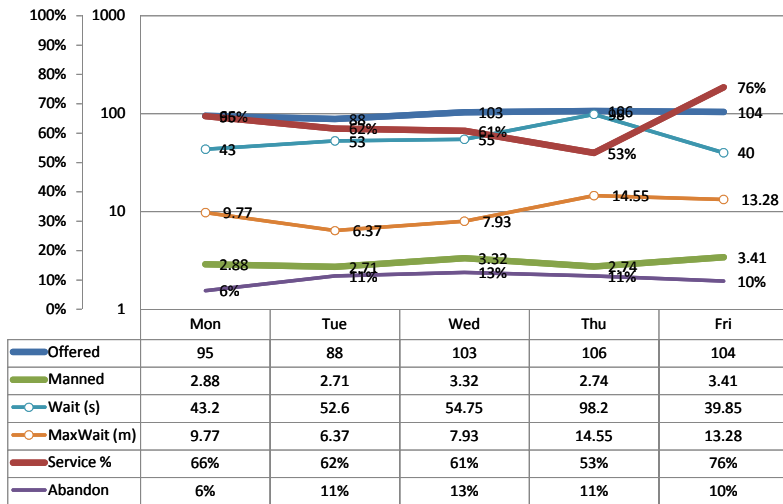


# Call Center ACD

Reporting data through 7/2/2010

## ACD Last Week



## Actuals for Last Week

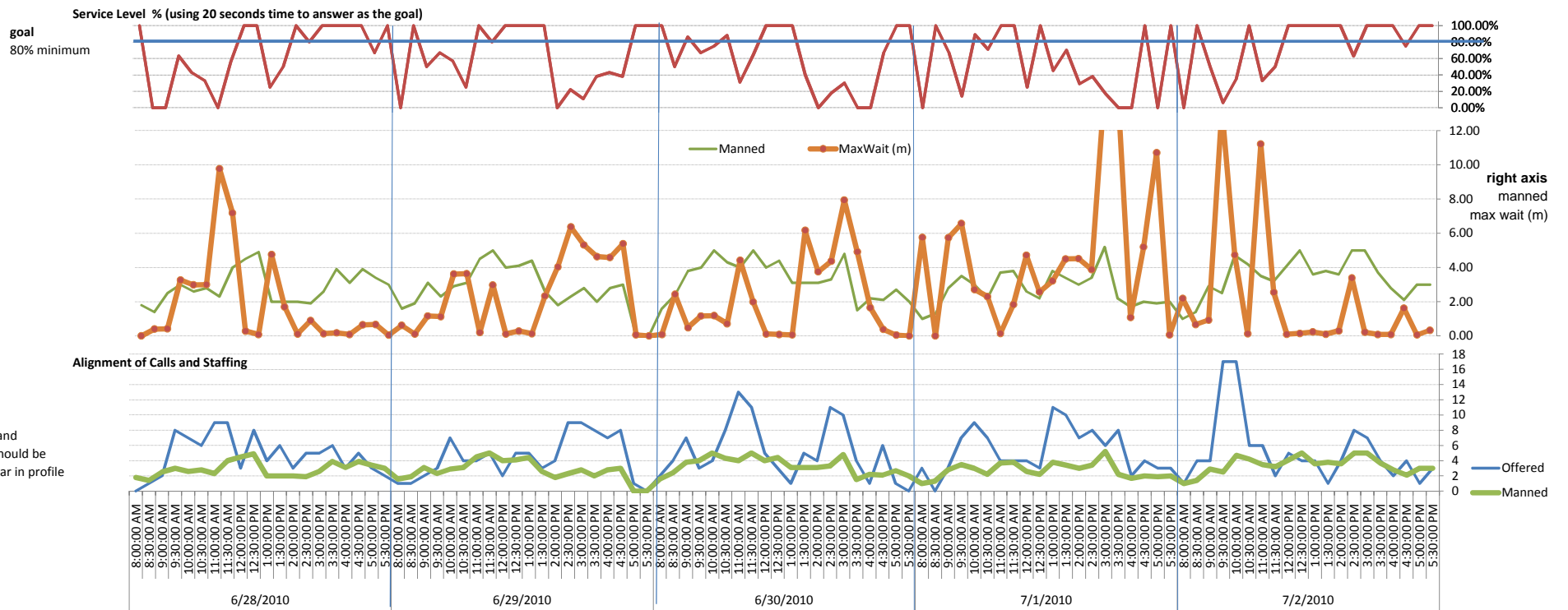
<b>Calls Offered Per Day</b>	Average	99.2
	Peak	106
<b>Service Level % Achieved</b>	Average	63.41
	Lowest	53.25
<b>Agents Manned on the ACD</b>	Average	3.01
	Lowest	2.71
<b>Abandon Rate Per Day</b>	Average	10%
	Peak	13%
<b>Avg Wait Time in seconds</b>	Average	57.72
	Peak	98.20
<b>Maximum Wait in minutes</b>	Average	10.38
	Peak	14.55

