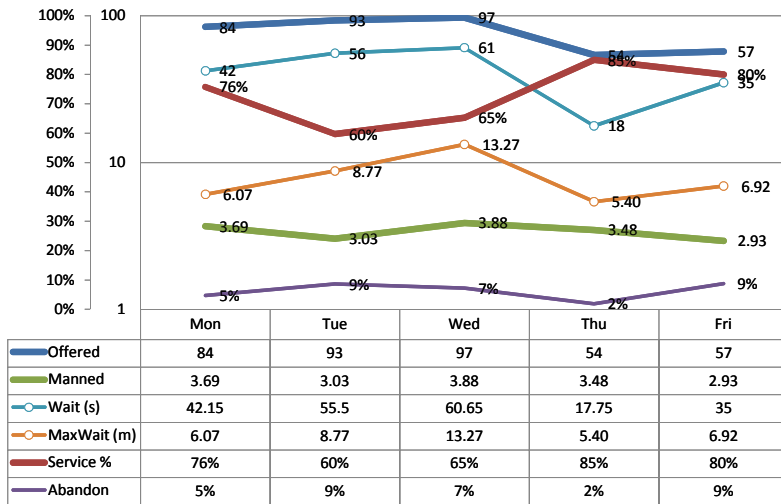


# Call Center ACD

Reporting data through 4/9/2010

## ACD Last Week



## Actuals for Last Week

### Calls Offered Per Day

Average 77  
Peak 97

### Service Level % Achieved

Average 73.14  
Lowest 59.70

### Agents Manned on the ACD

Average 3.40  
Lowest 2.93

### Abandon Rate Per Day

Average 6%  
Peak 9%

### Avg Wait Time in seconds

Average 42.21  
Peak 60.65

### Maximum Wait in minutes

Average 8.08  
Peak 13.27

## Actuals vs Goal

Average Peak

### Calls Offered Per Manned Agent

Current 22.6 28.5

### Service Level % Achieved

Goal 80.0 80.0  
Diff 6.9 20.3

### Agents on the Sign Up Sheet

Average 4.8  
Shortfall 1.4

### Abandon Rate Per Day

Goal 10% 10%  
Diff 4% 1%

### Wait Time in seconds

Goal 30 30  
Diff (12.2) (30.7)

