



MISSOURI GAS ENERGY

3420 Broadway • Kansas City, MO • 64111-2404 • (816) 756-5261

May 11, 2012

Mr. Steven C. Reed
Secretary, Missouri Public Service Commission
Governor Office Building
200 Madison Street
P.O. Box 360
Jefferson City, MO 65102-0360

FILING VIA EFIS

**Re: Case Nos. GM-2000-43, GM-2000-500, GM-2000-502, GM-2000-503,
GM-2003-0238 and GO-2005-0019, Missouri Gas Energy**

Dear Mr. Reed:

Pursuant to the Commission orders in the above-referenced cases, I hereby submit for filing in Case Nos. GM-2000-43, GM-2000-500, GM-2000-502, GM-2000-503, GM-2003-0238 and GO-2005-0019 a report containing assorted information for calendar year 2011.

If you have any questions regarding the enclosed information, please feel free to give me a call at 816-360-5560.

Sincerely,

Michael R. Noack
Director, Pricing & Regulatory Affairs

C: Ron Crow
Paul Boudreau
Debbie Bernsen
Gay Fred
Lewis Mills, Jr.
Lera Shemwell

Enclosures

Missouri Gas Energy
A Division of Southern Union Company

GM-2000-43
GM-2000-500
GM-2000-502
GM-2000-503
GM-2003-0238
GO-2005-0019

May 11, 2012
Report for Calendar Year 2011

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG				SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BILLG SVCS									SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	
Saturday 1/1/2011								541				2				100%
Sunday 1/2/2011								541				2				100%
Monday 1/3/2011	3,398	233	181		706	4,518	2,589	7,107	9.93%	52	73	84	269	58	195	73%
Tuesday 1/4/2011	2,851	25			647	3,523	1,871	5,394	11.99%	41	70	101	275	58	453	69%
Wednesday 1/5/2011	2,887				416	3,303	1,620	4,923	8.45%	41	70	135	276	55	326	69%
Thursday 1/6/2011	2,949				451	3,400	1,627	5,027	8.97%	42	70	108	284	49	283	70%
Friday 1/7/2011	3,018				566	3,584	2,014	5,598	10.11%	41	74	112	270	55	351	70%
Saturday 1/8/2011							975	975				2				100%
WEEK	15,103	258	181		2,786	18,328	10,696	29,024	9.60%	43	358	102	274	55	320	71%
Sunday 1/9/2011							591	591				2				100%
Monday 1/10/2011	2,602	106	111		467	3,286	1,699	4,985	9.37%	38	74	96	277	50	301	73%
Tuesday 1/11/2011	2,512	31			682	3,225	1,523	4,748	14.36%	37	69	141	274	55	453	66%
Wednesday 1/12/2011	2,690	86			621	3,397	1,719	5,116	12.14%	42	66	118	296	53	411	68%
Thursday 1/13/2011	2,807	64			491	3,362	1,644	5,006	9.81%	42	68	110	292	61	317	70%
Friday 1/14/2011	3,036	54	36		679	3,805	2,030	5,835	11.64%	45	69	127	274	55	334	64%
Saturday 1/15/2011							1,035	1,035				2				100%
WEEK	13,647	341	147		2,940	17,075	10,241	27,316	10.76%	41	346	111	283	55	370	70%
Sunday 1/16/2011							561	561				2				100%
Monday 1/17/2011	2,681	90	45		44	2,860	1,292	4,152	1.06%	39	72	27	252	43	85	83%
Tuesday 1/18/2011	3,116				332	3,448	1,580	5,028	6.60%	43	72	104	270	57	238	69%
Wednesday 1/19/2011	2,930	44	6		186	3,166	1,453	4,619	4.03%	42	71	81	276	53	178	68%
Thursday 1/20/2011	2,221	24	18		548	2,811	1,691	4,502	12.17%	32	71	119	277	52	446	67%
Friday 1/21/2011	2,430	181	63		936	3,610	2,045	5,655	16.55%	39	69	173	296	54	434	59%
Saturday 1/22/2011							1,021	1,021				2				100%
WEEK	13,378	339	132		2,046	15,895	9,643	25,538	8.01%	39	355	96	274	52	375	70%
Sunday 1/23/2011							679	679				2				100%
Monday 1/24/2011	3,456	323	66		315	4,160	1,883	6,043	5.21%	53	73	97	283	53	202	70%
Tuesday 1/25/2011	3,234				176	3,410	1,559	4,969	3.54%	45	72	67	268	50	191	72%
Wednesday 1/26/2011	2,973	32	20		515	3,540	1,565	5,105	10.09%	42	72	126	284	47	434	66%
Thursday 1/27/2011	3,169	120	33		300	3,622	1,636	5,258	5.71%	45	74	104	282	47	201	67%
Friday 1/28/2011	3,196	162	21		350	3,729	1,981	5,710	6.13%	44			275	41	209	
Saturday 1/29/2011							938	938								
WEEK	16,028	637	140		1,656	18,461	7,322	25,783	6.42%	46	363	82	223	39	230	60%
Sunday 1/30/2011							735	735				2				100%
Monday 1/31/2011	3,381	317	153		313	4,164	1,832	5,996	5.22%	54	71	83	286	49	200	74%
WEEK	3,381	317	153		313	4,164	2,567	6,731	4.65%	54	71	74	286	49	200	77%
MTD	61,537	1,892	753		9,741	73,923	41,010	114,933	8.48%	43	1501	96	263	50	327	69%
YTD	61,537	1,892	753		9,741	73,923	41,010	114,933	8.48%	43	1,501	96	263	50	327	69%
Calls per FTE per Day											75	Monthly Average				
Calls per FTE per Day											75	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
January 2011

Monday, January 03, 2011
Monday, January 10, 2011
Tuesday, January 11, 2011
Wednesday, January 12, 2011
Thursday, January 20, 2011
Friday, January 21, 2011
Monday, January 24, 2011

AM and PM overtime offered to all consultants
PM overtime and half hour lunch offered to all consultants
AM and PM overtime offered to all full time consultants
PM overtime was offered to all full time consultants.
AM overtime offered to all full time consultants.
PM overtime offered to all full time consultants.
AM overtime offered to all full time consultants.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2011

