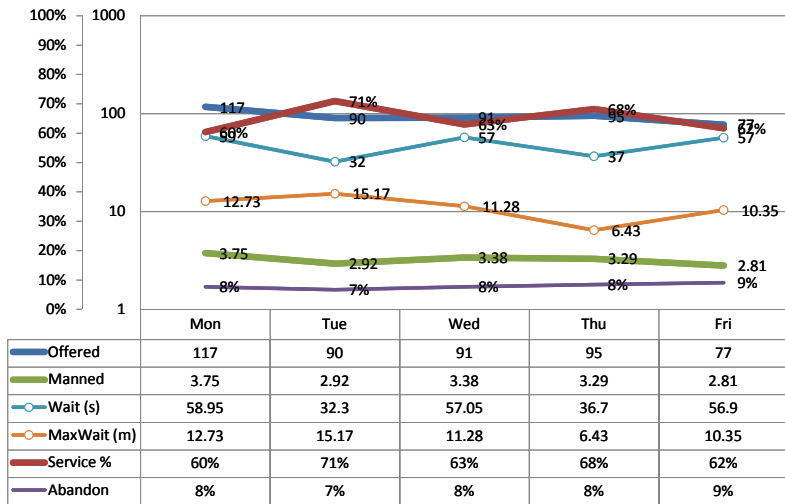


Call Center ACD

Reporting data through 9/17/2010

ACD Last Week



Actuals for Last Week

Calls Offered Per Day

Average 94
Peak 117

Service Level % Achieved

Average 64.85
Lowest 60.40

Agents Manned on the ACD

Average 3.23
Lowest 2.805

Abandon Rate Per Day

Average 8%
Peak 9%

Avg Wait Time in seconds

Average 48.38
Peak 58.95

Maximum Wait in minutes

Average 11.19
Peak 15.17

Actuals vs Goal

Average Peak

Calls Offered Per Manned Agent

Current 29.1 36.3

Service Level % Achieved

Goal 80.0 80.0
Diff 15.2 19.6

Agents on the Sign Up Sheet

Average 4.1
Shortfall 0.8

Abandon Rate Per Day

Goal 10% 10%
Diff 2% 1%

Wait Time in seconds

Goal 30 30
Diff (18.4) (29.0)

