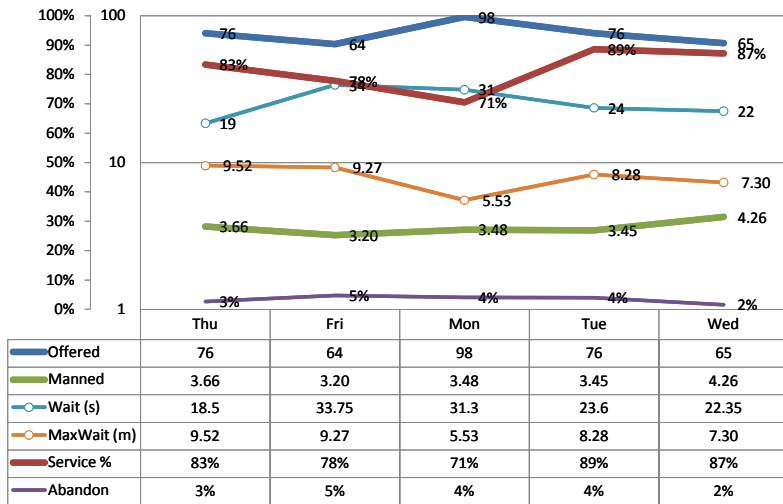


# Call Center ACD

Reporting data through 5/5/2010

## ACD Last Week



## Actuals for Last Week

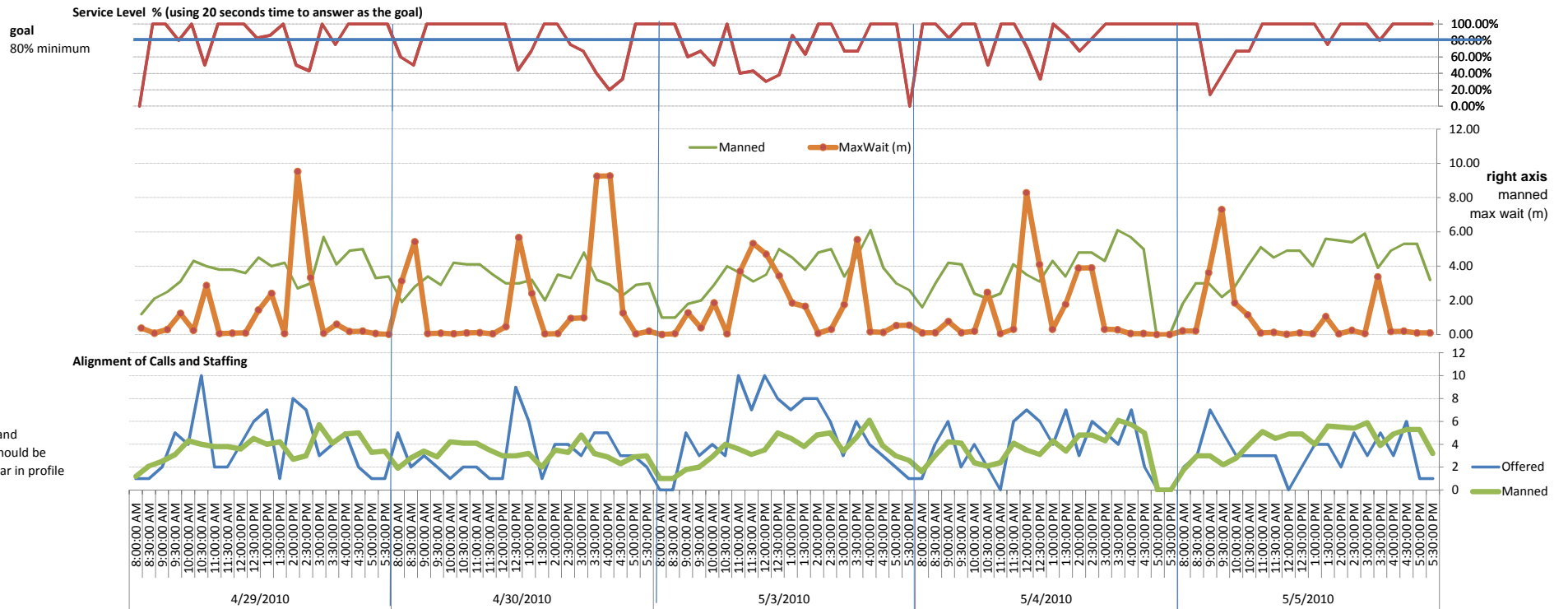
<b>Calls Offered Per Day</b>	Average	75.8
	Peak	98
<b>Service Level % Achieved</b>	Average	81.50
	Lowest	70.55
<b>Agents Manned on the ACD</b>	Average	3.61
	Lowest	3.2
<b>Abandon Rate Per Day</b>	Average	3%
	Peak	5%
<b>Avg Wait Time in seconds</b>	Average	25.90
	Peak	33.75
<b>Maximum Wait in minutes</b>	Average	7.98
	Peak	9.52