### Maximum Wait in minutes

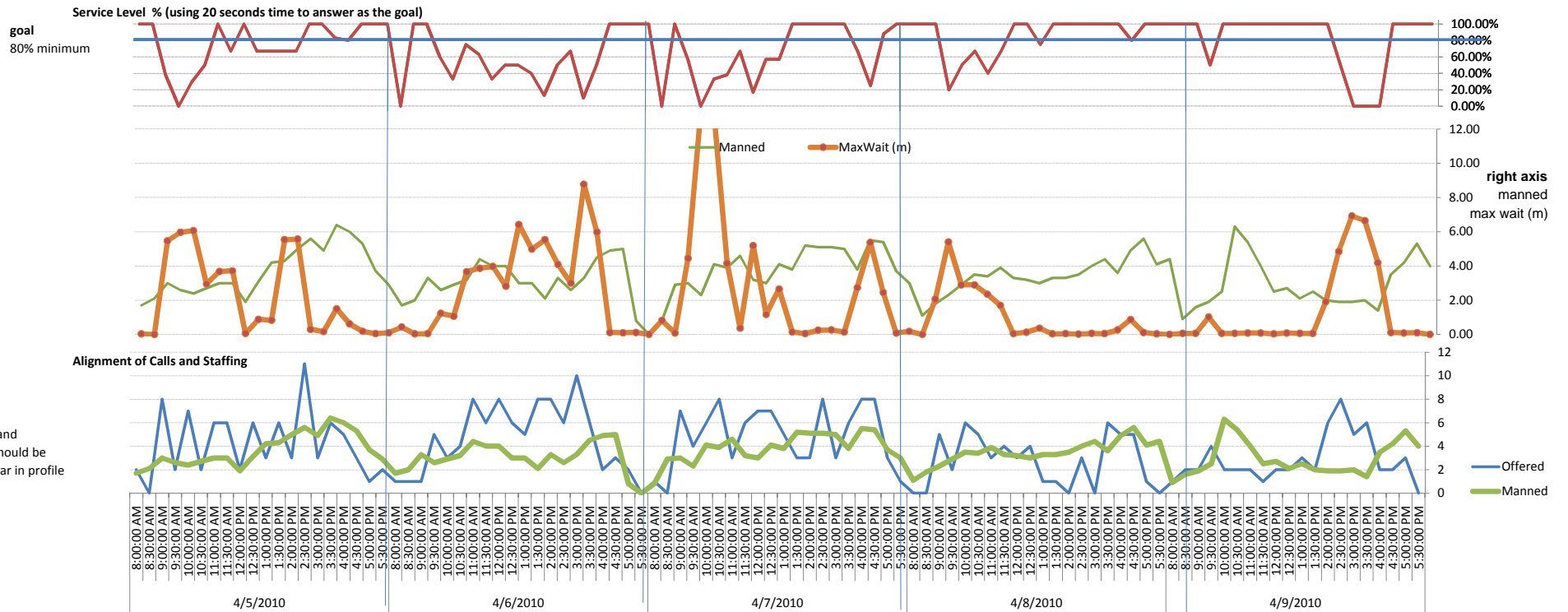
Goal 5 5  
Diff (3.1) (8.3)

