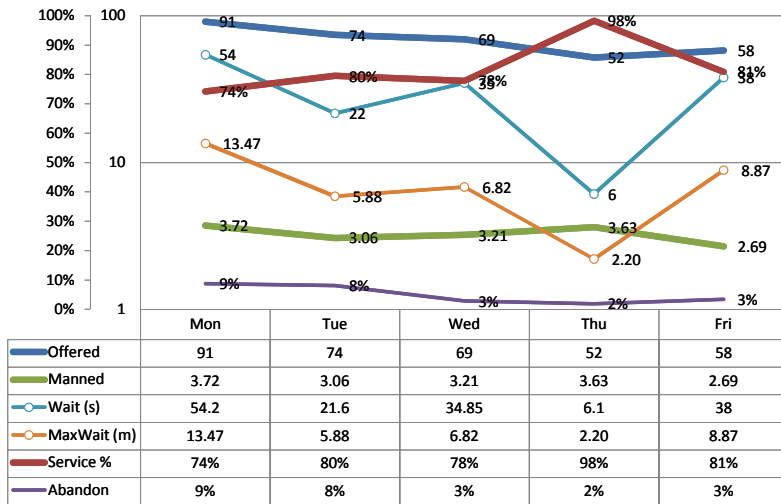


Call Center ACD

Reporting data through 5/14/2010

ACD Last Week



Actuals for Last Week

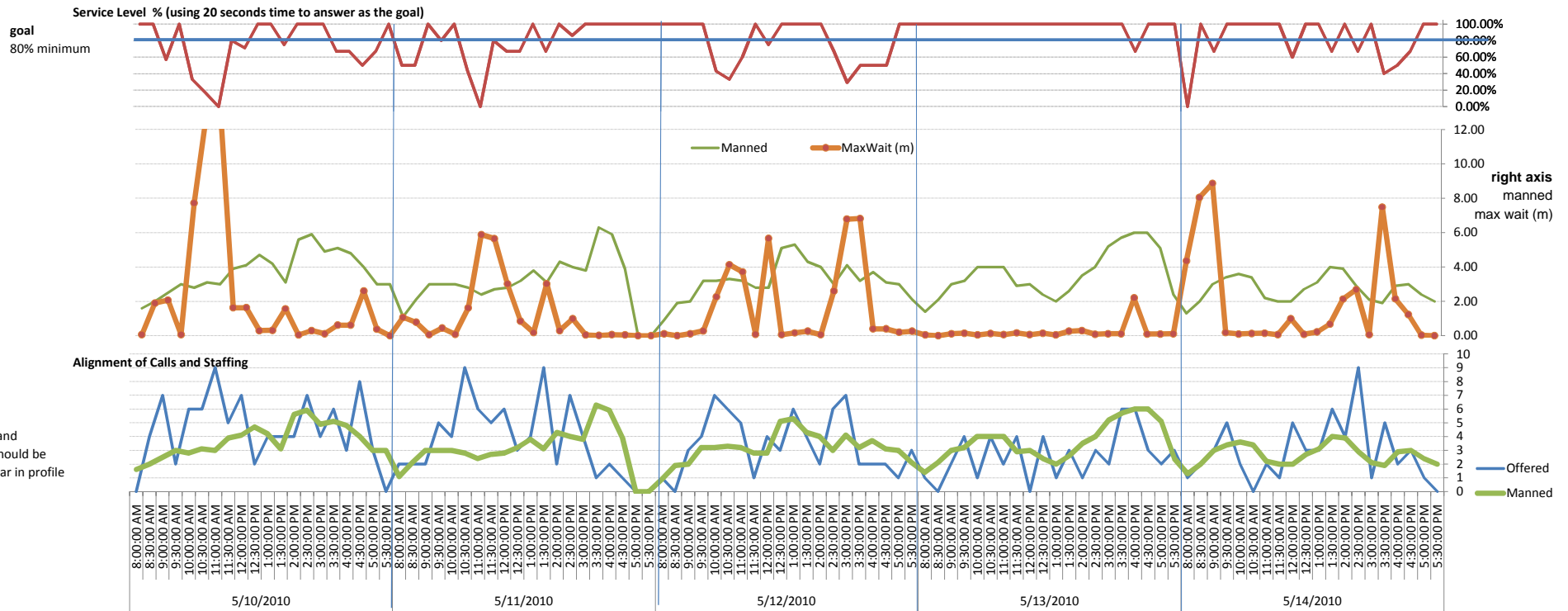
Calls Offered Per Day	Average	68.8
	Peak	91
Service Level % Achieved	Average	82.17
	Lowest	74.20
Agents Manned on the ACD	Average	3.26
	Lowest	2.69
Abandon Rate Per Day	Average	5%
	Peak	9%
Avg Wait Time in seconds	Average	30.95
	Peak	54.20
Maximum Wait in minutes	Average	7.45
	Peak	13.47

