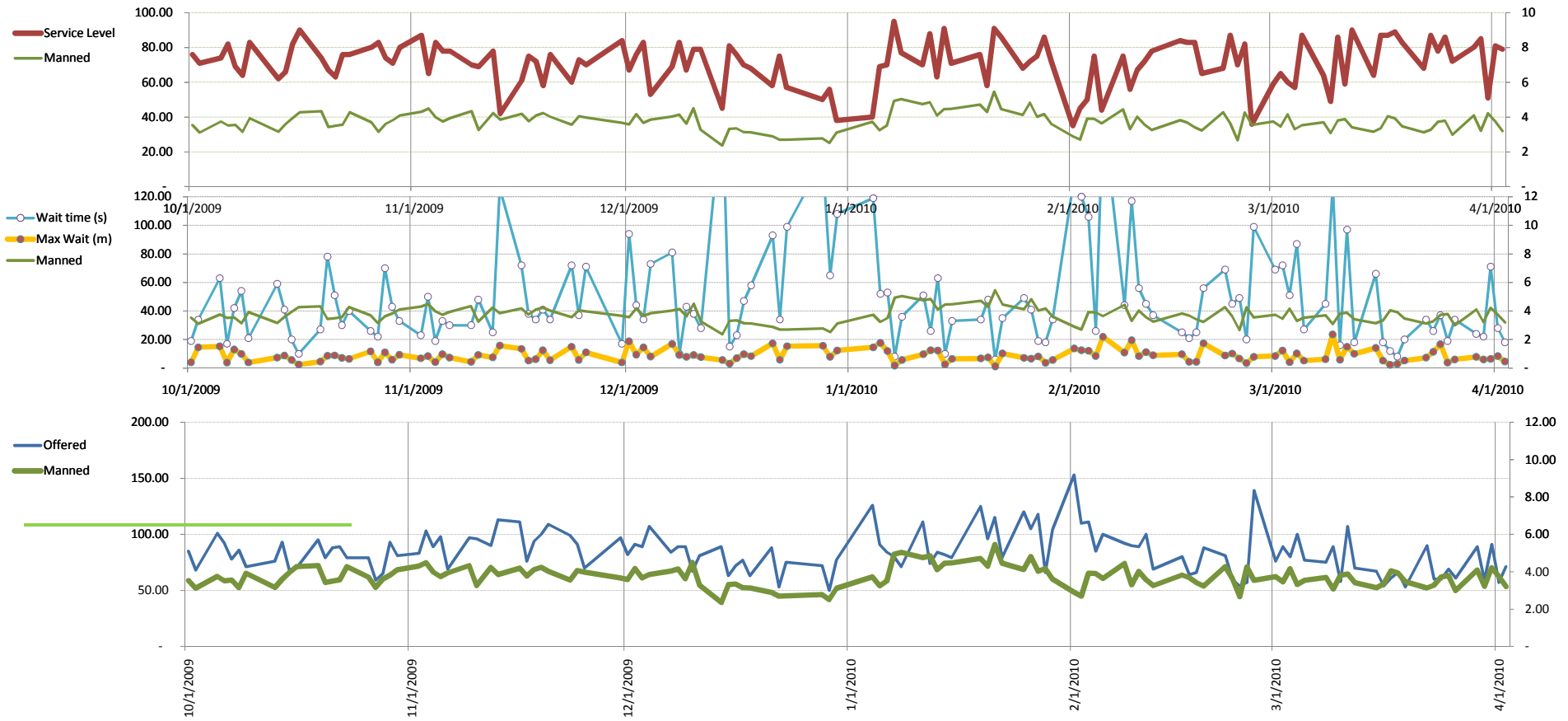
ACD Forecast of Agents Needed for 100% Service Level at all times
Average 6.0
Avg Gap 2.3



