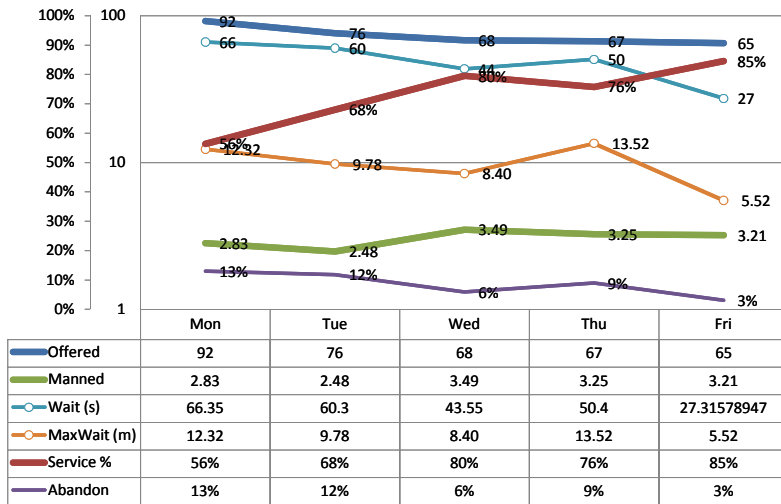


# Call Center ACD

Reporting data through 11/5/2010

## ACD Last Week



## Actuals for Last Week

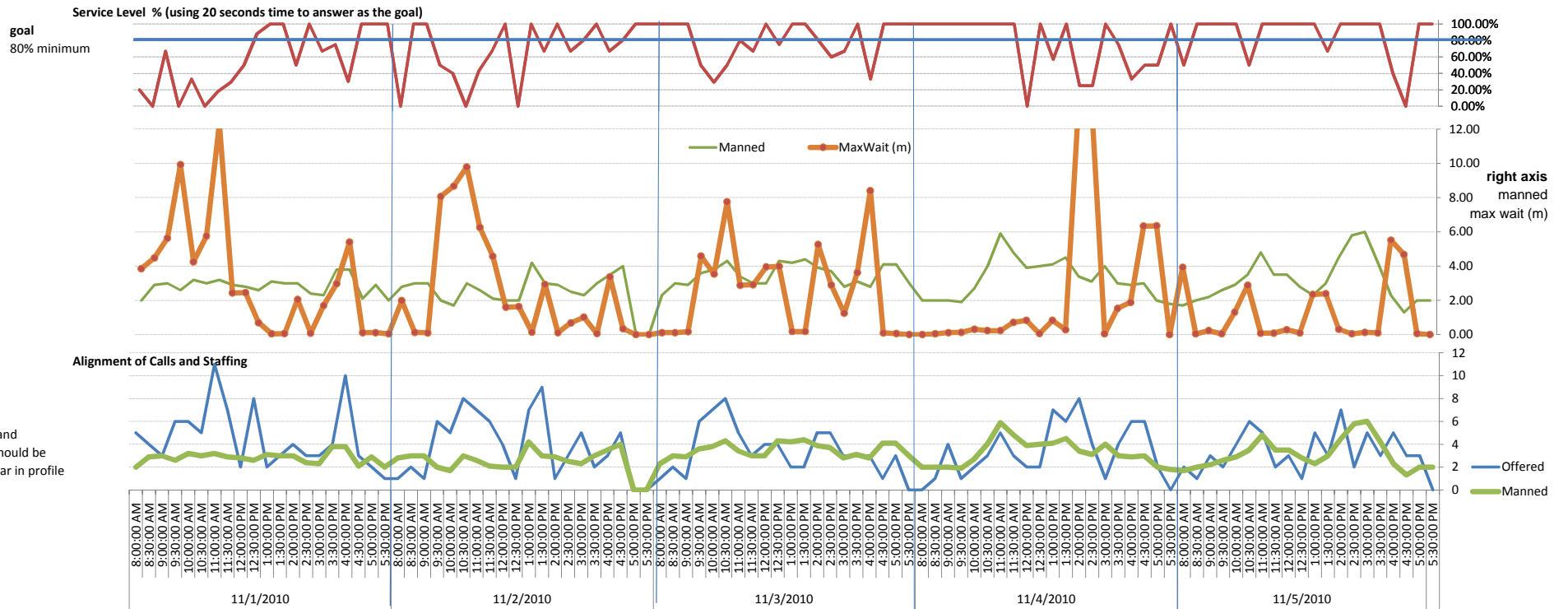
<b>Calls Offered Per Day</b>	
Average	73.6
Peak	92
<b>Service Level % Achieved</b>	
Average	72.86
Lowest	56.35
<b>Agents Manned on the ACD</b>	
Average	3.05
Lowest	2.48
<b>Abandon Rate Per Day</b>	
Average	9%
Peak	13%
<b>Avg Wait Time in seconds</b>	
Average	49.58
Peak	66.35
<b>Maximum Wait in minutes</b>	
Average	9.91
Peak	13.52

