

Weekly Statistics for June 18th - June 24th

740 Ticket Balance on June 18th

1,032 New Tickets Opened	497 Phone Calls/Voice Mail Opened by Call Center	202 Calls with FCR	41%
32 Ada	15 Ada	6 Ada	40%
49 Athens	12 Athens	5 Athens	42%
242 Cincinnati	134 Cincinnati	52 Cincinnati	39%
124 Corvallis/Newport	12 Corvallis/Newport	7 Corvallis/Newp	58%
135 DC	69 DC	40 DC	58%
27 Duluth	14 Duluth	5 Duluth	36%
6 Edison	4 Edison	0 Edison	0%
3 Grosse Ile	1 Grosse Ile	0 Grosse Ile	0%
2 Gulf Breeze	2 Gulf Breeze	1 Gulf Breeze	50%
23 Las Vegas	14 Las Vegas	0 Las Vegas	0%
18 Narragansett	13 Narragansett	4 Narragansett	31%
371 RTP	213 RTP	82 RTP	38%

651 Open Tickets Balance June 24th

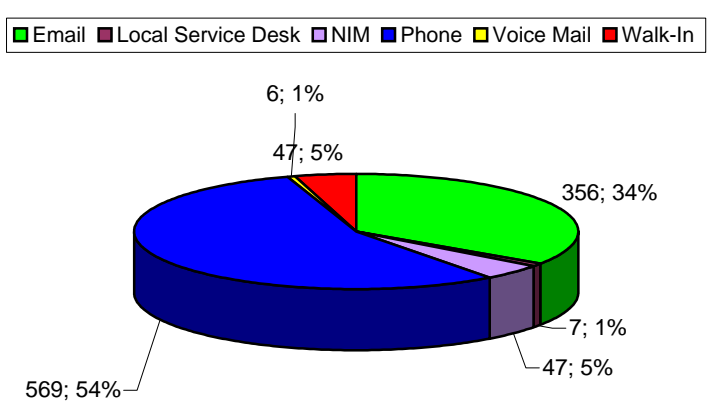
66 Ada - Open	2 Grosse Ile - Open	Of the 651 Open Tickets 469 Open Tickets 168 Suspended 14 Reopened
16 Athens - Open	15 Las Vegas - Open	
47 Cincinnati - Open	7 Narragansett - Open	
137 Corvallis/Newport - Open	8 ORD-CCC	
64 DC - Open	20 ORD-NOC	
10 Duluth - Open	74 RTP	
3 Edison - Open		

1,032 Total Tickets logged:	
Email	356
Local Service D	7
NIM	47
Phone	569
Voice Mail	6
Walk-In	47

ACD Statistics

- 634 Total Calls
- 549 Calls Handled
- 85 Calls Abandoned
- 0.5 Abandon Rate (per hour)
- 4:30 Avg Call Duration
- 3.83 Ave Calls per hour
- :23 Average Wait
- 6:51 Max Wait
- 489 Service Level Met
- 89% % Met
- 74% <=15 sec
- 11% 16-30 sec
- 2% 31-45 sec
- 13% >45 sec
- 44 Peak Calls in an hour
- 8-9a Average Busiest Hour

Total Tickets Logged 4th Week of June 2005



Statistics by Call Center Analyst

June - Week 4	
Juan Robinson	
Opened Tickets (Phone)	118
Total Tickets Routed from Phone	56
Closed on FCR	62
FCR (% Closed)	53%
SMS Support Provided	1
ACD Calls Handled	126
Average Logged in Time	8:46
Average Talk Time	4:11
Max Talk Time	:25:47
Lenal Brinson	
Opened Tickets (Phone)	11
Total Tickets Routed from Phone	3
Closed on FCR	8
FCR (% Closed)	73%
SMS Support Provided	0
ACD Calls Handled	11
Average Logged in Time	5:48
Average Talk Time	4:25
Max Talk Time	:12:2
Patrick Clarke	
Opened Tickets (Phone)	137
Total Tickets Routed from Phone	87
Closed on FCR	50
FCR (% Closed)	36%
SMS Support Provided	2
ACD Calls Handled	143
Average Logged in Time	6:18
Average Talk Time	3:14
Max Talk Time	:26:6
Totals	
Opened Tickets (Phone)	497
Total Tickets Routed from Phone	295
Closed on FCR	202
FCR (% Closed)	41%
SMS Support Provided	17
ACD Calls Handled	549
Average Logged in Time	5:39
Average Talk Time	3:17

June - Week 4	
Kris Brock	
Opened Tickets (Phone)	59
Total Tickets Routed from Phone	37
Closed on FCR	22
FCR (% Closed)	37%
SMS Support Provided	3
ACD Calls Handled	65
Average Logged in Time	7:25
Average Talk Time	4:38
Max Talk Time	:33:46
Michele Barnes	
Opened Tickets (Phone)	124
Total Tickets Routed from Phone	86
Closed on FCR	38
FCR (% Closed)	31%
SMS Support Provided	4
ACD Calls Handled	152
Average Logged in Time	6:41
Average Talk Time	3:27
Max Talk Time	27:45
Sue John	
Opened Tickets (Phone)	48
Total Tickets Routed from Phone	26
Closed on FCR	22
FCR (% Closed)	46%
SMS Support Provided	7
ACD Calls Handled	52
Average Logged in Time	8:59
Average Talk Time	2:55
Max Talk Time	:10:10

OCC Call Volume - June - Week 4

