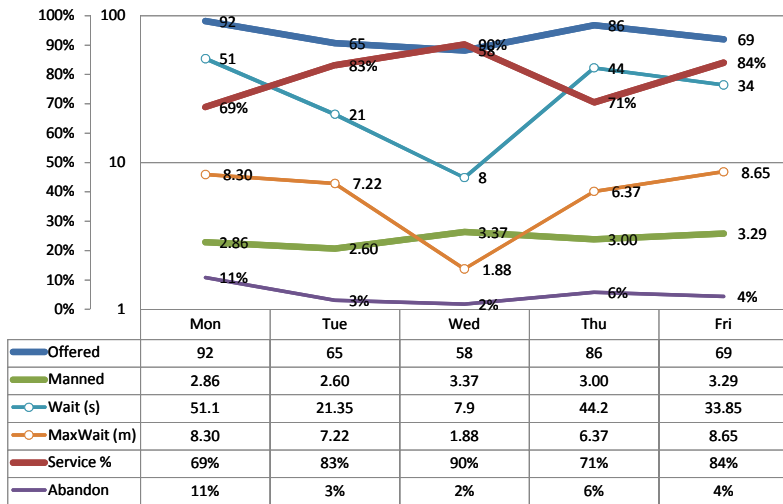


# Call Center ACD

Reporting data through 10/29/2010

## ACD Last Week



## Actuals for Last Week

<b>Calls Offered Per Day</b>	
Average	74
Peak	92
<b>Service Level % Achieved</b>	
Average	79.35
Lowest	68.85
<b>Agents Manned on the ACD</b>	
Average	3.02
Lowest	2.595
<b>Abandon Rate Per Day</b>	
Average	5%
Peak	11%
<b>Avg Wait Time in seconds</b>	
Average	31.68
Peak	51.10
<b>Maximum Wait in minutes</b>	
Average	6.48
Peak	8.65

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>		
Current	24.5	30.5
<b>Service Level % Achieved</b>		
Goal	80.0	80.0
Diff	0.7	11.2
<b>Agents on the Sign Up Sheet</b>		
Average	4.6	
Shortfall	1.5	
<b>Abandon Rate Per Day</b>		
Goal	10%	10%
Diff	5%	-1%
<b>Wait Time in seconds</b>		
Goal	30	30
Diff	(1.7)	(21.1)
<b>Maximum Wait in minutes</b>		
Goal	5	5
Diff	(1.5)	(3.7)
	Average	Peak

