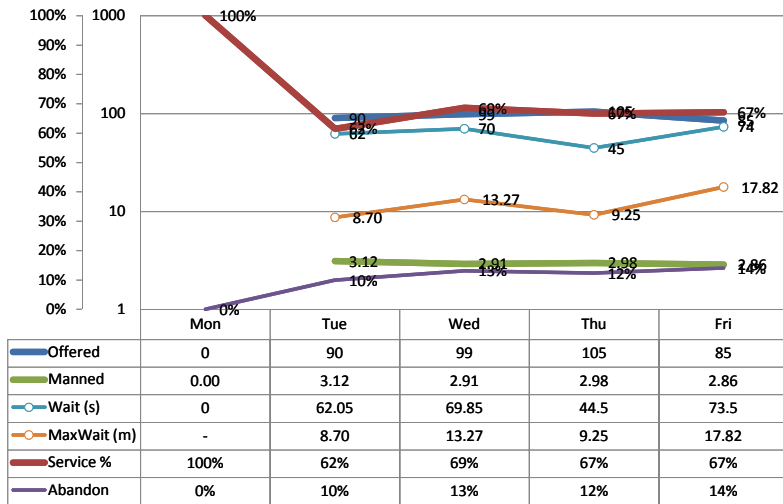


Call Center ACD

Reporting data through 6/4/2010

ACD Last Week



Actuals for Last Week

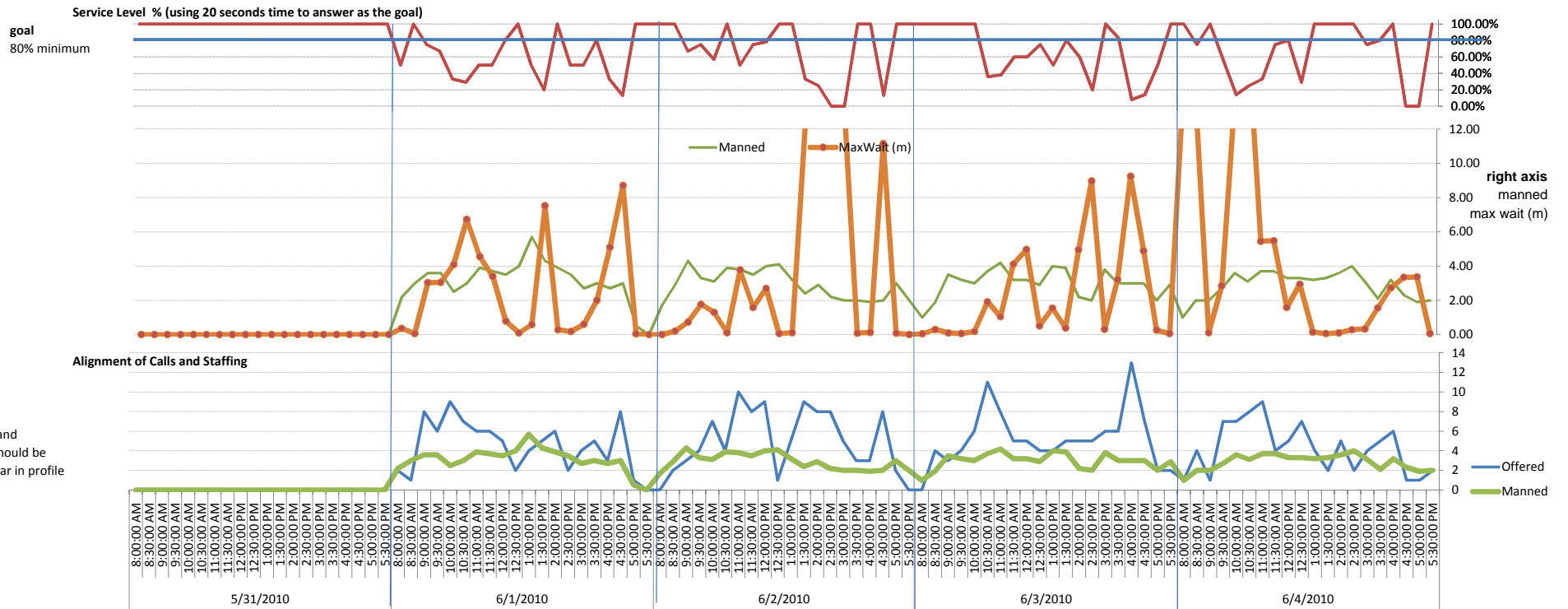
Calls Offered Per Day	Average	75.8
	Peak	105
Service Level % Achieved	Average	72.80
	Lowest	61.50
Agents Manned on the ACD	Average	2.37
	Lowest	0
Abandon Rate Per Day	Average	12%
	Peak	14%
Avg Wait Time in seconds	Average	49.98
	Peak	73.50
Maximum Wait in minutes	Average	9.81
	Peak	17.82

