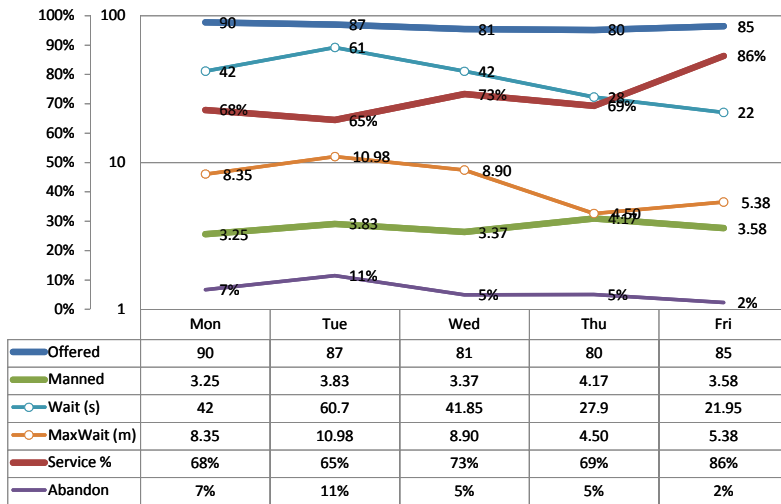


# Call Center ACD

Reporting data through 6/25/2010

## ACD Last Week



## Actuals for Last Week

### Calls Offered Per Day

Average 84.6  
Peak 90

### Service Level % Achieved

Average 72.28  
Lowest 64.50

### Agents Manned on the ACD

Average 3.64  
Lowest 3.245

### Abandon Rate Per Day

Average 6%  
Peak 11%

### Avg Wait Time in seconds

Average 38.88  
Peak 60.70

### Maximum Wait in minutes

Average 7.62  
Peak 10.98

## Actuals vs Goal

Average Peak

### Calls Offered Per Manned Agent

Current 23.3 24.8

### Service Level % Achieved

Goal 80.0 80.0  
Diff 7.7 15.5

### Agents on the Sign Up Sheet

Average 4.2  
Shortfall 0.6

### Abandon Rate Per Day

Goal 10% 10%  
Diff 4% -1%

### Wait Time in seconds

Goal 30 30  
Diff (8.9) (30.7)