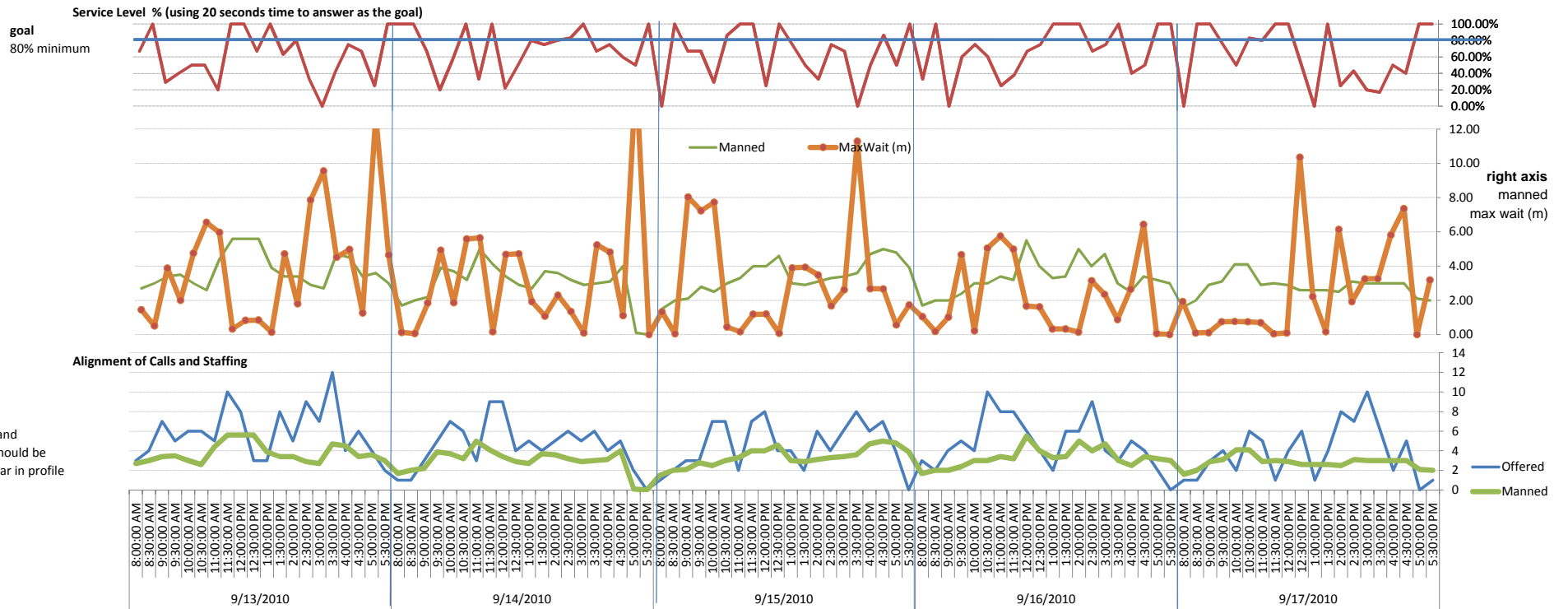
Maximum Wait in minutes

Goal 5 5
Diff (6.2) (10.2)

Average Peak

Average % of Half-Hour Periods where Service Level meets Goal 34%

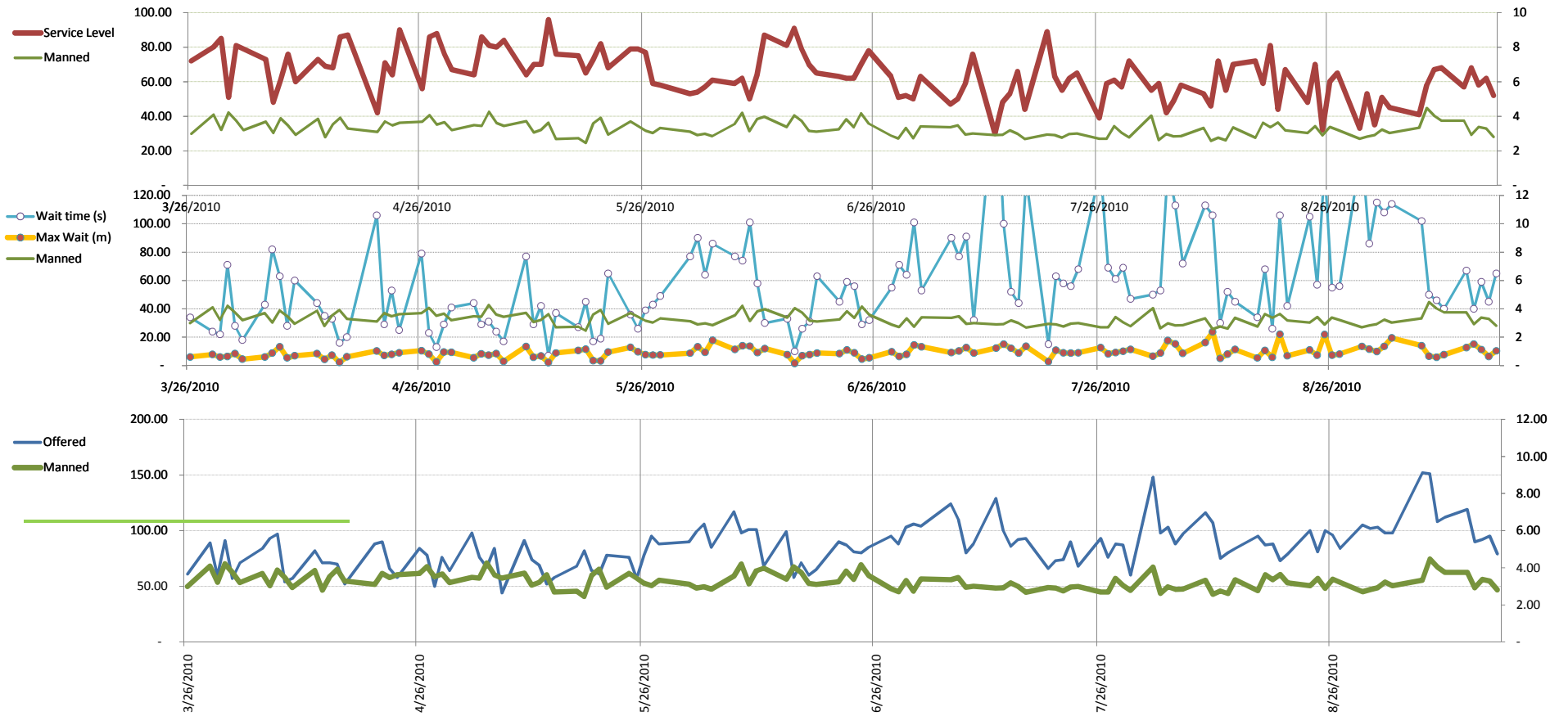
ACD Forecast of Agents Needed for 100% Service Level at all times
Average 5.8
Avg Gap 2.5



