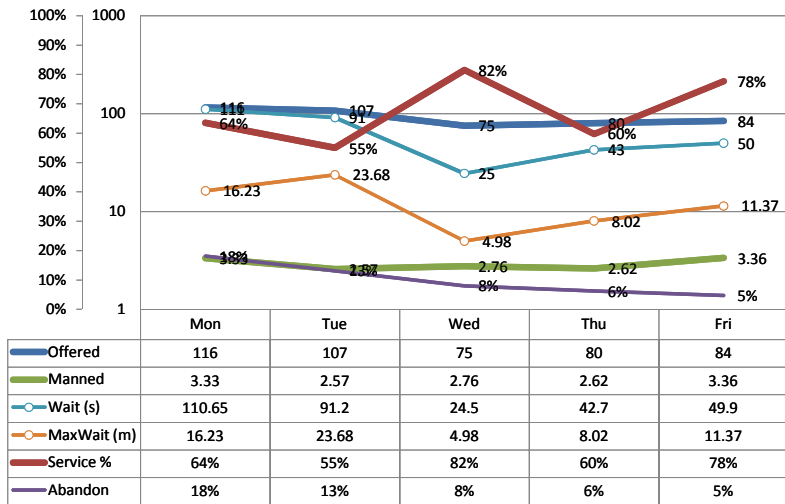


Call Center ACD

Reporting data through 8/27/2010

ACD Last Week



Actuals for Last Week

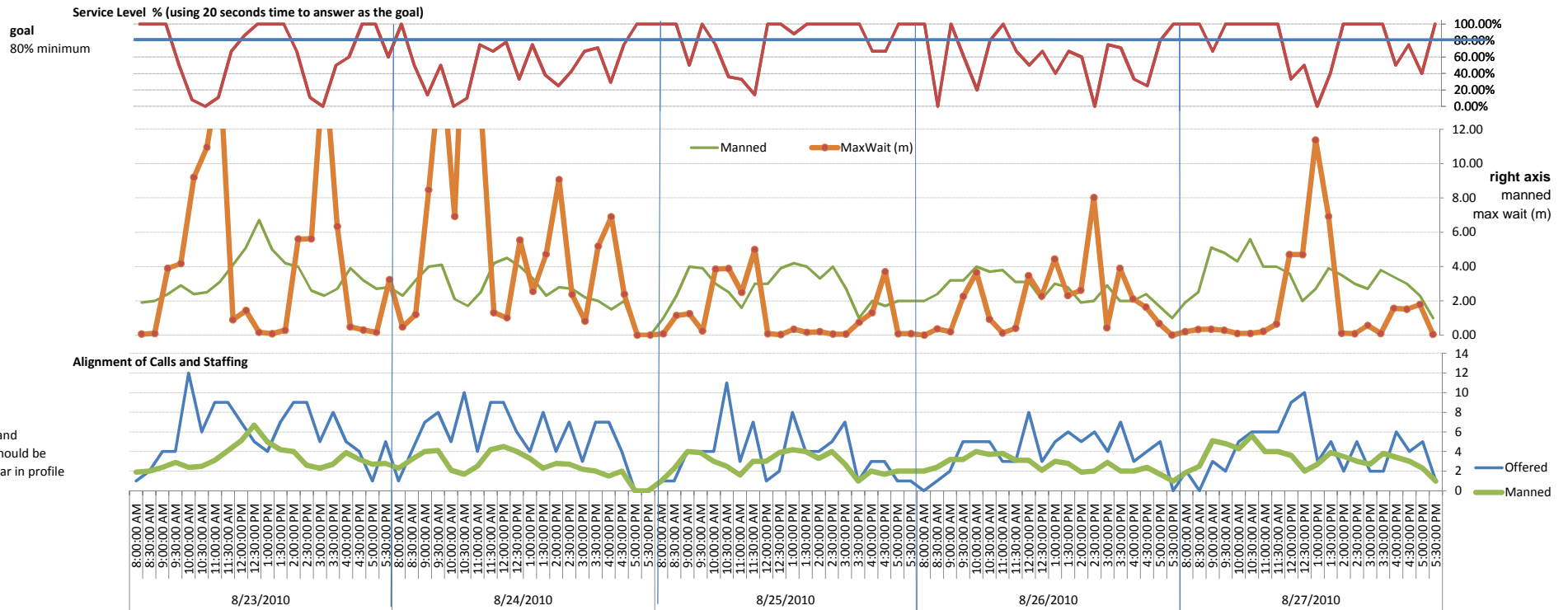
Calls Offered Per Day	Average	92.4
	Peak	116
Service Level % Achieved	Average	67.50
	Lowest	55.00
Agents Manned on the ACD	Average	2.92
	Lowest	2.57
Abandon Rate Per Day	Average	10%
	Peak	18%
Avg Wait Time in seconds	Average	63.79
	Peak	110.65
Maximum Wait in minutes	Average	12.86
	Peak	23.68

