

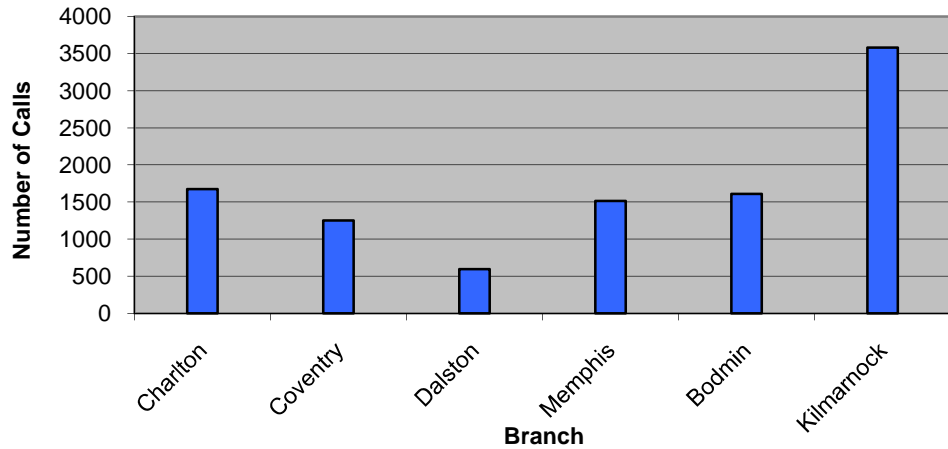
Company: Sample Company
Authorized Contact: Karen Shah
Reporting Period: 01/06/2007-30/06/2007

Report For: Karen Shah
Report Reference: SSS-0607
Date Produced: 14/07/2007

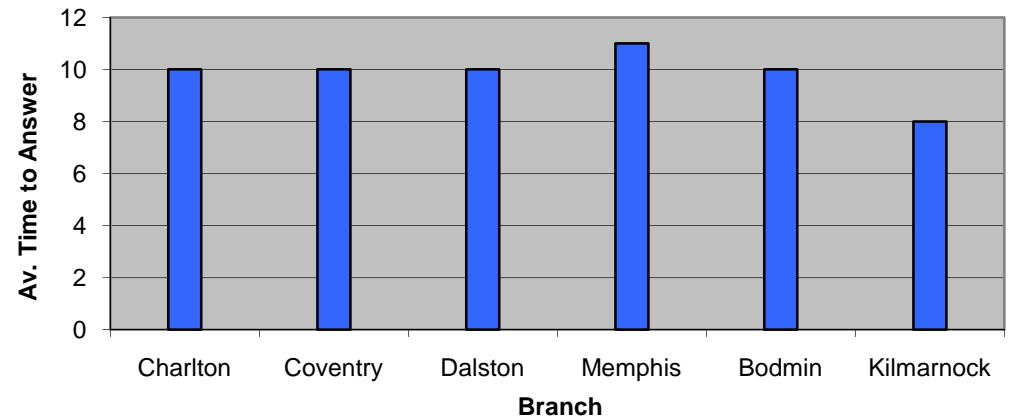
SMARTNUMBERS TEAM EFFICIENCY SUMMARY

Branch	Total Customer Calls	Total Answered	Abandoned	Total Overflowed	Av. Wait Before Answer (secs)	Av. Wait Before Abandon (secs)	Av. Call Duration (secs)
Charlton	1674	1656	18	829	10	80	75
Coventry	1250	1235	15	746	10	93	99
Dalston	596	587	9	324	10	101	83
Memphis	1514	1498	16	900	11	90	79
Bodmin	1609	1586	23	860	10	84	74
Kilmarnock	3582	3546	36	0	8	103	80

Calls Answered



Av. Wait Before Answer



Team Efficiency Report

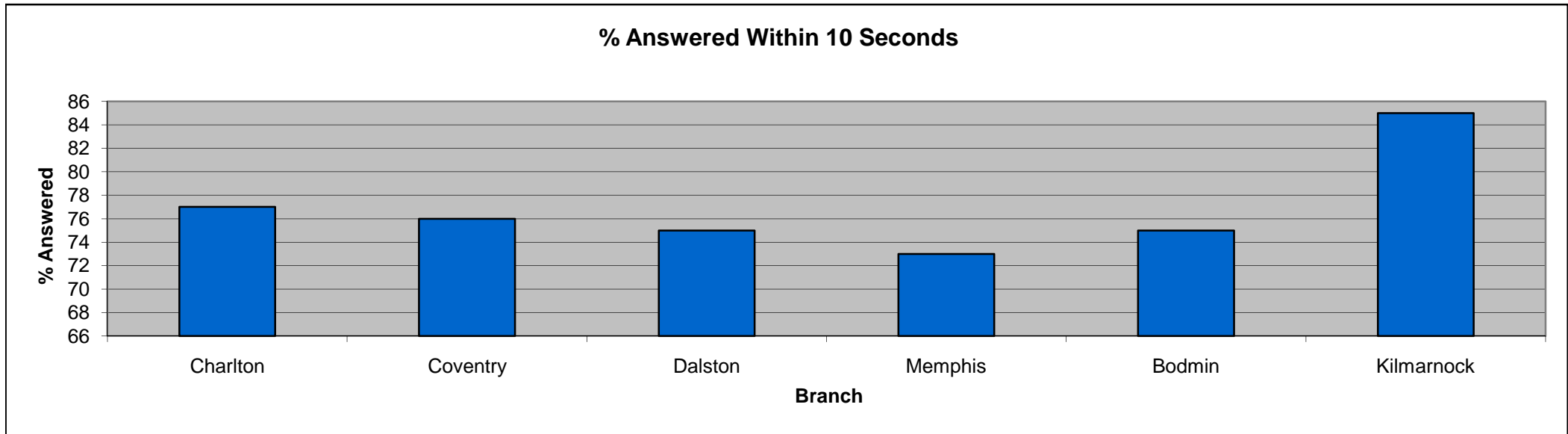
Similar in scope to the Team Service Levels report but includes the percentage of calls answered within specified time intervals (10 seconds, 15 seconds and so on)

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SMARTNUMBERS TEAM EFFICIENCY SUMMARY

Division	% of Calls Answered within							
	10 sec	15 sec	20 sec	25 sec	30 sec	60 sec	90 sec	90+ sec
Charlton	77	87	89	92	93	97	98	100
Coventry	76	89	91	94	95	98	99	100
Dalston	75	86	90	93	95	98	99	100
Memphis	73	86	89	91	93	97	98	100
Bodmin	75	86	89	91	93	97	98	100
Kilmarnock	85	92	94	95	96	98	99	100



Team Efficiency Report

Similar in scope to the Team Service Levels report but includes the percentage of calls answered within specified time intervals (10 seconds, 15 seconds and so on)

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Glossary

Item	Definition
Total Customer Calls	Total number of calls received by a team excluding overflow calls and calls abandoned before the first message. Total customer calls = Total Answered + Total Abandoned
Total Answered	Of the total customer calls, this is the total number of calls answered
Total Abandoned	Of the total customer calls, this is the total number of calls that were abandoned, excluding calls abandoned before the first message
Abandoned	Of the total customer calls, this is the total number of calls that were abandoned, excluding calls abandoned before the first message
Total Overflowed	Total number of calls that overflowed to other teams after the team timeout had expired
Av. Wait Before Answer	Average time the caller waits before the call is answered
Av. Wait Before Abandon	Average time the caller waits before abandoning the call
Ave. Call Duration (secs)	Average time the caller is on the phone to an agent