

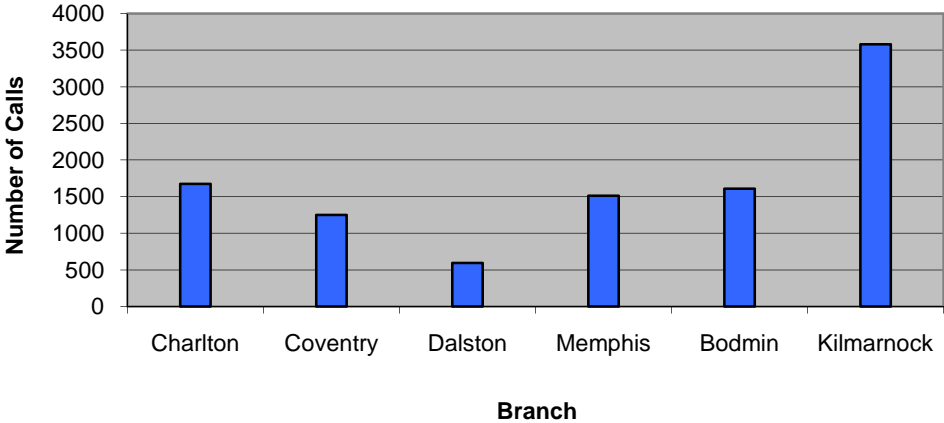
Company: Sample Company
Authorized Contact: Karen Shah
Reporting Period: 01/11/2007- 30/11/2007

Report For: Karen Shah
Report Reference: SSS-0607
Date Produced: 04/12/2007

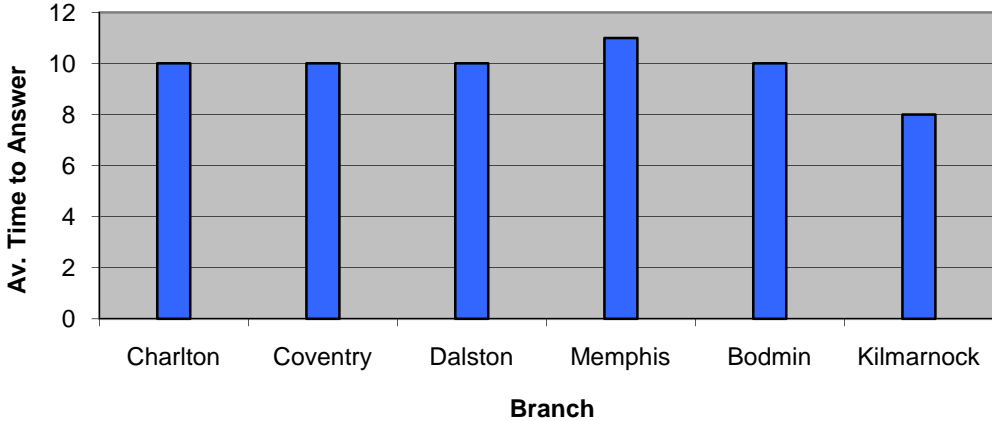
SMARTNUMBERS TEAM SERVICE LEVEL

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 Service Levels

Report shows the total customer calls, answered and abandoned calls, the average wait before answered, the average wait before abandoned and the average call duration