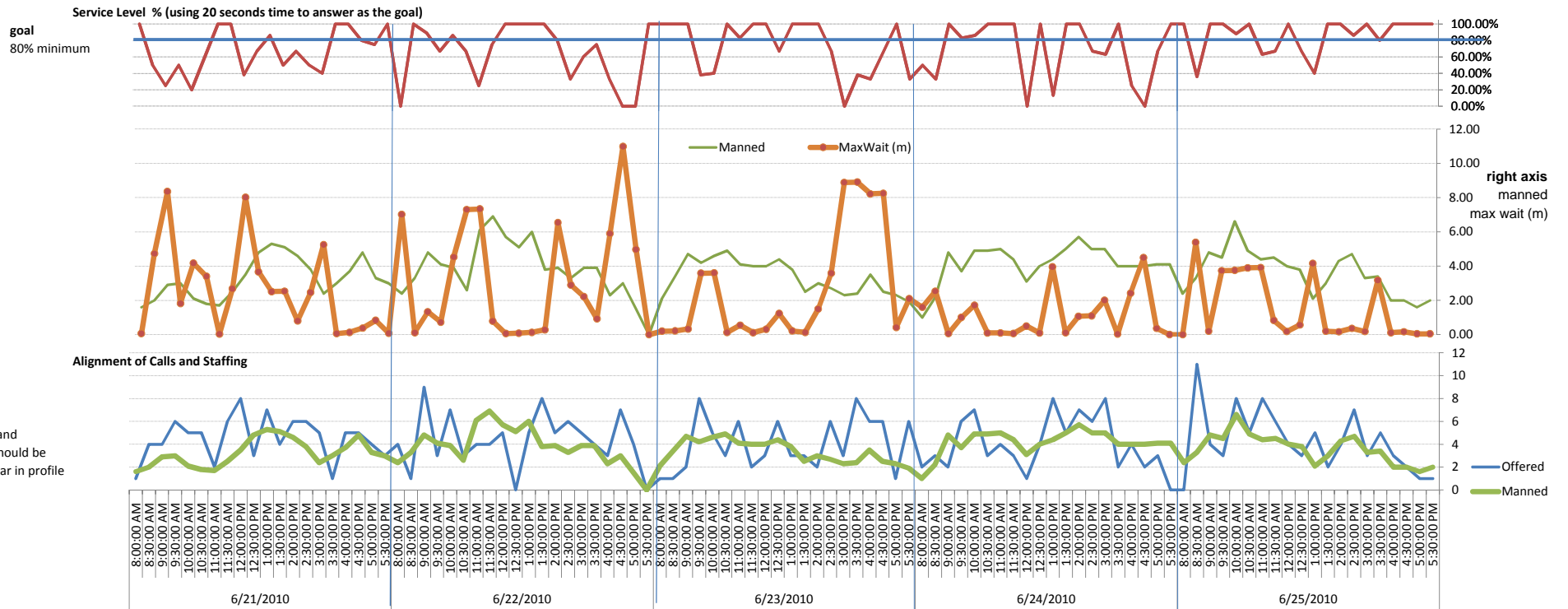
### Maximum Wait in minutes

Goal 5 5  
Diff (2.6) (6.0)

Average Peak

Average % of Half-Hour Periods where Service Level meets Goal 51%

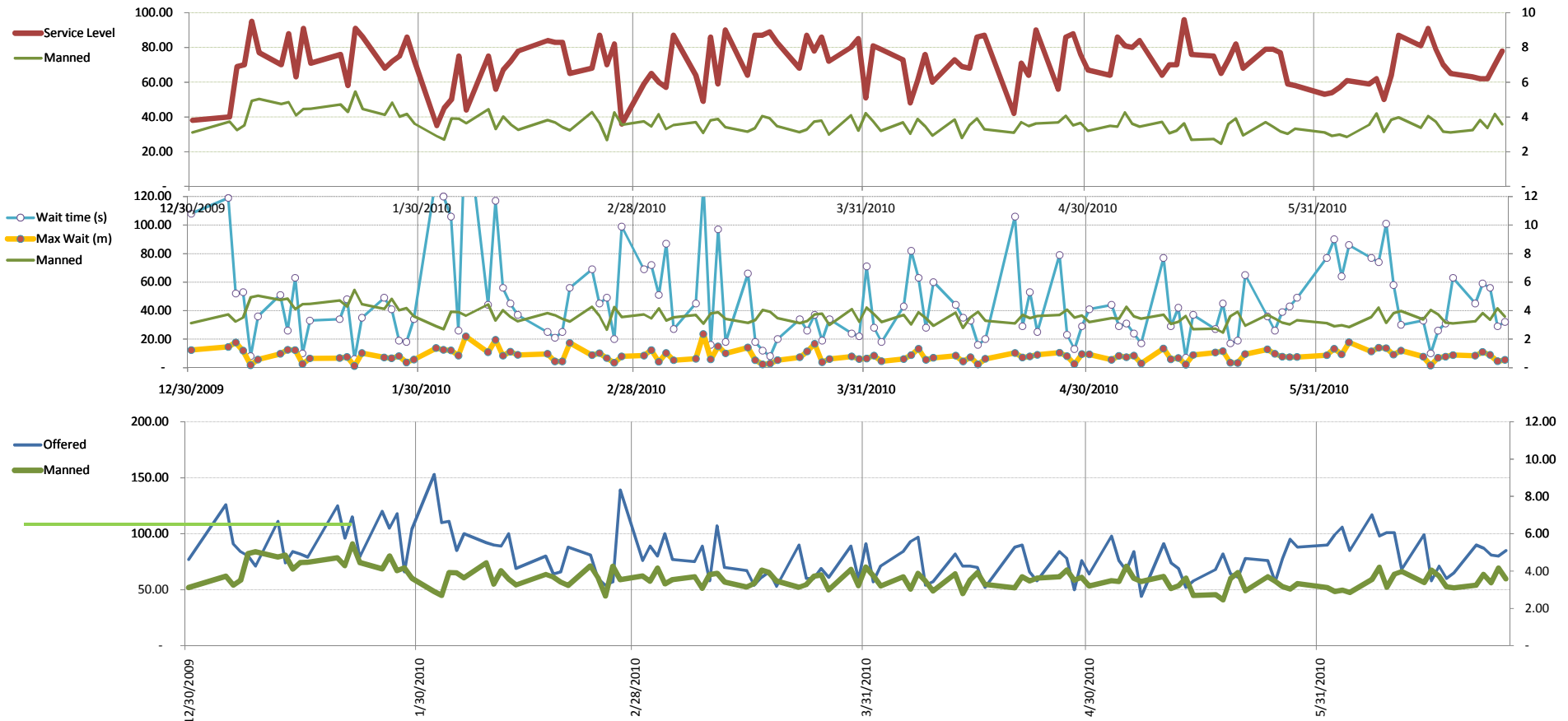
ACD Forecast of Agents Needed for 100% Service Level at all times  
Average 6.0  
Avg Gap 2.4