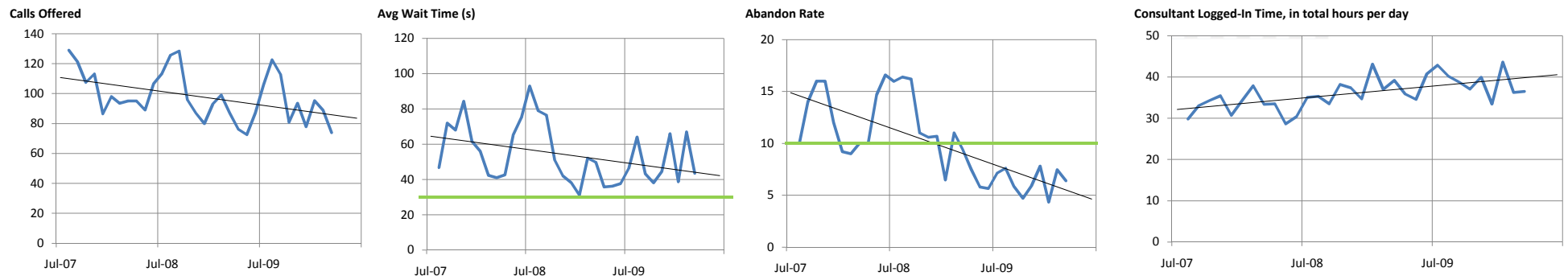
Call Center ACD

Reporting data through 4/2/2010

Daily Detail over Several Months



Monthly Detail over Several Years

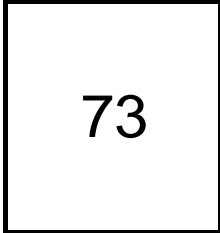


Actuals vs Goal

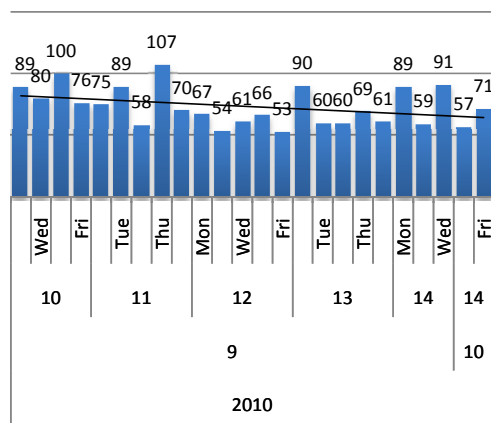
Reporting data through 4/2/2010

Calls Offered

Average Per Day



Last week



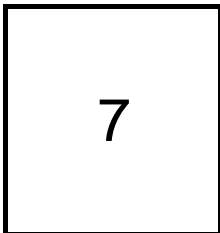
Average Per Day	Now	Year Ago
this week	73.4	not available
last 3 months	75.6	not available
last 6 months	82.3	not available

Avg Peak Per Day	Now	Year Ago
this week	91	not available
last 3 months	110.33	not available
last 6 months	112.83	not available

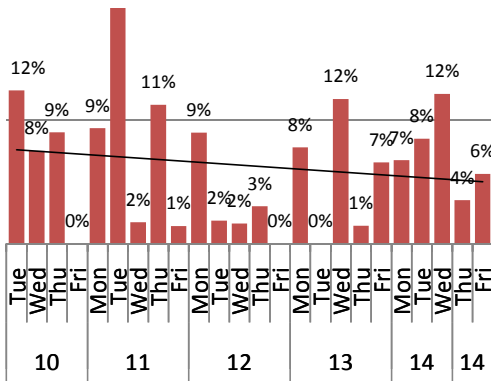
Gap

Call Handling

Abandon Rate



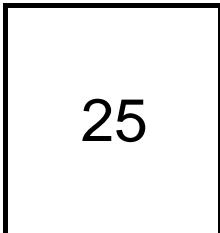
Last week, average
Goal = 10%



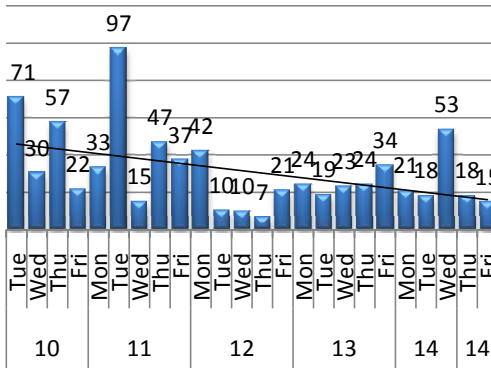
Average Per Day	Now	Year Ago
this week	7%	not available
last 3 months	9%	not available
last 6 months	9%	not available

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

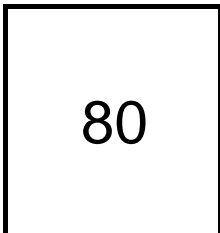


Average Wait Per Day (s)	Now	Year Ago
this week	24.97	not available
last 3 months	44.51	not available
last 6 months	47.09	not available

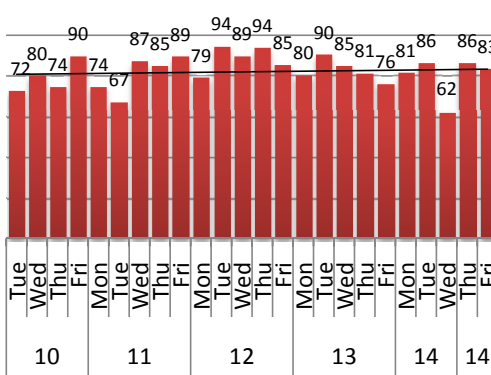
Avg Max Wait / Day (m)	Now	Year Ago
this week	6.63	not available
last 3 months	8.50	not available
last 6 months	8.73	not available

Worst Wait Per Day (m)	Now	Year Ago
this week	8.40	not available
last 3 months	23.62	not available
last 6 months	23.62	not available

Service Level



Last week, average
Goal = 80 percent ?