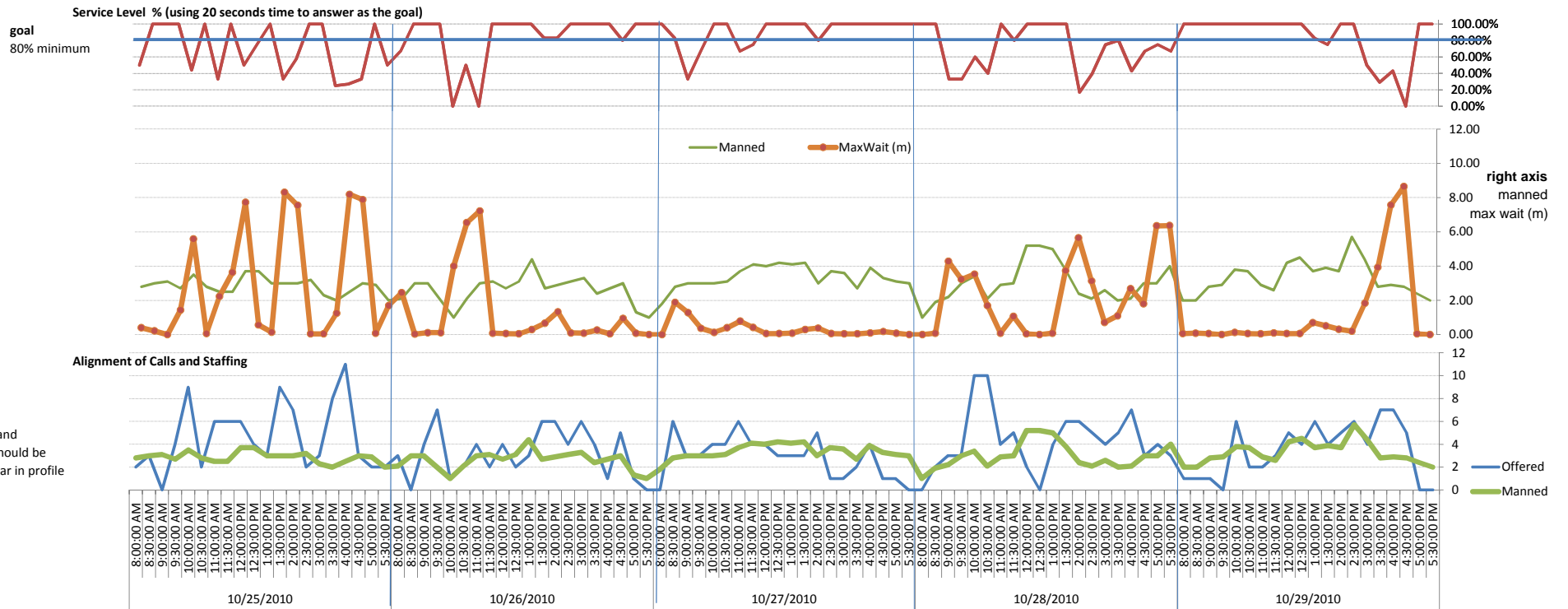
Average % of Half-Hour Periods where Service Level meets Goal