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	SVCS											
Tuesday 2/1/2011	2,196	40	33	33	2,547	1,551	4,098	6.78%	33	69	83	274	56	238	70%
Wednesday 2/2/2011	1,332	99	157	157	2,147	1,349	3,796	14.73%	22	72	201	299	47	418	59%
Thursday 2/3/2011	2,995	26	8	8	3,624	2,290	5,914	10.06%	41	74	113	277	57	418	71%
Friday 2/4/2011	2,882	216	135	135	4,413	2,317	6,730	17.53%	47	69	160	287	68	302	58%
Saturday 2/5/2011						1,335	1,335				2				100%
WEEK	9,405	381	333	333	12,731	9,142	21,873	11.94%	36	283	128	283	59	346	67%
Sunday 2/6/2011						784	784				2				100%
Monday 2/7/2011	3,199	462	178	178	4,660	2,285	6,945	11.82%	53	72	116	285	55	229	67%
Tuesday 2/8/2011	3,239	218	47	47	4,063	2,076	6,139	9.11%	51	69	118	293	61	372	69%
Wednesday 2/9/2011	3,106	74	28	28	3,695	1,882	5,577	8.73%	44	73	120	279	56	360	71%
Thursday 2/10/2011	3,278	74	14	14	3,948	2,017	5,965	9.76%	47	72	140	285	50	408	69%
Friday 2/11/2011	3,229	279	79	79	4,404	2,731	7,135	11.45%	51	70	121	291	55	288	70%
Saturday 2/12/2011						1,207	1,207				2				100%
WEEK	16,051	1,107	346	346	20,770	12,982	33,752	9.68%	49	356	115	287	55	320	71%
Sunday 2/13/2011						831	831				2				100%
Monday 2/14/2011	3,276	288	168	168	5,307	2,033	7,340	21.46%	52	72	184	289	48	221	55%
Tuesday 2/15/2011	3,407	208	95	95	4,734	2,364	7,098	14.43%	56	66	150	306	60	203	60%
Wednesday 2/16/2011	3,944	130	74	74	4,530	2,125	6,655	5.74%	59	70	74	291	49	168	74%
Thursday 2/17/2011	3,673	57	23	23	3,986	1,814	5,800	4.02%	55	68	65	282	49	163	77%
Friday 2/18/2011	3,349	238	121	121	4,198	2,640	6,838	7.17%	55	67	121	300	63	302	72%
Saturday 2/19/2011						1,267	1,267				2				100%
WEEK	17,649	921	481	481	22,755	13,074	35,829	10.34%	55	344	111	294	54	218	69%
Sunday 2/20/2011						821	821				2				100%
Monday 2/21/2011	3,551	173	111	111	4,060	1,870	5,930	3.79%	55	70	76	279	52	212	73%
Tuesday 2/22/2011	3,389	212	119	119	4,501	2,021	6,522	11.97%	53	70	153	293	60	437	67%
Wednesday 2/23/2011	3,523	186	42	42	4,236	1,982	6,218	7.80%	53	71	113	291	55	358	72%
Thursday 2/24/2011	3,007	97	28	28	3,811	1,792	5,603	12.12%	44	71	137	289	53	489	68%
Friday 2/25/2011	2,654	245	96	96	4,039	2,321	6,360	16.42%	45	67	167	305	66	432	65%
Saturday 2/26/2011						1,242	1,242				2				100%
WEEK	16,124	913	396	396	20,647	12,049	32,696	9.83%	50	349	120	291	57	419	71%
Sunday 2/27/2011						902	902				2				100%
Monday 2/28/2011	3,147	442	124	124	5,221	2,335	7,556	19.96%	54	69	229	297	56	237	52%
WEEK	3,147	442	124	124	5,221	3,237	8,458	17.83%	54	69	199	297	56	237	57%
MTD	62,376	3,764	1,680	1,680	82,124	50,484	132,608	10.79%	49	1398	122	290	56	312	69%
YTD	123,913	5,656	2,433	2,433	156,047	91,494	247,541	9.71%	46	2,893	110	277	53	318	69%
										Calls per FTE per Day	Monthly Average				
										70	Year To Date Average				
										72					

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2011

Tuesday, February 01, 2011	AM and PM overtime offered to all contact center employees.
Tuesday, February 01, 2011	Contact center closed at 5:30 due to weather.
Wednesday, February 02, 2011	AM overtime offered to all full time employees, PM overtime offered to all employees.
Friday, February 04, 2011	PM overtime offered to all employees.
Monday, February 07, 2011	PM overtime offered to all employees.
Monday, February 07, 2011	half hour lunches offered to all employees.
Monday, February 07, 2011	PM overtime was forced to 6:00 was forced for all contact center employees.
Tuesday, February 08, 2011	AM overtime offered to fulltime employees.
Friday, February 11, 2011	PM overtime offered to full time employees
Monday, February 14, 2011	AM overtime offered to all contact center employees. PM overtime force for all contact center employees till 6:05 PM.
Tuesday, February 15, 2011	AM and PM overtime offered to all contact center employees.
Wednesday, February 16, 2011	AM and PM overtime offered to all contact center employees.
Thursday, February 17, 2011	AM and PM overtime offered to all contact center employees.
Friday, February 18, 2011	AM and PM overtime offered to all contact center employees.
Monday, February 21, 2011	AM overtime offered to all full time employees.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	SVCS	BLLG SVCS												
Tuesday 3/1/2011	3,482	379	138	829	4,828	2,500	7,328	11.31%	57	70	128	294	58	292	69%	
Wednesday 3/2/2011	3,366	119	55	635	4,175	2,199	6,374	9.96%	50	71	135	293	57	498	69%	
Thursday 3/3/2011	2,950	344	102	854	4,250	2,482	6,732	12.69%	49	69	128	291	63	297	68%	
Friday 3/4/2011	3,215	108	27	824	4,174	2,615	6,789	12.14%	47	71	133	291	54	290	69%	
Saturday 3/5/2011						1,259	1,259				2				100%	
WEEK	13,013	950	322	3,142	17,427	11,055	28,482	11.03%	51	281	124	292	58	334	70%	
Sunday 3/6/2011						868	868				2				100%	
Monday 3/7/2011	3,653	318	142	1,104	5,217	2,341	7,558	14.61%	58	71	166	293	51	244	58%	
Tuesday 3/8/2011	3,486	77	68	542	4,173	1,989	6,162	8.80%	51	71	135	291	58	243	66%	
Wednesday 3/9/2011	3,303		42	615	3,960	2,054	6,014	10.23%	46	73	151	280	55	270	68%	
Thursday 3/10/2011	3,356	43	19	348	3,766	1,878	5,644	6.17%	49	70	119	297	53	238	69%	
Friday 3/11/2011	3,117	103	32	516	3,768	2,315	6,083	8.48%	46	71	122	290	51	378	70%	
Saturday 3/12/2011						927	927				2				100%	
WEEK	16,915	541	303	3,125	20,884	12,372	33,256	9.40%	50	355	132	290	54	270	68%	
Sunday 3/13/2011						762	762				2				100%	
Monday 3/14/2011	3,969	398	150	416	4,933	2,162	7,095	5.86%	65	69	99	296	56	186	66%	
Tuesday 3/15/2011	3,552			564	4,116	2,222	6,338	8.90%	49	72	136	276	54	315	68%	
Wednesday 3/16/2011	3,146			607	3,753	2,063	5,816	10.44%	44	72	149	285	51	416	68%	
Thursday 3/17/2011	2,982			484	3,466	1,777	5,243	9.23%	40	75	135	278	52	288	67%	
Friday 3/18/2011	2,898			547	3,445	2,264	5,709	9.58%	39	74	140	275	50	423	69%	
Saturday 3/19/2011						1,074	1,074				2				100%	
WEEK	16,547	398	150	2,618	19,713	12,324	32,037	8.17%	47	361	122	283	53	335	69%	
Sunday 3/20/2011						753	753				2				100%	
Monday 3/21/2011	3,511	299	136	571	4,517	2,121	6,638	8.60%	56	70	122	293	52	211	67%	
Tuesday 3/22/2011	3,530			506	4,036	1,937	5,973	8.47%	49	72	130	284	56	411	65%	
Wednesday 3/23/2011	3,439	91	37	584	4,151	1,907	6,058	9.64%	49	73	141	285	52	337	67%	
Thursday 3/24/2011	3,563	45	20	428	4,056	1,928	5,984	7.15%	52	70	130	289	58	330	69%	
Friday 3/25/2011	3,612	118	58	447	4,235	2,344	6,579	6.79%	53	71	120	288	56	285	70%	
Saturday 3/26/2011						1,079	1,079				2				100%	
WEEK	17,655	553	251	2,536	20,995	12,069	33,064	7.67%	52	356	121	288	55	313	70%	
Sunday 3/27/2011						792	792				2				100%	
Monday 3/28/2011	4,016	270	227	562	5,075	2,148	7,223	7.78%	64	71	112	296	53	227	69%	
Tuesday 3/29/2011	3,649	31	27	581	4,288	1,889	6,177	9.41%	53	70	149	290	56	368	66%	
Wednesday 3/30/2011	3,168	120	68	650	4,006	1,907	5,913	10.99%	50	67	156	300	59	297	65%	
Thursday 3/31/2011	3,700	290	108	832	4,930	2,325	7,255	11.47%	59	69	165	304	52	331	64%	
WEEK	14,533	711	430	2,625	18,299	9,061	27,360	9.59%	57	277	140	298	55	309	67%	
MTD	78,663	3,153	1,456	14,046	97,318	56,881	154,199	9.11%	51	1,630	127	290	55	312	69%	
YTD	202,576	8,809	3,889	38,091	253,365	148,375	401,740	9.48%	48	4,521	117	282	54	316	69%	
											Calls per FTE per Day		Monthly Average			
											71	Year To Date Average				
											72					

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
March 2011

Tuesday, March 01, 2011
Thursday, March 03, 2011
Friday, March 04, 2011
Monday, March 07, 2011
Tuesday, March 08, 2011
Monday, March 14, 2011
Monday, March 21, 2011
Monday, March 28, 2011

AM overtime offered to full and part-time employees, PM overtime offered to all full time employees.
PM overtime offered to all contact center employees.
PM overtime offered to full time employees.
Mandatory PM overtime for all contact center employees.
AM and PM overtime offered to full time employees
AM overtime offered to full and part-time employees, PM overtime offered to full time contact center employees.
AM and PM overtime offered to all contact center employees.
AM overtime offered to a full time consultants, PM overtime offered to all full and part-time contact center employees.