## Actuals vs Goal

	Average	Peak
<b>Calls Offered Per Manned Agent</b>		
Current	24.1	30.2
<b>Service Level % Achieved</b>		
Goal	80.0	80.0
Diff	7.1	23.7
<b>Agents on the Sign Up Sheet</b>		
Average	4.5	
Shortfall	1.5	
<b>Abandon Rate Per Day</b>		
Goal	10%	10%
Diff	1%	-3%
<b>Wait Time in seconds</b>		
Goal	30	30
Diff	(19.6)	(36.4)
<b>Maximum Wait in minutes</b>		
Goal	5	5
Diff	(4.9)	(8.5)
	Average	Peak

**Average % of Half-Hour Periods where Service Level meets Goal**  
52%

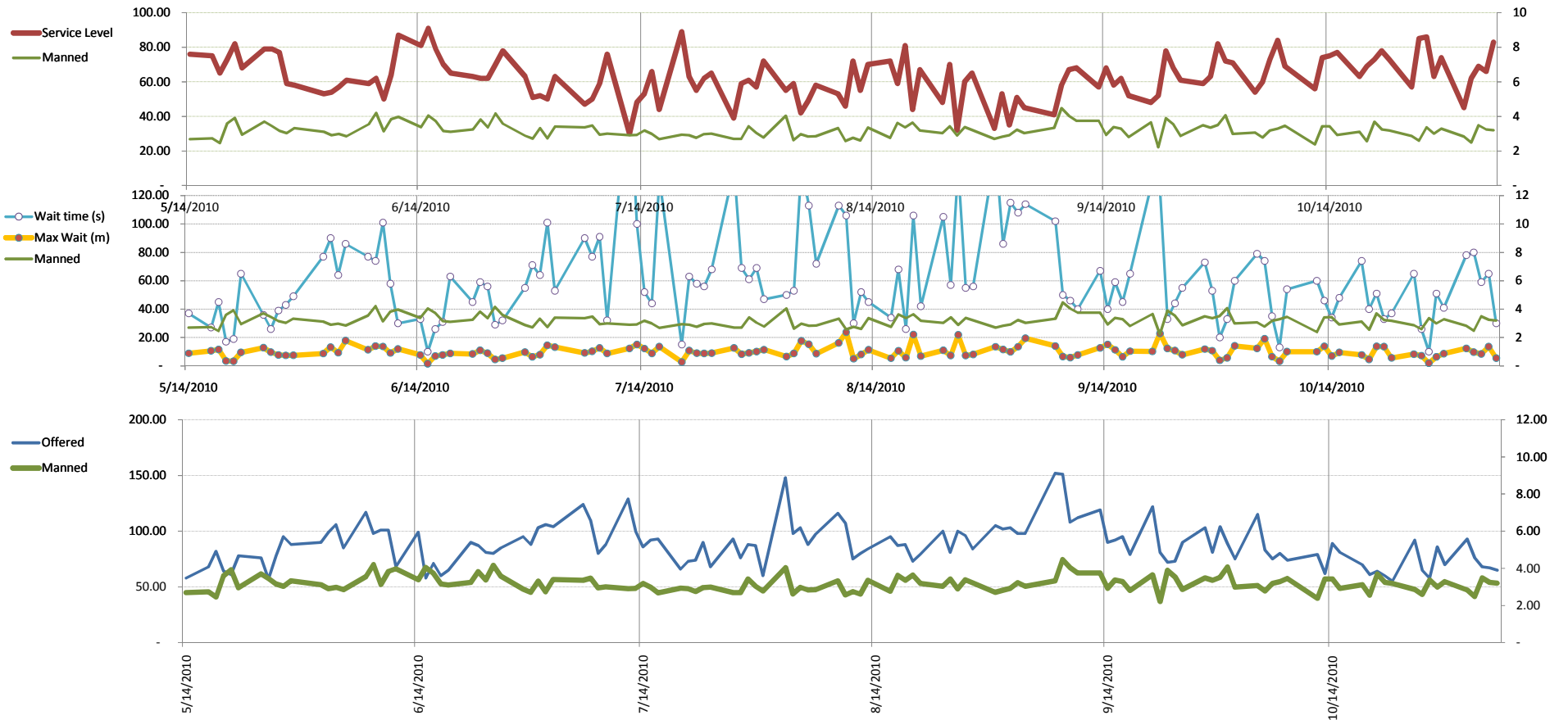
**ACD Forecast of Agents Needed for 100% Service Level at all times**  
Average 5.8  
Avg Gap 2.7