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current 21.1	27.9
Service Level % Achieved	Goal 80.0	80.0
	Diff -2.2	5.8
Agents on the Sign Up Sheet	Average 4.5	
	Shortfall 1.2	
Abandon Rate Per Day	Goal 10%	10%
	Diff 5%	1%
Wait Time in seconds	Goal 30	30
	Diff (1.0)	(24.2)
Maximum Wait in minutes	Goal 5	5
	Diff (2.4)	(8.5)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 62%

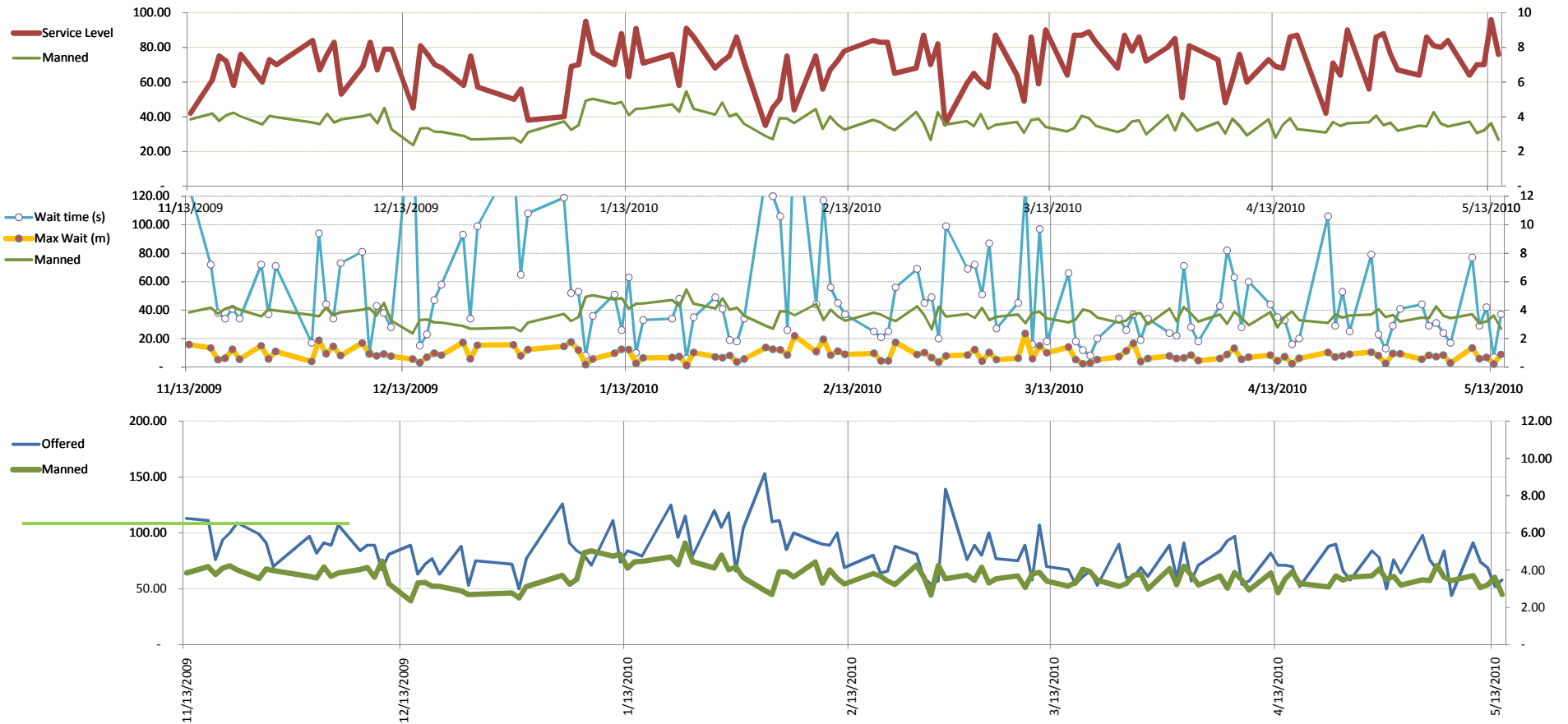
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 6.0
 Avg Gap 2.7