Average Peak

Average % of Half-Hour Periods where Service Level meets Goal 53%

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

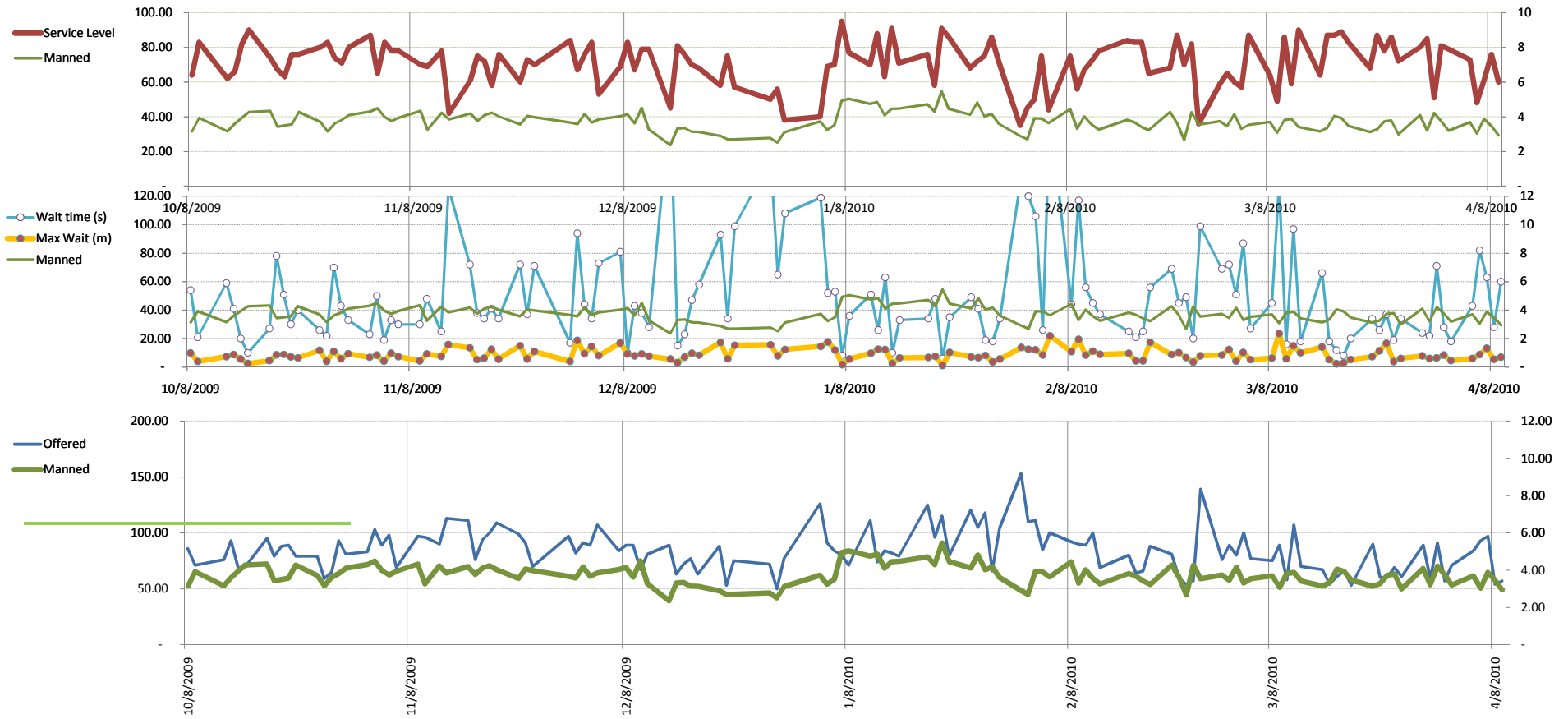
Average 6.0  
Avg Gap 2.6



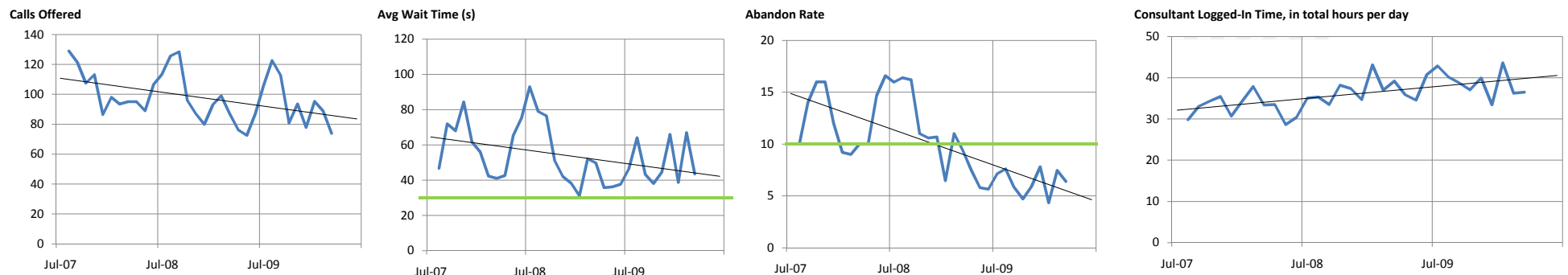
# Call Center ACD

Reporting data through 4/9/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

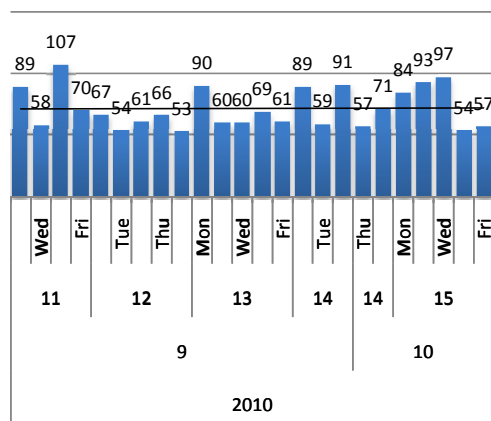
Reporting data through 4/9/2010

## Calls Offered

Average Per Day

77

Last week



Average Per Day	Now	Year Ago
this week	77.0	not available
last 3 months	78.7	not available
last 6 months	83.8	not available

