AFSA: Direct Loan Service Center Model Inputs

Monthly ACD Call Volume (Calls Answered Live + Abandoned Calls)	Estimated Monthly Calls Received (ACD Volume + IVR Self-Serve)	Estimated Weekly Calls Received	Resource Factor	Data Basis
370,055	483,290	120,822	0.81	June '01

Call Type	% of Inbound Contact Points	% IVR Self-Serve	% Effective Volume Offered to CSR	% Overall Volume Offered	Handling Times (s) Best	Most Likely	Worst	% Prob Transfer
Account Inquiry	29	53	13.5	17.6	120	272	408	0.0
Defer/Forbs	28	23	21.2	27.7	120	272	408	0.0
Payment Inquires	19	0	19.3	25.2	120	272	408	0.0
Interest	5	0	5.3	6.9	120	272	408	0.0
Update to Borrower Info	5	11	4.6	6.0	120	272	408	0.0
Transfer to LOC	5	0	5.1	6.7	120	272	408	100.0
EDA	3	0	3.0	3.9	120	272	408	0.0
Repay Options	3	8	2.7	3.5	300	390	570	0.0
Pay Off	2	0	1.9	2.5	120	272	408	0.0
General DLS Program Inquiry	0	0	0.0	0.0	120	272	408	0.0
		TOTAL	76.6	100.0	126	276	414	
					Weighted AVG	272		

	Calculated	Value to use for input
% Calls Abandoned	3.75	1.16
% Calls Automated	23	
% Calls Transferred or referred to another source for resolution	5.10	

After Call Work Best	Most Likely	Worst
0	0	0

Survey Responses

Month	Calls Received	Calls Abandoned	Calls Answered	Average Speed of Answer	Average Talk Time	Average Wrap up Time
April 2000	484,160	13,118	471,040	56	264	N/A
May 2000	482,370	4,833	477,537	21	254	N/A
June 2000	539,474	13,491	525,983	54	262	N/A
July 2000	549,268	10,576	538,692	45	263	N/A
August 2000	551,472	4,686	546,786	21	264	N/A
September 2000	441,317	2,381	438,936	14	273	N/A
October 2000	508,355	7,072	501,283	32	290	N/A
November 2000	511,058	12,240	498,818	47	290	N/A
December 2000	464,483	4,494	459,989	23	278	N/A
January 2001	776,520	92,043	684,477	225	281	N/A
February 2001	638,195	63,204	574,991	178	272	N/A
March 2001	600,363	17,248	583,115	47	276	N/A
TOTALS	6,547,035	245,386	6,301,647			
AVERAGE	545,586	20,449	525,137	64	272	

