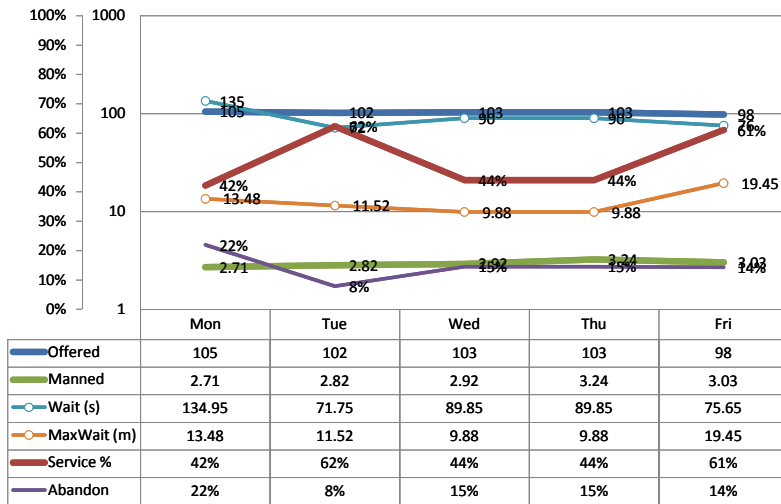


Call Center ACD

Reporting data through 9/3/2010

ACD Last Week



Actuals for Last Week

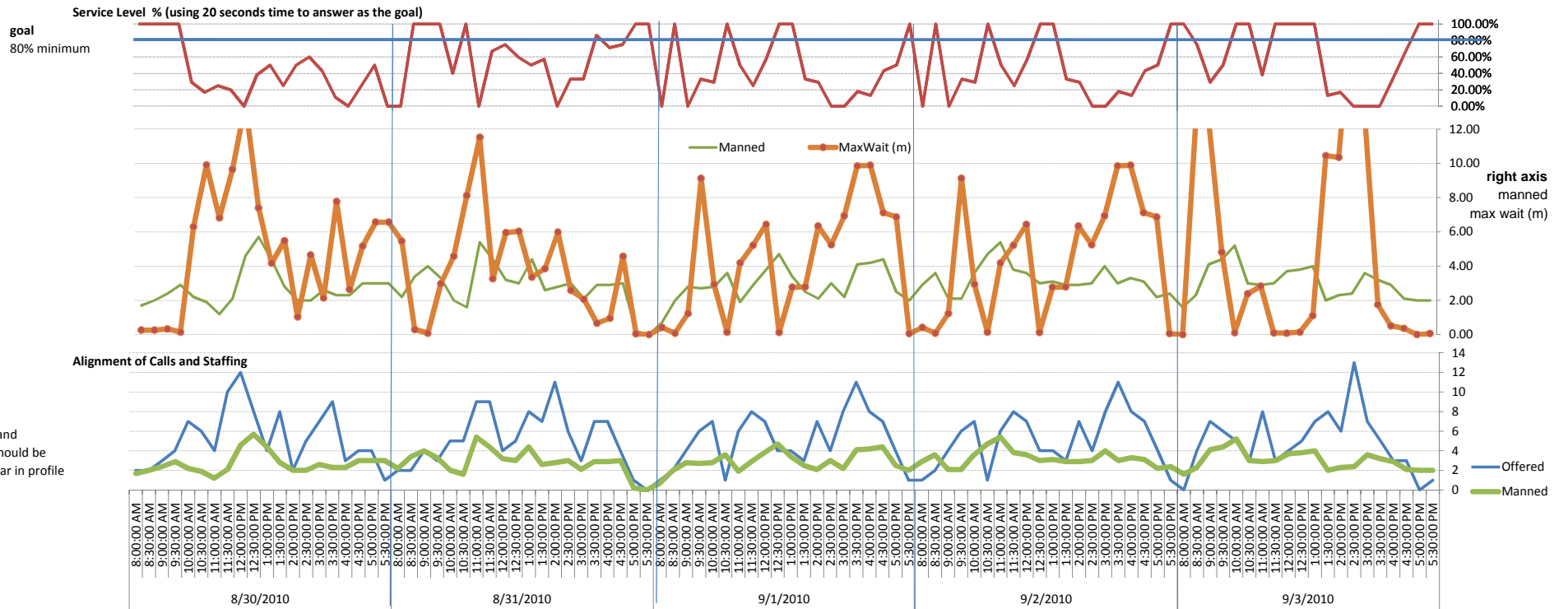
Calls Offered Per Day		
Average	102.2	
Peak	105	
Service Level % Achieved		
Average	50.72	
Lowest	42.15	
Agents Manned on the ACD		
Average	2.94	
Lowest	2.705	
Abandon Rate Per Day		
Average	15%	
Peak	22%	
Avg Wait Time in seconds		
Average	92.41	
Peak	134.95	
Maximum Wait in minutes		
Average	12.84	
Peak	19.45	