Activity Code Statistics

Activity Code Summary 1st Quarter 2011

Activity Code Type	January 2011			February 2011			March 2011		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	5846	305	15.08%	5851	303	14.14%	6979	294	14.12%
2 Pay Agreements	2340	288	6.04%	3539	290	8.55%	4805	304	9.72%
3 Account Activity Verification	26713	250	68.93%	27651	257	66.83%	33027	256	66.82%
4 Payment Options	1550	250	4.00%	1922	244	4.65%	2358	248	4.77%
5 ABC	861	193	2.22%	817	209	1.97%	730	210	1.48%
6 High Bill Concerns	759	220	1.96%	955	259	2.31%	833	265	1.69%
7 Energy Assistance	336	209	0.87%	237	231	0.57%	268	234	0.54%
8 Gas Leak/Emergency	39	247	0.10%	50	229	0.12%	42	214	0.08%
9 Typing Request	20	170	0.05%	39	244	0.09%	27	210	0.05%
10 MGE/SUG General Information	249	213	0.64%	295	217	0.71%	334	202	0.68%
11 Deposits	34	237	0.09%	14	194	0.03%	21	177	0.04%
12 Estimated Bills	9	226	0.02%	4	130	0.01%	6	113	0.01%
			100.00%			100.00%			100.00%
Total Calls Coded	38756			41374			49430		
Average Talk Time (seconds)		258			264			264	
Maximum Talk Time (seconds)		305			303			304	
Total Calls Answered this Month	64182			67820			83242		
Percent Coded	60.4%			61.0%			59.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2011

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG TALK TIME	NOT READY TIME	AVG ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	CALLS ABAND										
Friday 4/1/2011	3,538	501	140	627	4,806	3,179	7,985	7.85%	59	71	144	288	403	74%
Saturday 4/2/2011						1,277	1,277				2			100%
WEEK														
Sunday 4/3/2011	3,538	501	140	627	4,806	4,456	9,262	6.77%	59	71	123	288	403	78%
Monday 4/4/2011	3,870	446	176	844	5,336	2,612	7,948	10.62%	59	76	190	272	409	100%
Tuesday 4/5/2011	4,362	249	87	336	5,034	2,423	7,457	4.51%	63	75	87	269	53	61%
Wednesday 4/6/2011	3,660	166	63	425	4,314	1,956	6,270	6.78%	55	71	105	273	58	70%
Thursday 4/7/2011	3,926	114	48	252	4,340	1,995	6,335	3.98%	55	74	87	269	53	73%
Friday 4/8/2011	3,860	55		342	4,257	2,405	6,662	5.13%	52	75	90	268	50	72%
Saturday 4/9/2011						1,085	1,085				2			68%
WEEK														100%
Sunday 4/10/2011	19,678	1,030	374	2,199	23,281	13,322	36,603	6.01%	57	371	107	270	319	70%
Monday 4/11/2011	4,497	385	41	519	5,442	2,250	7,692	6.75%	64	77	145	266	315	100%
Tuesday 4/12/2011	4,294	288	105	266	4,560	1,863	6,423	4.14%	55	78	89	261	50	69%
Wednesday 4/13/2011	3,284	407	98	830	4,723	1,963	6,279	8.58%	53	71	170	280	62	66%
Thursday 4/14/2011	3,388	305	83	492	4,776	2,119	6,842	12.13%	53	73	214	274	61	62%
Friday 4/15/2011	3,896					1,300	1,300				2			65%
Saturday 4/16/2011														62%
WEEK														100%
Sunday 4/17/2011	19,459	1,385	327	2,646	23,817	13,065	36,882	7.17%	56	378	145	269	354	67%
Monday 4/18/2011	4,230	334	115	823	5,502	2,086	7,588	10.85%	59	79	219	257	54	100%
Tuesday 4/19/2011	3,980	231	126	774	5,111	2,038	7,149	10.83%	59	74	189	277	57	61%
Wednesday 4/20/2011	3,930	387	187	502	5,006	2,118	7,124	7.05%	61	74	142	275	61	64%
Thursday 4/21/2011	3,540	332	168	441	4,481	1,920	6,401	6.89%	54	75	138	272	58	65%
Friday 4/22/2011	2,940	253	116	723	4,032	2,206	6,238	11.59%	44	75	222	275	55	56%
Saturday 4/23/2011						877	877				2			58%
WEEK														100%
Sunday 4/24/2011	18,620	1,537	712	3,263	24,132	12,092	36,224	9.01%	55	377	172	271	470	65%
Monday 4/25/2011	3,656	403	46	731	4,836	2,011	6,847	10.68%	55	75	176	273	56	100%
Tuesday 4/26/2011	3,793	196	116	496	4,601	1,845	6,446	7.69%	56	73	137	271	66	63%
Wednesday 4/27/2011	3,586	141	60	441	4,228	1,803	6,031	7.31%	52	73	108	275	55	67%
Thursday 4/28/2011	3,319	301	91	374	4,085	1,735	5,820	6.43%	51	73	125	272	61	72%
Friday 4/29/2011	3,593	348	83	512	4,536	2,055	6,591	7.77%	54	75	103	270	55	69%
Saturday 4/30/2011						1,115	1,115				2			62%
WEEK														100%
MTD	79,242	5,842	1,949	11,289	98,322	54,063	152,385	7.41%	56	1565	136	271	457	68%
YTD	281,818	14,651	5,838	49,380	351,687	202,438	554,125	8.91%	50	6,093	122	279	337	69%
Calls per FTE per Day										75	Monthly Average			
Calls per FTE per Day										73	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER April 2011

Friday, April 01, 2011	AM and PM overtime offered to all Customer Service employees
Monday, April 04, 2011	AM and PM overtime offered to all Customer Service employees
Tuesday, April 05, 2011	AM and PM overtime offered to all Customer Service employees.
Wednesday, April 06, 2011	AM and PM overtime offered to all Customer Service employees.
Thursday, April 07, 2011	AM overtime offered to all full time Call Center employees PM overtime offered to all Customer Service employees.
Friday, April 08, 2011	AM overtime offered to all full time Call Center employees PM overtime offered to all full-time Customer Service employees.
Monday, April 11, 2011	AM overtime offered to all full time Call center employees, PM overtime offered to full and Part time.
Tuesday, April 12, 2011	AM and PM overtime offered to all full time Call Center employees.
Wednesday, April 13, 2011	PM overtime offered to all full time Call Center employees.
Thursday, April 14, 2011	AM and PM overtime offered to all full time Call Center employees.
Friday, April 15, 2011	AM and PM overtime offered to all full time Call Center employees.
Monday, April 18, 2011	AM and PM overtime offered to all Customer Service employees.
Tuesday, April 19, 2011	AM and PM overtime offered to all Customer Service employees.
Wednesday, April 20, 2011	AM and PM overtime offered to all full time Call Center employees.
Friday, April 22, 2011	PM overtime offered to all Customer Service employees.
Monday, April 25, 2011	AM and PM overtime offered to all Customer Service employees.
Tuesday, April 26, 2011	AM overtime offered to all Customer Service employees, PM overtime offered to all fulltime call center consultants.
Wednesday, April 27, 2011	AM and PM overtime offered to all full time Call Center employees.
Thursday, April 28, 2011	PM overtime offered to all full time Call Center employees.
Friday, April 29, 2011	AM and PM overtime offered to all full time Call Center employees.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