Resource Inputs

Time Period	Time	M	T	W	R	F	S	SU
1	0000-0030	162.0	162.0	162.0	162.0	162.0	0.0	0.0
2	0030-0100	162.0	162.0	162.0	162.0	162.0	0.0	0.0
3	0100-0130	162.0	162.0	162.0	162.0	162.0	0.0	0.0
4	0130-0200	162.0	162.0	162.0	162.0	162.0	0.0	0.0
5	0200-0230	162.0	162.0	162.0	162.0	162.0	0.0	0.0
6	0230-0300	162.0	162.0	162.0	162.0	162.0	0.0	0.0
7	0300-0330	162.0	162.0	162.0	162.0	162.0	0.0	0.0
8	0330-0400	162.0	162.0	162.0	162.0	162.0	0.0	0.0
9	0400-0430	162.0	162.0	162.0	162.0	162.0	0.0	0.0
10	0430-0500	162.0	162.0	162.0	162.0	162.0	0.0	0.0
11	0500-0530	98.3	94.9	95.3	94.2	95.6	0.0	0.0
12	0530-0600	98.4	95.6	96.2	94.5	95.9	0.0	0.0
13	0600-0630	122.0	119.0	115.3	113.2	117.9	0.0	0.0
14	0630-0700	126.1	120.4	115.7	114.7	117.2	0.0	0.0
15	0700-0730	157.5	147.2	136.8	137.1	136.0	0.0	0.0
16	0730-0800	156.1	148.9	138.4	141.9	134.8	0.0	0.0
17	0800-0830	160.0	150.3	129.0	127.9	118.3	0.0	0.0
18	0830-0900	173.9	169.2	134.2	130.7	118.4	0.0	0.0
19	0900-0930	207.8	191.3	137.3	141.8	160.5	0.0	0.0
20	0930-1000	200.6	187.8	140.3	138.4	153.1	0.0	0.0
21	1000-1030	190.7	176.3	138.0	145.3	154.5	0.0	0.0
22	1030-1100	207.4	188.6	146.8	141.7	160.2	0.0	0.0
23	1100-1130	205.6	170.5	137.3	134.5	152.0	0.0	0.0
24	1130-1200	194.5	165.0	134.9	133.8	141.3	0.0	0.0
25	1200-1230	166.9	156.2	125.2	132.2	128.8	0.0	0.0
26	1230-1300	165.6	154.7	133.6	133.8	126.3	0.0	0.0
27	1300-1330	167.5	154.5	129.8	138.7	133.7	0.0	0.0
28	1330-1400	178.3	160.8	144.7	158.8	129.8	0.0	0.0
29	1400-1430	196.7	165.5	164.2	175.5	133.0	0.0	0.0
30	1430-1500	167.7	149.0	142.0	149.5	112.5	0.0	0.0
31	1500-1530	173.3	142.2	136.2	155.8	113.9	0.0	0.0
32	1530-1600	169.9	141.8	139.8	151.0	109.4	0.0	0.0
33	1600-1630	170.3	136.8	145.6	154.0	107.6	0.0	0.0
34	1630-1700	142.2	110.6	89.7	99.1	68.3	0.0	0.0
35	1700-1730	131.7	109.6	165.5	170.7	146.7	0.0	0.0
36	1730-1800	28.1	15.6	85.5	84.7	83.9	0.0	0.0
37	1800-1830	101.1	93.2	162.0	162.0	162.0	0.0	0.0
38	1830-1900	82.9	81.8	162.0	162.0	162.0	0.0	0.0
39	1900-1930	162.0	162.0	162.0	162.0	162.0	0.0	0.0
40	1930-2000	162.0	162.0	162.0	162.0	162.0	0.0	0.0
41	2000-2030	162.0	162.0	162.0	162.0	162.0	0.0	0.0
42	2030-2100	162.0	162.0	162.0	162.0	162.0	0.0	0.0
43	2100-2130	162.0	162.0	162.0	162.0	162.0	0.0	0.0
44	2130-2200	162.0	162.0	162.0	162.0	162.0	0.0	0.0
45	2200-2230	162.0	162.0	162.0	162.0	162.0	0.0	0.0
46	2230-2300	162.0	162.0	162.0	162.0	162.0	0.0	0.0
47	2300-2330	162.0	162.0	162.0	162.0	162.0	0.0	0.0
48	2330-2400	162.0	162.0	162.0	162.0	162.0	0.0	0.0

AVERAGE
ASA 21
Talk 279

Abandoned 1.20%

Jun '01
Split/Skill: DSL BS ABF

Month Starting		Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Ti	Dequeued Call:	Avg Time to %	ACD Tin	% Ans Calls
Totals		24.67231369	76.10785675	273627	278.934906	0.028133189	3922		430	33	3062	41026	106.4111786	1	17	74.61	97.51
	37043	24.67231369	76.10785675	273627	278.934906	0.028133189	3922		430	33	3062	41026	106.4111786	1	17	74.61	97.51

Split/Skill:	DSL BS ANE																
Month Starting	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Ti	Dequeued Call:	Avg Time to %	ACD Tin	% Ans Calls
Totals		12.361866	47.66410828	96428	280.4057007	0.000539262	521	479	350	752	12549	107.6490555	0	75.73	98.7
	37043	12.361866	47.66410828	96428	280.4057007	0.000539262	521	479	350	752	12549	107.6490555	0	75.73	98.7

NCS: Federal Student Aid Information Center Model Inputs

Monthly ACD Call Volume (Calls Answered Live + Abandoned Calls)	Estimated Monthly Calls Received (ACD Volume + IVR Self-Serve)	Estimated Weekly Calls Received	Resource Factor	Data Basis
655,903	854,708	213,677	0.91	August '01