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>	Current	21.0 27.2
<b>Service Level % Achieved</b>	Goal	80.0 80.0
	Diff	-1.5 9.5
<b>Agents on the Sign Up Sheet</b>	Average	4.8
	Shortfall	1.2
<b>Abandon Rate Per Day</b>	Goal	10% 10%
	Diff	7% 5%
<b>Wait Time in seconds</b>	Goal	30 30
	Diff	4.1 (3.7)
<b>Maximum Wait in minutes</b>	Goal	5 5
	Diff	(3.0) (4.5)
	Average	Peak

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

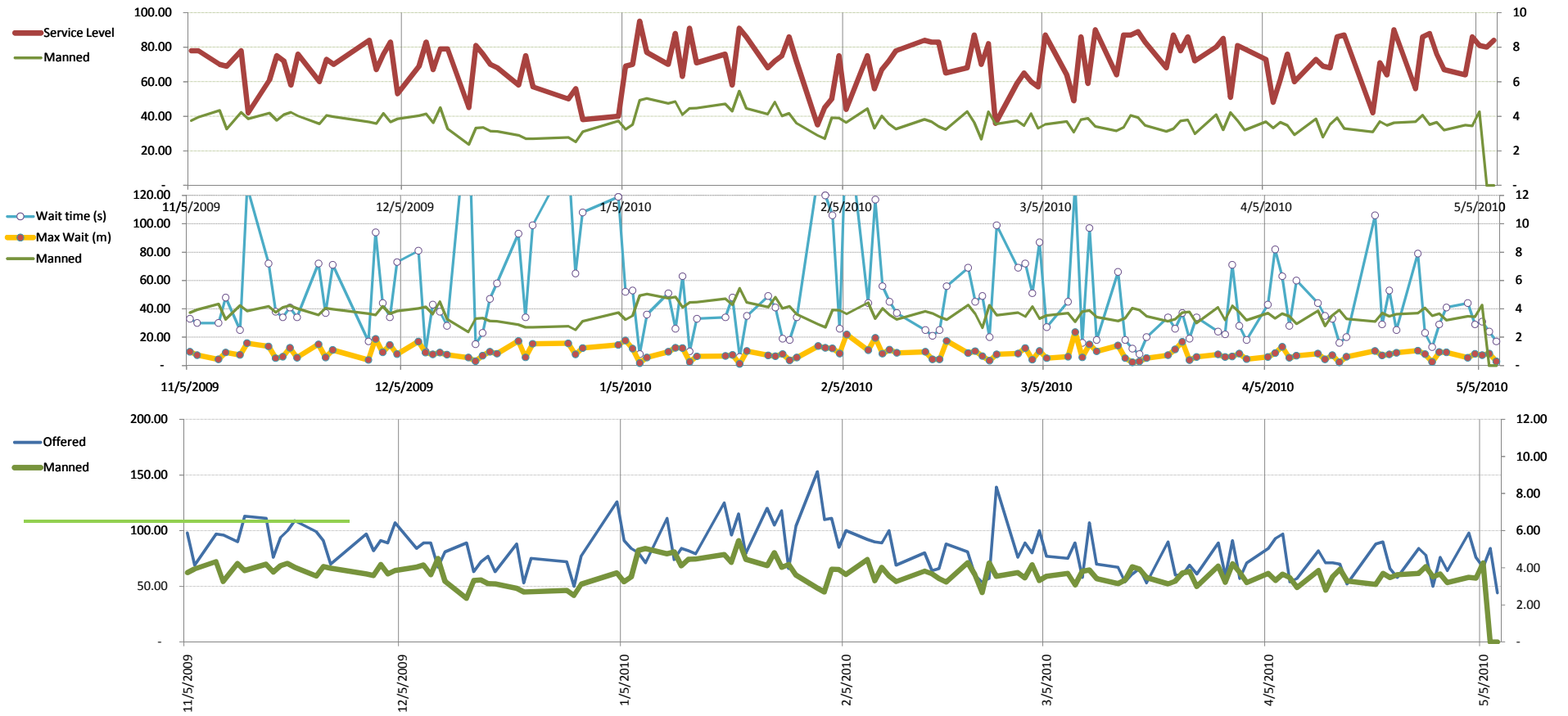
ACD Forecast of Agents Needed for 100% Service Level at all times  
 Average 6.0  
 Avg Gap 2.4