Actuals vs Goal

	Average	Peak
Calls Offered Per Manned Agent		
Current	34.8	35.7
Service Level % Achieved		
Goal	80.0	80.0
Diff	29.3	37.9
Agents on the Sign Up Sheet		
Average	4.3	
Shortfall	1.4	
Abandon Rate Per Day		
Goal	10%	10%
Diff	-5%	-12%
Wait Time in seconds		
Goal	30	30
Diff	(62.4)	(105.0)
Maximum Wait in minutes		
Goal	5	5
Diff	(7.8)	(14.5)
	Average	Peak

Average % of Half-Hour Periods where Service Level meets Goal 30%

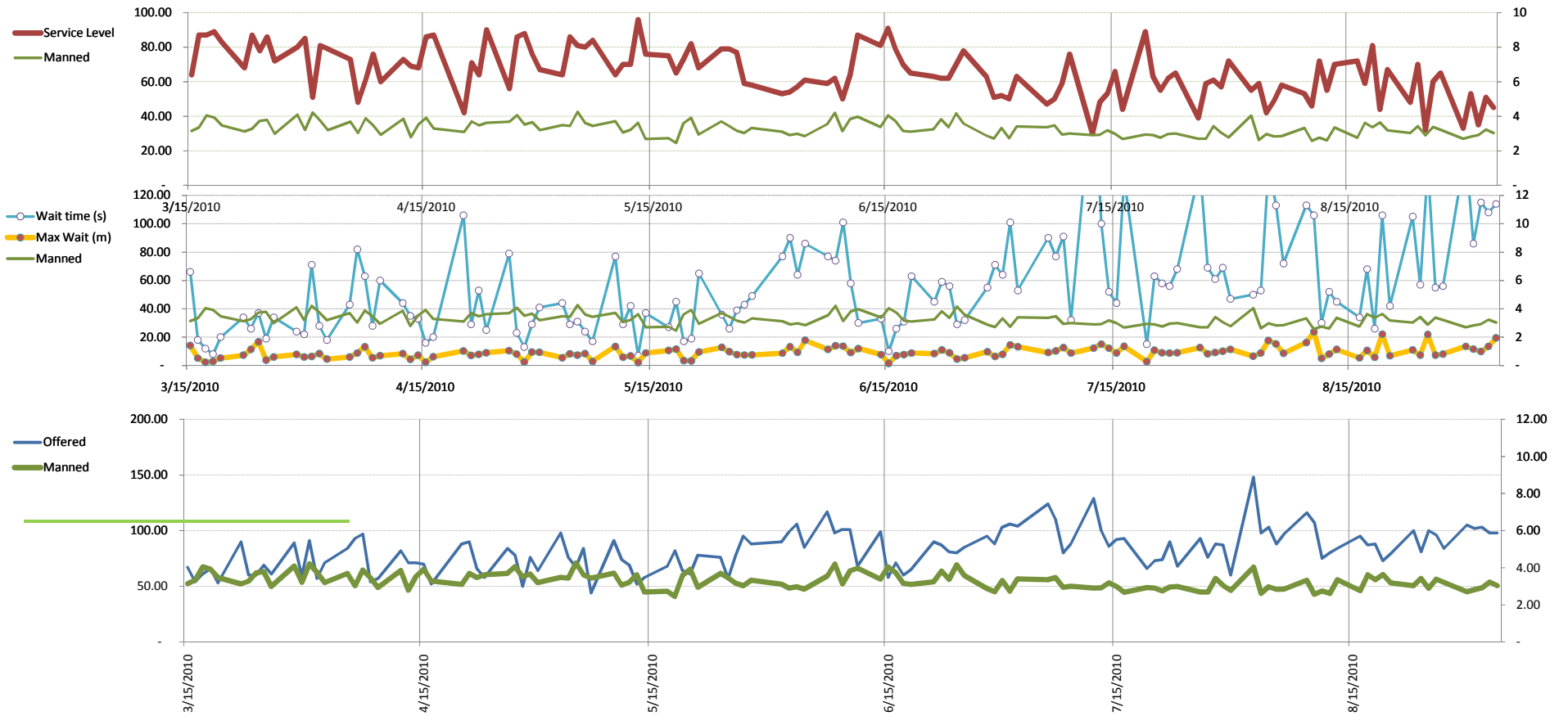
ACD Forecast of Agents Needed for 100% Service Level at all times
 Average 5.8
 Avg Gap 2.8