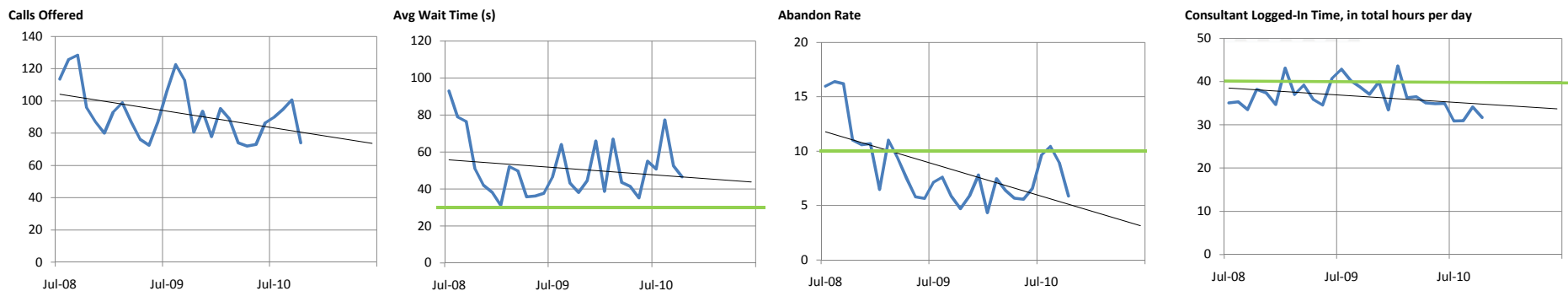
# Call Center ACD

Reporting data through 11/5/2010

## Daily Detail over Several Months



## Monthly Detail over Several Years

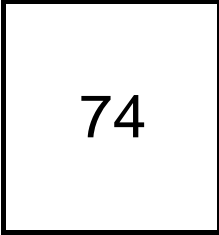


# Actuals vs Goal

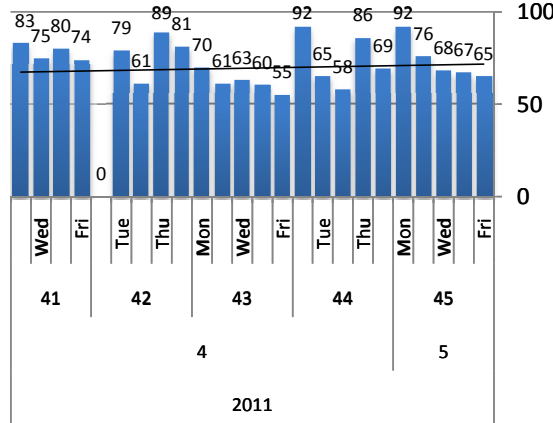
Reporting data through 11/5/2010

## Calls Offered

Average Per Day



Last week



Average Per Day

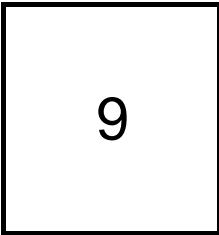
	Now	Year Ago
this week	73.6	not available
last 3 months	83.0	not available
last 6 months	86.9	not available

Avg Peak Per Day

	Now	Year Ago
this week	92	not available
last 3 months	120	not available
last 6 months	125.67	not available