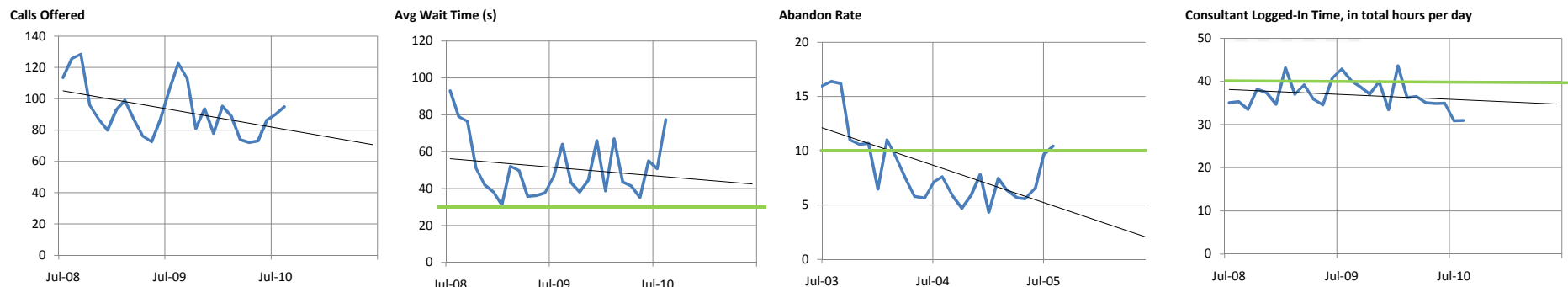
Call Center ACD

Reporting data through 9/17/2010

Daily Detail over Several Months



Monthly Detail over Several Years



Actuals vs Goal

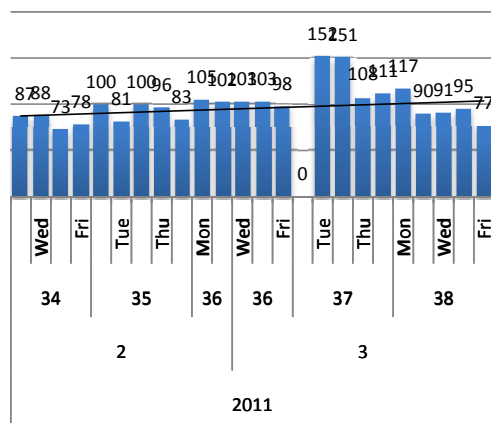
Reporting data through 9/17/2010

Calls Offered

Average Per Day

94

Last week



Average Per Day	Now	Year Ago
this week	94.0	not available
last 3 months	97.6	not available
last 6 months	87.6	not available

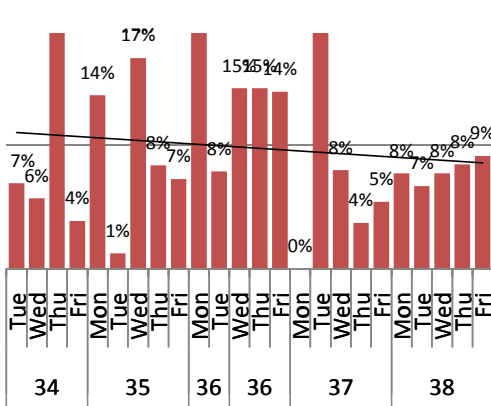
Avg Peak Per Day	Now	Year Ago
this week	117	not available
last 3 months	143	not available
last 6 months	123.5	not available