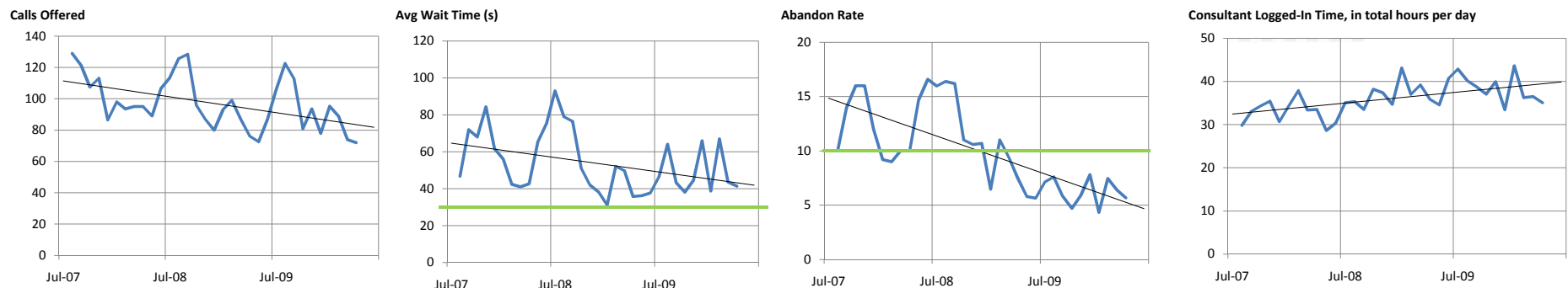
# Call Center ACD

Reporting data through 5/5/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

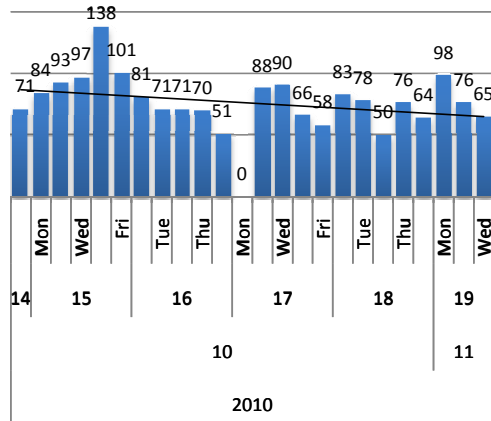
Reporting data through 5/5/2010

## Calls Offered

Average Per Day

76

Last week



Average Per Day	Now	Year Ago
this week	75.8	not available
last 3 months	73.3	not available
last 6 months	80.3	not available

