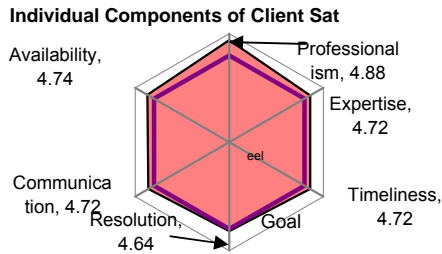
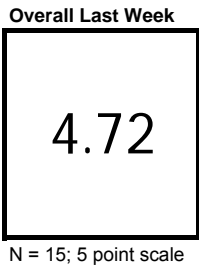


Week beginning 4/3/2006 through 4/9/2006

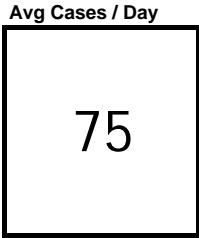
Client Satisfaction



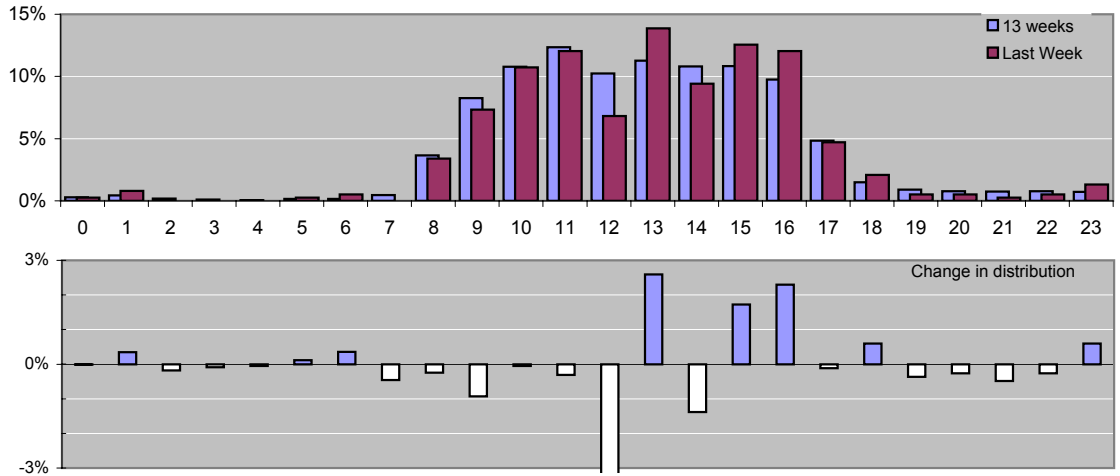
Miscellaneous Statistics

	Last Week	Δ %	Qtr
Consultant ACD Logged Hours, a	35	-4%	36
Calls Offered, avg per day	84	-19%	103
Abandon rate, avg per day	8%	-4%	8%
Wait time, avg per day (sec)	32	-6%	34
Wait time, maximum (sec)	68	-16%	81
Length of call, avg per day	7:0	0%	7:0
Cases created in off-hours	6%	-13%	7%

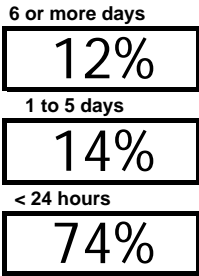
Client Demand



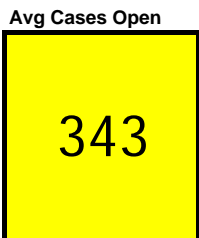
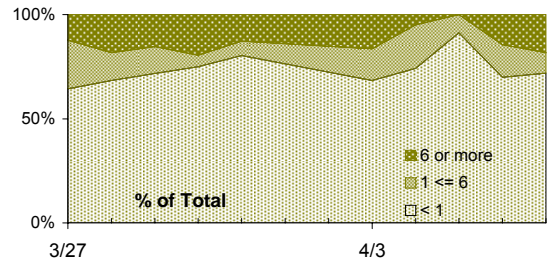
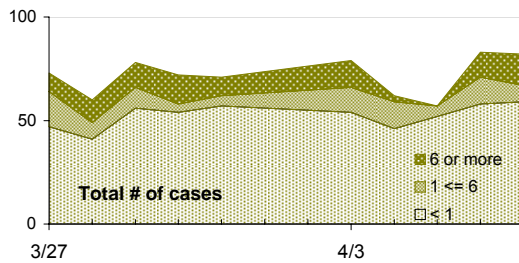
Cases Created by Time of Day



