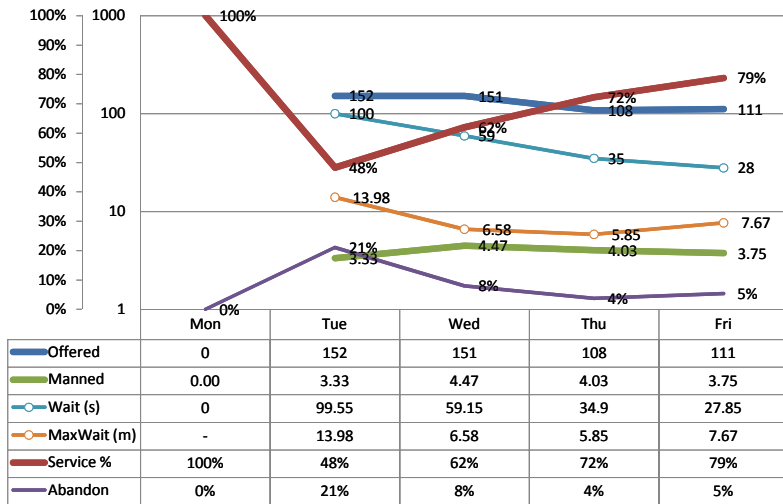


# Call Center ACD

Reporting data through 9/10/2010

## ACD Last Week



## Actuals for Last Week

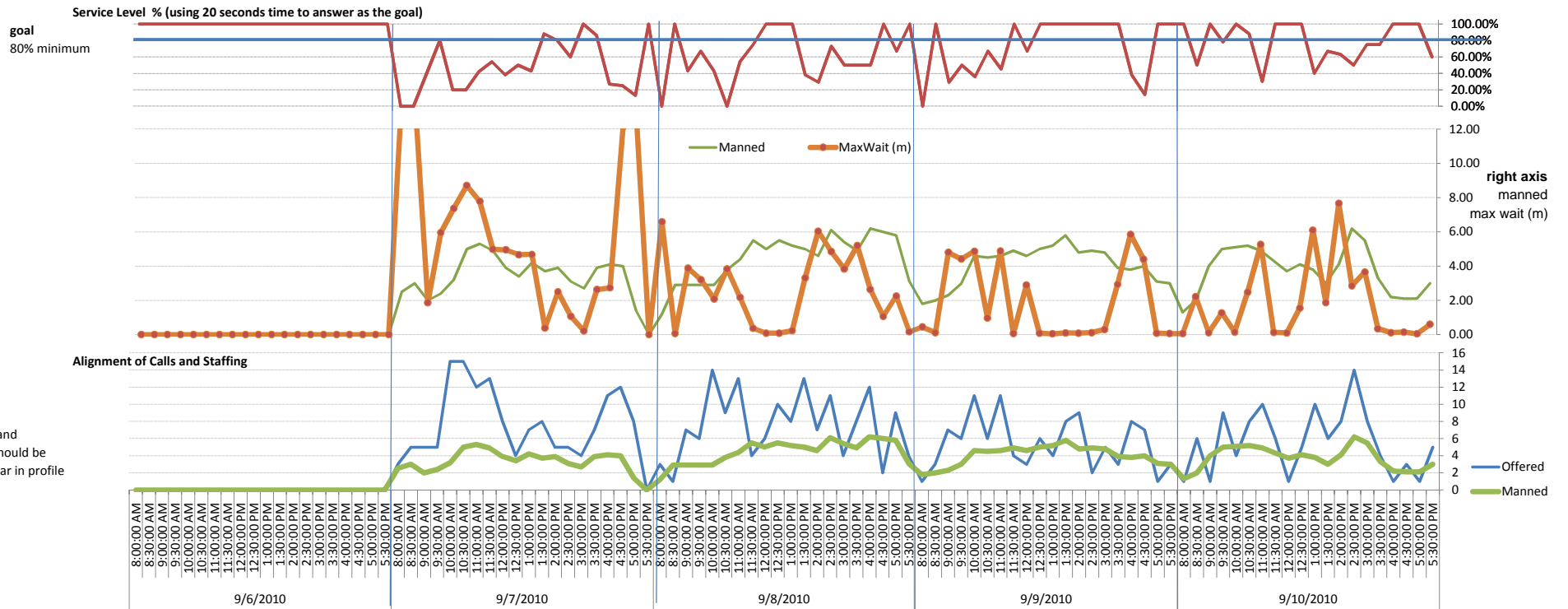
<b>Calls Offered Per Day</b>	Average	104.4
	Peak	152
<b>Service Level % Achieved</b>	Average	72.27
	Lowest	48.30
<b>Agents Manned on the ACD</b>	Average	3.11
	Lowest	0
<b>Abandon Rate Per Day</b>	Average	10%
	Peak	21%
<b>Avg Wait Time in seconds</b>	Average	44.29
	Peak	99.55
<b>Maximum Wait in minutes</b>	Average	6.82
	Peak	13.98