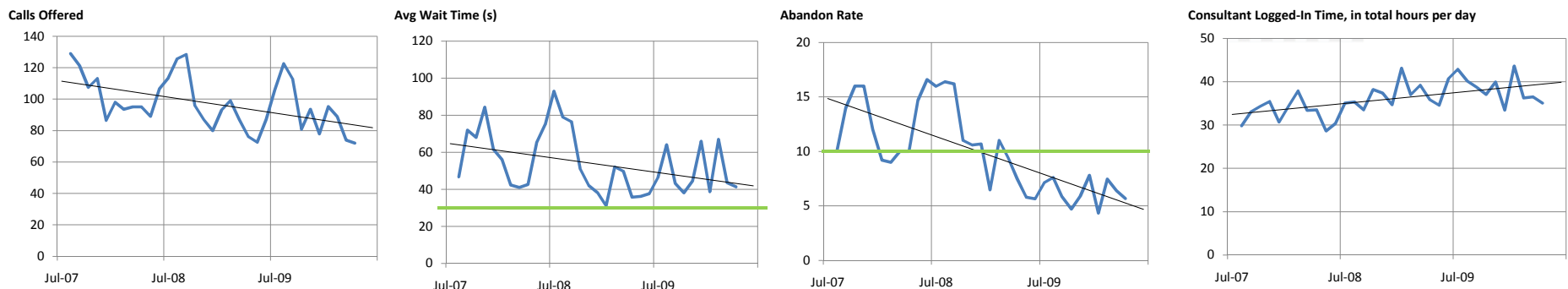
Call Center ACD

Reporting data through 5/14/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

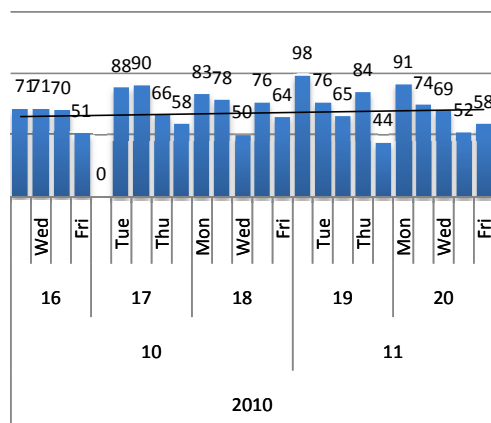
Reporting data through 5/14/2010

Calls Offered

Average Per Day

69

Last week



Average Per Day	Now	Year Ago
this week	68.8	not available
last 3 months	72.4	not available
last 6 months	79.9	not available

