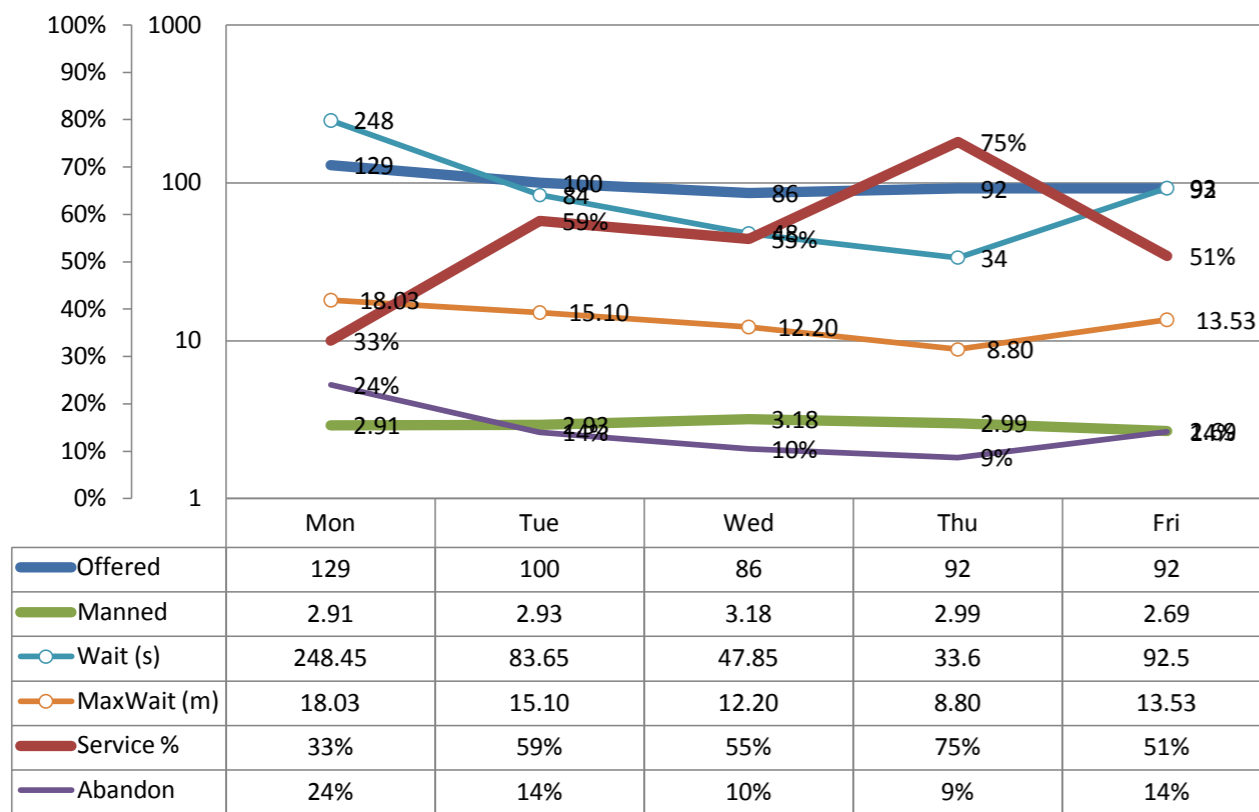


Call Center ACD

Reporting data through 7/16/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day	
Average	99.8
Peak	129
Service Level % Achieved	
Average	54.67
Lowest	33.35
Agents Manned on the ACD	
Average	2.94
Lowest	2.685
Abandon Rate Per Day	
Average	14%
Peak	24%
Avg Wait Time in seconds	
Average	101.21
Peak	248.45
Maximum Wait in minutes	
Average	13.53
Peak	18.03