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>	Current 33.5	48.8
<b>Service Level % Achieved</b>	Goal 80.0	80.0
	Diff 7.7	31.7
<b>Agents on the Sign Up Sheet</b>	Average 3.8	
	Shortfall 0.7	
<b>Abandon Rate Per Day</b>	Goal 10%	10%
	Diff 0%	-11%
<b>Wait Time in seconds</b>	Goal 30	30
	Diff (14.3)	(69.6)
<b>Maximum Wait in minutes</b>	Goal 5	5
	Diff (1.8)	(9.0)
	Average	Peak

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

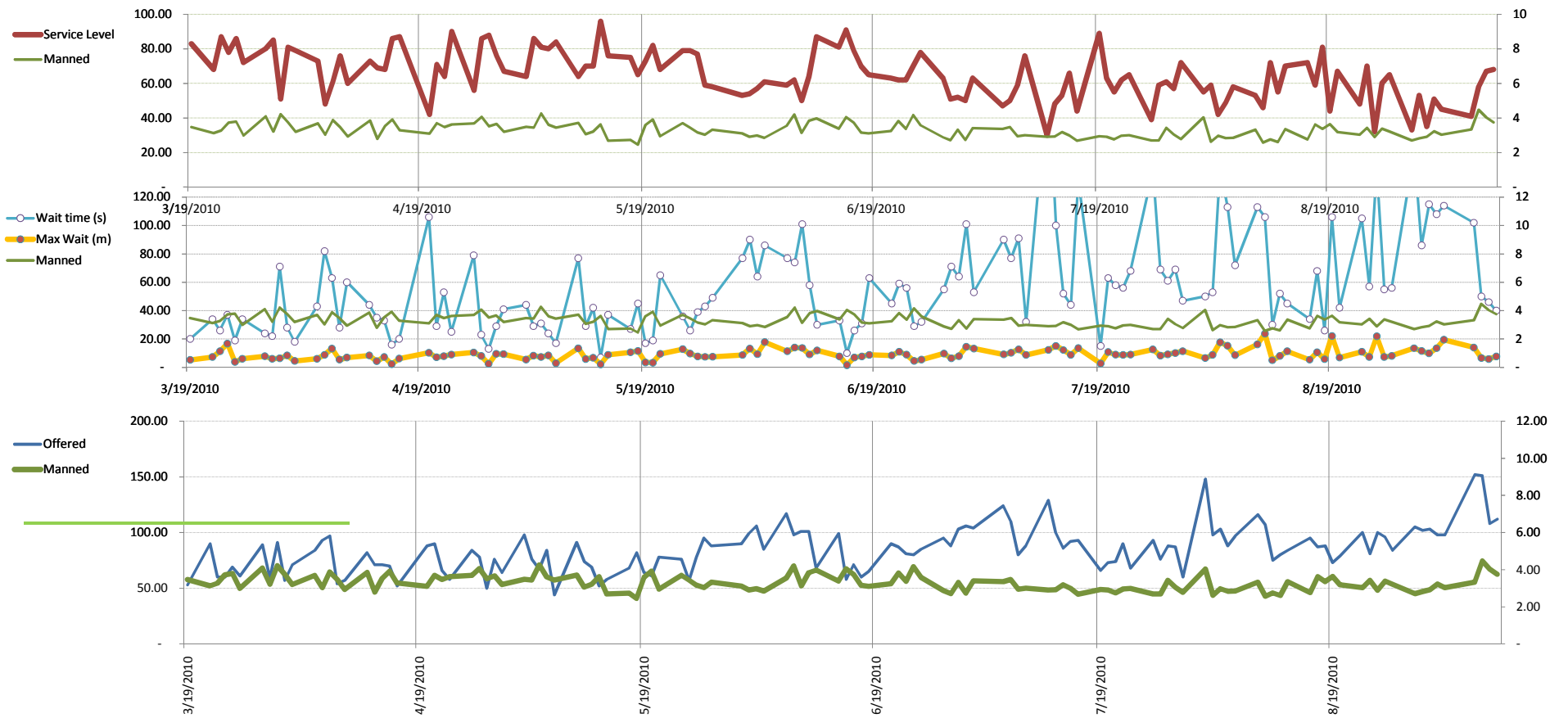
**ACD Forecast of Agents Needed for 100% Service Level at all times**  
Average 5.8  
Avg Gap 2.6