Call Type	% of Inbound Contact Points	% IVR Self-Serve	% Effective Volume Offered to CSR	% Overall Volume Offered	Handling Times (s) Best	Most Likely	Worst	% Prob Transfer
Help w SAR corrections	18	0	18.0	23.5	60	238	300	0.0
Change of Institution	10	0	10.0	13.0	90	243	300	0.0
FAFSA Help	10	0	10.0	13.0	30	176	300	30.0
NSLDS Check	15	0	15.0	19.5	15	30	90	0.0
Status Check (FAFSA)	24	59	9.8	12.8	90	108	180	16.7
SAR Duplicate Request	13	70	3.9	5.1	60	213	260	0.0
Materials Request	4	0	4.0	5.2	60	192	600	0.0
Refer to FAA	3	0	3.0	3.9	30	198	240	0.0
College is Possible	2	0	2.0	2.6	60	160	240	0.0
Image Look Up	1	0	1.0	1.3	45	90	180	0.0
		TOTAL	76.7	100.0	54	164	252	
					Weighted AVG	156		

	Calculated	Value to use for input
% Calls Abandoned	2.96	2.20
% Calls Automated	23	
% Calls Transferred or referred to another source for resolution	7.01	

After Call Work Best	Most Likely	Worst
6	12	18

Survey Responses

Month	Calls Received	Calls Abandoned	Calls Answered	Average Speed of Answer	Average Talk Time	Average Wrap-up Time
April 2000	603,819	42,827	464,304	49	182	13
May 2000	608,464	47,449	503,684	43	172	13
June 2000	598,219	3,593	454,807	3	166	11
July 2000	690,642	6,901	510,162	8	160	12
August 2000	894,415	14,689	624,598	16	164	15
September 2000	385,023	2,381	294,332	5	162	11
October 2000	304,955	2,594	231,001	6	164	10
November 2000	297,226	7,924	228,308	22	159	11
December 2000	324,024	10,097	251,346	24	167	15
January 2001	615,214	34,287	494,223	44	167	13
February 2001	561,734	14,038	477,923	22	169	11
March 2001	664,103	8,823	535,229	12	177	12
TOTALS	6,608,638	195,594	5,069,917			
AVERAGE	550,720	16,300	422,493	21	167	

Resource Inputs

Time Period	Time	M	T	W	R	F	S	SU
1	0000-0030	45.5	45.5	45.5	45.5	45.5	45.5	45.5
2	0030-0100	45.5	45.5	45.5	45.5	45.5	45.5	45.5
3	0100-0130	45.5	45.5	45.5	45.5	45.5	45.5	45.5
4	0130-0200	45.5	45.5	45.5	45.5	45.5	45.5	45.5
5	0200-0230	45.5	45.5	45.5	45.5	45.5	45.5	45.5
6	0230-0300	45.5	45.5	45.5	45.5	45.5	45.5	45.5
7	0300-0330	45.5	45.5	45.5	45.5	45.5	45.5	45.5
8	0330-0400	45.5	45.5	45.5	45.5	45.5	45.5	45.5
9	0400-0430	45.5	45.5	45.5	45.5	45.5	45.5	45.5
10	0430-0500	45.5	45.5	45.5	45.5	45.5	45.5	45.5
11	0500-0530	45.5	45.5	45.5	45.5	45.5	45.5	45.5
12	0530-0600	45.5	45.5	45.5	45.5	45.5	45.5	45.5
13	0600-0630	45.5	45.5	45.5	45.5	45.5	45.5	45.5
14	0630-0700	0.7	0.7	0.9	0.4	0.5	0.5	0.3
15	0700-0730	40.4	38.8	36.0	19.6	20.9	18.5	7.1
16	0730-0800	57.9	56.0	51.7	35.3	42.6	18.7	8.3
17	0800-0830	83.7	90.0	87.7	73.3	76.7	20.8	9.1
18	0830-0900	112.9	117.3	103.8	98.9	99.8	20.7	10.1
19	0900-0930	124.1	127.9	118.8	113.9	107.6	23.9	13.5
20	0930-1000	134.5	138.0	128.8	123.1	122.2	27.1	14.6
21	1000-1030	142.6	140.9	130.7	130.8	129.9	28.6	14.2
22	1030-1100	159.6	150.2	135.8	138.4	129.4	31.3	15.9
23	1100-1130	155.4	153.6	135.7	138.8	127.0	23.3	15.2
24	1130-1200	157.9	158.7	139.7	134.0	126.1	20.5	13.6
25	1200-1230	155.3	160.7	137.0	130.9	112.0	24.3	20.3
26	1230-1300	154.1	147.6	123.8	133.1	112.2	26.8	21.7
27	1300-1330	173.7	155.6	143.5	136.4	122.3	25.0	23.4
28	1330-1400	185.3	175.8	152.5	144.7	121.8	27.9	24.7
29	1400-1430	187.2	184.5	154.2	151.7	119.8	26.8	25.2
30	1430-1500	198.6	189.5	166.3	161.0	133.2	24.3	24.3
31	1500-1530	197.3	189.6	169.9	163.5	135.1	28.3	24.9
32	1530-1600	187.6	179.5	157.3	156.2	126.8	27.6	20.0
33	1600-1630	169.9	170.5	146.8	141.1	103.4	23.7	17.5
34	1630-1700	139.0	141.2	129.4	115.6	94.0	23.1	16.5
35	1700-1730	119.3	109.0	100.7	92.5	66.0	22.2	16.8
36	1730-1800	111.4	102.6	91.0	82.6	52.8	21.2	15.7
37	1800-1830	100.0	94.6	79.9	67.6	39.3	21.1	14.8
38	1830-1900	90.1	84.1	68.8	59.2	32.1	22.2	15.4
39	1900-1930	79.5	74.2	62.9	52.3	31.3	21.4	15.1
40	1930-2000	82.9	76.8	67.2	53.1	30.8	22.0	15.5
41	2000-2030	78.4	68.6	64.3	50.6	27.8	16.4	15.8
42	2030-2100	68.6	65.3	54.2	44.1	24.6	8.9	13.7
43	2100-2130	53.4	55.2	40.6	37.6	21.4	7.0	11.6
44	2130-2200	45.7	43.5	33.2	32.7	19.1	7.6	11.9
45	2200-2230	37.6	34.9	24.8	28.7	15.8	0.9	12.1
46	2230-2300	31.1	28.3	19.3	22.8	12.4	0.9	11.0
47	2300-2330	47.4	47.1	46.2	46.8	46.2	45.5	46.4
48	2330-2400	45.5	45.5	45.5	45.5	45.5	45.5	45.5