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current 32.0	44.3
Service Level % Achieved	Goal 80.0	80.0
	Diff 7.2	18.5
Agents on the Sign Up Sheet	Average 2.8	10%
	Shortfall 0.4	-4%
Abandon Rate Per Day	Goal 10%	30
	Diff -2%	(43.5)
Wait Time in seconds	Goal 30	5
	Diff (4.8)	(12.8)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 50%

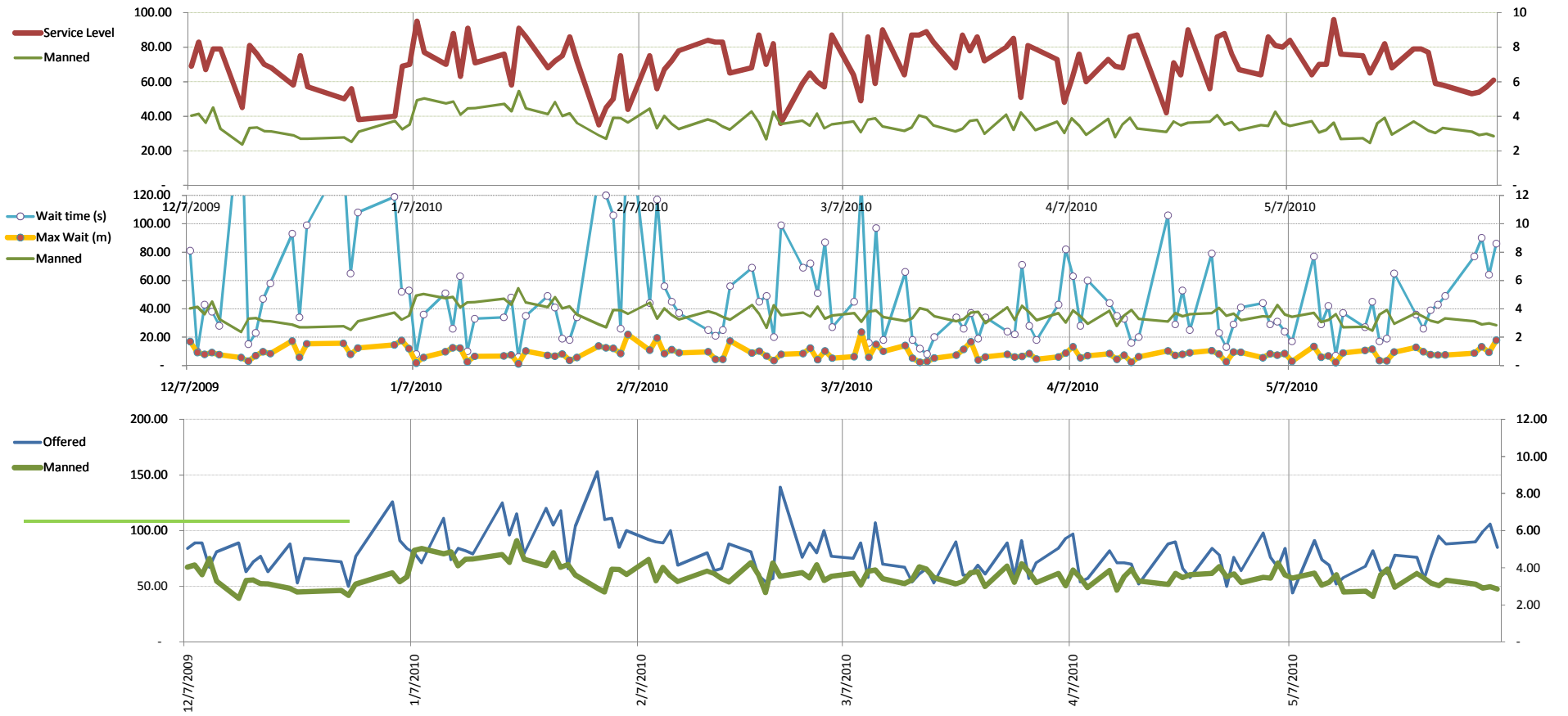
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 6.0
 Avg Gap 3.6