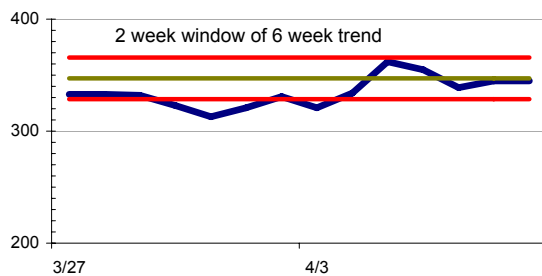
Problem Solving



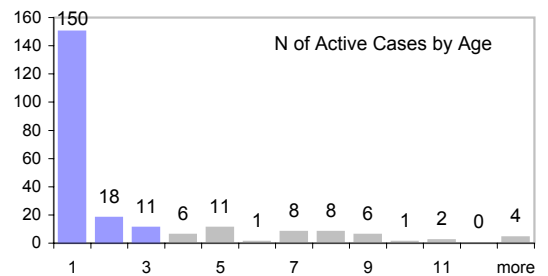
Age in Days of Cases Closing per Day



Residual Open Cases



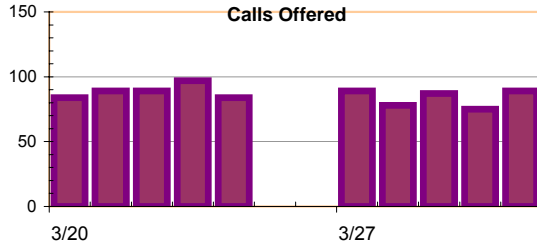
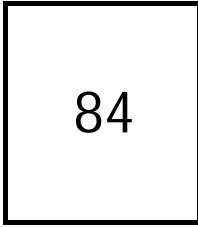
Pending Queue Active Cases, by Age in Months



Call Handling

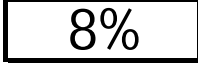
ACD standard statistics, for all teams that use ACD (CHD and BusinessHelp)

Calls Offered



6 wk average 96
 Varies +/- 14
 Current Variation -13% Down

ACD Abandon Rate

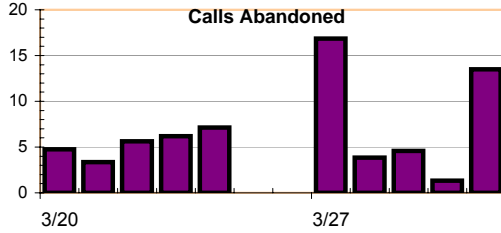


goal is 10%

Max Abandon Rate

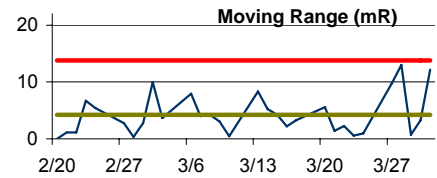
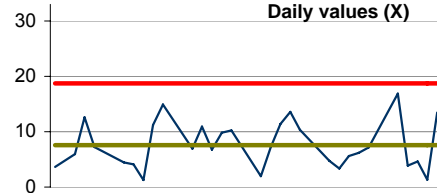


goal is 15%



6 wk average 7.6 %
 Varies +/- 4.2 %
 This week 6% Up

XmRs based on 6 week window



Average Wait Time

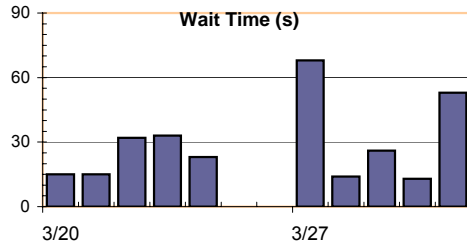


goal is 30 s

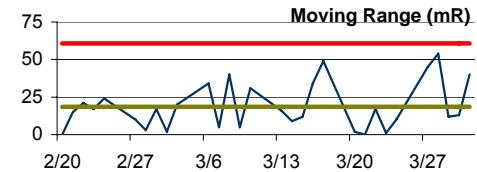
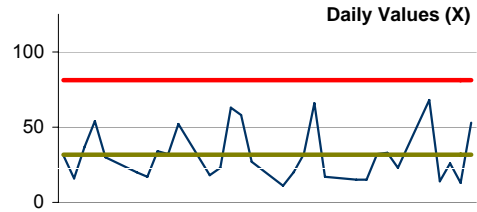
Max Wait Time



goal is 60 s



6 wk average 32 seconds
 Varies +/- 19 seconds
 This week 10% Up

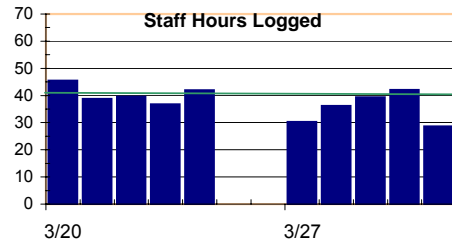


Avg Hours Logged

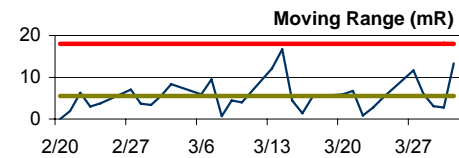
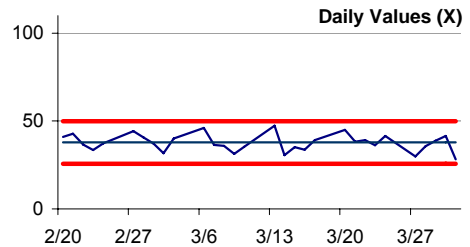