Actuals vs Goal

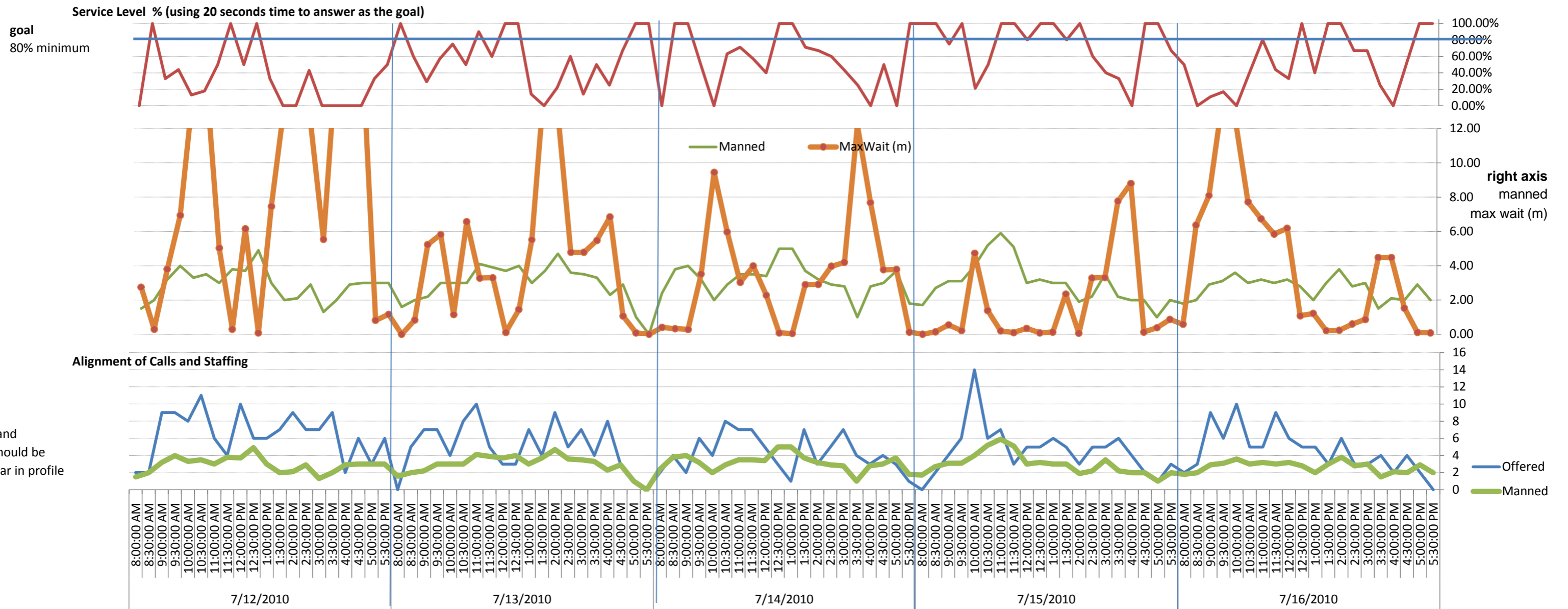
	Average	Peak
Calls Offered Per Manned Agent		
Current	34.0	43.9
Service Level % Achieved		
Goal	80.0	80.0
Diff	25.3	46.7
Agents on the Sign Up Sheet		
Average	4.3	
Shortfall	1.4	
Abandon Rate Per Day		
Goal	10%	10%
Diff	-4%	-14%
Wait Time in seconds		
Goal	30	30
Diff	(71.2)	(218.5)
Maximum Wait in minutes		
Goal	5	5
Diff	(8.5)	(13.0)
	Average	Peak