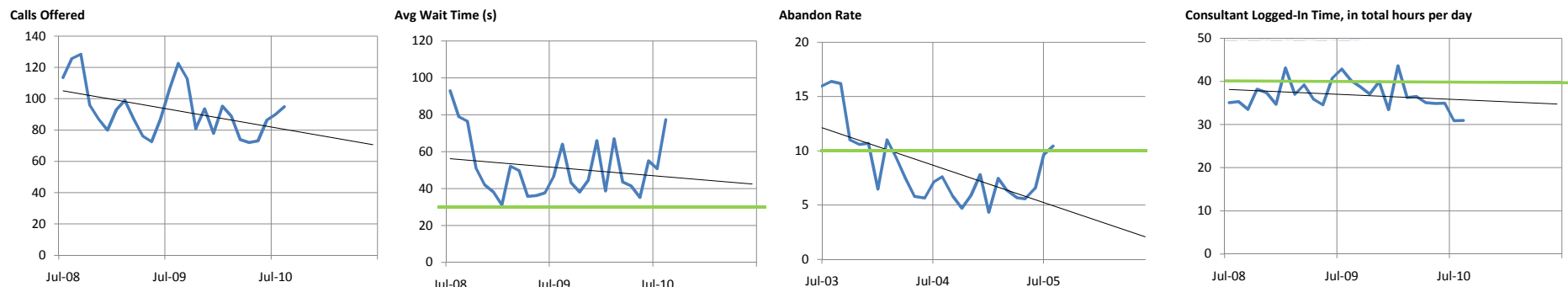
# Call Center ACD

Reporting data through 9/10/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

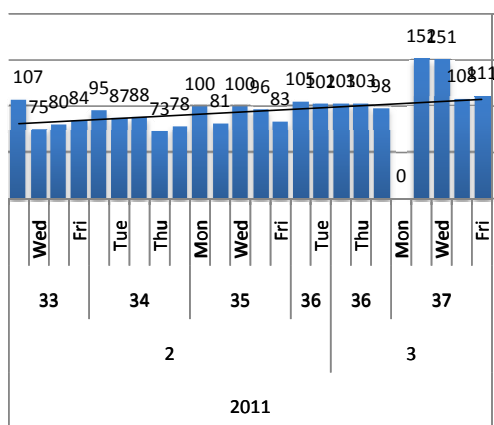
Reporting data through 9/10/2010

## Calls Offered

Average Per Day

104

Last week



Average Per Day

	Now	Year Ago
this week	104.4	not available
last 3 months	100.7	not available
last 6 months	89.1	not available