Goal is 52 hours

Max Hours Logged



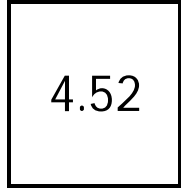
6 wk average 37.68
 Varies +/- 5.517
 This week -8% Down



NOTE: All data is for all of FCC except Athena. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

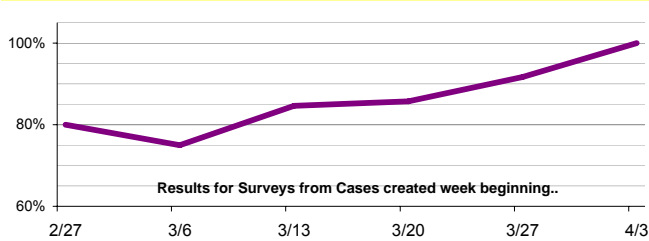
Client Satisfaction

Average Overall Sat.



N = 83; 5 point scale

% Clients reporting as Satisfied or Very Satisfied on per-case surveys

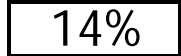


Staff competency contributions to Client Satisfaction

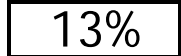


Problem Solving

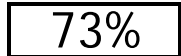
6 or more days



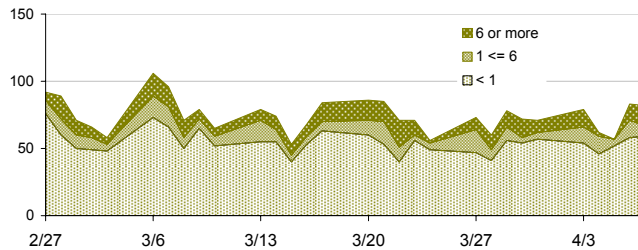
1 to 5 days



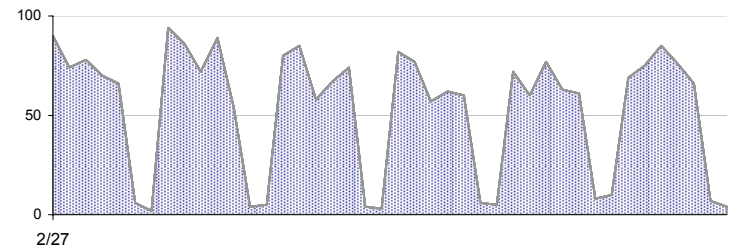
< 24 hours



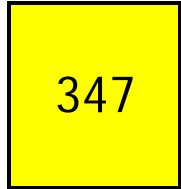
Age in Days of Cases Closing per Day



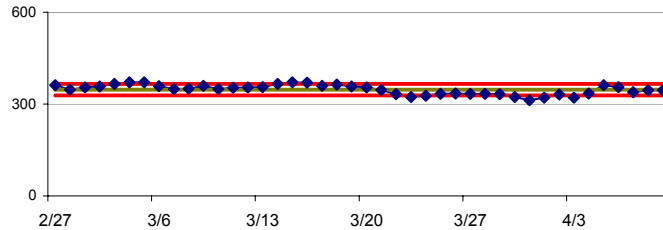
Cases Created per day



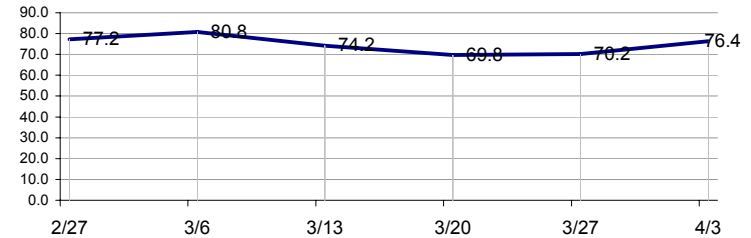
Avg Cases Open



Residual Open Cases (Open minus Closed plus previous balance)