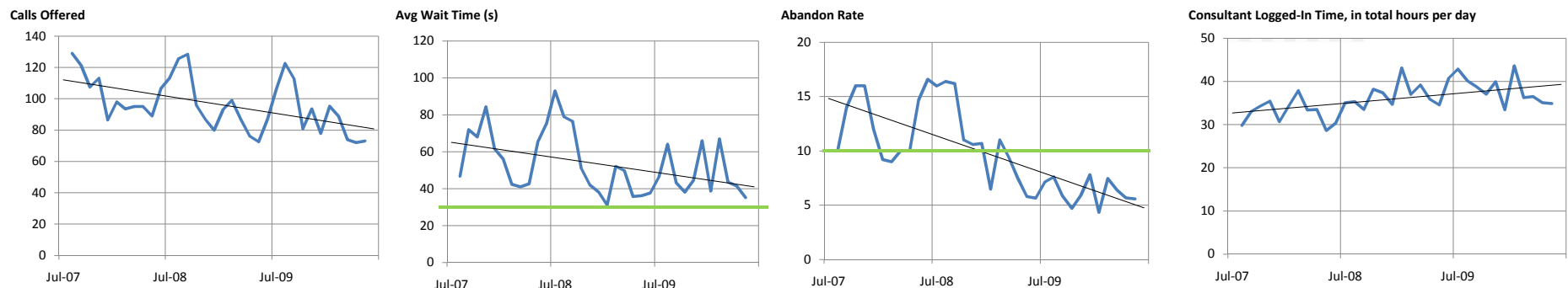
Call Center ACD

Reporting data through 6/4/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

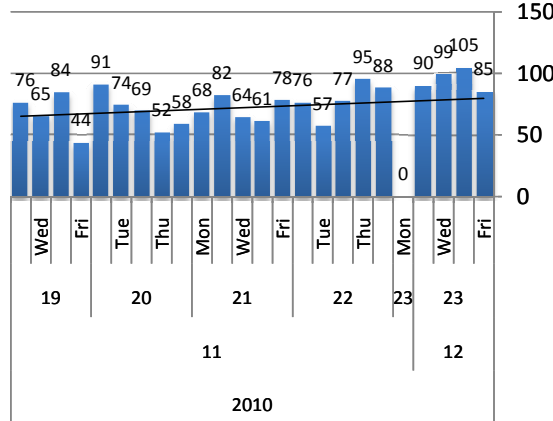
Reporting data through 6/4/2010

Calls Offered

Average Per Day

76

Last week



Average Per Day

	Now	Year Ago
this week	75.8	not available
last 3 months	80.0	not available
last 6 months	83.0	not available

Avg Peak Per Day

	Now	Year Ago
this week	105	not available
last 3 months	100.33	not available
last 6 months	114.5	not available