Avg Peak Per Day	Now	Year Ago
this week	97	not available
last 3 months	119	not available
last 6 months	117.17	not available

Gap

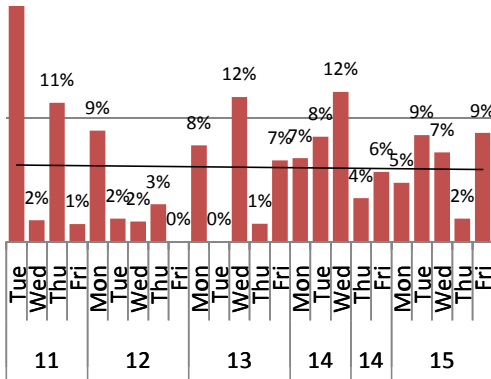
## Call Handling

Abandon Rate

6

Last week, average

Goal = 10%



Average Per Day	Now	Year Ago
this week	6%	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

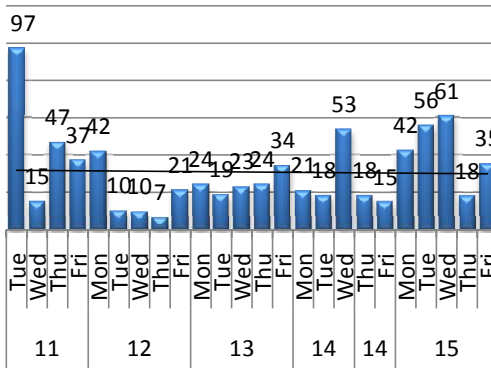
Wait Time on Hold

80% minimum

42

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	42.21	not available
last 3 months	52.17	not available
last 6 months	50.93	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	8.08	not available
last 3 months	8.89	not available
last 6 months	8.93	not available

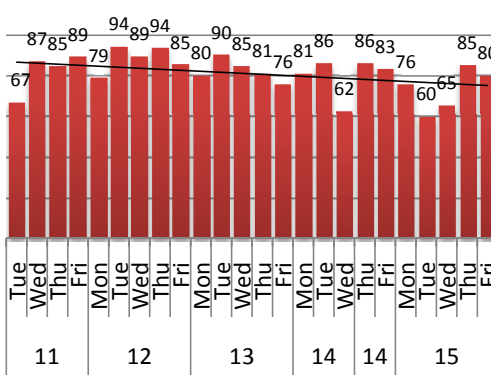
Worst Wait Per Day (m)	Now	Year Ago
this week	13.27	not available
last 3 months	23.62	not available
last 6 months	23.62	not available

Service Level

73

Last week, average

Goal = 80 percent ?



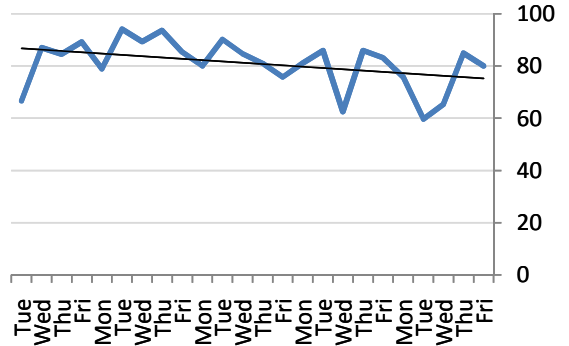
Avg Service Level / Day	Now	Year Ago
this week	73.14	not available
last 3 months	69.32	not available
last 6 months	70.02	not available