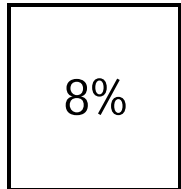


Average Cases per Day, by Week



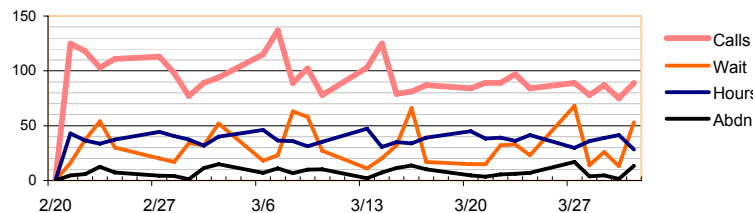
Phones

ACD Abandon Rate



goal is 10%

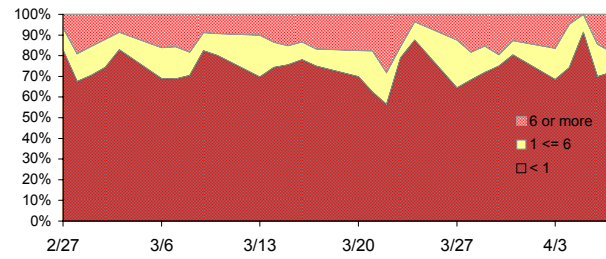
ACD standard statistics, for all teams that use ACD (CHD and BusinessHelp)



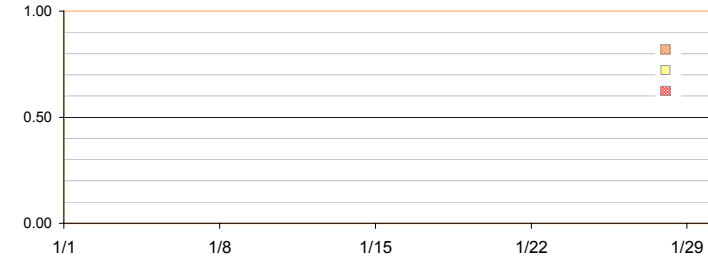
Miscellaneous Statistics

Consultant ACD Logged Hours, average per day	38
Calls Offered, avg per day	96
Wait time, avg per day	32 sec
Length of call, avg per day	7:0 m:s
Average Cases created per work day	75
Cases created outside working hours	7 %

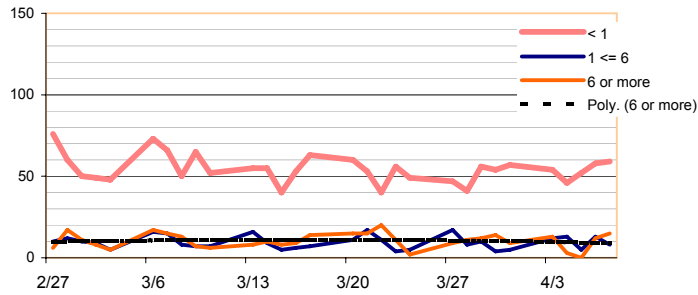
Age in Days of Cases Closing per Day (% of total)



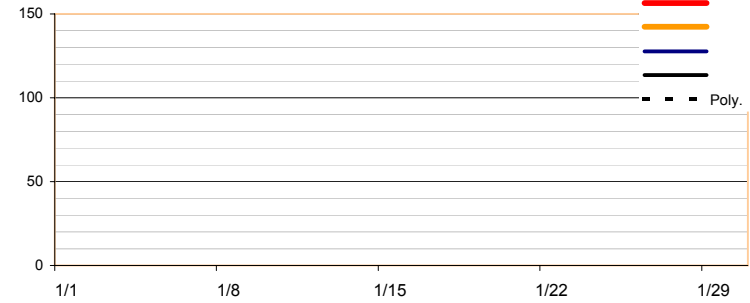
Cases Created per day (% of total)



Age in Days of Cases Closing per Day (Absolute value)

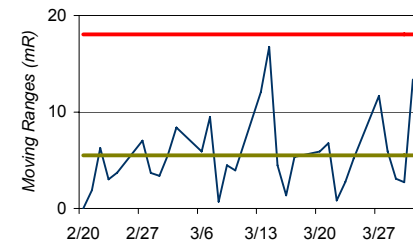
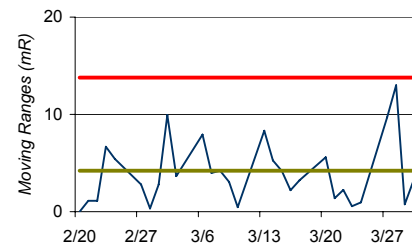
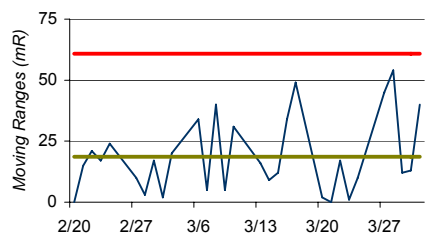
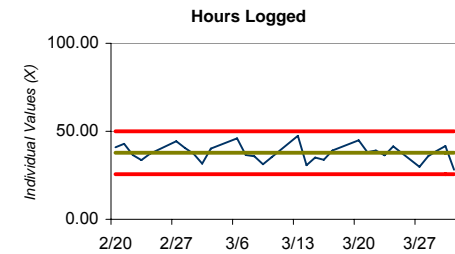
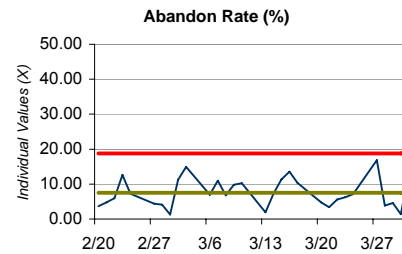
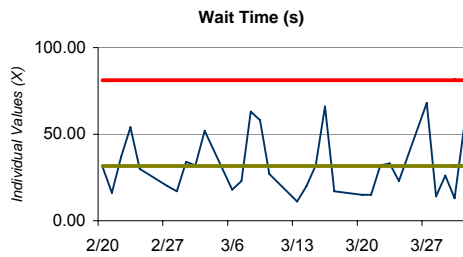