Avg Peak Per Day	Now	Year Ago
this week	98	not available
last 3 months	100.67	not available
last 6 months	114.67	not available

Gap

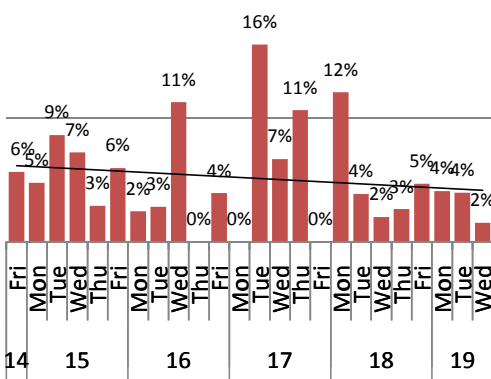
## Call Handling

Abandon Rate

3

Last week, average

Goal = 10%



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

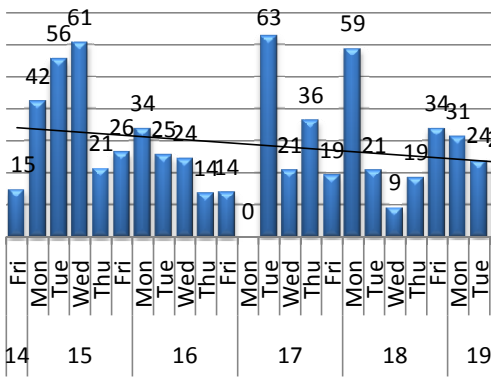
Avg Peak Per Day	Now	Year Ago
this week	5%	not available
last 3 months	24%	not available
last 6 months	24%	not available

Wait Time on Hold  
80% minimum

26

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	25.90	not available
last 3 months	37.95	not available
last 6 months	47.57	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	7.98	not available
last 3 months	7.48	not available
last 6 months	8.57	not available

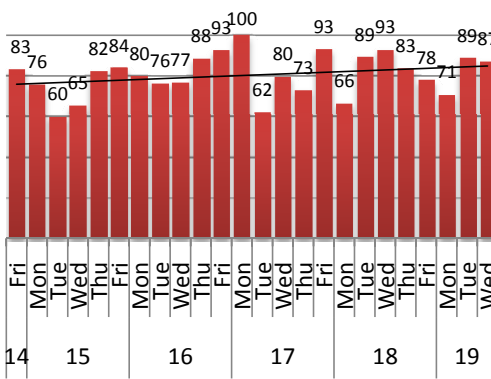
Worst Wait Per Day (m)	Now	Year Ago
this week	9.52	not available
last 3 months	23.62	not available
last 6 months	23.62	not available

Service Level

82

Last week, average

Goal = 80 percent ?



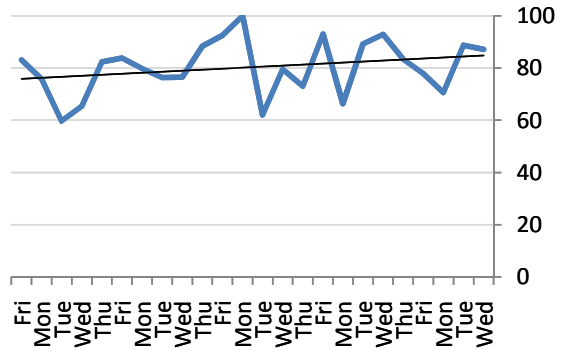
Avg Service Level / Day	Now	Year Ago
this week	81.50	not available
last 3 months	74.69	not available
last 6 months	71.88	not available