Call Handling

Abandon Rate

8

Last week, average
Goal = 10%

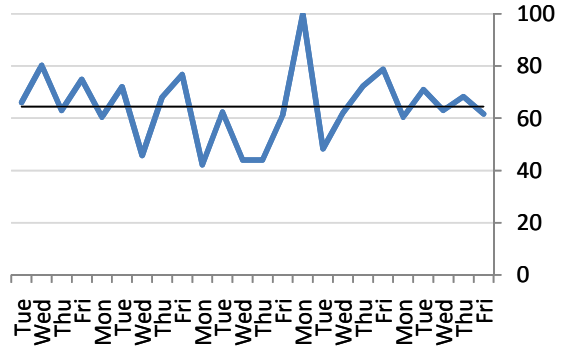


Actuals vs Goal

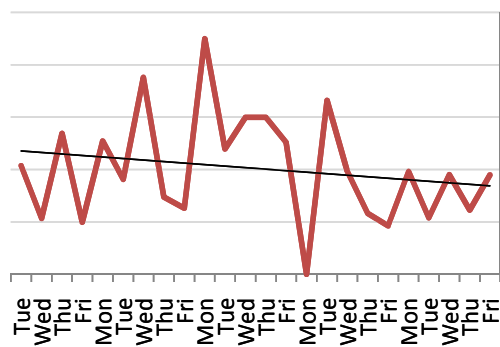
Reporting data through 9/17/2010

Components

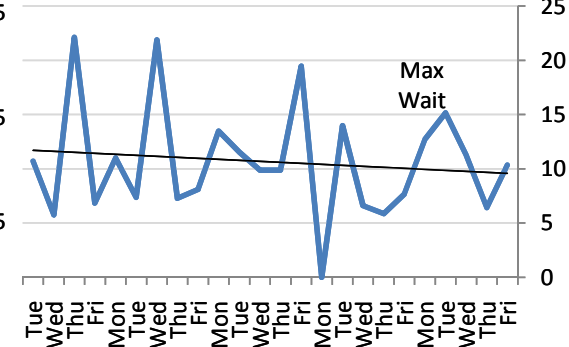
Service Level %



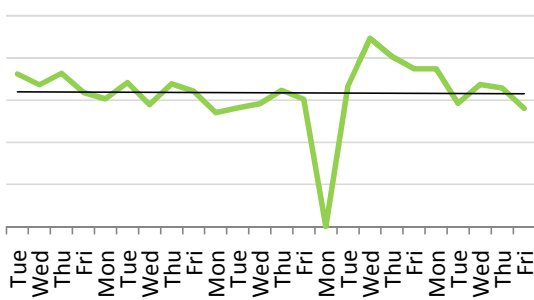
Average Wait, in Minutes



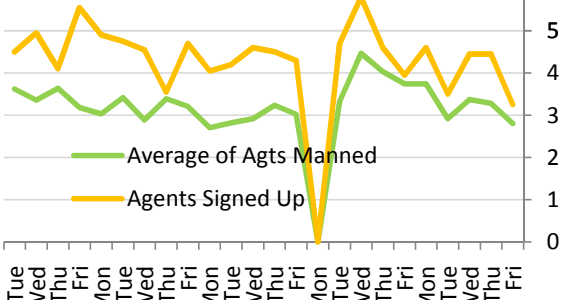
Maximum Wait, in Minutes



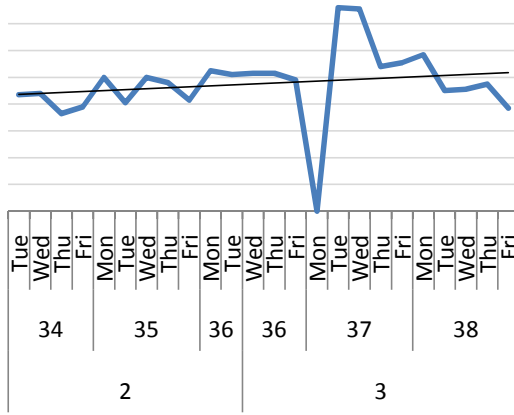
Avg Agents Manned



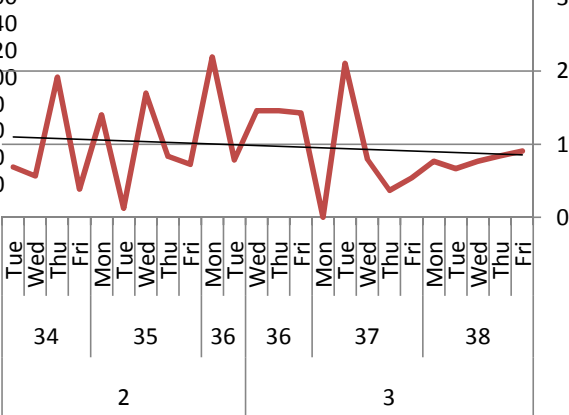
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week
Week of year
Fiscal month

Actuals vs Goal

Components, Cont.

Reporting data through 9/17/2010