# Actuals vs Goal

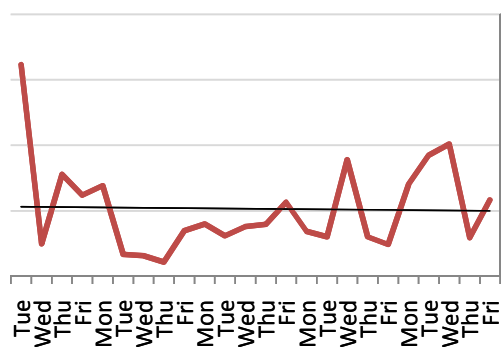
Reporting data through 4/9/2010

## Components

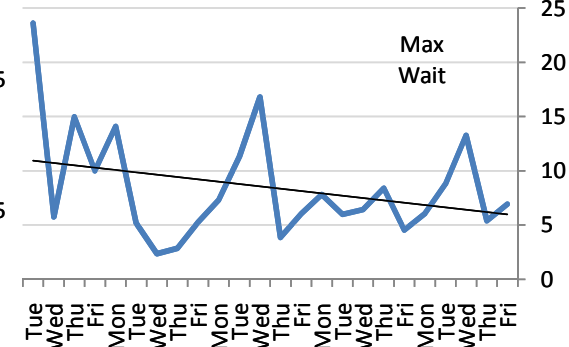
Service Level %



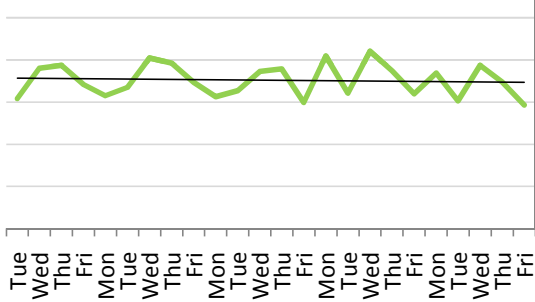
Average Wait, in Minutes



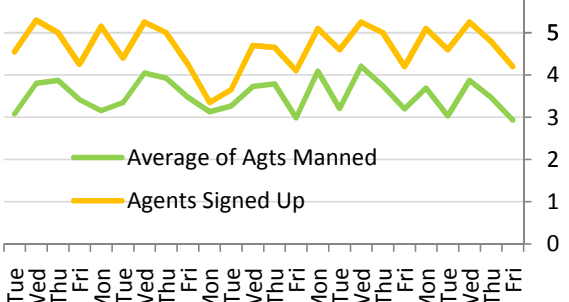
Maximum Wait, in Minutes



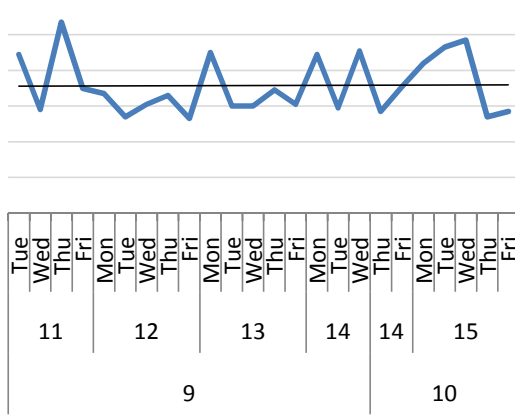
Avg Agents Manned



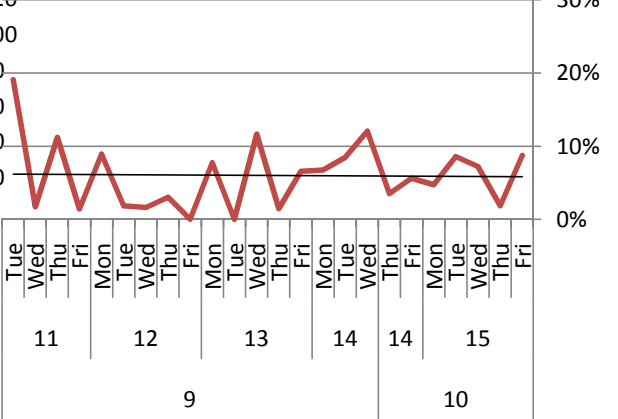
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 4/9/2010