# Actuals vs Goal

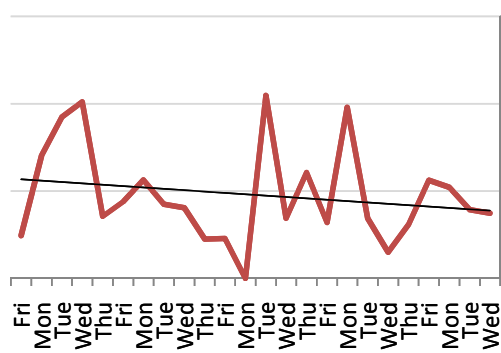
Reporting data through 5/5/2010

## Components

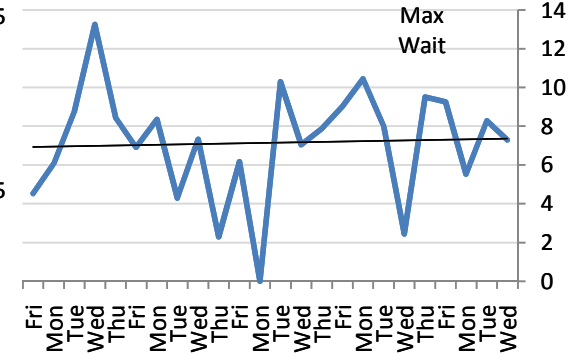
Service Level %



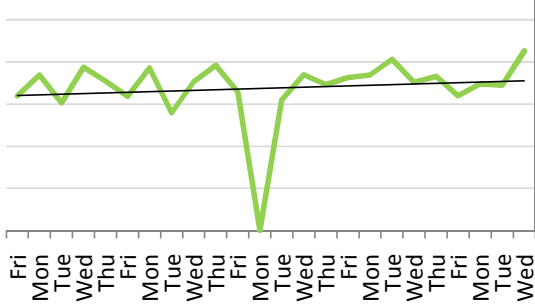
Average Wait, in Minutes



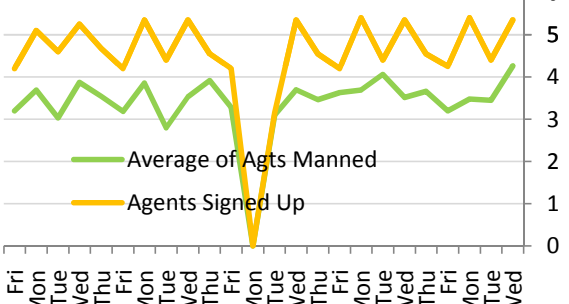
Maximum Wait, in Minutes



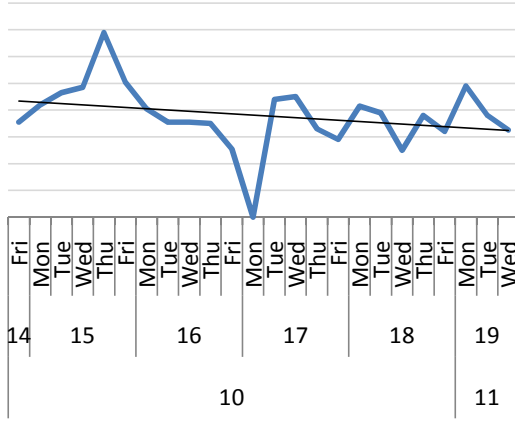
Avg Agents Manned



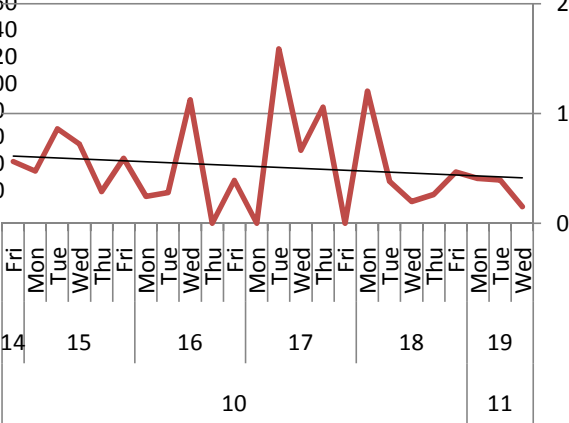
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 5/5/2010