ACD Summary for August

TOTAL FSAIC CSR	Excludes IVRU							
offered	76,856	148,662	164,327	152,913	113,145	0	0	655,903
blocked	0	0	0	0	0	0	0	0
abandoned in queue	660	1,240	3,577	3,566	1,874	0	0	10,917
answered	76,196	147,422	160,750	149,347	111,271	0	0	644,986
%	99.1%	99.2%	97.8%	97.7%	98.3%	#DIV/0!	#DIV/0!	98.3%
Avg Speed of Ans	6	5	13	13	11	#DIV/0!	#DIV/0!	10

Month Starting:	8/1/2001														
Split/Skill	ACD	Avg Speed Ans	Avg Aban Time	ACD Calls	Avg ACD Time	Avg ACW Time	Aban Calls	Max Delay	Flow In	Flow Out	Extn Out Calls	Avg Extn Out Ti	% ACD Time	% Ans Calls
Totals		10.27979851	31.63149452	564796	165.8282471	11.86585045	9373	924	31	143	39393	48.38902664	67.38	98.34
Span FSAIC	ACD1_IOWA_CITY	0.014320785	0	2444	197.9852753	17.91530228	0	1	0	0	131	48.06106949	41.9	100
PIC KANSAS	ACD2_LAWRENCE	10.36524105	32.08161926	412281	158.0895844	9.328586578	6751	274	31	143	23945	42.6000824	64.01	98.36
FSAIC Toll free	ACD3_PHOENIX	8.340917587	30.97289085	71243	205.5937042	16.54782867	996	924	0	0	10180	65.66257477	82.29	98.62
PIC IOWA CITY	ACD1_IOWA_CITY	11.90351105	30.16605186	78828	169.3663483	20.71705437	1626	239	0	0	5137	41.15028381	72.44	97.98

EDS: Direct Loan Consolidation Center Model Inputs

Monthly ACD Call Volume (Calls Answered Live + Abandoned Calls)	Estimated Monthly Calls Received (ACD Volume + IVR Self-Serve)	Estimated Weekly Calls Received	Resource Factor	Data Basis
104,403	107,477	26,869	0.88	June '01