May 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	SVCS	BLLG SVCS												
Sunday 5/1/2011							923	923				2				100%
Monday 5/2/2011	4,057	528	123		712	5,420	2,080	7,500	9.49%	62	76	166	267	54	409	69%
Tuesday 5/3/2011	3,909	139	60		805	4,913	2,359	7,272	11.07%	54	76	179	266	59	446	66%
Wednesday 5/4/2011	3,799	109	48		424	4,380	1,973	6,353	6.67%	53	75	111	269	50	242	66%
Thursday 5/5/2011	3,514	187			211	3,912	1,753	5,665	3.72%	49	76	78	271	51	147	70%
Friday 5/6/2011	3,472	37	12		252	3,773	1,996	5,769	4.37%	46	77	78	266	42	254	74%
Saturday 5/7/2011							842	842				2				100%
WEEK	18,751	1,000	243		2,404	22,398	11,926	34,324	7.00%	53	379	118	268	52	353	70%
Sunday 5/8/2011							581	581				2				100%
Monday 5/9/2011	4,083	198	88		502	4,871	1,959	6,830	7.35%	56	78	107	262	50	396	72%
Tuesday 5/10/2011	4,036	40	7		175	4,258	1,715	5,973	2.93%	53	77	59	250	46	172	77%
Wednesday 5/11/2011	3,775	27	7		413	4,222	1,763	5,985	6.90%	49	78	112	260	48	270	68%
Thursday 5/12/2011	3,528	297	70		331	4,226	1,842	6,068	5.45%	52	75	92	262	56	246	69%
Friday 5/13/2011	3,498	232	52		363	4,145	2,454	6,599	5.50%	50	76	88	268	48	210	70%
Saturday 5/14/2011							1,074	1,074				2				100%
WEEK	18,920	794	224		1,784	21,722	11,388	33,110	5.39%	52	383	87	260	50	279	73%
Sunday 5/15/2011							861	861				2				100%
Monday 5/16/2011	3,789	395	156		669	5,009	2,263	7,272	9.20%	58	75	110	272	59	265	72%
Tuesday 5/17/2011	3,757	70	16		296	4,139	1,683	5,822	5.08%	50	77	91	263	52	189	69%
Wednesday 5/18/2011	3,744	33	15		210	4,002	1,737	5,739	3.66%	48	79	73	263	44	157	68%
Thursday 5/19/2011	3,580	60	17		282	3,939	1,539	5,478	5.15%	48	76	79	262	39	276	71%
Friday 5/20/2011	3,370	97	34		397	3,898	2,103	6,001	6.62%	47	74	94	272	45	299	72%
Saturday 5/21/2011							815	815				2				100%
WEEK	18,240	655	238		1,854	20,987	11,001	31,988	5.80%	50	381	86	266	48	250	72%
Sunday 5/22/2011							638	638				2				100%
Monday 5/23/2011	3,851	313	95		195	4,454	1,613	6,067	3.21%	58	73	51	262	53	117	78%
Tuesday 5/24/2011	3,376				141	3,517	1,465	4,982	2.83%	45	75	61	252	47	151	73%
Wednesday 5/25/2011	2,778	153	34		283	3,248	1,398	4,646	6.09%	39	76	82	271	51	192	70%
Thursday 5/26/2011	3,307	133	28		161	3,629	1,525	5,154	3.12%	49	71	50	266	57	149	79%
Friday 5/27/2011	3,607	41	9		187	3,844	1,781	5,625	3.32%	47	78	52	259	43	91	74%
Saturday 5/28/2011							796	796				2				100%
WEEK	16,919	640	166		967	18,692	9,216	27,908	3.46%	48	372	55	262	50	144	76%
Sunday 5/29/2011							394	394				2				100%
Monday 5/30/2011																
Tuesday 5/31/2011	2,860	237	106		1,549	4,752	1,936	6,688	23.16%	44	73	250	274	63	330	50%
WEEK	2,860	237	106		1,549	4,752	2,330	7,082	21.87%	44	73	232	274	63	330	53%
MTD	75,690	3,326	977		8,558	88,551	45,861	134,412	6.37%	50	1,589	94	265	50	287	72%
YTD	357,508	17,977	6,815		57,938	440,238	248,299	688,537	8.41%	50	7,683	116	276	53	329	69%
											Calls per FTE per Day	76	Monthly Average			
											Calls per FTE per Day	73	Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
May 2011

Monday, May 02, 2011	Overtime offered to all fulltime and Part-time Consultants.
Monday, May 23, 2011	PM overtime offered to 5 fulltime consultants.
Wednesday, May 25, 2011	The phones were off for two hours due to tornado warning.
Tuesday, May 31, 2011	PM overtime was offered to all fulltime Consultants.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

June 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCs	BILLG SVCs													
Wednesday 6/1/2011	3,381	202	99	435	4,117	2,115	6,232	6.98%	49	75	78	269	56	223	76%	
Thursday 6/2/2011	3,125	115	64	243	3,547	1,813	5,360	4.53%	46	72	81	278	62	169	73%	
Friday 6/3/2011	3,381	118	48	303	3,850	1,963	5,813	5.21%	45	79	81	269	46	199	68%	
Saturday 6/4/2011						781					2				100%	
WEEK	9,887	435	211	981	11,514	6,672	18,186	5.39%	47	226	76	272	55	202	74%	
Sunday 6/5/2011						606					2				100%	
Monday 6/6/2011	3,577	251		245	4,073	1,850	5,923	4.14%	50	77	57	265	49	113	75%	
Tuesday 6/7/2011	3,163			27	3,190	1,426	4,616	0.58%	47	67	14	237	42	32	90%	
Wednesday 6/8/2011	2,986			26	3,012	1,453	4,465	0.58%	44	68	9	236	33	39	92%	
Thursday 6/9/2011	2,892			18	2,910	1,446	4,356	0.41%	41	71	11	235	38	45	92%	
Friday 6/10/2011	2,864			57	2,921	1,731	4,652	1.23%	39	73	26	248	42	85	84%	
Saturday 6/11/2011						705					2				100%	
WEEK	15,482	251		373	16,106	9,217	25,323	1.47%	44	356	24	245	41	94	86%	
Sunday 6/12/2011						589					2				100%	
Monday 6/13/2011	3,228	189	77	233	3,727	1,660	5,387	4.33%	46	76	79	261	48	172	71%	
Tuesday 6/14/2011	2,947			13	2,960	1,280	4,240	0.31%	45	65	6	241	35	29	95%	
Wednesday 6/15/2011	3,052			34	3,086	1,626	4,712	0.72%	42	73	13	242	34	39	90%	
Thursday 6/16/2011	2,849			124	2,973	1,295	4,268	2.91%	37	77	42	251	49	79	77%	
Friday 6/17/2011	2,713			203	2,916	1,695	4,611	4.40%	37	73	50	269	46	192	76%	
Saturday 6/18/2011						630					2				100%	
WEEK	14,789	189	77	607	15,662	8,775	24,437	2.48%	41	364	37	253	42	149	82%	
Sunday 6/19/2011						480					2				100%	
Monday 6/20/2011	3,161	211	142	205	3,719	1,802	5,521	3.71%	48	73	67	265	62	173	75%	
Tuesday 6/21/2011	3,246			25	3,271	1,348	4,619	0.54%	47	69	10	240	46	30	92%	
Wednesday 6/22/2011	2,854			28	2,882	1,243	4,125	0.68%	44	65	11	241	39	62	92%	
Thursday 6/23/2011	2,804			5	2,809	1,299	4,108	0.12%	47	60	3	237	40	15	97%	
Friday 6/24/2011	2,979			38	3,017	1,553	4,570	0.83%	43	69	13	237	41	36	89%	
Saturday 6/25/2011						643					2				100%	
WEEK	15,044	211	142	301	15,698	8,368	24,066	1.25%	46	336	22	245	46	131	89%	
Sunday 6/26/2011						452					2				100%	
Monday 6/27/2011	3,497	104	138	142	3,881	1,457	5,338	2.66%	51	73	43	248	50	122	80%	
Tuesday 6/28/2011	3,047			2	3,049	1,171	4,220	0.05%	49	62	2	230	38	13	97%	
Wednesday 6/29/2011	2,751			2	2,753	1,080	3,833	0.05%	48	57	3	233	31	89	96%	
Thursday 6/30/2011	2,977	33	9	8	3,027	1,234	4,261	0.19%	46	66	3	232	33	48	97%	
WEEK	12,272	137	147	154	12,710	5,394	18,104	0.85%	49	259	14	236	39	116	92%	
MTD	67,474	1,223	577	2,416	71,690	38,426	110,116	2.19%	45	1538	33	249	44	158	85%	
YTD	424,982	19,200	7,392	60,354	511,928	286,725	798,653	7.56%	49	9,226	104	272	52	322	71%	
											Calls per FTE per Day	Monthly Average				
											70	Year To Date Average				
											73					