61%

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

Average 5.8

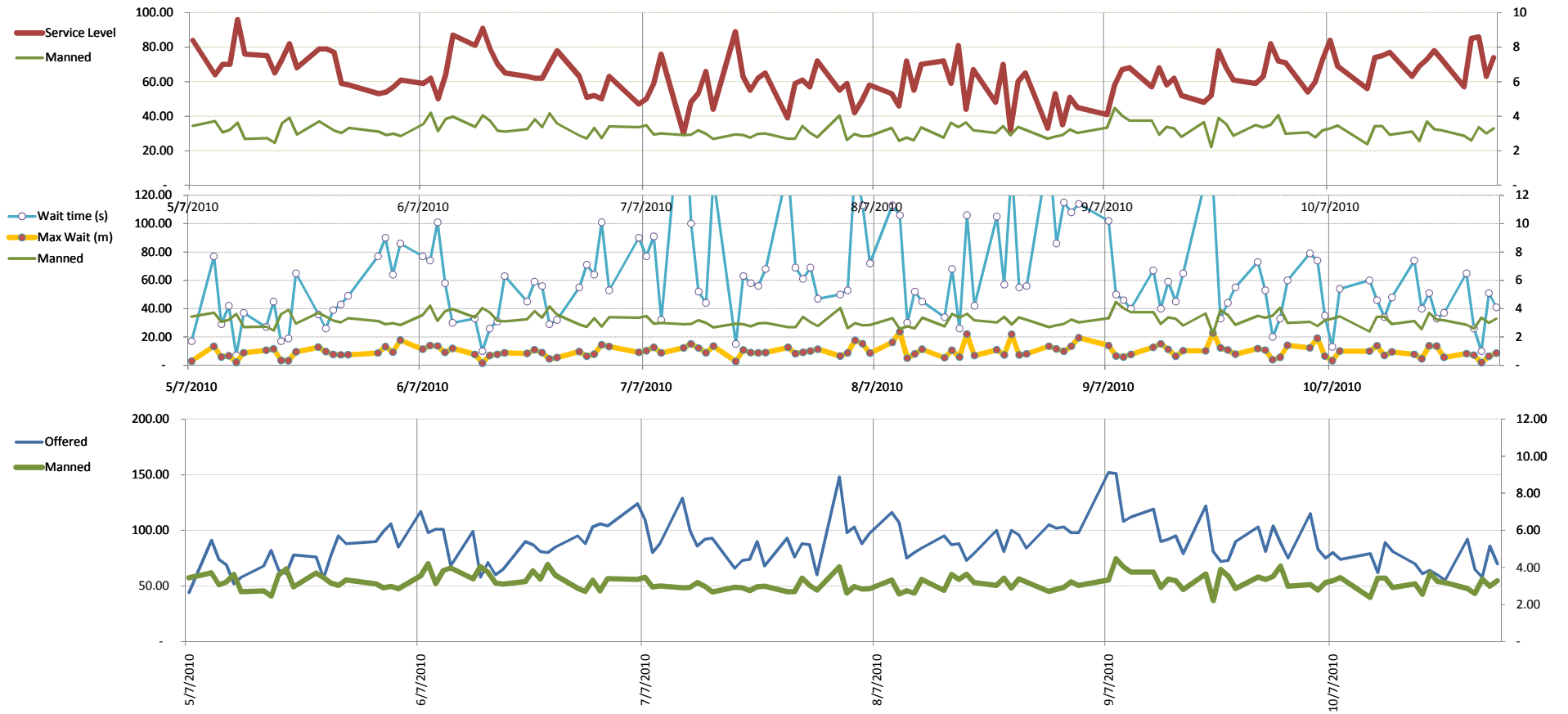
Avg Gap 2.7



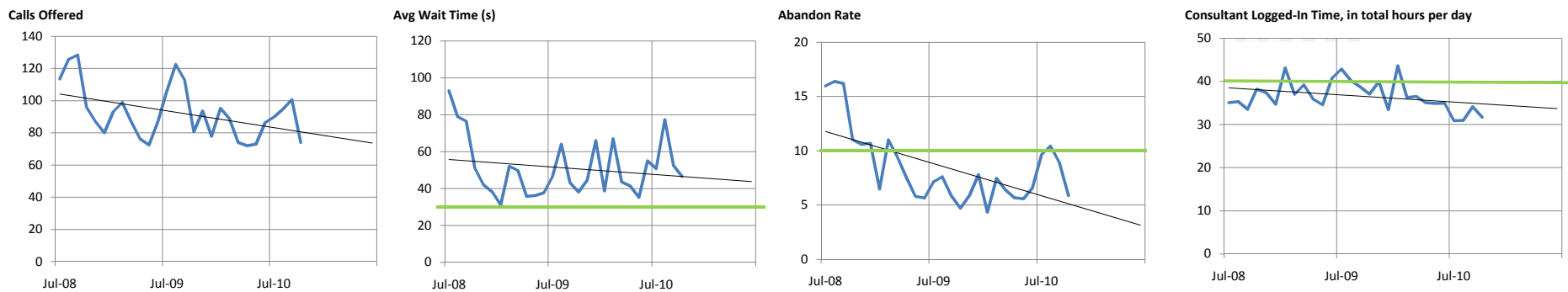
# Call Center ACD

Reporting data through 10/29/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years



# Actuals vs Goal

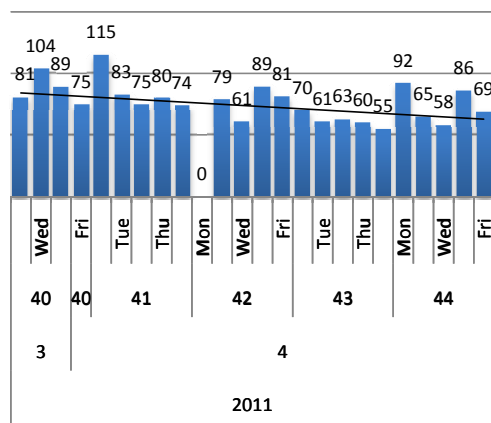
Reporting data through 10/29/2010

## Calls Offered

Average Per Day

74

Last week



Average Per Day	Now	Year Ago
this week	74.0	not available
last 3 months	90.0	not available
last 6 months	86.8	not available