Call Type	% of Inbound Contact Points	% IVR Self-Serve	% Original Volume Offered	% Overall Volume Offered	Handling Times (s) Best	Most Likely	Worst	% Prob Transfer
Certification	23	3	22.3	23.0	131	219	307	25.0
Promissory Notes	19	3	18.4	19.0	131	219	307	25.0
General Consolidation	19	3	18.4	19.0	131	219	307	25.0
Loan Payoff	18	3	17.5	18.0	131	219	307	25.0
Application Requests	13	3	12.6	13.0	131	219	307	25.0
Loan Holder/School	3	0	3.0	3.1	131	219	307	25.0
Post-funding question	2	2	2.0	2.0	150	270	420	25.0
Interest Rate question	1	4	1.0	1.0	200	270	390	25.0
Website question	1	0	1.0	1.0	131	219	307	25.0
Deactivated App	1	2	1.0	1.0	131	219	307	25.0
		TOTAL	97.1	100.0	132	221	310	
					Weighted AVG	221		

	Calculated	Value to use for input
% Calls Abandoned	1.43	2.40
% Calls Automated	2.9	
% Calls Transferred or referred to another source for resolution	25.00	

After Call Work Best	Most Likely	Worst
30	50	70

Survey Responses

Month	Calls Received	Calls Abandoned	Calls Answered	Average Speed of Answer	Average Talk Time	Average Wrap-up Time
April 2000	108,312	577	107,735	44	130	38
May 2000	118,271	1,072	117,199	63	141	40
June 2000	167,117	8,434	158,683	197	198	48
July 2000	123,040	1,246	121,794	77	193	49
August 2000	126,886	538	126,348	51	192	58
September 2000	106,389	697	105,692	49	195	55
October 2000	123,918	959	122,959	62	186	54
November 2000	125,743	1,259	124,484	81	186	50
December 2000	107,005	1,107	105,898	86	180	50
January 2001	143,444	2,814	140,630	116	195	46
February 2001	129,438	1,111	128,327	68	188	42
March 2001	144,271	1,918	142,353	93	185	45
TOTALS	1,523,834	21,732	1,502,102			
AVERAGE	126,986	1,811	125,175	82	181	48

Resource Inputs

Time Period	Time	M	T	W	R	F	S	SU
1	0000-0030	352.0	352.0	352.0	352.0	352.0	0.0	0.0
2	0030-0100	352.0	352.0	352.0	352.0	352.0	0.0	0.0
3	0100-0130	352.0	352.0	352.0	352.0	352.0	0.0	0.0
4	0130-0200	352.0	352.0	352.0	352.0	352.0	0.0	0.0
5	0200-0230	352.0	352.0	352.0	352.0	352.0	0.0	0.0
6	0230-0300	352.0	352.0	352.0	352.0	352.0	0.0	0.0
7	0300-0330	352.0	352.0	352.0	352.0	352.0	0.0	0.0
8	0330-0400	352.0	352.0	352.0	352.0	352.0	0.0	0.0
9	0400-0430	352.0	352.0	352.0	352.0	352.0	0.0	0.0
10	0430-0500	352.0	352.0	352.0	352.0	352.0	0.0	0.0
11	0500-0530	352.0	352.0	352.0	352.0	352.0	0.0	0.0
12	0530-0600	352.0	352.0	352.0	352.0	352.0	0.0	0.0
13	0600-0630	352.0	352.0	352.0	352.0	352.0	0.0	0.0
14	0630-0700	352.0	352.0	352.0	352.0	352.0	0.0	0.0
15	0700-0730	12.0	11.4	11.0	12.7	10.8	0.0	0.0
16	0730-0800	16.1	16.1	13.7	16.6	13.3	0.0	0.0
17	0800-0830	35.0	35.3	32.5	30.6	27.4	0.0	0.0
18	0830-0900	37.8	37.0	35.0	33.4	29.2	0.0	0.0
19	0900-0930	41.7	48.2	45.9	45.2	40.6	0.0	0.0
20	0930-1000	46.0	51.9	49.5	48.8	43.3	0.0	0.0
21	1000-1030	53.3	59.0	57.0	57.6	51.6	0.0	0.0
22	1030-1100	55.3	62.6	60.1	57.4	49.4	0.0	0.0
23	1100-1130	50.9	56.7	54.6	51.1	44.7	0.0	0.0
24	1130-1200	54.9	66.1	64.3	60.0	56.7	0.0	0.0
25	1200-1230	52.7	56.5	61.3	57.1	51.8	0.0	0.0
26	1230-1300	56.9	59.7	59.1	59.8	53.5	0.0	0.0
27	1300-1330	58.6	64.9	64.4	61.3	53.6	0.0	0.0
28	1330-1400	60.4	63.6	59.3	59.2	43.5	0.0	0.0
29	1400-1430	62.1	61.2	58.2	60.2	53.4	0.0	0.0
30	1430-1500	60.2	63.3	62.5	61.2	56.8	0.0	0.0
31	1500-1530	67.1	71.4	66.4	63.8	58.3	0.0	0.0
32	1530-1600	66.4	70.8	68.4	59.3	51.8	0.0	0.0
33	1600-1630	53.4	66.5	61.7	54.0	42.6	0.0	0.0
34	1630-1700	54.3	58.3	55.6	50.6	20.0	0.0	0.0
35	1700-1730	43.6	47.6	45.4	44.9	32.6	0.0	0.0
36	1730-1800	35.1	40.5	43.0	37.4	29.1	0.0	0.0
37	1800-1830	35.6	36.8	33.1	29.8	23.0	0.0	0.0
38	1830-1900	31.2	32.3	29.8	24.6	18.1	0.0	0.0
39	1900-1930	22.2	21.6	19.0	23.4	11.5	0.0	0.0
40	1930-2000	15.4	16.3	16.8	22.2	9.5	0.0	0.0
41	2000-2030	264.3	176.4	187.5	90.5	176.2	0.0	0.0
42	2030-2100	352.0	352.0	275.1	352.0	352.0	0.0	0.0
43	2100-2130	352.0	352.0	274.8	352.0	352.0	0.0	0.0
44	2130-2200	352.0	352.0	264.7	352.0	352.0	0.0	0.0
45	2200-2230	352.0	352.0	352.0	352.0	352.0	0.0	0.0
46	2230-2300	352.0	352.0	352.0	352.0	352.0	0.0	0.0
47	2300-2330	352.0	352.0	352.0	352.0	352.0	0.0	0.0
48	2330-2400	352.0	352.0	352.0	352.0	352.0	0.0	0.0