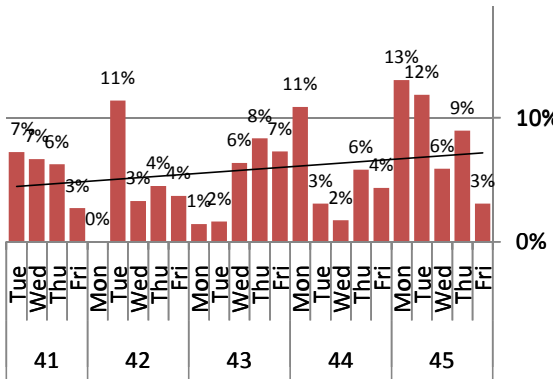
## Call Handling

Abandon Rate



Last week, average

Goal = 10%



Average Per Day

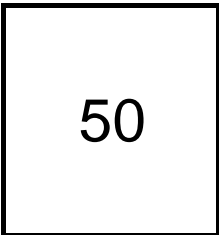
	Now	Year Ago
this week	9%	not available
last 3 months	10%	not available
last 6 months	10%	not available

Avg Peak Per Day

	Now	Year Ago
this week	13%	not available
last 3 months	23%	not available
last 6 months	24%	not available

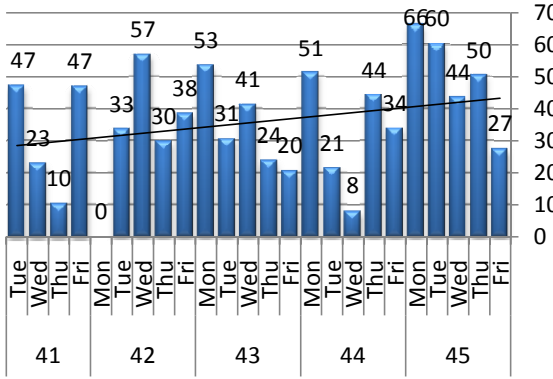
Wait Time on Hold

80% minimum



Last week, average

Goal = 30 seconds



Average Wait Per Day (s)

	Now	Year Ago
this week	49.58	not available
last 3 months	58.84	not available
last 6 months	64.51	not available

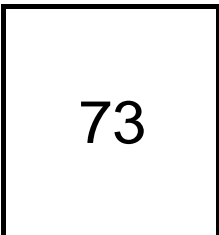
Avg Max Wait / Day (m)

	Now	Year Ago
this week	9.91	not available
last 3 months	9.99	not available
last 6 months	10.22	not available

Worst Wait Per Day (m)

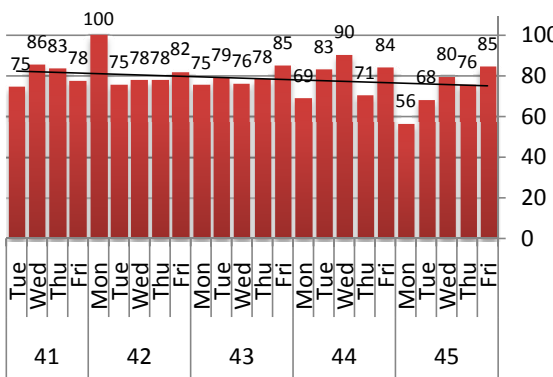
	Now	Year Ago
this week	13.52	not available
last 3 months	22.85	not available
last 6 months	23.68	not available

Service Level



Last week, average

Goal = 80 percent ?



Avg Service Level / Day

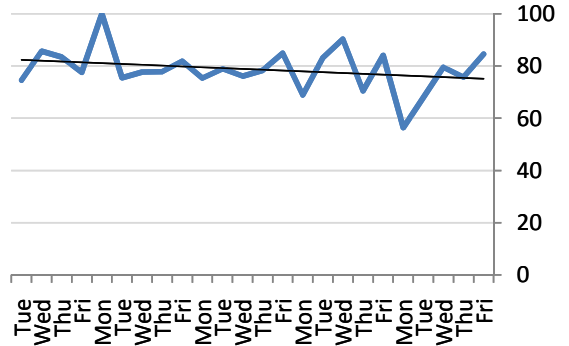
	Now	Year Ago
this week	72.86	not available
last 3 months	65.00	not available
last 6 months	62.37	not available