Avg Peak Per Day	Now	Year Ago
this week	92	not available
last 3 months	138.33	not available
last 6 months	126.5	not available

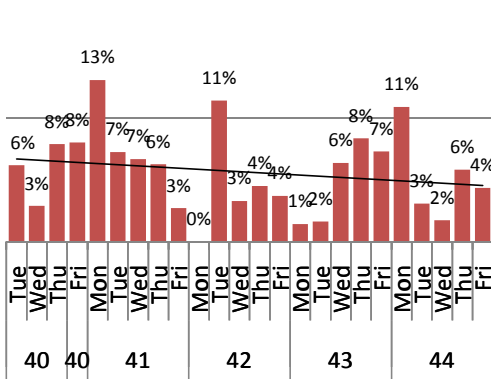
## Call Handling

Abandon Rate

5

Last week, average

Goal = 10%



Average Per Day	Now	Year Ago
this week	5%	not available
last 3 months	11%	not available
last 6 months	10%	not available

Avg Peak Per Day	Now	Year Ago
this week	11%	not available
last 3 months	24%	not available
last 6 months	24%	not available

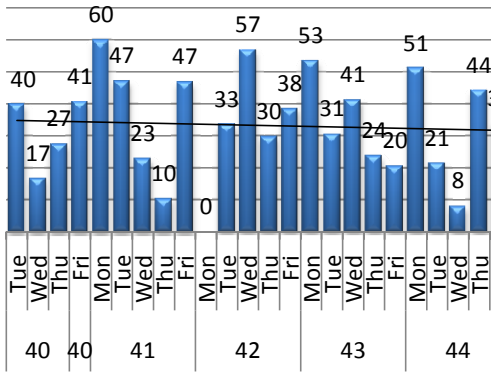
Wait Time on Hold

80% minimum

32

Last week, average

Goal = 30 seconds



Average Wait Per Day (s)	Now	Year Ago
this week	31.68	not available
last 3 months	63.81	not available
last 6 months	59.96	not available

Avg Max Wait / Day (m)	Now	Year Ago
this week	6.48	not available
last 3 months	10.51	not available
last 6 months	9.84	not available

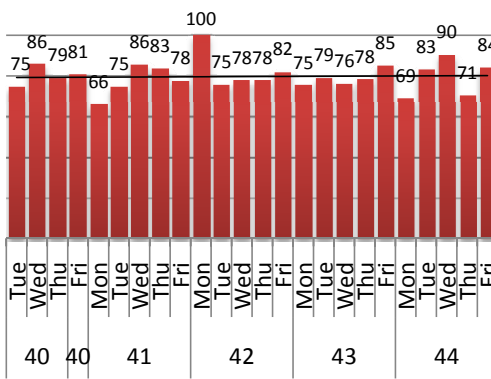
Worst Wait Per Day (m)	Now	Year Ago
this week	8.65	not available
last 3 months	23.68	not available
last 6 months	23.68	not available

Service Level

79

Last week, average

Goal = 80 percent ?



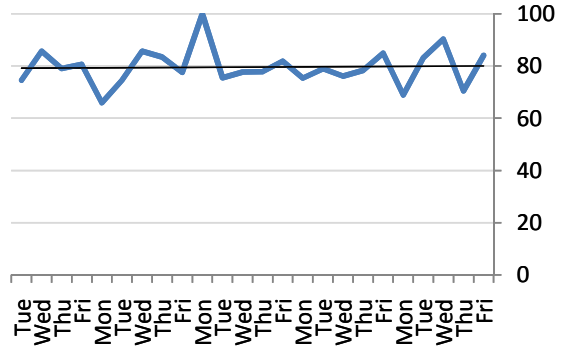
Avg Service Level / Day	Now	Year Ago
this week	79.35	not available
last 3 months	62.16	not available
last 6 months	63.92	not available