Activity Code Statistics

Activity Code Summary 2nd Quarter 2011

Activity Code Type	April 2011			May 2011			June 2011		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	6337	284	12.21%	5598	279	12.22%	6342	166	15.85%
2 Pay Agreements	6699	264	12.91%	4942	257	10.79%	3351	258	8.38%
3 Account Activity Verification	33457	243	64.48%	31394	242	68.52%	27312	233	68.27%
4 Payment Options	3082	220	5.94%	2165	241	4.73%	1533	234	3.83%
5 ABC	655	218	1.26%	604	223	1.32%	485	193	1.21%
6 High Bill Concerns	1190	252	2.29%	660	241	1.44%	432	232	1.08%
7 Energy Assistance	95	245	0.18%	31	159	0.07%	22	187	0.05%
8 Gas Leak/Emergency	44	212	0.08%	37	258	0.08%	16	307	0.04%
9 Typing Request	19	262	0.04%	11	183	0.02%	18	280	0.04%
10 MGE/SUG General Information	284	284	0.55%	353	224	0.77%	465	211	1.16%
11 Deposits	21	217	0.04%	16	196	0.03%	28	216	0.07%
12 Estimated Bills	6	183	0.01%	5	140	0.01%	4	166	0.01%
			100.00%			100.00%			100.00%
Total Calls Coded	51889			45816			40008		
Average Talk Time (seconds)		249			248			242	
Maximum Talk Time (seconds)		284			279			307	
Total Calls Answered this Month	87033			79993			69274		
Percent Coded	59.6%			57.3%			57.8%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

July 2011

DATE	CALLS ANSWERED				TOTAL OFFERED				TOTAL HANDLED BY				TOTAL INCOMING				CALLS PER F.T.E.				AVG				SERVICE			
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	SVCS	CALLS ABAND	CALL CTR	CALL CTR	CALL CTR	CALLS ABAND	CALLS ABAND	CALLS ABAND	CALLS ABAND	CALLS INCOMING	CALLS INCOMING	CALLS INCOMING	CALLS INCOMING	F.T.E.	PER F.T.E.	PER F.T.E.	PER F.T.E.	AVG ANSWER	AVG TALK	AVG NOT READY	AVG DELAY	AVG ABAND	AVG DELAY	AVG ABAND	AVG DELAY
Friday 7/1/2011	3,020	85	36	36	92	3,233	3,233	3,233	92	3,233	3,233	3,233	5,145	5,145	5,145	5,145	41	1.79%	1.79%	1.79%	27	249	34	43	80%	80%	80%	80%
Saturday 7/2/2011	3,020	85	36	36	92	3,233	3,233	3,233	92	3,233	3,233	3,233	5,838	5,838	5,838	5,838	41	1.58%	1.58%	1.58%	24	249	34	43	82%	82%	82%	82%
Sunday 7/3/2011	3,020	85	36	36	92	3,233	3,233	3,233	92	3,233	3,233	3,233	5,838	5,838	5,838	5,838	41	1.58%	1.58%	1.58%	24	249	34	43	82%	82%	82%	82%
Monday 7/4/2011	3,276	245	102	102	84	3,707	3,707	3,707	84	3,707	3,707	3,707	5,344	5,344	5,344	5,344	46	1.57%	1.57%	1.57%	30	240	40	56	80%	80%	80%	80%
Tuesday 7/5/2011	2,900	245	102	102	20	2,920	2,920	2,920	20	2,920	2,920	2,920	4,349	4,349	4,349	4,349	44	0.46%	0.46%	0.46%	5	235	31	32	94%	94%	94%	94%
Wednesday 7/6/2011	3,034	32	37	37	9	3,043	3,043	3,043	9	3,043	3,043	3,043	4,495	4,495	4,495	4,495	44	0.20%	0.20%	0.20%	3	226	26	31	96%	96%	96%	96%
Thursday 7/7/2011	2,807	32	37	37	37	2,913	2,913	2,913	37	2,913	2,913	2,913	4,618	4,618	4,618	4,618	40	0.80%	0.80%	0.80%	18	233	40	74	89%	89%	89%	89%
Friday 7/8/2011	12,017	277	139	139	150	12,583	12,583	12,583	150	12,583	12,583	12,583	20,337	20,337	20,337	20,337	44	0.74%	0.74%	0.74%	14	234	34	56	90%	90%	90%	90%
Saturday 7/9/2011	12,017	277	139	139	150	12,583	12,583	12,583	150	12,583	12,583	12,583	20,337	20,337	20,337	20,337	44	0.74%	0.74%	0.74%	14	234	34	56	90%	90%	90%	90%
Sunday 7/10/2011	12,017	277	139	139	150	12,583	12,583	12,583	150	12,583	12,583	12,583	20,337	20,337	20,337	20,337	44	0.74%	0.74%	0.74%	14	234	34	56	90%	90%	90%	90%
Monday 7/11/2011	3,153	154	95	95	56	3,458	3,458	3,458	56	3,458	3,458	3,458	5,027	5,027	5,027	5,027	46	1.11%	1.11%	1.11%	25	243	29	97	87%	87%	87%	87%
Tuesday 7/12/2011	2,842	154	95	95	4	2,846	2,846	2,846	4	2,846	2,846	2,846	4,126	4,126	4,126	4,126	45	0.10%	0.10%	0.10%	2	231	26	53	96%	96%	96%	96%
Wednesday 7/13/2011	2,681	154	95	95	1	2,682	2,682	2,682	1	2,682	2,682	2,682	3,937	3,937	3,937	3,937	46	0.03%	0.03%	0.03%	2	234	24	18	97%	97%	97%	97%
Thursday 7/14/2011	2,850	154	95	95	19	2,869	2,869	2,869	19	2,869	2,869	2,869	3,877	3,877	3,877	3,877	46	0.49%	0.49%	0.49%	5	230	25	63	95%	95%	95%	95%
Friday 7/15/2011	3,012	83	50	50	74	3,219	3,219	3,219	74	3,219	3,219	3,219	4,813	4,813	4,813	4,813	41	1.54%	1.54%	1.54%	18	242	31	36	87%	87%	87%	87%
Saturday 7/16/2011	14,538	237	145	145	154	15,074	15,074	15,074	154	15,074	15,074	15,074	23,092	23,092	23,092	23,092	45	0.67%	0.67%	0.67%	11	236	27	62	92%	92%	92%	92%
Sunday 7/17/2011	14,538	237	145	145	154	15,074	15,074	15,074	154	15,074	15,074	15,074	23,092	23,092	23,092	23,092	45	0.67%	0.67%	0.67%	11	236	27	62	92%	92%	92%	92%
Monday 7/18/2011	3,168	153	109	109	35	3,465	3,465	3,465	35	3,465	3,465	3,465	4,897	4,897	4,897	4,897	48	0.71%	0.71%	0.71%	15	243	31	85	90%	90%	90%	90%
Tuesday 7/19/2011	2,664	153	109	109	8	2,672	2,672	2,672	8	2,672	2,672	2,672	3,840	3,840	3,840	3,840	45	0.21%	0.21%	0.21%	3	226	34	25	96%	96%	96%	96%
Wednesday 7/20/2011	2,673	153	109	109	1	2,674	2,674	2,674	1	2,674	2,674	2,674	4,013	4,013	4,013	4,013	44	0.02%	0.02%	0.02%	2	225	27	3	97%	97%	97%	97%
Thursday 7/21/2011	2,612	153	109	109	3	2,615	2,615	2,615	3	2,615	2,615	2,615	3,933	3,933	3,933	3,933	45	0.08%	0.08%	0.08%	2	224	27	11	97%	97%	97%	97%
Friday 7/22/2011	2,724	153	109	109	10	2,734	2,734	2,734	10	2,734	2,734	2,734	4,288	4,288	4,288	4,288	46	0.23%	0.23%	0.23%	3	225	26	49	97%	97%	97%	97%
Saturday 7/23/2011	13,841	153	109	109	57	14,160	14,160	14,160	57	14,160	14,160	14,160	22,270	22,270	22,270	22,270	46	0.26%	0.26%	0.26%	5	229	29	65	96%	96%	96%	96%
Sunday 7/24/2011	13,841	153	109	109	57	14,160	14,160	14,160	57	14,160	14,160	14,160	22,270	22,270	22,270	22,270	46	0.26%	0.26%	0.26%	5	229	29	65	96%	96%	96%	96%
Monday 7/25/2011	3,252	153	68	68	54	3,527	3,527	3,527	54	3,527	3,527	3,527	4,927	4,927	4,927	4,927	47	1.10%	1.10%	1.10%	17	249	29	61	87%	87%	87%	87%
Tuesday 7/26/2011	2,747	153	68	68	6	2,753	2,753	2,753	6	2,753	2,753	2,753	3,889	3,889	3,889	3,889	45	0.15%	0.15%	0.15%	4	237	36	18	95%	95%	95%	95%
Wednesday 7/27/2011	2,861	153	68	68	7	2,868	2,868	2,868	7	2,868	2,868	2,868	4,004	4,004	4,004	4,004	45	0.17%	0.17%	0.17%	4	234	30	29	95%	95%	95%	95%
Thursday 7/28/2011	2,666	153	68	68	6	2,672	2,672	2,672	6	2,672	2,672	2,672	3,819	3,819	3,819	3,819	42	0.16%	0.16%	0.16%	3	233	28	15	96%	96%	96%	96%
Friday 7/29/2011	2,889	153	68	68	66	2,955	2,955	2,955	66	2,955	2,955	2,955	4,505	4,505	4,505	4,505	39	1.47%	1.47%	1.47%	25	247	37	64	83%	83%	83%	83%
Saturday 7/30/2011	14,415	153	68	68	139	14,775	14,775	14,775	139	14,775	14,775	14,775	22,465	22,465	22,465	22,465	44	0.62%	0.62%	0.62%	11	241	32	57	91%	91%	91%	91%
Sunday 7/31/2011	14,415	153	68	68	139	14,775	14,775	14,775	139	14,775	14,775	14,775	22,465	22,465	22,465	22,465	44	0.62%	0.62%	0.62%	11	241	32	57	91%	91%	91%	91%
MTD	57,831	905	497	497	592	59,825	59,825	59,825	592	59,825	59,825	59,825	94,625	94,625	94,625	94,625	44	0.63%	0.63%	0.63%	11	236	31	57	92%	92%	92%	92%
YTD	482,813	20,105	7,889	7,889	60,946	571,753	571,753	571,753	60,946	571,753	571,753	571,753	893,278	893,278	893,278	893,278	48	6.82%	6.82%	6.82%	94	268	50	320	74%	74%	74%	74%