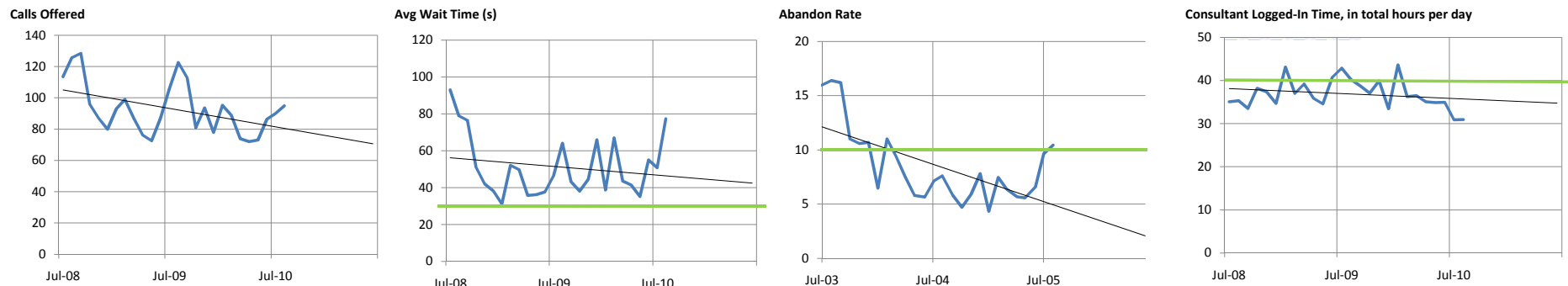
Call Center ACD

Reporting data through 9/3/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

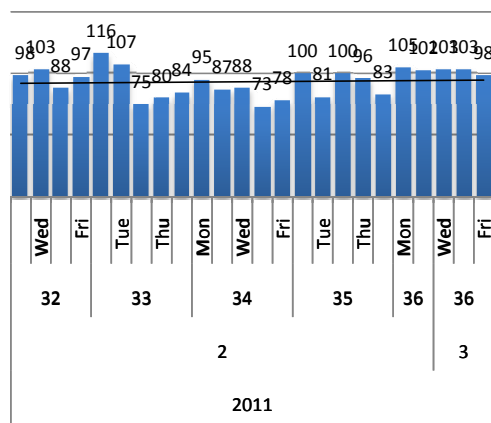
Reporting data through 9/3/2010

Calls Offered

Average Per Day

102

Last week



Average Per Day	Now	Year Ago
this week	102.2	not available
last 3 months	94.8	not available
last 6 months	86.2	not available