Cases Created per day (Absolute value)



Phones

XmR charts of key parameters in ACD Phone parameters



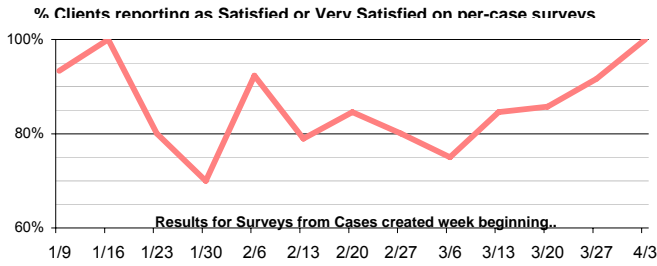
NOTE: All data is for all of FCC except Athena. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

Client Satisfaction

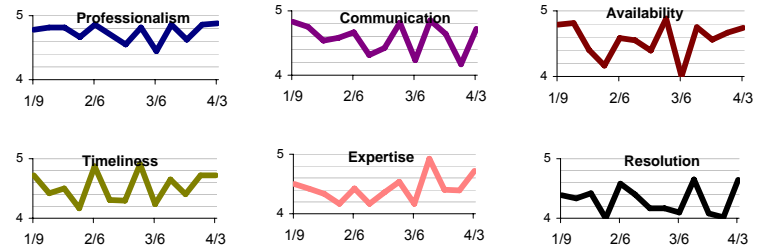
Average Overall Sat.

4.46

N = 158; 5 point scale



Staff competency contributions to Client Satisfaction



Problem Solving

6 or more days

15%

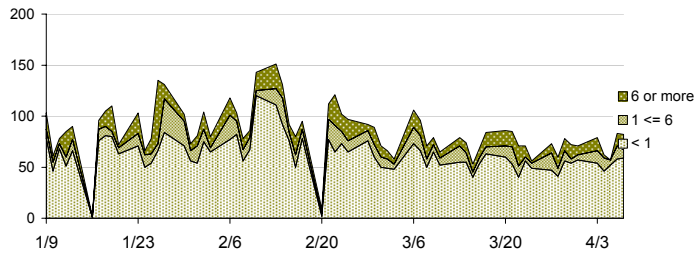
1 to 5 days

13%

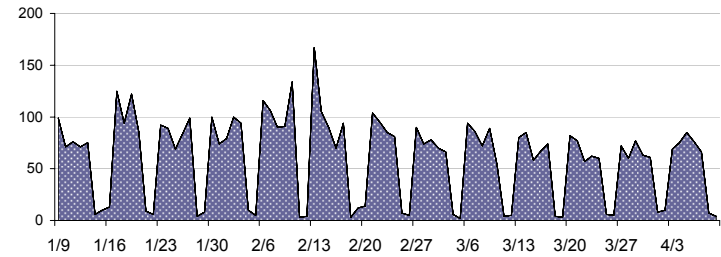
< 24 hours

72%

Age in Days of Cases Closing per Day



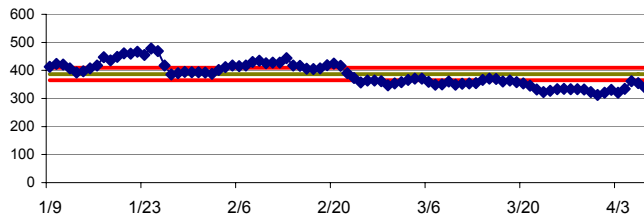
Cases Created per day



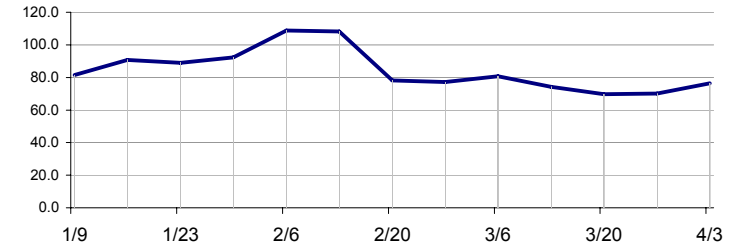
Avg Cases Open

384

Residual Open Cases (Open minus Closed plus previous balance)