ACD Total	26,556	
Abandoned Total	637	2.4%
CSR Handled	25,919	
ASA	42	
Talk	219	
ACW	51	

STATS

Call Volume	June '01
Total Calls Offered	120,627
Calls Handled by Agent	104,403
Calls Handled by VRU	15,371
Total Calls Handled	119,774
Abandonment Rate	1% (2.4% for week of 25 June)
ASA	42s
Average ACD Time	219s
Average ACW Time	51s

SFA Call Center Optimization As-Is Simulation Summary

Volume values are for 1 month	DLSC		FSAIC		DLCC		Total	
	Data / Survey	Simulation	Data / Survey	Simulation	Data / Survey	Simulation	Data / Survey	Simulation
Calls Received								
Volume	483,290	483,344	854,708	857,132	107,477	107,032	1,445,475	1,447,508
Calls Automated								
Volume	113,235	108,092	198,805	205,740	3,074	2,660	315,114	316,492
% of Calls Received	23%	22%	23%	24%	3%	2%	23%	23%
Calls Offered to CSR								
Volume	370,055	375,252	655,903	651,392	104,403	104,372	1,130,361	1,131,016
% of Calls Received	77%	78%	77%	76%	97%	98%	79%	79%
Calls Abandoned								
Volume	13,870	4,284	19,413	14,076	1,489	2,228	34,771	20,588
% of Calls Offered to CSR	3.75%	1.14%	2.96%	2.16%	1.43%	2%	3.21%	1.95%
Calls Handled by CSR								
Volume	356,185	370,968	636,490	637,316	102,914	102,144	1,095,590	1,110,428
% of Calls Offered to CSR	96%	99%	97%	98%	99%	98%	97%	98%
Calls Answered								
Volume	469,420	479,060	835,296	843,056	105,988	104,804	1,410,703	1,426,920
% of Calls Received	97%	99%	98%	98%	99%	98%	98%	99%
Transferred Calls Out								
Volume	18,165	23,868	44,605	37,808	25,729	25,632	88,499	87,308
% of Calls Received	5%	6%	7%	6%	25%	25%	12%	12%
Average Speed of Answer	21.5	24.2	13	11.6	42	45.1	18	19
Resource Factor		0.81		0.91		0.88		
% Service Level (80/20)	N/A	98	N/A	93	N/A	83	N/A	92
Avgerage Handling Time	279	272	165	156	219	225	207	201
Average Wrap-Up Time	0	0	12	12	51	52	12	12