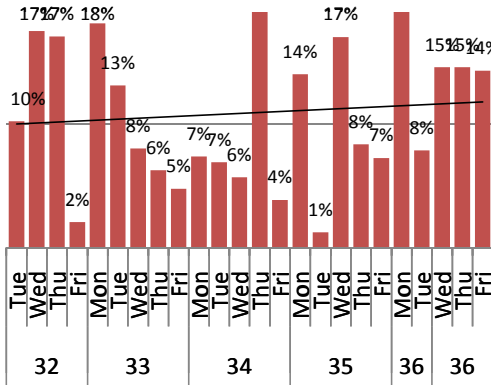
Avg Peak Per Day	Now	Year Ago
this week	105	not available
last 3 months	126.67	not available
last 6 months	115.33	not available

Call Handling

Abandon Rate

15

Last week, average
Goal = 10%



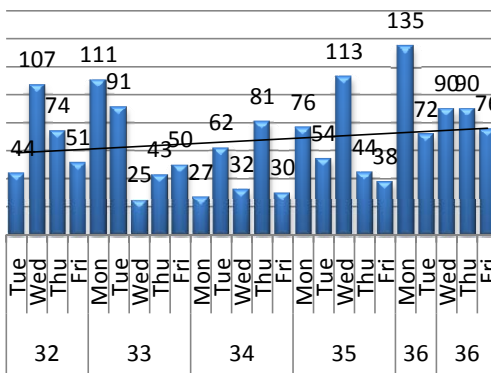
Average Per Day	Now	Year Ago
this week	15%	not available
last 3 months	12%	not available
last 6 months	10%	not available

Avg Peak Per Day	Now	Year Ago
this week	22%	not available
last 3 months	24%	not available
last 6 months	24%	not available

Wait Time on Hold
80% minimum

92

Last week, average
Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	92.41	not available
last 3 months	88.96	not available
last 6 months	66.55	not available

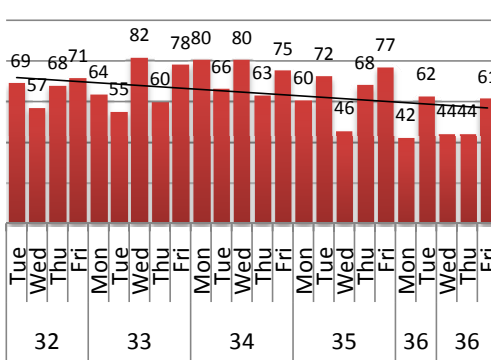
Avg Max Wait / Day (m)	Now	Year Ago
this week	12.84	not available
last 3 months	12.11	not available
last 6 months	10.11	not available

Worst Wait Per Day (m)	Now	Year Ago
this week	19.45	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level

51

Last week, average
Goal = 80 percent ?



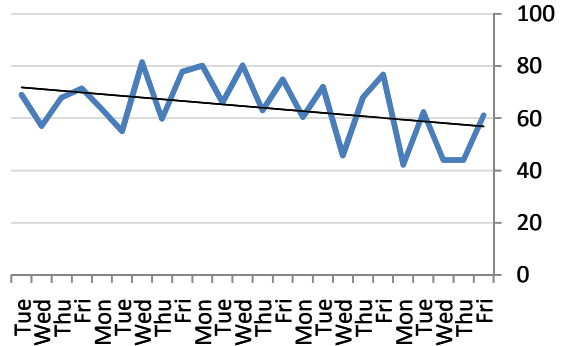
Avg Service Level / Day	Now	Year Ago
this week	50.72	not available
last 3 months	52.56	not available
last 6 months	61.44	not available