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent	Current 31.6	39.7
Service Level % Achieved	Goal 80.0	80.0
	Diff 12.5	25.0
Agents on the Sign Up Sheet	Average 3.8	
	Shortfall 0.9	
Abandon Rate Per Day	Goal 10%	10%
	Diff 0%	-8%
Wait Time in seconds	Goal 30	30
	Diff (33.8)	(80.7)
Maximum Wait in minutes	Goal 5	5
	Diff (7.9)	(18.7)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 41%

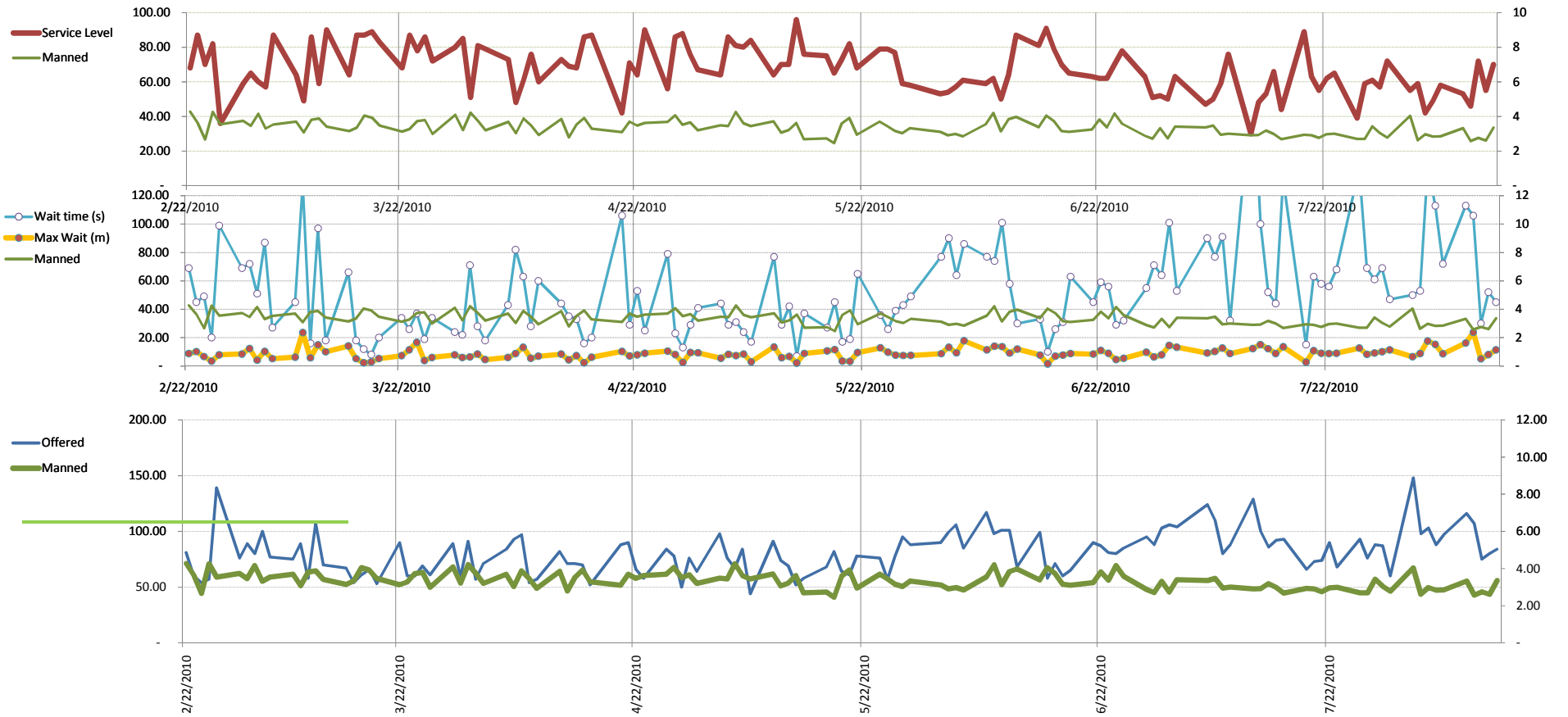
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 5.8
 Avg Gap 2.8