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

29%

ACD Forecast of Agents Needed for 100% Service Level at all tin

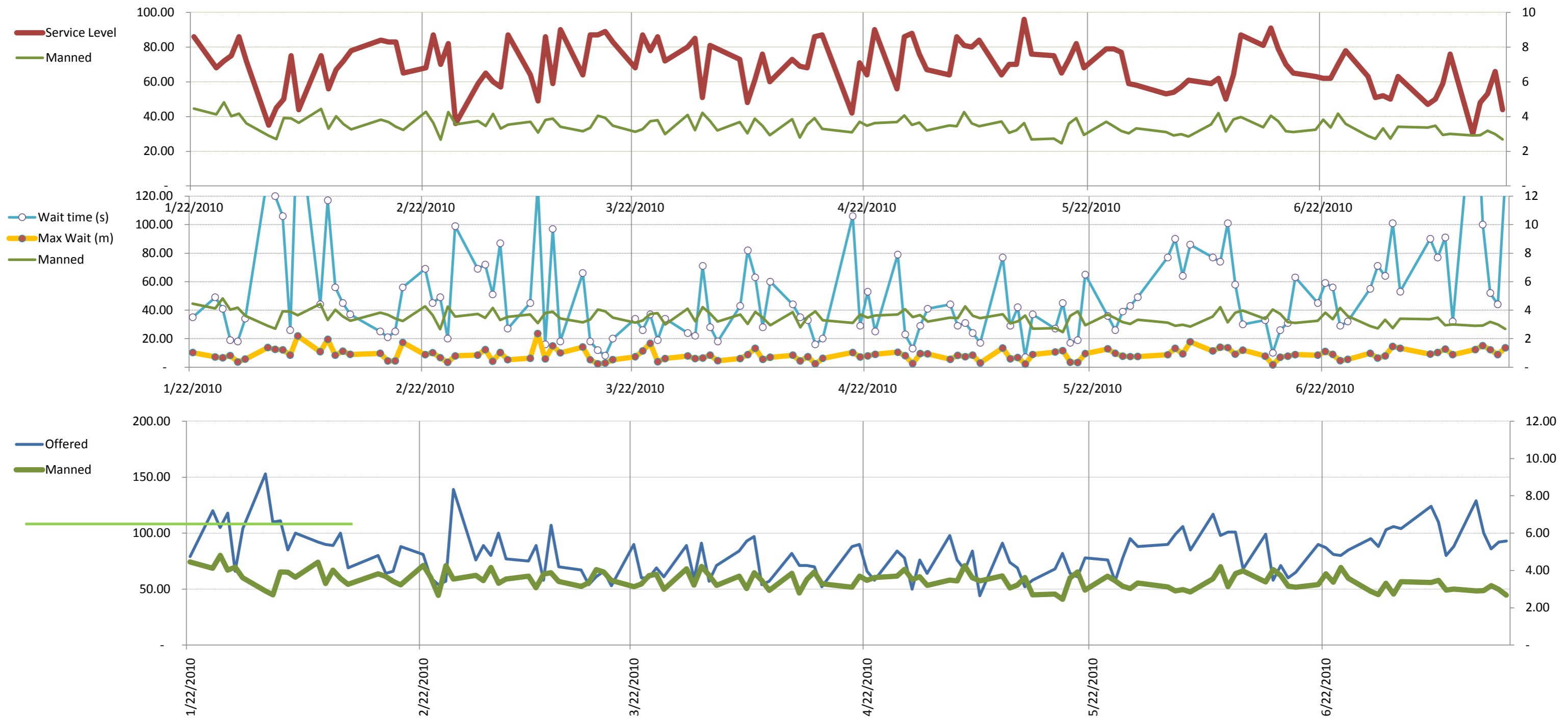
Average 5.8
Avg Gap 2.8



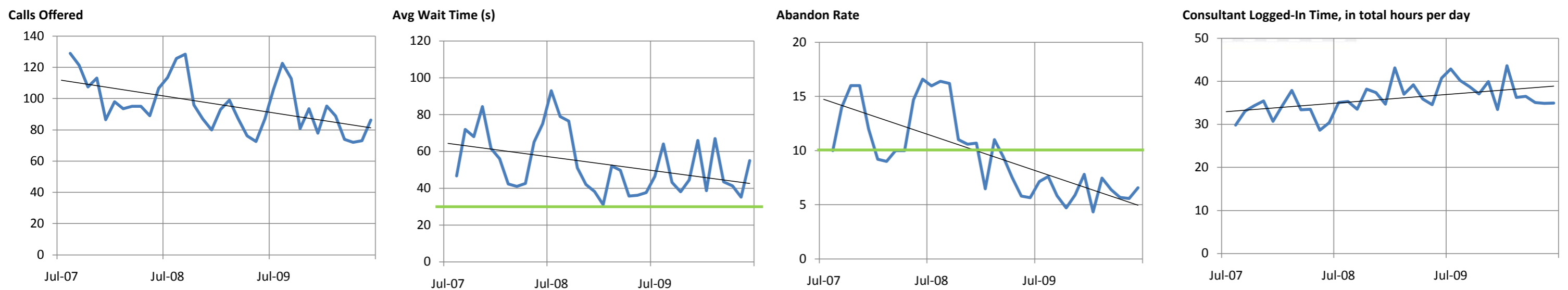
Call Center ACD

Reporting data through 7/16/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