Actuals vs Goal

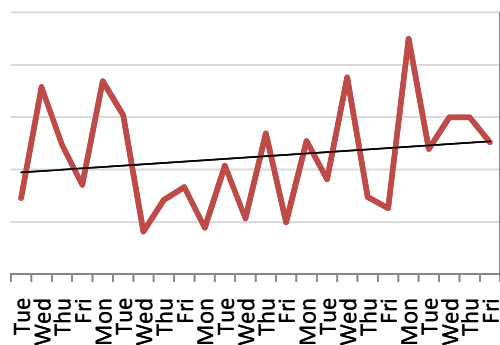
Reporting data through 9/3/2010

Components

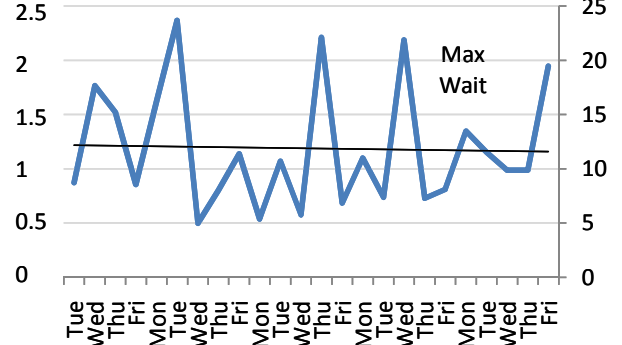
Service Level %



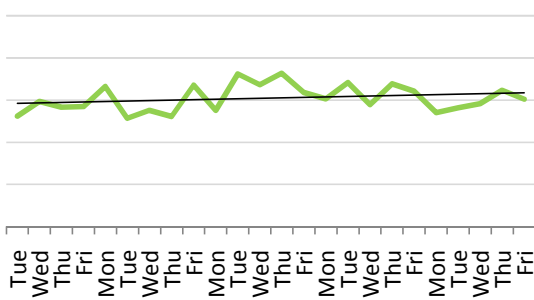
Average Wait, in Minutes



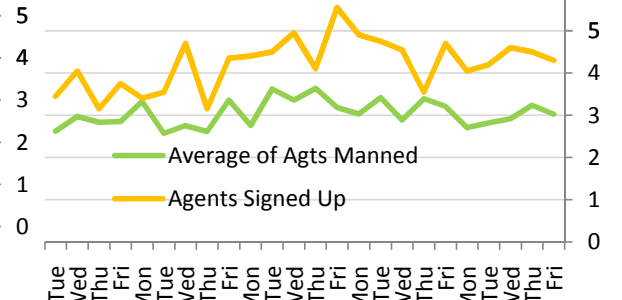
Maximum Wait, in Minutes



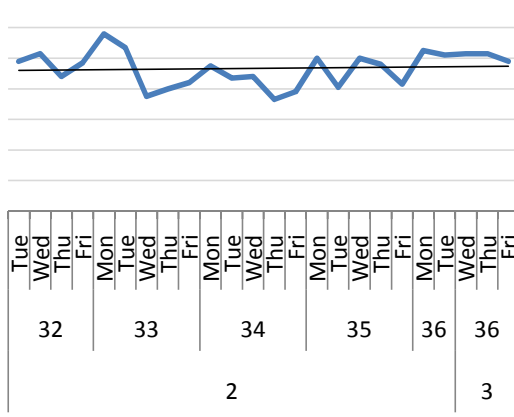
Avg Agents Manned



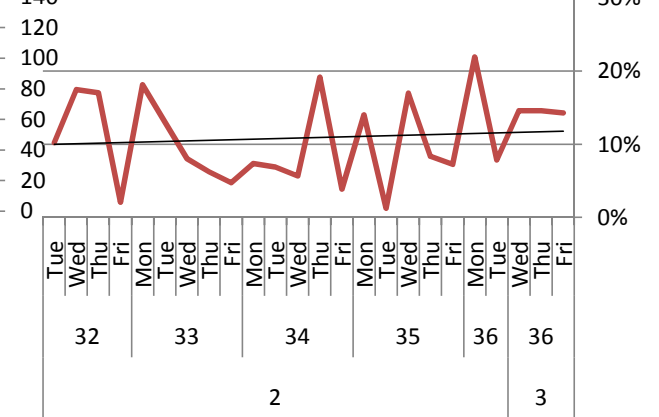
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 9/3/2010