Team Components of Residual Open Cases



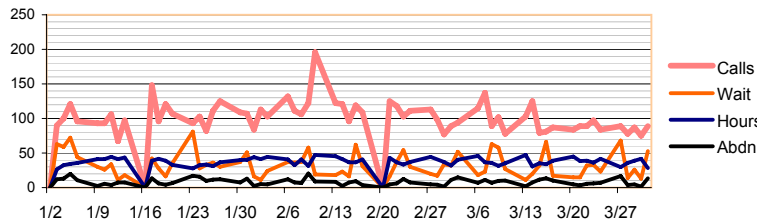
Phones

ACD Abandon Rate

8%

goal is 10%

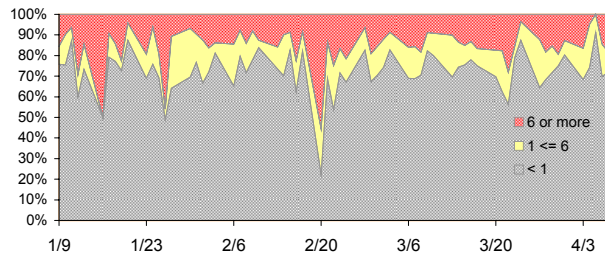
ACD standard statistics, for all teams that use ACD (CHD and BusinessHelp)



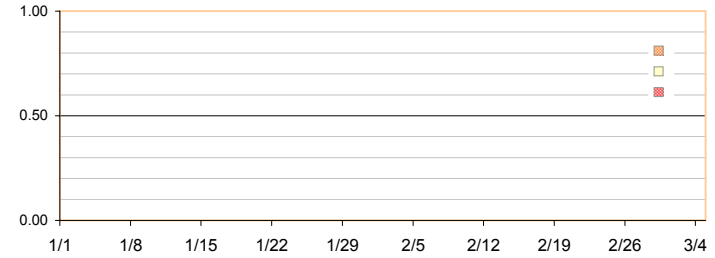
Miscellaneous Statistics

Consultant ACD Logged Hours, average per day	36
Calls Offered, avg per day	103
Wait time, avg per day	34 sec
Length of call, avg per day	7:0 m:s
Average Cases created per work day	84
Cases created outside working hours	7 %

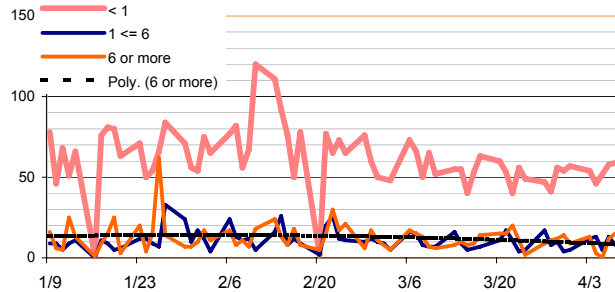
Age in Days of Cases Closing per Day (% of total)



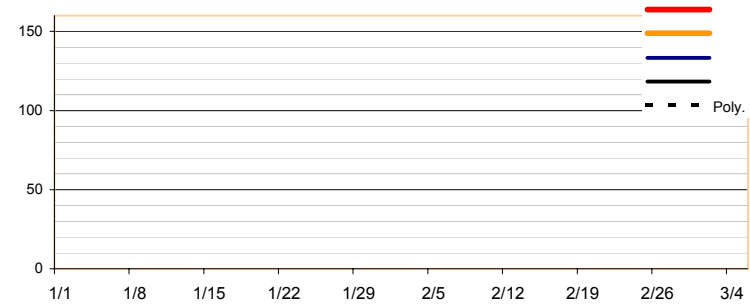
Cases Created per day (% of total)



Age in Days of Cases Closing per Day (Absolute value)