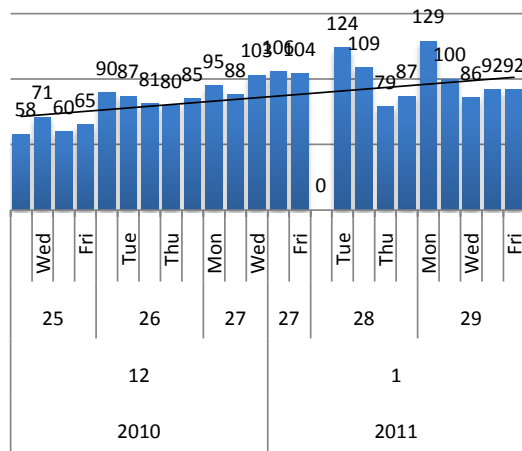
Reporting data through 7/16/2010

Calls Offered

Average Per Day

100

Last week



Average Per Day

	Now	Year Ago
this week	99.8	not available
last 3 months	87.2	not available
last 6 months	82.8	not available

Avg Peak Per Day

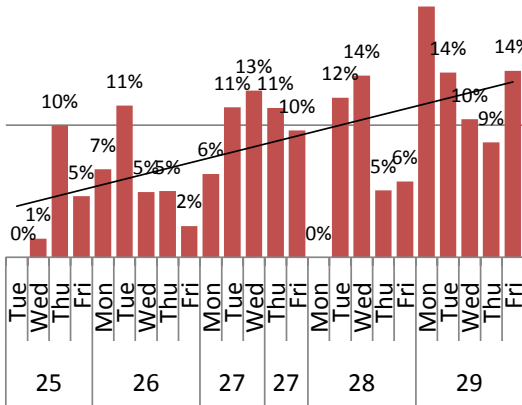
	Now	Year Ago
this week	129	not available
last 3 months	114.67	not available
last 6 months	116.83	not available

Call Handling

Abandon Rate

14

Last week, average
Goal = 10%



Average Per Day

	Now	Year Ago
this week	14%	not available
last 3 months	10%	not available
last 6 months	9%	not available

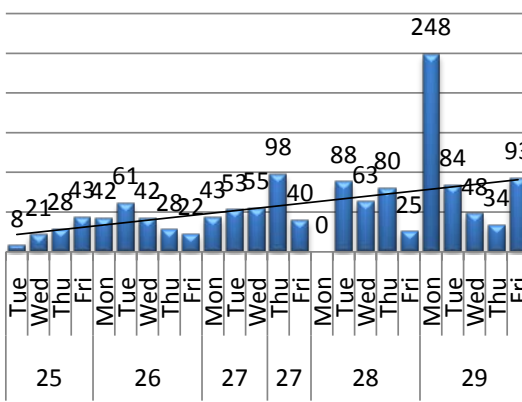
Avg Peak Per Day

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

Wait Time on Hold
80% minimum

101

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	#####	not available
last 3 months	59.97	not available
last 6 months	55.30	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	13.53	not available
last 3 months	9.60	not available
last 6 months	9.21	not available

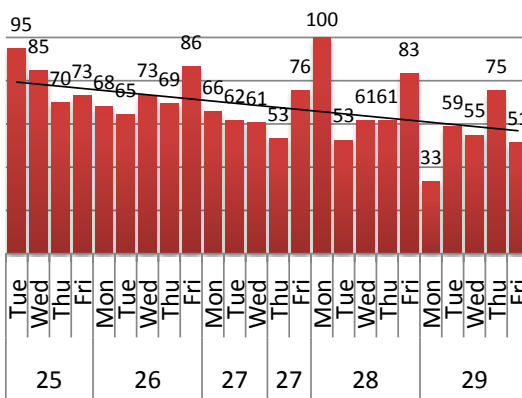
Worst Wait Per Day (m)

	Now	Year Ago
this week	18.03	not available
last 3 months	17.82	not available
last 6 months	23.62	not available

Service Level

55

Last week, average
Goal = 80 percent ?



Avg Service Level / Day

	Now	Year Ago
this week	54.67	not available
last 3 months	64.25	not available
last 6 months	67.32	not available

Actuals vs Goal

Components, Cont.

Reporting data through 7/16/2010