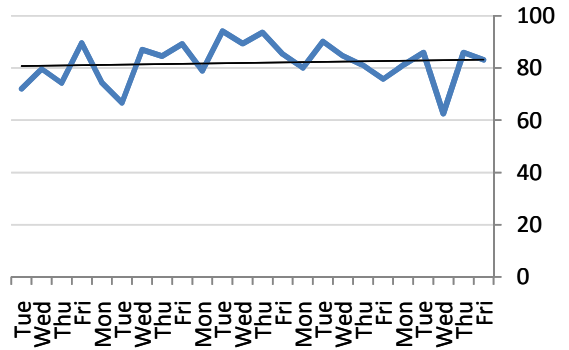
Avg Service Level / Day	Now	Year Ago
this week	79.67	not available
last 3 months	73.22	not available
last 6 months	71.97	not available

Actuals vs Goal

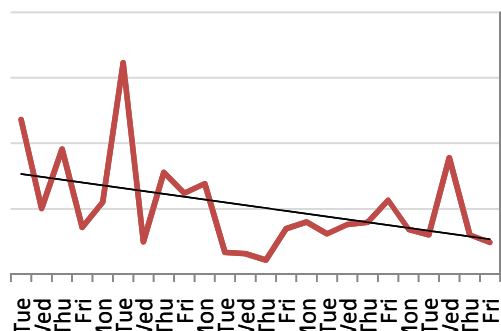
Reporting data through 4/2/2010

Components

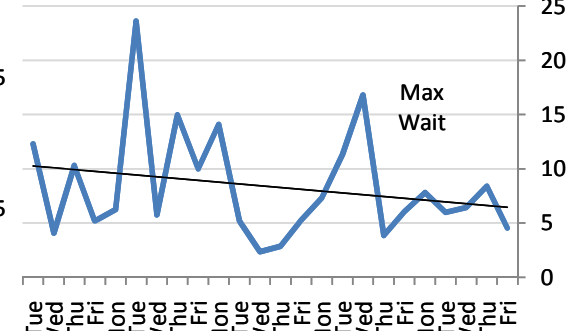
Service Level %



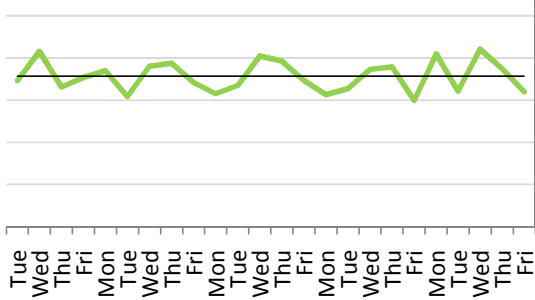
Average Wait, in Minutes



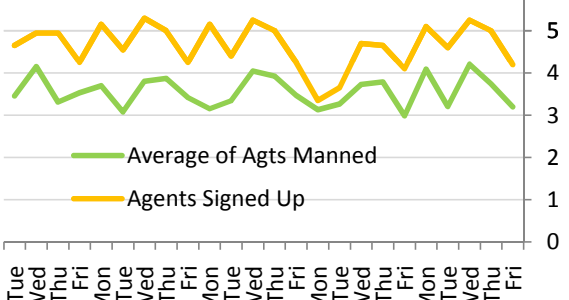
Maximum Wait, in Minutes



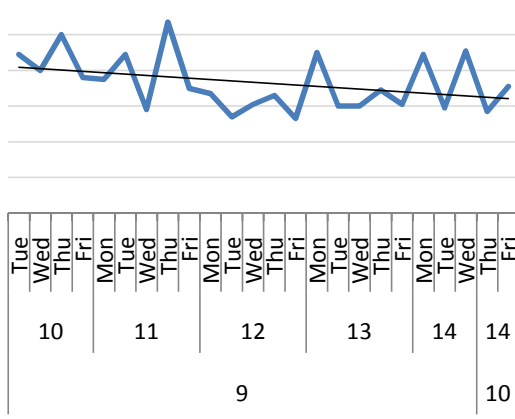
Avg Agents Manned



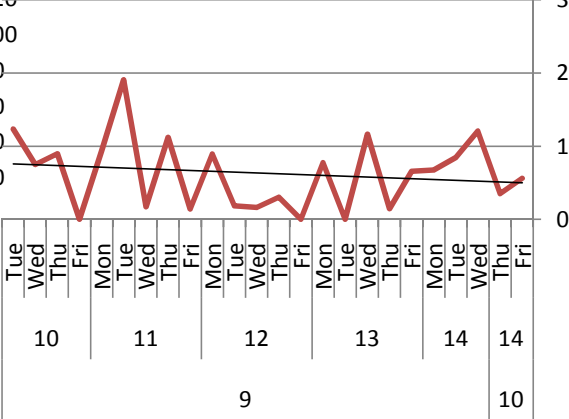
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 4/2/2010