Avg Peak Per Day

	Now	Year Ago
this week	152	not available
last 3 months	143	not available
last 6 months	123.5	not available

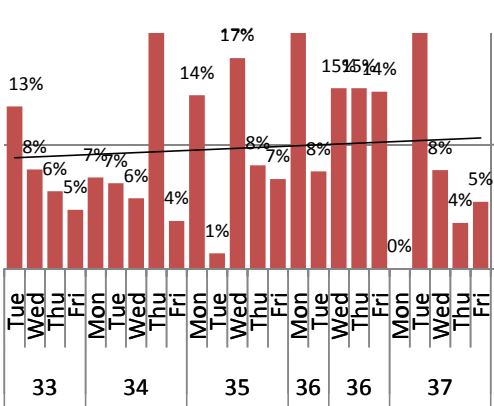
## Call Handling

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	10%	not available

Avg Peak Per Day

	Now	Year Ago
this week	21%	not available
last 3 months	24%	not available
last 6 months	24%	not available

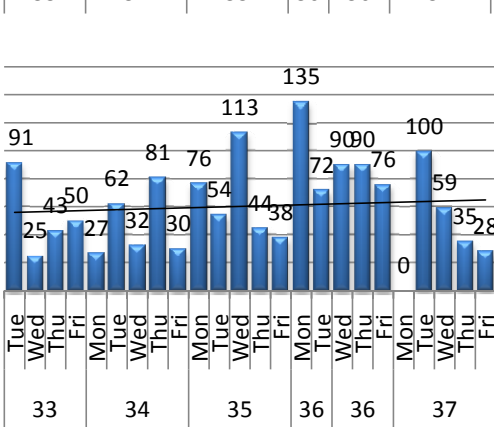
Wait Time on Hold

80% minimum

44

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	44.29	not available
last 3 months	78.90	not available
last 6 months	61.52	not available

Avg Max Wait / Day (m)

	Now	Year Ago
this week	6.82	not available
last 3 months	11.02	not available
last 6 months	9.57	not available

Worst Wait Per Day (m)

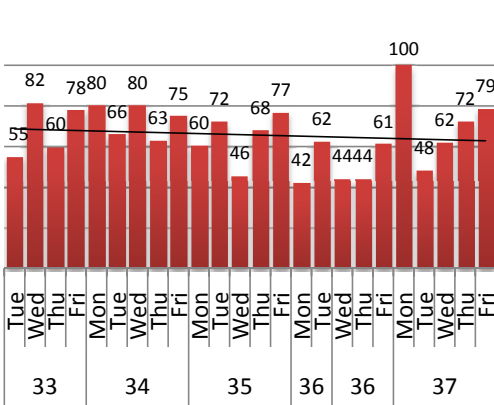
	Now	Year Ago
this week	13.98	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level

72

Last week, average

Goal = 80 percent ?



Avg Service Level / Day

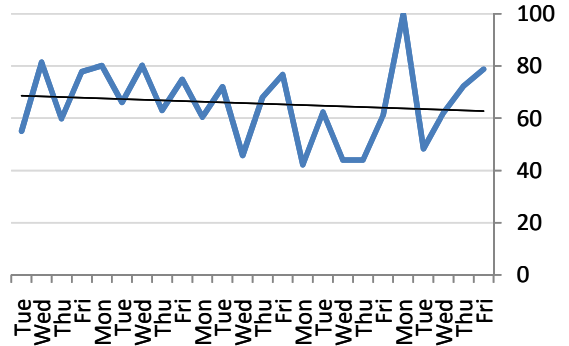
	Now	Year Ago
this week	72.27	not available
last 3 months	55.39	not available
last 6 months	62.85	not available