Tuesday, July 05, 2011 AM overtime offered to all Full-time consultants

Calls per FTE per Day 67 Monthly Average
 Calls per FTE per Day 72 Year To Date Average

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

August 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CONTACT CENTER	ACCT SVCS	BLLG SVCS													
Monday 8/1/2011	3520	202	178	159	4,059	1756	5815	2,73%	51	76	47	259	37	98	78%	
Tuesday 8/2/2011	2875			3	2,878	1341	4219	0.07%	48	60	2	235	33	43	97%	
Wednesday 8/3/2011	2910			8	2,918	1578	4496	0.18%	50	58	3	239	31	12	97%	
Thursday 8/4/2011	2719				2,719	1367	4086		48	57	1	231	22		98%	
Friday 8/5/2011	2714			7	2,721	1414	4135	0.17%	47	58	3	234	26	41	96%	
Saturday 8/6/2011						727	727				2				100%	
WEEK	14,738	202	178	177	15,295	8,183	23,478	0.75%	49	310	13	241	30	91	92%	
Sunday 8/7/2011						473	473				2				100%	
Monday 8/8/2011	3,228	65	67	10	3,370	1,350	4,720	0.21%	50	67	6	242	26	52	95%	
Tuesday 8/9/2011	2,688			2	2,690	1,168	3,858	0.05%	50	54	1	233	32	48	97%	
Wednesday 8/10/2011	2,921			3	2,924	1,158	4,082	0.07%	49	60	3	230	31	14	95%	
Thursday 8/11/2011	2,904			3	2,907	1,192	4,099	0.07%	47	62	1	221	21	7	97%	
Friday 8/12/2011	3,073			12	3,085	1,617	4,702	0.26%	46	67	5	225	30	32	95%	
Saturday 8/13/2011						799	799				2				100%	
WEEK	14,814	65	67	30	14,976	7,757	22,733	0.13%	48	309	2	230	28	35	96%	
Sunday 8/14/2011						563	563				2				100%	
Monday 8/15/2011	3,661	239	94	66	4,060	1,706	5,766	1.14%	49	82	28	240	28	92	86%	
Tuesday 8/16/2011	3,163			13	3,176	1,329	4,505	0.29%	42	75	10	223	28	31	91%	
Wednesday 8/17/2011	3,542	7	7	31	3,587	1,494	5,081	0.61%	47	76	16	234	35	40	87%	
Thursday 8/18/2011	3,457			157	3,614	1,438	5,052	3.11%	45	77	46	229	28	236	85%	
Friday 8/19/2011	3,554			43	3,597	1,783	5,380	0.80%	46	77	18	234	31	55	88%	
Saturday 8/20/2011						836	836				2				100%	
WEEK	17,377	246	101	310	18,034	9,149	27,183	1.14%	46	387	23	232	30	152	88%	
Sunday 8/21/2011						576	576				2				100%	
Monday 8/22/2011	3,976	248	129	111	4,464	1,539	6,003	1.85%	52	84	32	235	28	93	83%	
Tuesday 8/23/2011	3,515			72	3,587	1,404	4,991	1.44%	44	80	33	224	34	96	82%	
Wednesday 8/24/2011	3,386	55	24	86	3,551	1,403	4,954	1.74%	45	77	43	239	44	146	78%	
Thursday 8/25/2011	3,321			30	3,351	1,315	4,666	0.64%	48	69	14	236	31	69	89%	
Friday 8/26/2011	3,380			108	3,488	1,687	5,175	2.09%	44	77	34	248	42	149	82%	
Saturday 8/27/2011						712	712				2				100%	
WEEK	17,578	303	153	407	18,441	8,636	27,077	1.50%	47	387	30	236	35	118	84%	
Sunday 8/28/2011						556	556				2				100%	
Monday 8/29/2011	3,762	239	175	236	4,412	1,561	5,973	3.95%	54	77	61	256	41	141	76%	
Tuesday 8/30/2011	3,659			158	3,817	1,394	5,211	3.03%	48	76	48	240	40	222	83%	
Wednesday 8/31/2011	3,769			80	3,849	1,483	5,332	1.50%	47	80	36	240	43	48	74%	
WEEK	11,190	239	175	474	12,078	4,994	17,072	2.78%	50	234	47	246	41	152	78%	
MTD	75,697	1,055	674	1,398	78,824	38,719	117,543	1.19%	48	1623	22	237	33	132	88%	
YTD	558,510	21,160	8,563	62,344	650,577	360,244	1,010,821	6.17%	48	12,198	85	264	47	316	75%	
Calls per FTE per Day											71	Monthly Average				
Calls per FTE per Day											72	Year To Date Average				