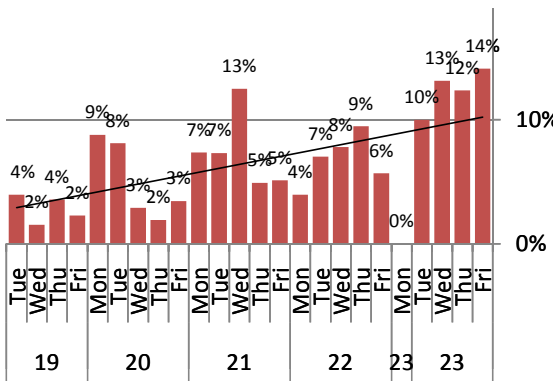
Gap

Call Handling

Abandon Rate

12

Last week, average
Goal = 10%



Average Per Day

	Now	Year Ago
this week	12%	not available
last 3 months	9%	not available
last 6 months	9%	not available

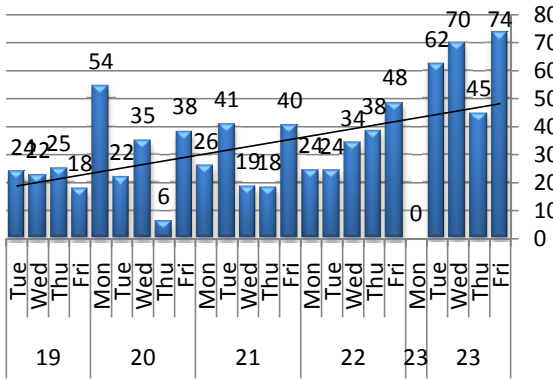
Avg Peak Per Day

	Now	Year Ago
this week	14%	not available
last 3 months	18%	not available
last 6 months	24%	not available

Wait Time on Hold
80% minimum

50

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	49.98	not available
last 3 months	51.91	not available
last 6 months	50.82	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	9.81	not available
last 3 months	9.11	not available
last 6 months	9.06	not available

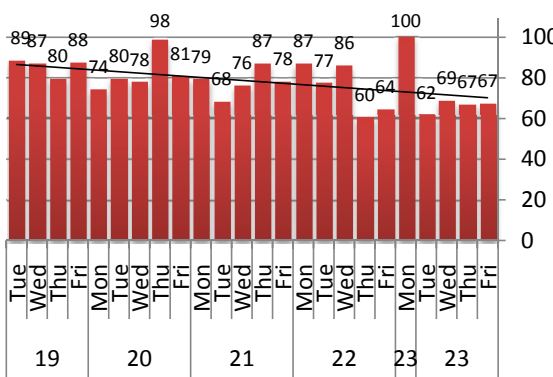
Worst Wait Per Day (m)

	Now	Year Ago
this week	17.82	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

Service Level

73

Last week, average
Goal = 80 percent ?



Avg Service Level / Day

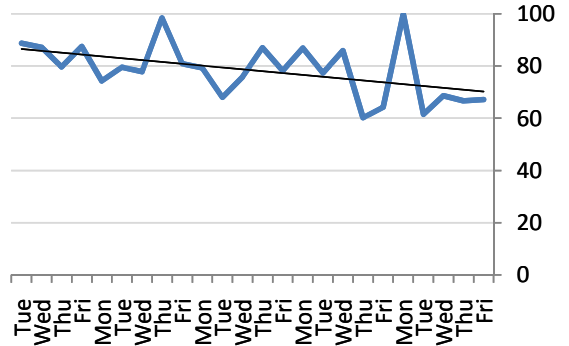
	Now	Year Ago
this week	72.80	not available
last 3 months	67.34	not available
last 6 months	69.39	not available