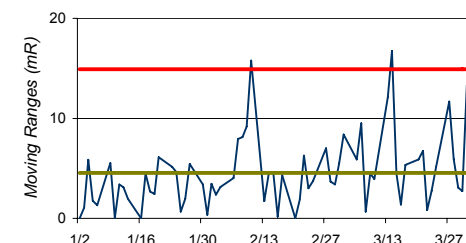
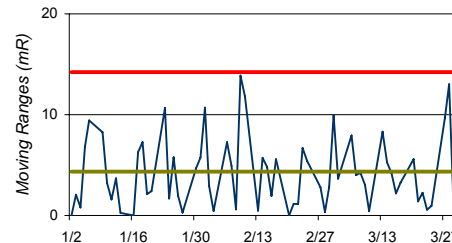
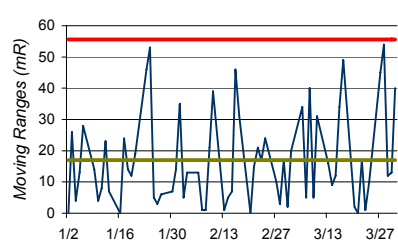
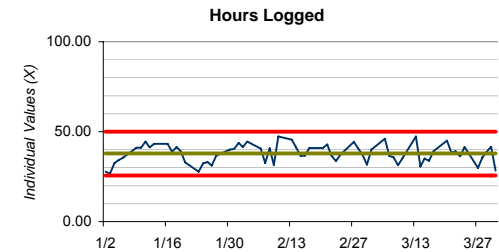
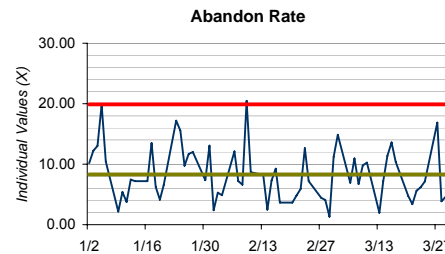
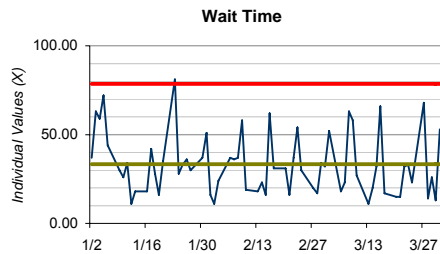
Cases Created per day (Absolute value)



Phones

XmR charts of key parameters in ACD Phone parameters

XmR Charts of key parameters



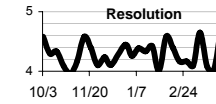
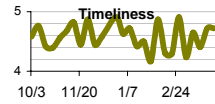
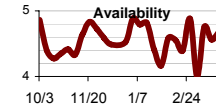
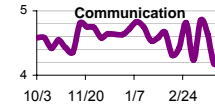
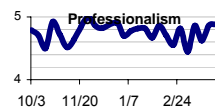
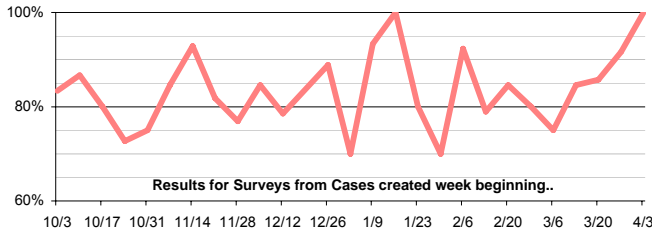
NOTE: All data is for all of FCC except Athena/RCC. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

Client Satisfaction

Average Overall Sat.

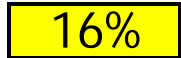


N = 336; 5 point scale

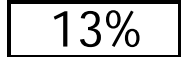


Problem Solving

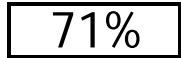
6 or more days



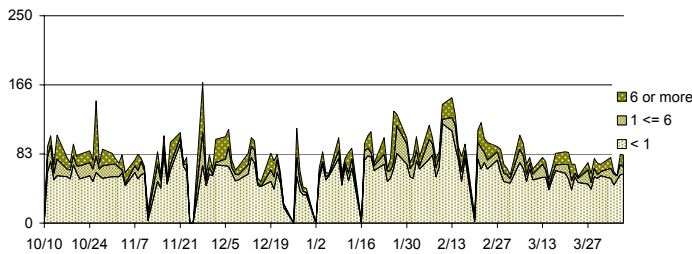
1 to 5 days



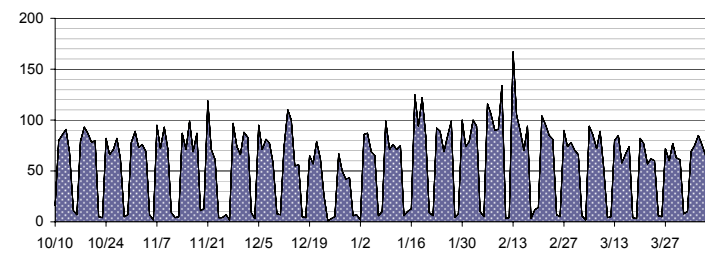
< 24 hours



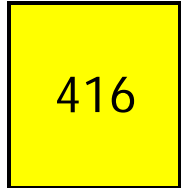
Age in Days of Cases Closing per Day



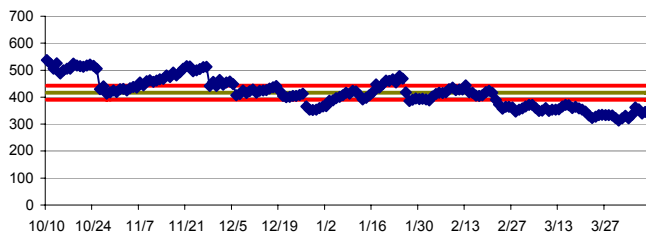
Cases Created per day



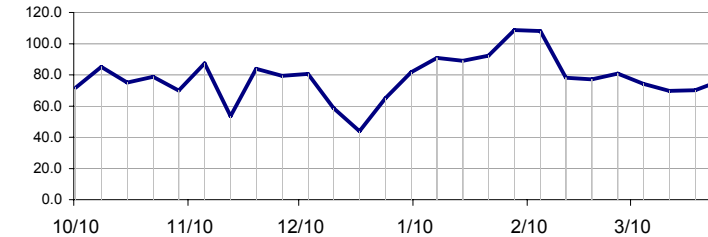
Avg Cases Open



Residual Open Cases (Open minus Closed plus previous balance) [Helpdesk only]