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

September 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	%	F.T.E.	CALLS PER F.T.E.	AVG		AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	SPEED OF ANSWER								TALK TIME				
Thursday 9/1/2011	3,838				166	4,004	1,776	5,780	2.87%	47	82	54	240	34	118	76%
Friday 9/2/2011	3,537				311	3,848	2,270	6,118	5.08%	42	84	93	245	40	196	70%
Saturday 9/3/2011							904	904				2				100%
Sunday 9/4/2011	7,375				477	7,852	4,950	12,802	3.73%	45	166	68	242	37	169	75%
Monday 9/5/2011							446	446				2				100%
Tuesday 9/6/2011	3,330	236	269		999	4,834	1,996	6,830	14.63%	48	80	124	270	39	206	62%
Wednesday 9/7/2011	3,605	170	158		123	4,056	1,590	5,646	2.18%	49	80	46	255	39	92	71%
Thursday 9/8/2011	3,505	38	46		213	3,802	1,669	5,471	3.89%	45	80	67	253	40	173	69%
Friday 9/9/2011	3,481	17	24		82	3,604	1,904	5,508	1.49%	44	80	28	236	35	95	86%
Saturday 9/10/2011							780	780				2				100%
Sunday 9/11/2011	13,921	461	497		1,417	16,296	9,171	25,467	5.56%	47	320	62	254	38	185	74%
Monday 9/12/2011	3,679	301	167		293	4,440	1,709	6,149	4.77%	51	81	79	256	37	180	73%
Tuesday 9/13/2011	3,338	59	37		72	3,506	1,332	4,838	1.49%	45	76	32	244	39	108	81%
Wednesday 9/14/2011	3,412	38	16		98	3,564	1,510	5,074	1.93%	46	75	58	259	46	107	71%
Thursday 9/15/2011	2,987	189	148		379	3,703	1,753	5,456	6.95%	46	72	98	284	47	208	74%
Friday 9/16/2011	2,660	381	223		428	3,692	2,096	5,788	7.39%	45	73	85	290	41	253	74%
Saturday 9/17/2011							836	836				2				100%
Sunday 9/18/2011	16,076	968	591		1,270	18,905	9,817	28,722	4.42%	47	378	68	266	42	203	76%
Monday 9/19/2011							671	671				2				100%
Tuesday 9/20/2011	3,474	295	209		173	4,151	1,639	5,790	2.99%	51	78	64	267	38	151	74%
Wednesday 9/21/2011	2,838	129	91		51	3,109	1,355	4,464	1.14%	43	71	23	252	40	121	88%
Thursday 9/22/2011	2,665	125	130		19	2,939	1,304	4,243	0.45%	43	68	10	245	43	47	93%
Friday 9/23/2011	2,875	86	77		37	3,075	1,310	4,385	0.84%	44	69	16	249	32	34	88%
Saturday 9/24/2011	2,913	84	69		19	3,085	1,501	4,586	0.41%	45	68	7	246	35	34	94%
Sunday 9/25/2011							668	668				2				100%
Monday 9/26/2011	14,765	719	576		299	16,359	8,448	24,807	1.21%	45	355	25	253	38	117	87%
Tuesday 9/27/2011							519	519				2				100%
Wednesday 9/28/2011	3,421	175	142		297	4,035	1,561	5,596	5.31%	48	78	86	272	40	171	72%
Thursday 9/29/2011	2,770	177	85		52	3,084	1,148	4,232	1.23%	41	74	27	249	36	68	83%
Friday 9/30/2011	2,977	17	12		90	3,096	1,309	4,405	2.04%	40	75	40	259	45	81	73%
Saturday 9/31/2011	3,004	2	23		23	3,029	1,180	4,209	0.55%	42	72	11	234	29	29	91%
Sunday 10/1/2011	3,153	139	112		67	3,471	1,835	5,306	1.26%	44	77	25	244	34	77	87%

Tuesday, September 06, 2011
 Wednesday, September 07, 2011
 Monday, September 12, 2011
 Tuesday, September 13, 2011
 Thursday, September 15, 2011
 Friday, September 16, 2011
 Monday, September 19, 2011
 Tuesday, September 20, 2011
 Monday, September 26, 2011
 Friday, September 30, 2011

AM overtime offered to all full-time consultants PM offered to all full and part-time consultants.
 AM overtime offered to full and part-time consultants, PM offered to all full-time consultants.
 PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
 AM and PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.
 PM overtime offered to full time consultants.

Activity Code Statistics

Activity Code Summary 3rd Quarter 2011

Activity Code Type	July 2011			August 2011			September 2011		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	4926	271	16.26%	5417	276	13.77%	6176	272	15.82%
2 Pay Agreements	2112	253	6.97%	2819	248	7.17%	2474	253	6.34%
3 Account Activity Verification	20498	221	67.66%	27207	221	69.18%	26483	238	67.86%
4 Payment Options	1363	220	4.50%	1863	211	4.74%	1713	217	4.39%
5 ABC	569	184	1.88%	1146	198	2.91%	1005	187	2.58%
6 High Bill Concerns	353	215	1.17%	450	199	1.14%	677	236	1.73%
7 Energy Assistance	17	218	0.06%	17	171	0.04%	33	183	0.08%
8 Gas Leak/Emergency	16	237	0.05%	23	220	0.06%	47	268	0.12%
9 Typing Request	8	113	0.03%	11	176	0.03%	9	227	0.02%
10 MGE/SUG General Information	402	205	1.33%	351	197	0.89%	359	221	0.92%
11 Deposits	16	230	0.05%	18	197	0.05%	30	206	0.08%
12 Estimated Bills	17	112	0.06%	8	214	0.02%	21	142	0.05%
			100.00%			100.00%			100.00%
Total Calls Coded	30297			39330			39027		
Average Talk Time (seconds)		230			229			242	
Maximum Talk Time (seconds)		271			276			272	
Total Calls Answered this Month	59233			77366			72135		
Percent Coded	51.1%			50.8%			54.1%		

October 2011

Calls per FTE per Day	72	Monthly Average
Calls per FTE per Day	72	Year To Date Average

CS_Info_Qtr4-2011.xls

Revised 2/10/2012

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
October 2011

Monday Oct, 10
Tuesday Oct, 11
Friday Oct, 14
Monday Oct, 17
Tuesday Oct, 18
Wednesday Oct, 19
Thursday Oct, 20
Friday Oct, 21
Monday Oct, 24
Tuesday Oct, 25
Monday Oct, 31

AM overtime offered to all fulltime consultants.
PM overtime offered to all fulltime consultants.
AM overtime offered to all fulltime consultants, PM forced for all contact center
AM overtime offered to all full and part-time consultants, PM offered to all fulltime
AM overtime offered to all full and part-time consultants, PM forced for all contact center
AM overtime offered to all full and part-time consultants, PM offered to all fulltime
AM overtime offered to all full and part-time consultants, PM offered to all fulltime
AM overtime offered to all fulltime consultants PM offered to all fulltime consultants
AM overtime offered to all full and part-time consultants, PM offered to all fulltime
AM overtime offered to all full and part-time consultants, PM offered to all fulltime
AM overtime offered to all full and part-time consultants, PM offered to all fulltime