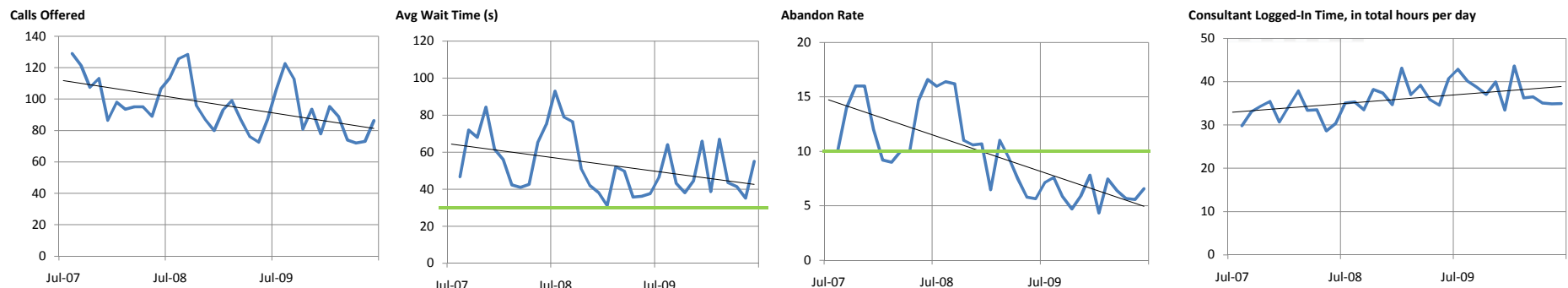
# Call Center ACD

Reporting data through 6/25/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years

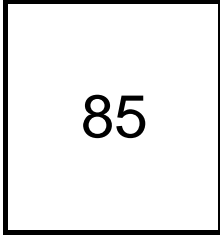


# Actuals vs Goal

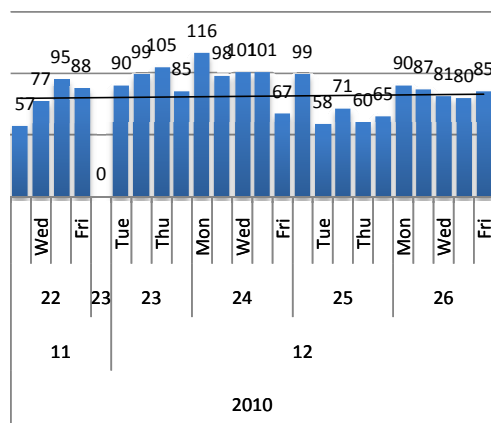
Reporting data through 6/25/2010

## Calls Offered

Average Per Day



Last week



150

Average Per Day

Now Year Ago

this week	84.6	not available
last 3 months	77.1	not available
last 6 months	81.6	not available

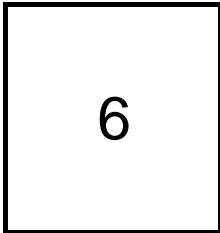
Avg Peak Per Day

Now Year Ago

this week	90	not available
last 3 months	104	not available
last 6 months	116.33	not available