## Actuals vs Goal

	Average	Peak	
<b>Calls Offered Per Manned Agent</b>	Current	33.0	35.2
<b>Service Level % Achieved</b>	Goal	80.0	80.0
	Diff	16.6	26.8
<b>Agents on the Sign Up Sheet</b>	Average	4.2	10%
	Shortfall	1.2	-3%
<b>Abandon Rate Per Day</b>	Goal	10%	10%
	Diff	0%	-3%
<b>Wait Time in seconds</b>	Goal	30	30
	Diff	(27.7)	(68.2)
<b>Maximum Wait in minutes</b>	Goal	5	5
	Diff	(5.4)	(9.6)
	Average	Peak	

Average % of Half-Hour Periods where Service Level meets Goal 44%

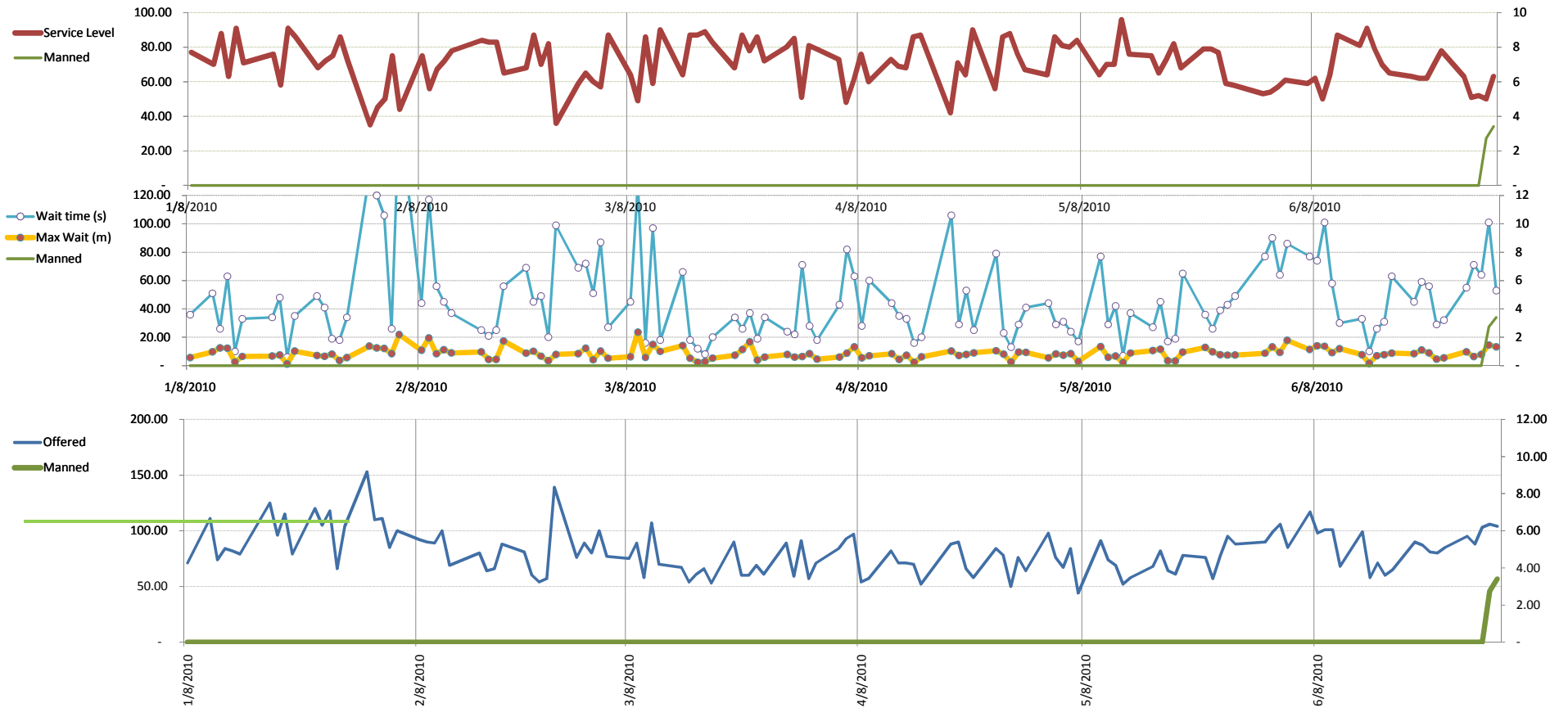
ACD Forecast of Agents Needed for 100% Service Level at all times  
 Average 5.8  
 Avg Gap 2.8