Avg Peak Per Day	Now	Year Ago
this week	91	not available
last 3 months	100.67	not available
last 6 months	114.67	not available

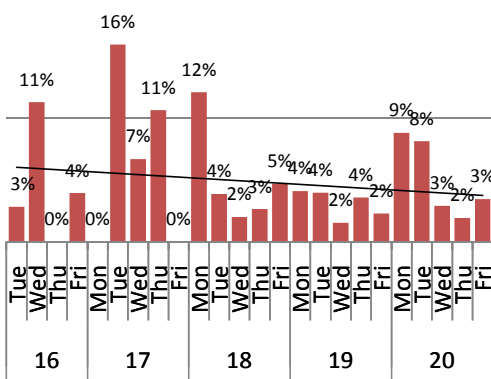
Gap

Call Handling

Abandon Rate

5

Last week, average
Goal = 10%



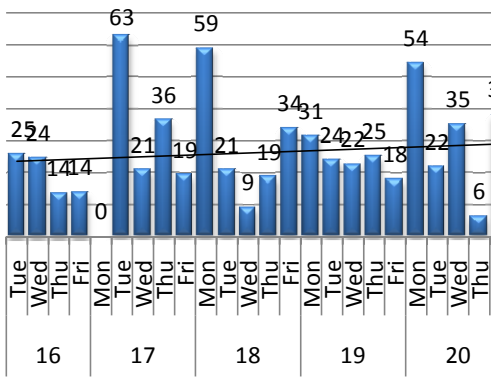
Average Per Day	Now	Year Ago
this week	5%	not available
last 3 months	8%	not available
last 6 months	9%	not available

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

31

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	30.95	not available
last 3 months	39.52	not available
last 6 months	48.36	not available

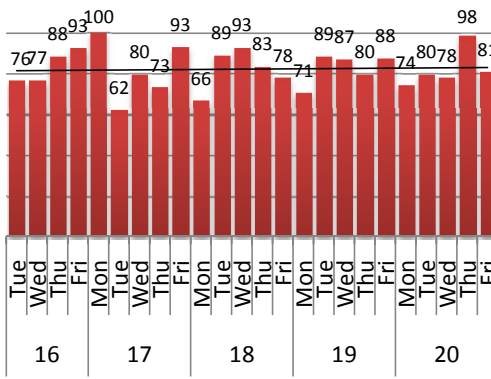
Avg Max Wait / Day (m)	Now	Year Ago
this week	7.45	not available
last 3 months	7.64	not available
last 6 months	8.65	not available

Worst Wait Per Day (m)	Now	Year Ago
this week	13.47	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 ?



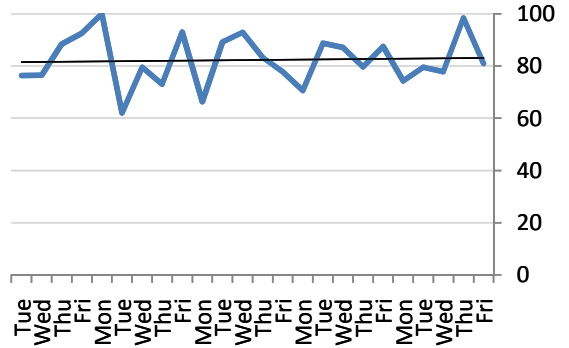
Avg Service Level / Day	Now	Year Ago
this week	82.17	not available
last 3 months	74.06	not available
last 6 months	71.56	not available