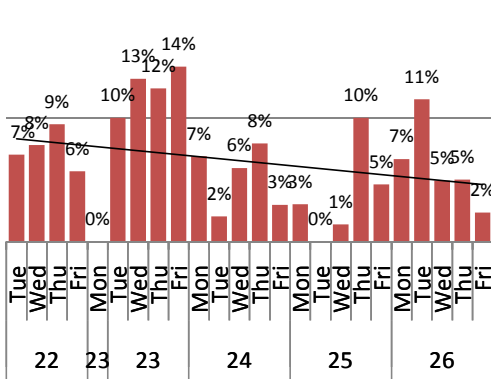
## Call Handling

Abandon Rate



Last week, average

Goal = 10%



10%

Average Per Day

Now Year Ago

this week	6%	not available
last 3 months	8%	not available
last 6 months	9%	not available

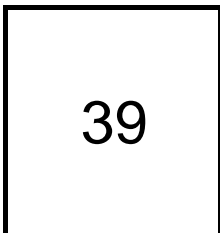
Avg Peak Per Day

Now Year Ago

this week	11%	not available
last 3 months	18%	not available
last 6 months	24%	not available

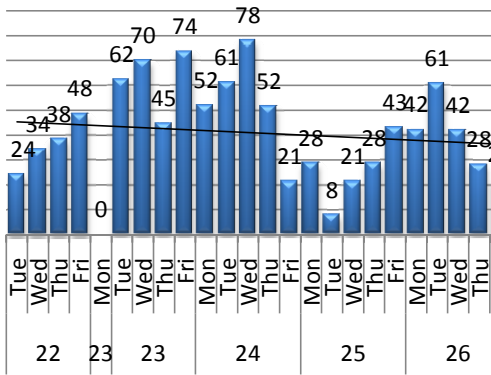
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



90

Average Wait Per Day (s)

Now Year Ago

this week	38.88	not available
last 3 months	43.76	not available
last 6 months	46.75	not available

Avg Max Wait / Day (m)

Now Year Ago

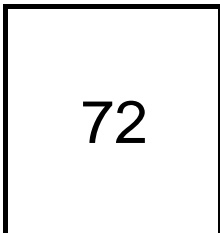
this week	7.62	not available
last 3 months	8.18	not available
last 6 months	8.60	not available

Worst Wait Per Day (m)

Now Year Ago

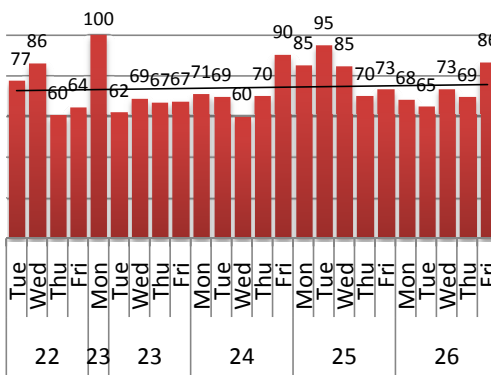
this week	10.98	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

Service Level



Last week, average

Goal = 80 percent ?



100

Avg Service Level / Day

Now Year Ago

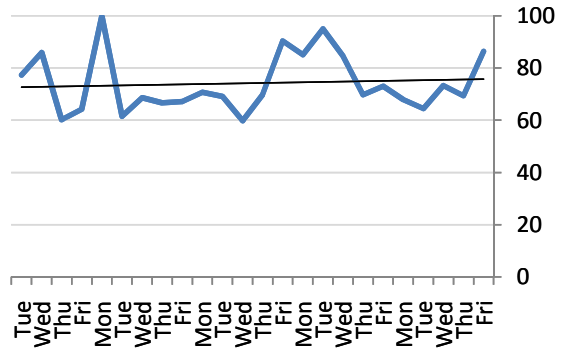
this week	72.28	not available
last 3 months	70.84	not available
last 6 months	71.13	not available