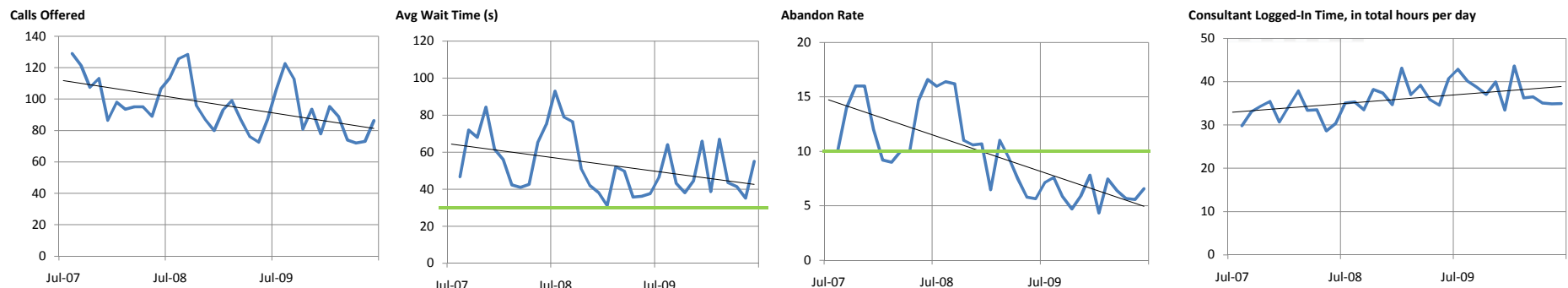
# Call Center ACD

Reporting data through 7/2/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years