Actuals vs Goal

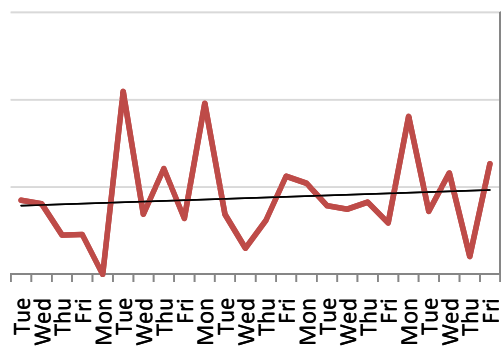
Reporting data through 5/14/2010

Components

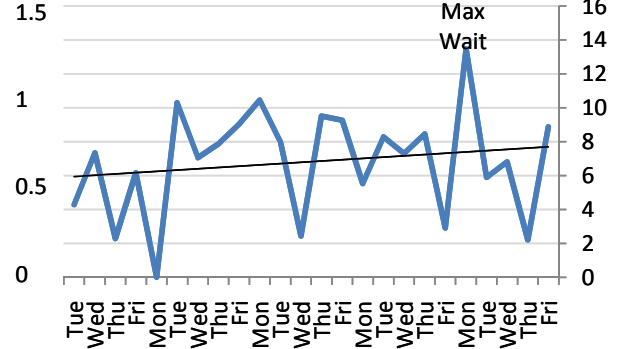
Service Level %



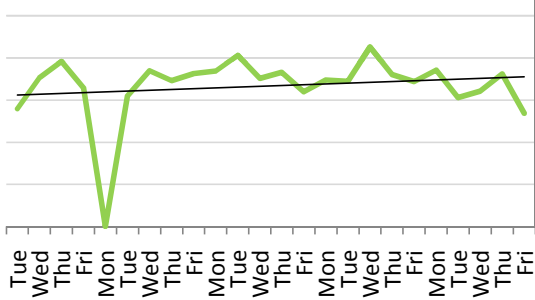
Average Wait, in Minutes



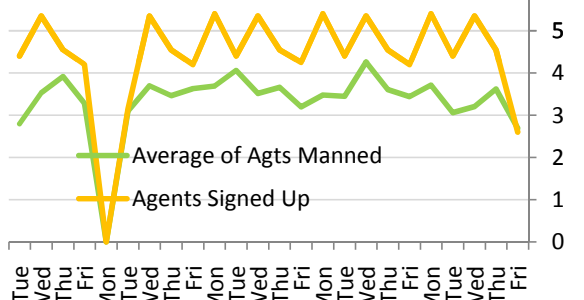
Maximum Wait, in Minutes



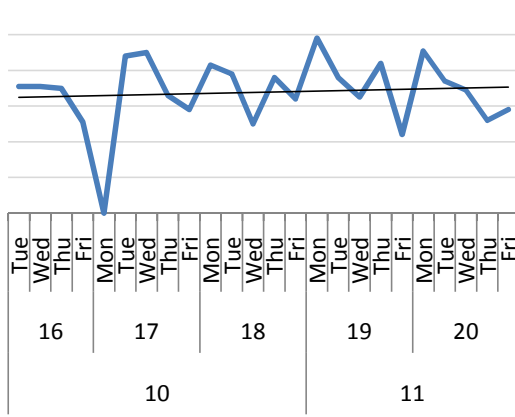
Avg Agents Manned



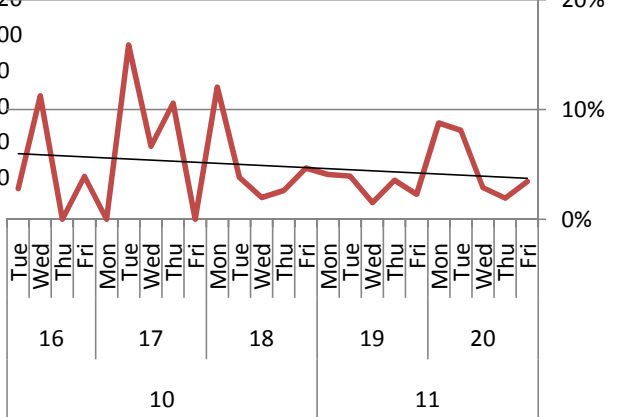
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 5/14/2010

