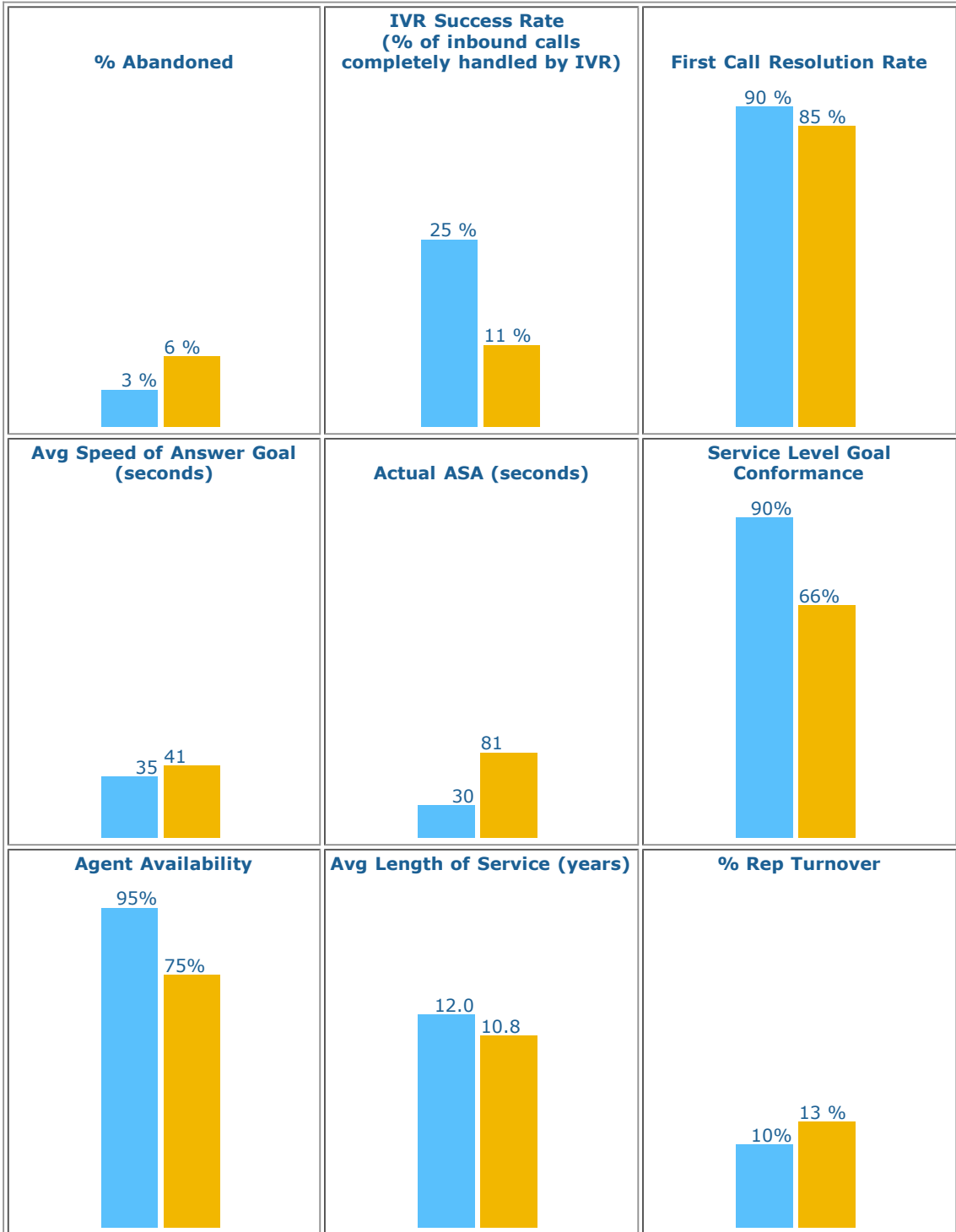


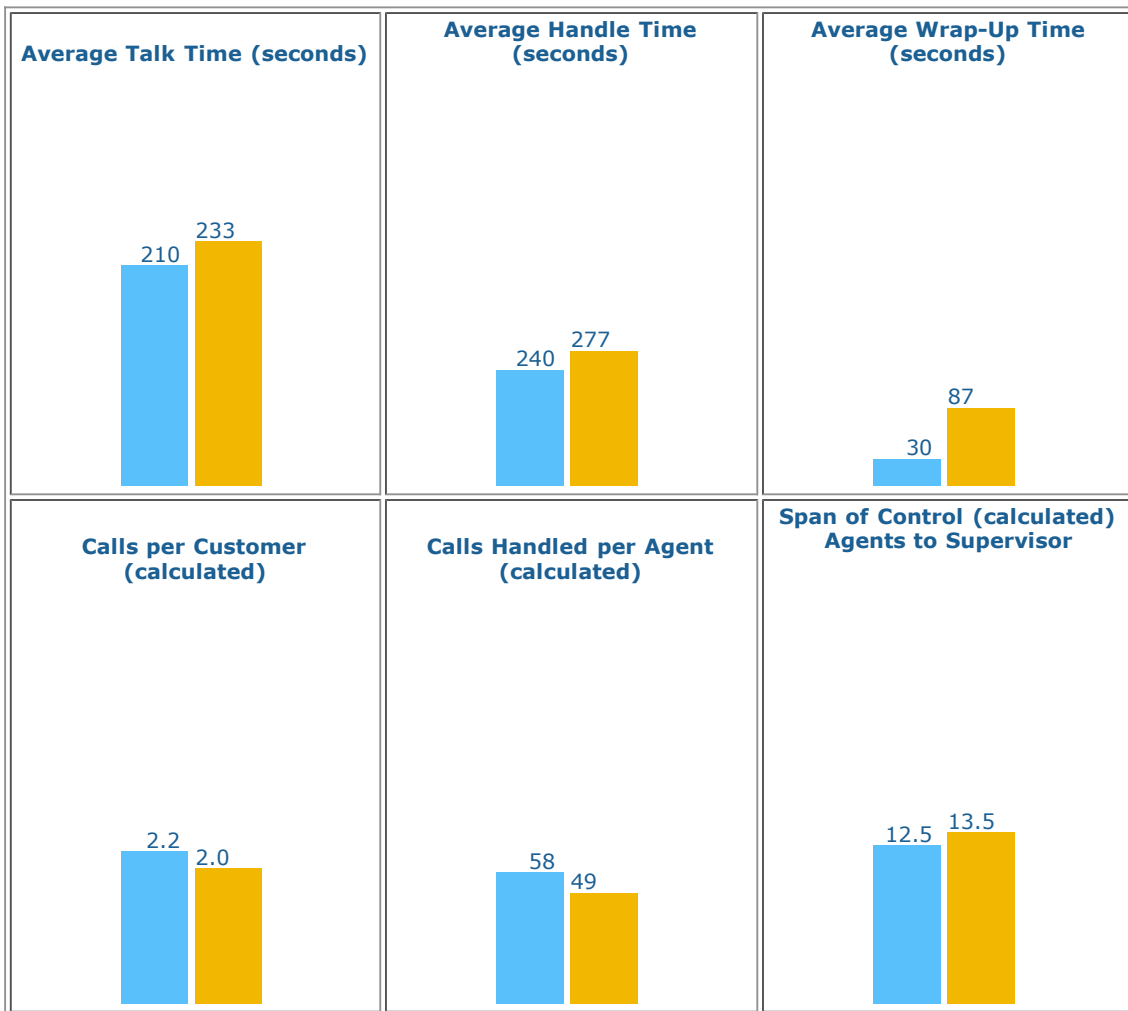
CCE-J Call Center Benchmarks

If you'd like to learn more about these and other benchmarks, or tryout our benchmark comparisons with your call center's data, please email cck@ascentgroup.com or call our toll-free number 877-845-9947.

Benchmark Comparisons

■ Company XYZ
■ Industry





Call Center Information

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| <p>Industry: Utility #Call Centers: 2 Operate Virtually as One Center? Yes Locations: Anywhere, Somewhere Hours: 24 x 7 Calls Offered: 2,200,000 Calls Handled: 1,500,000 Outbound Calls: 300,000 VRU Offered: 0 VRU Handled: 500,000 Abandoned: 3 % ASA Goal: 35 seconds Actual ASA: 30 seconds Service Level Goal: 80% in 30 seconds Service Level Conformance: 90 % # Agents: 100 # Supervisors: 8 # Managers: 3 # Support Staff: 5 Union: Yes</p> | <p>Average Talk Time: 210 seconds Average Handle Time: 240 seconds Agent Availability: 95 % Calls per Agent: 100 (daily) Turnover: 10 % annually Average Length of Service: 12 years Absenteeism Rate: 5 % Union Agents? Yes Universal Agents? Yes Monitoring Frequency: 5 calls per agent per month Dedicated QA Group? Yes Monitoring System: Witness Systems ACD Vendor: Aspect Workforce Management System: Aspect IVR Vendor: Nortel Peripherals, Syntellect Vista % Satisfied: 55 % % Very Satisfied: 25 % Cost per Call: \$ 3.52 % Resolved on First Contact: 90 % Awards: Call Center Magazine Call Center of the Year, J.D. Power and Associates Top Ranking, American Customer Satisfaction Index Top Ranking, Most Admired Company</p> |
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