Actuals vs Goal

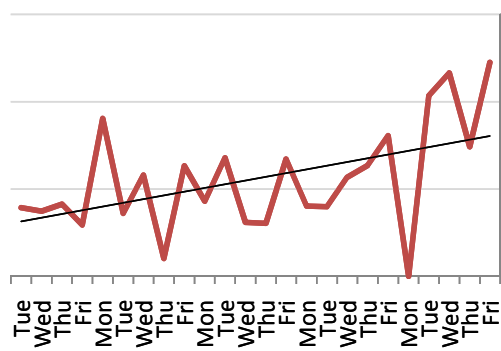
Reporting data through 6/4/2010

Components

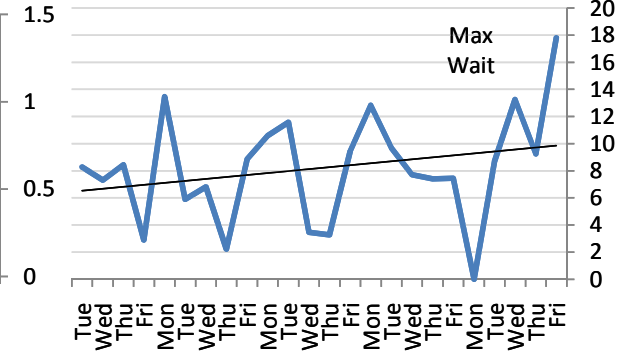
Service Level %



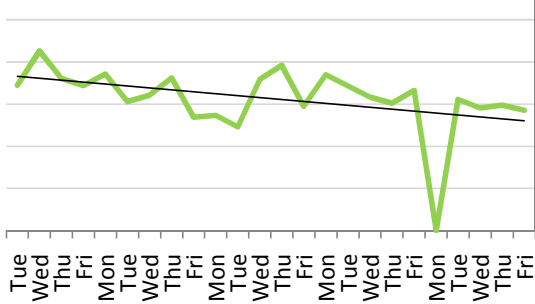
Average Wait, in Minutes



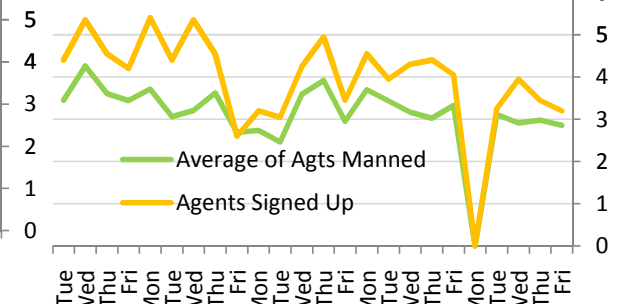
Maximum Wait, in Minutes



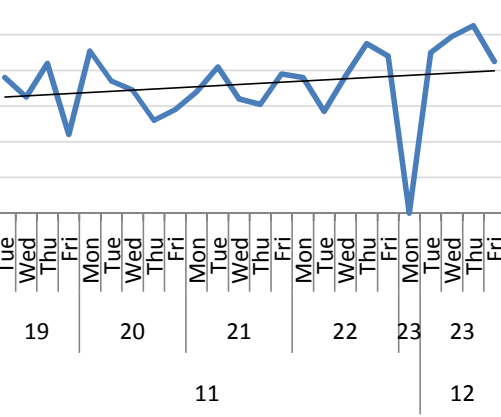
Avg Agents Manned



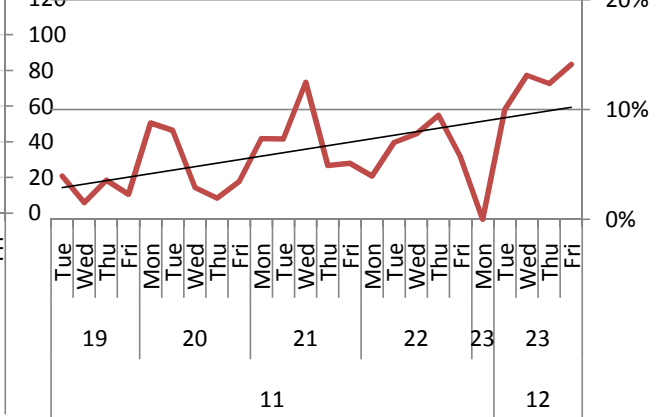
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	

Actuals vs Goal

Components, Cont.

Reporting data through 6/4/2010