# Actuals vs Goal

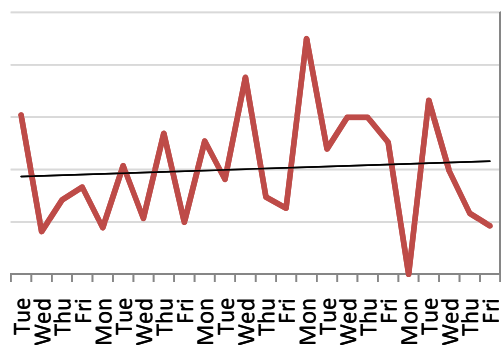
Reporting data through 9/10/2010

## Components

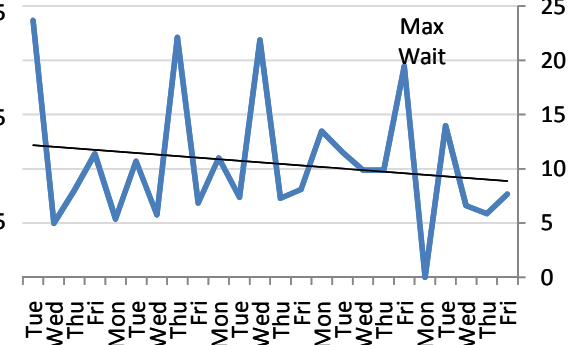
Service Level %



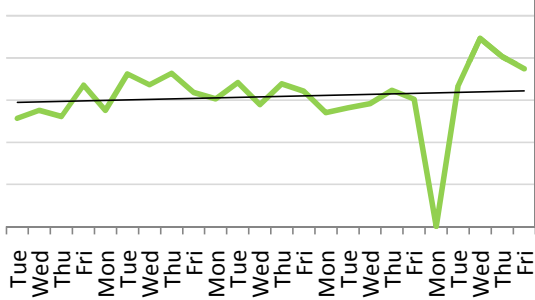
Average Wait, in Minutes



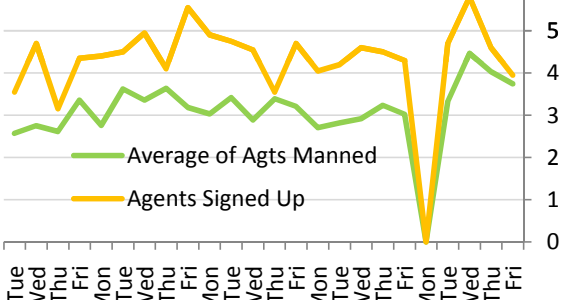
Maximum Wait, in Minutes



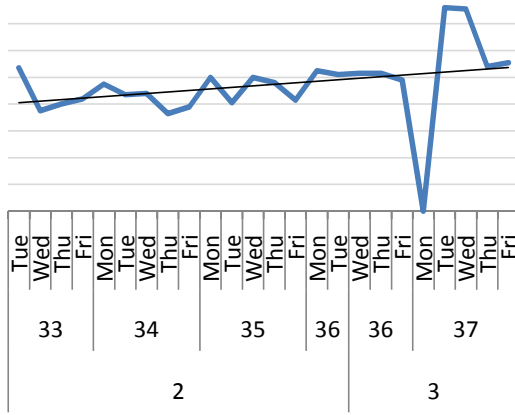
Avg Agents Manned



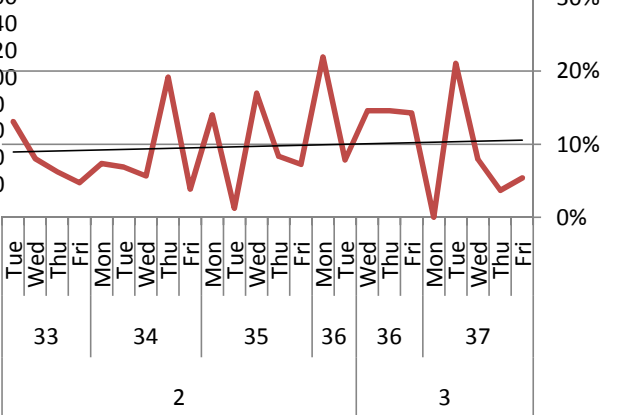
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 9/10/2010