# Actuals vs Goal

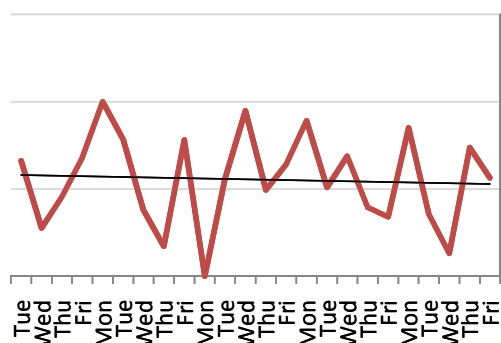
Reporting data through 10/29/2010

## Components

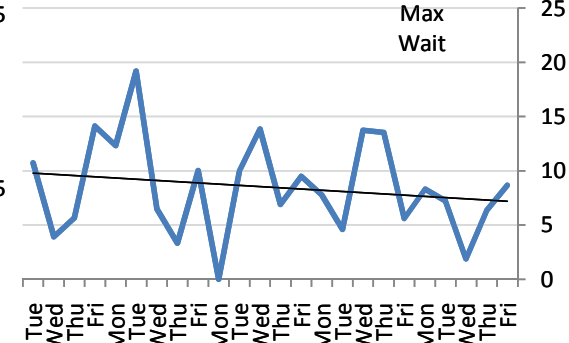
Service Level %



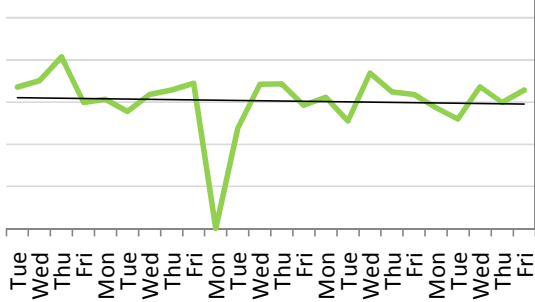
Average Wait, in Minutes



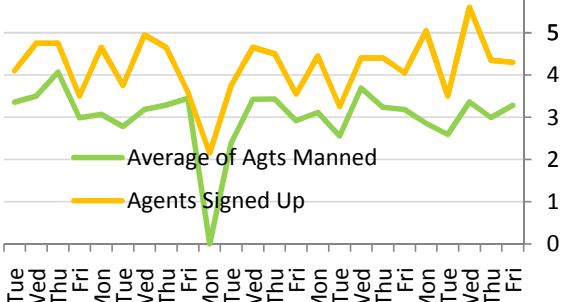
Maximum Wait, in Minutes



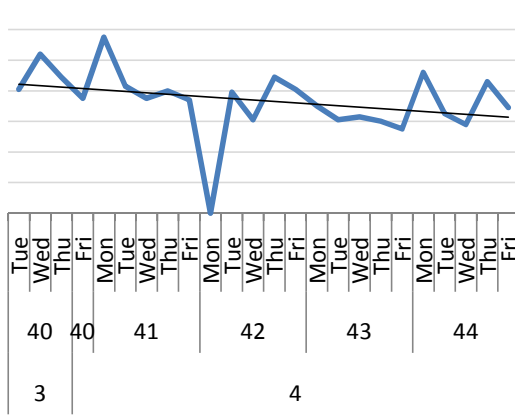
Avg Agents Manned



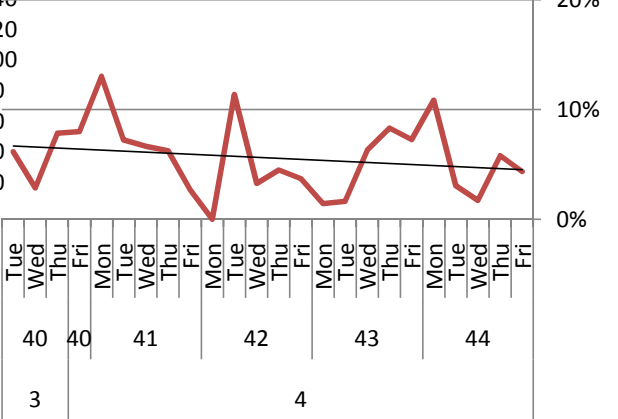
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 10/29/2010