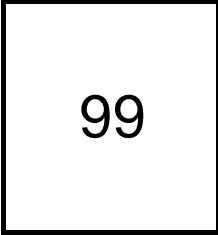


# Actuals vs Goal

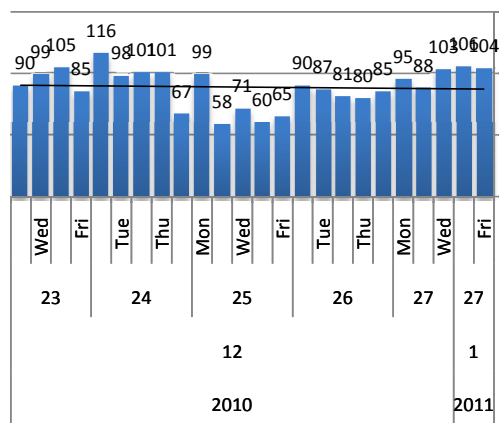
Reporting data through 7/2/2010

## Calls Offered

Average Per Day



Last week



Average Per Day

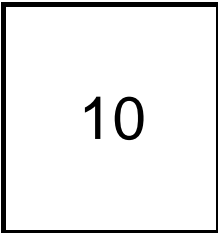
	Now	Year Ago
this week	99.2	not available
last 3 months	88.5	not available
last 6 months	83.4	not available

Avg Peak Per Day

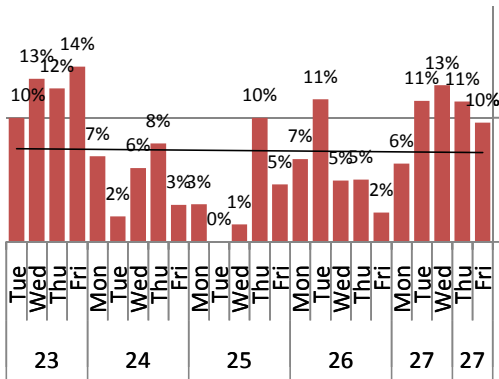
	Now	Year Ago
this week	106	not available
last 3 months	107	not available
last 6 months	113	not available

## Call Handling

Abandon Rate



Last week, average  
Goal = 10%



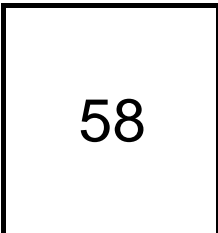
Average Per Day

	Now	Year Ago
this week	10%	not available
last 3 months	10%	not available
last 6 months	10%	not available

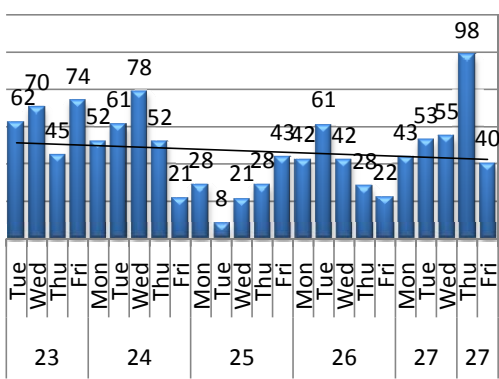
Avg Peak Per Day

	Now	Year Ago
this week	13%	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



Average Wait Per Day (s)

	Now	Year Ago
this week	57.72	not available
last 3 months	56.03	not available
last 6 months	53.33	not available

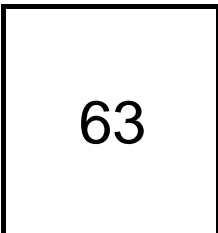
Avg Max Wait / Day (m)

	Now	Year Ago
this week	10.38	not available
last 3 months	10.28	not available
last 6 months	9.55	not available

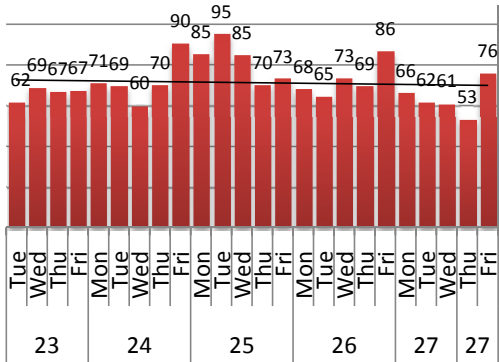
Worst Wait Per Day (m)

	Now	Year Ago
this week	14.55	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

Service Level



Last week, average  
Goal = 80 percent ?



Avg Service Level / Day

	Now	Year Ago
this week	63.41	not available
last 3 months	65.33	not available
last 6 months	67.85	not available



# Actuals vs Goal

## Components, Cont.

Reporting data through 7/2/2010