# Actuals vs Goal

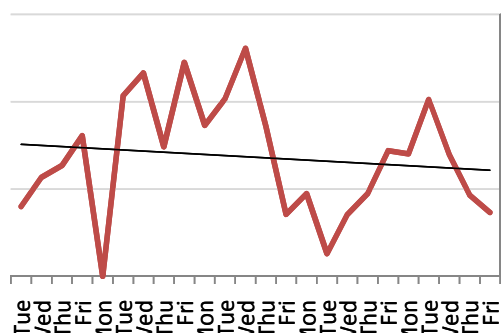
Reporting data through 6/25/2010

## Components

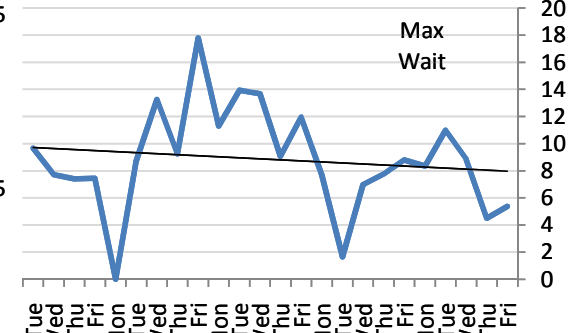
Service Level %



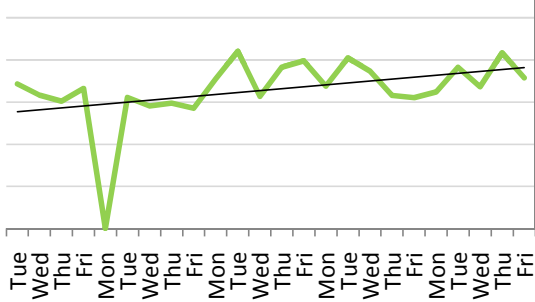
Average Wait, in Minutes



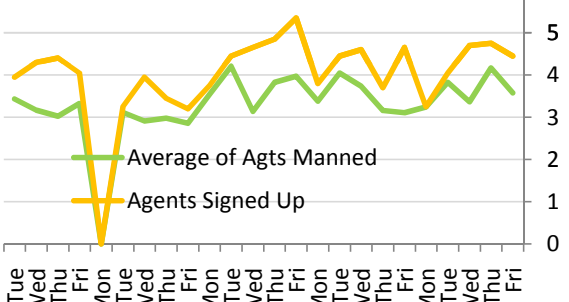
Maximum Wait, in Minutes



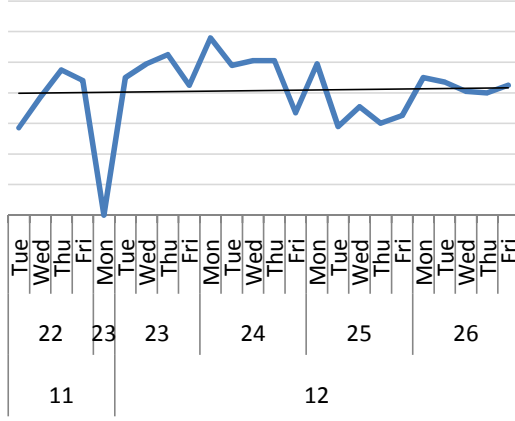
Avg Agents Manned



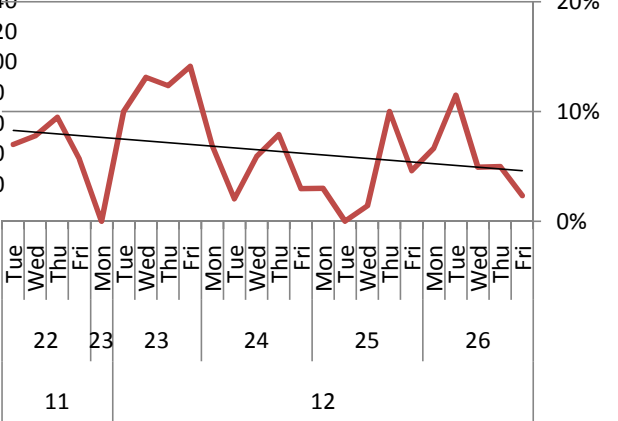
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

Tue	22	11
Wed	22	11
Thu	22	11
Fri	22	11
Mon	23	11
Tue	23	11
Wed	23	11
Thu	23	11
Fri	23	11
Mon	24	12
Tue	24	12
Wed	24	12
Thu	24	12
Fri	24	12
Mon	25	12
Tue	25	12
Wed	25	12
Thu	25	12
Fri	25	12
Mon	26	12
Tue	26	12
Wed	26	12
Thu	26	12
Fri	26	12

# Actuals vs Goal

## Components, Cont.

Reporting data through 6/25/2010

