

TENNESSEE ONE-CALL SYSTEM

Call Center Performance, 2005

	Inbound Calls	% +/- Previous Mo.	Ave. Speed Answered	Calls Abandoned	% Calls Abandoned	Ave. Call Length	% Within Serv. Level	LRA% Available/ACD	Tickets Entered	% +/- Previous Mo.	Ratio Calls/Tickets
January	18,579	14.9%	0:21	459	2.5%	4:35	89.3%	97.4%	34,947	12.9%	1/1.9
February	18,318	-1.4%	0:28	695	3.8%	4:49	84.9%	97.4%	33,302	-4.7%	1/1.8
March	24,228	32.3%	0:34	1,046	4.3%	5:00	79.6%	97.6%	40,684	22.2%	1/1.8
April	25,175	3.9%	0:51	1,718	6.8%	4:57	70.0%	97.1%	40,385	-0.7%	1/1.6
May	26,700	6.1%	0:53	1,969	7.4%	5:02	68.5%	97.0%	43,166	6.9%	1/1.6
June	28,789	7.8%	1:37	4,252	14.8%	5:05	57.0%	96.8%	45,692	5.9%	1/1.6
July	23,402	-18.7%	0:56	1,659	7.1%	5:18	72.9%	96.7%	40,134	-12.2%	1/1.7
August	27,956	19.5%	1:11	2,654	9.5%	5:23	67.4%	94.6%	47,825	19.2%	1/1.7
September	26,499	-5.2%	1:31	3,286	12.4%	5:18	62.3%	95.8%	43,485	-9.1%	1/1.6
October	24,901	-6.0%	0:46	1,231	4.9%	5:12	72.0%	94.6%	43,888	0.9%	1/1.8
November	21,206	-14.8%	0:32	781	3.7%	4:56	81.9%	96.9%	39,085	-10.9%	1/1.8
December	18,554	-12.5%	0:20	398	2.1%	4:35	89.3%	96.5%	35,689	-8.7%	1/1.9
Total	284,307		0:50	20,148	7.1%	5:00	73.3%	96.5%	488,282		