# Actuals vs Goal

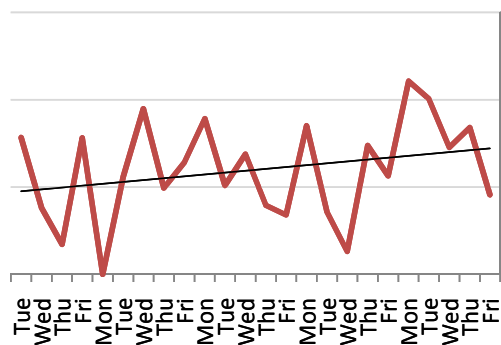
Reporting data through 11/5/2010

## Components

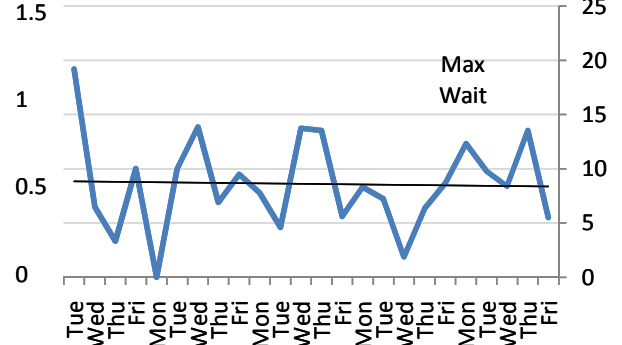
Service Level %



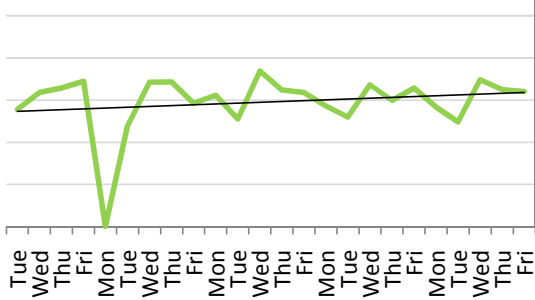
Average Wait, in Minutes



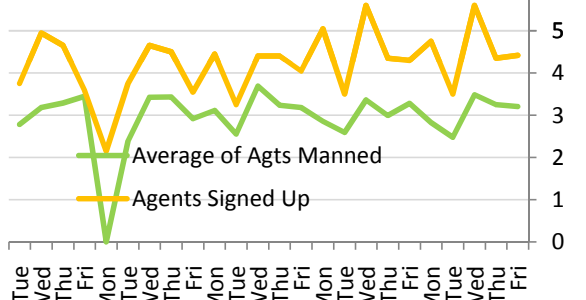
Maximum Wait, in Minutes



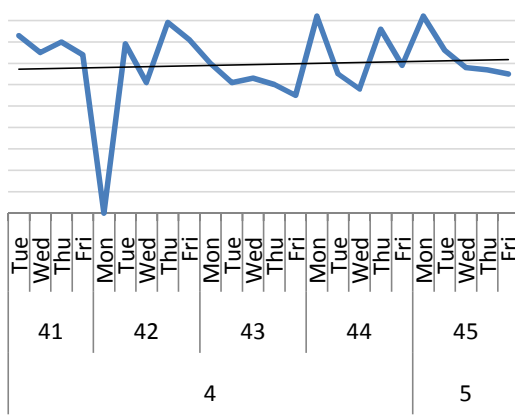
Avg Agents Manned



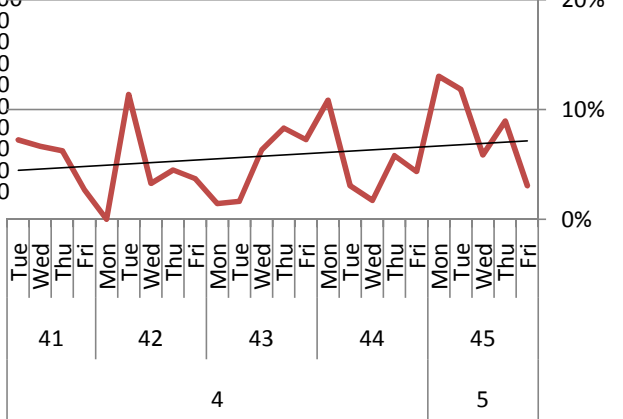
Avg Agents Manned vs Signed Up



Calls Offered



Abandon Rate



Day of Week  
Week of year  
Fiscal month

# Actuals vs Goal

## Components, Cont.

Reporting data through 11/5/2010