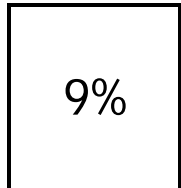


Average Cases per Day, by Week



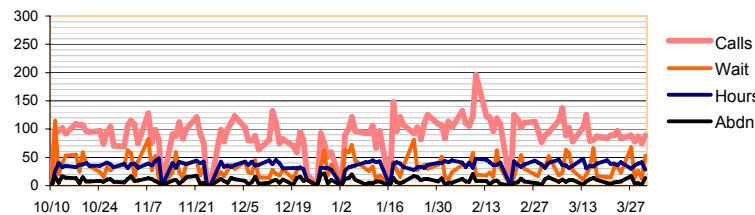
Phones

ACD Abandon Rate



goal is 10%

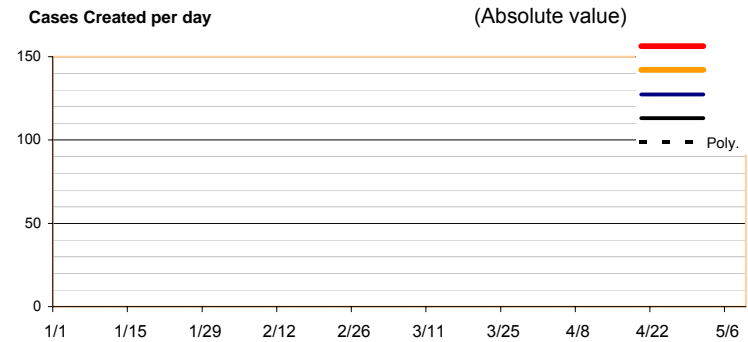
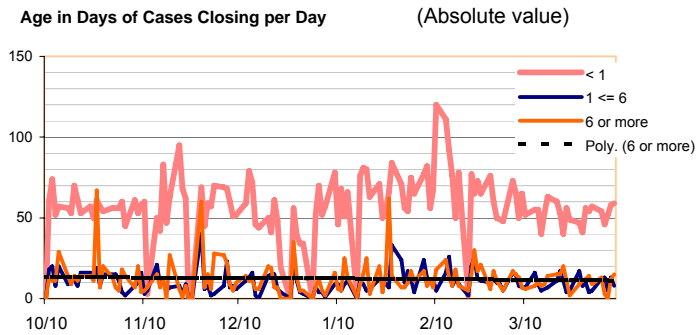
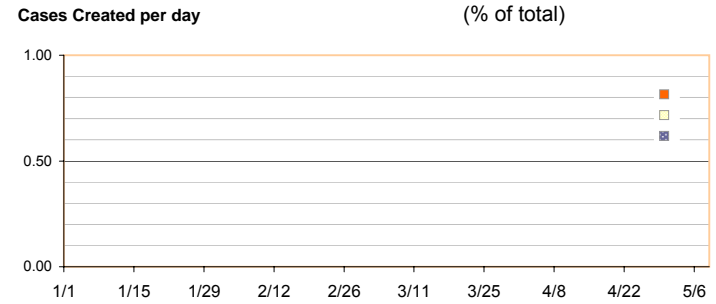
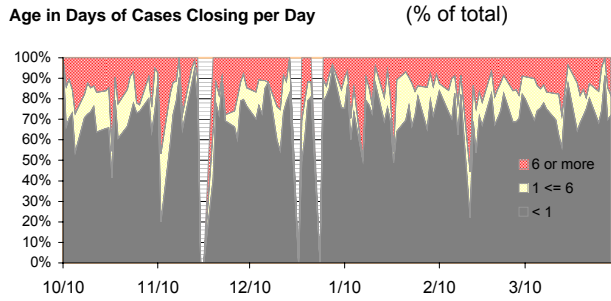
ACD standard statistics, for teams that use ACD



Miscellaneous Statistics

Consultant ACD Logged Hours, average per day	37
Calls Offered, avg per day	97
Wait time, avg per day	34 sec
Length of call, avg per day	7:11 m:s
Average Cases created per work day	78
Cases created outside working hours	7 %

S



Phones

XmR charts of key parameters in ACD Phone parameters

XmR Charts of key parameters