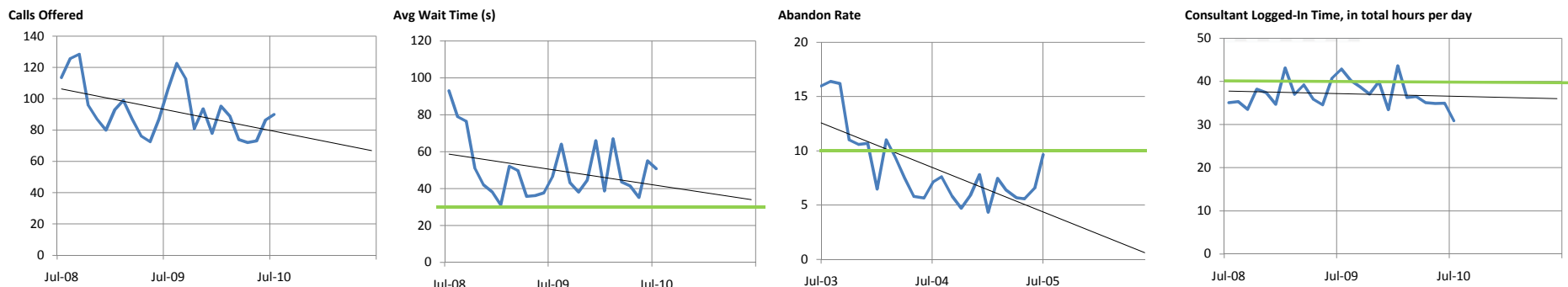
Call Center ACD

Reporting data through 8/27/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

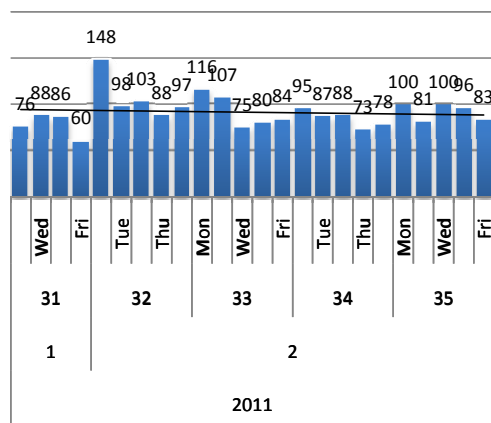
Reporting data through 8/27/2010

Calls Offered

Average Per Day

92

Last week



Average Per Day	Now	Year Ago
this week	92.4	not available
last 3 months	92.3	not available
last 6 months	82.7	not available

Avg Peak Per Day	Now	Year Ago
this week	116	not available
last 3 months	131.33	not available
last 6 months	116	not available

Call Handling

Abandon Rate

10

Last week, average
Goal = 10%



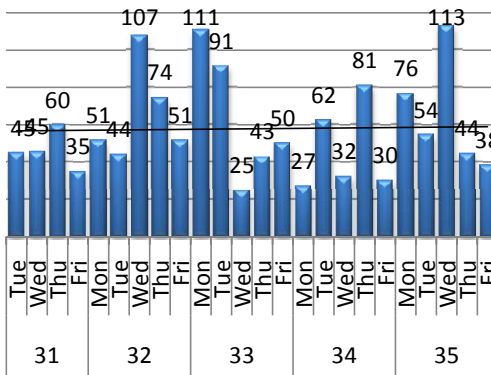
Average Per Day	Now	Year Ago
this week	10%	not available
last 3 months	11%	not available
last 6 months	9%	not available

Avg Peak Per Day	Now	Year Ago
this week	18%	not available
last 3 months	24%	not available
last 6 months	24%	not available

Wait Time on Hold
80% minimum

64

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	63.79	not available
last 3 months	70.20	not available
last 6 months	55.10	not available

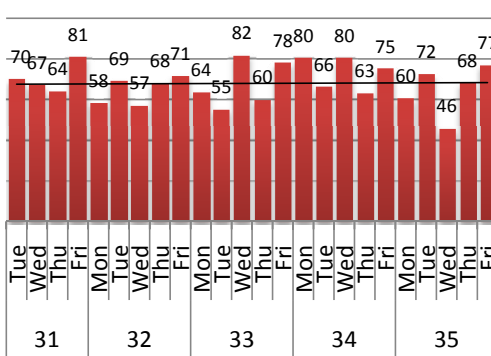
Avg Max Wait / Day (m)	Now	Year Ago
this week	12.86	not available
last 3 months	10.66	not available
last 6 months	9.26	not available

Worst Wait Per Day (m)	Now	Year Ago
this week	23.68	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level

68

Last week, average
Goal = 80 percent ?



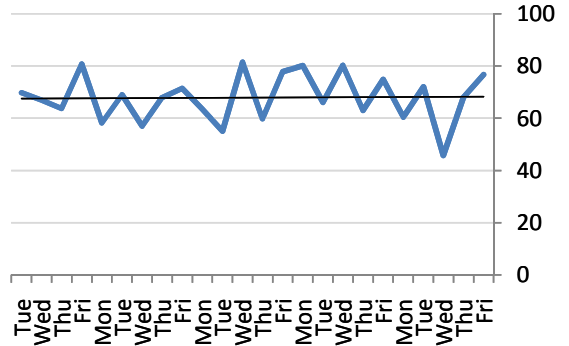
Avg Service Level / Day	Now	Year Ago
this week	67.50	not available
last 3 months	59.54	not available
last 6 months	66.33	not available

Actuals vs Goal

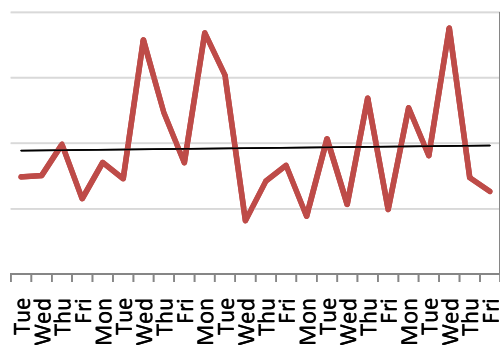
Reporting data through 8/27/2010

Components

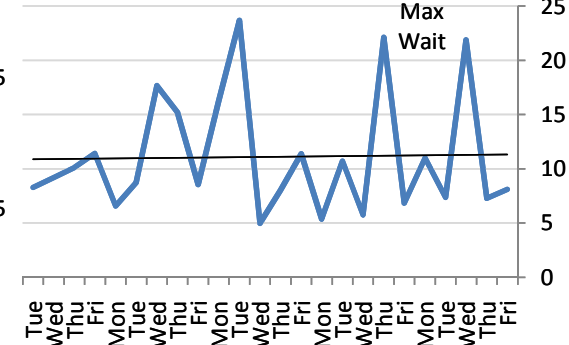
Service Level %



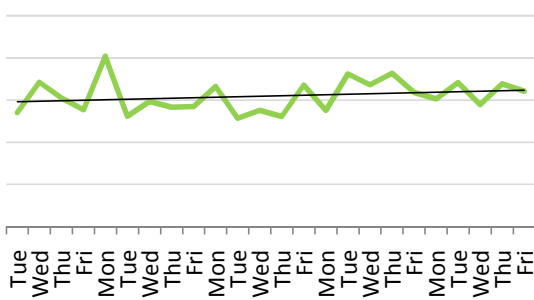
Average Wait, in Minutes



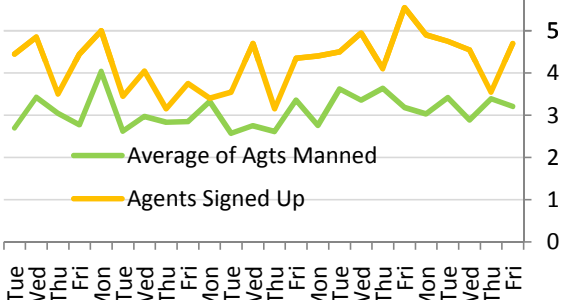
Maximum Wait, in Minutes



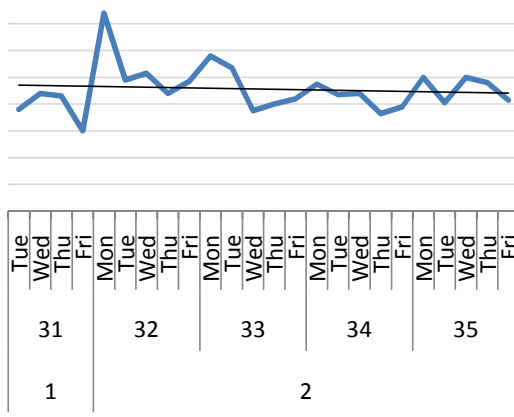
Avg Agents Manned



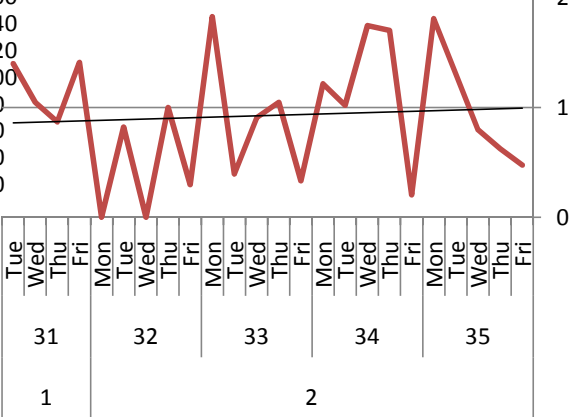
Avg Agents Manned vs Signed Up



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

Actuals vs Goal

Components, Cont.

Reporting data through 8/27/2010