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

November 2011

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BLIG SVCS												
Tuesday 11/1/2011	4,056	272	200		5,179	2,062	7,241	8.99%	65	70	91	297	47	192	67%
Wednesday 11/2/2011	3,775	220	188		4,737	1,655	6,392	8.67%	60	70	93	289	57	171	70%
Thursday 11/3/2011	3,760	222	188		4,707	2,277	6,984	7.69%	61	68	85	292	63	175	74%
Friday 11/4/2011	3,479	202	115		4,289	2,232	6,521	7.56%	56	68	82	278	59	144	74%
Saturday 11/5/2011						936					2				100%
WEEK	15,070	916	691		18,912	9,162	28,074	7.96%	61	276	85	289	56	172	72%
Sunday 11/6/2011						679					2				100%
Monday 11/7/2011	3,987	283	193		4,697	1,868	6,565	3.56%	61	73	61	270	39	103	76%
Tuesday 11/8/2011	3,909	125	55		4,130	1,427	5,557	0.74%	58	71	13	258	41	31	90%
Wednesday 11/9/2011	3,756	152	194		4,165	1,669	5,834	1.08%	55	75	17	256	35	36	87%
Thursday 11/10/2011	3,643	166	226		4,224	2,005	6,229	3.03%	54	75	65	276	43	125	69%
Friday 11/11/2011	3,028	23	19		3,094	1,394	4,488	0.53%	48	64	9	235	29	50	92%
Saturday 11/12/2011						763					2				100%
WEEK	18,323	749	687		20,310	9,805	30,115	1.83%	55	358	34	260	38	95	83%
Sunday 11/13/2011						601					2				100%
Monday 11/14/2011	3,913	242	213		4,523	1,834	6,357	2.44%	55	79	53	259	29	99	73%
Tuesday 11/15/2011	3,590	50	41		3,725	1,809	5,534	0.80%	52	71	9	232	35	47	92%
Wednesday 11/16/2011	3,695	136	110		3,988	1,778	5,766	0.82%	55	72	19	253	37	58	86%
Thursday 11/17/2011	3,385	172	130		3,745	1,461	5,206	1.11%	52	71	20	261	35	108	87%
Friday 11/18/2011	3,292	203	48		3,577	1,807	5,384	0.63%	50	71	13	251	34	45	90%
Saturday 11/19/2011						818					2				100%
WEEK	17,875	803	542		19,558	10,108	29,666	1.14%	53	364	23	252	34	83	86%
Sunday 11/20/2011						666					2				100%
Monday 11/21/2011	3,905	203	144		4,605	1,846	6,451	5.47%	57	75	70	280	39	133	74%
Tuesday 11/22/2011	3,333	46	22		3,490	1,343	4,833	1.84%	46	74	39	261	37	72	77%
Wednesday 11/23/2011	2,481	26	10		2,549	1,267	3,816	0.84%	38	66	24	252	27	76	88%
Thursday 11/24/2011						285					2				100%
Friday 11/25/2011						1,206					2				100%
Saturday 11/26/2011						706					2				100%
WEEK	9,719	275	176		10,644	7,319	17,963	2.64%	47	216	40	267	35	118	82%
Sunday 11/27/2011						700					2				100%
Monday 11/28/2011	4,111	81	111		5,057	1,793	6,850	11.01%	56	77	157	276	39	208	59%
Tuesday 11/29/2011	3,661	54	126		4,214	1,593	5,807	6.42%	51	75	116	272	44	337	71%
Wednesday 11/30/2011	3,068	75			3,529	1,709	5,238	7.37%	42	75	81	279	46	201	73%
WEEK	10,840	210	237		12,800	5,795	18,595	8.14%	50	227	116	275	43	238	68%
MTD	71,827	2,953	2,333		82,224	42,189	124,413	4.11%	54	1439	55	267	41	172	79%
YTD	768,385	29,656	15,166		887,557	482,900	1,370,457	5.43%	49	16,746	75	262	45	291	77%
										Calls per FTE per Day	72	Monthly Average		Year To Date Average	
										Calls per FTE per Day	72				

Tuesday Nov, 01 AM overtime offered to all full and part-time consultants, PM forced for all contact center consultants.
 Wednesday Nov, 02 AM overtime offered to all full and part-time consultants, PM offered to all full and part-time consultants.
 Thursday Nov, 03 AM overtime offered to all full and part-time consultants, PM offered to all full and part-time consultants.
 Friday Nov, 04 AM overtime offered to all full and part-time consultants, PM offered to all full and part-time consultants.
 Monday Nov, 07 AM overtime offered to all full and part-time consultants, PM offered to all full and part-time consultants.
 Tuesday Nov, 08 AM overtime offered to all full and part-time consultants, PM offered to all fulltime consultants.
 Wednesday Nov, 09 AM overtime offered to all full and part-time consultants, PM offered to all fulltime contact center consultants.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
November 2011

Thursday Nov, 10	AM overtime offered to all full and part-time consultants, PM offered to all fulltime contact center consultants.
Friday Nov, 11	AM overtime offered to all fulltime consultants PM offered to all fulltime consultants.
Monday Nov, 14	AM overtime offered to all full and part-time consultants, PM offered to all fulltime consultants and AS and BS consultants.
Tuesday Nov, 15	AM overtime offered to all fulltime consultants.
Friday Nov, 16	AM overtime offered to all fulltime consultants.
Monday Nov, 21	AM overtime offered to all fulltime consultants PM offered to all fulltime consultants.
Monday Nov, 28	AM overtime offered to all full and part-time consultants, PM offered to all fulltime consultants.
Thursday Nov, 29	AM overtime offered to all full and part-time consultants.
Wednesday Nov, 30	PM overtime offered to all fulltime consultants.

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2011

DATE	CALLS ANSWERED				CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered	
	CONTACT CENTER	ACCT SVCS	BLLG SVCS														
Thursday 12/1/2011	3,091	141	17	310	3,559	1,972	5,531	5.60%	45	72	70	45	279	45	191	76%	
Friday 12/2/2011	3,016	167	66	281	3,530	2,318	5,848	4.81%	45	72	55	48	281	48	105	78%	
Saturday 12/3/2011						951	951				2					100%	
WEEK	6,107	308	83	591	7,089	5,241	12,330	4.79%	45	144	57	47	280	47	150	78%	
Sunday 12/4/2011						692	692				2					100%	
Monday 12/5/2011	3,783	300	135	313	4,531	2,105	6,636	4.72%	58	73	63	44	286	44	154	76%	
Tuesday 12/6/2011	3,373	74	88	49	3,584	1,520	5,104	0.96%	55	64	20	46	284	46	62	86%	
Wednesday 12/7/2011	3,367	23	21	46	3,457	1,417	4,874	0.94%	54	63	20	47	280	47	83	86%	
Thursday 12/8/2011	3,029			20	3,049	1,458	4,507	0.44%	51	59	7	45	276	45	27	93%	
Friday 12/9/2011	3,096	12	14	10	3,132	1,734	4,866	0.21%	52	60	5	39	255	39	34	96%	
Saturday 12/10/2011						799	799				2					100%	
WEEK	16,648	409	258	438	17,753	9,725	27,478	1.59%	54	321	24	44	277	44	128	87%	
Sunday 12/11/2011						605	605				2					100%	
Monday 12/12/2011	3,533	33	64	26	3,656	1,586	5,242	0.50%	55	66	12	34	269	34	36	90%	
Tuesday 12/13/2011	2,888			3	2,891	1,299	4,190	0.07%	52	56	1	39	253	39	110	98%	
Wednesday 12/14/2011	2,650				2,650	1,386	4,036		52	51	1	36	248	36		98%	
Thursday 12/15/2011	2,924			1	2,925	1,572	4,497	0.02%	55	53	1	40	248	40	7	98%	
Friday 12/16/2011	2,766			1	2,767	1,761	4,528	0.02%	51	54	2	30	250	30	3	98%	
Saturday 12/17/2011						835	835				2					100%	
WEEK	14,761	33	64	31	14,889	9,044	23,933	0.13%	53	280	4	36	254	36	41	96%	
Sunday 12/18/2011						571	571				2					100%	
Monday 12/19/2011	3,360			1	3,361	1,460	4,821	0.02%	56	60	3	28	259	28	5	97%	
Tuesday 12/20/2011	2,673			1	2,674	1,306	3,980	0.03%	55	49	1	43	245	43	5	98%	
Wednesday 12/21/2011	2,550			1	2,551	1,300	3,851	0.03%	51	50	1	35	237	35	4	98%	
Thursday 12/22/2011	2,247			3	2,250	1,248	3,498	0.09%	45	50	2	42	244	42	17	98%	
Friday 12/23/2011						1,531	1,531				2					100%	
Saturday 12/24/2011						483	483				2					100%	
WEEK	10,830			6	10,836	7,899	18,735	0.03%	52	209	2	36	247	36	11	98%	
Sunday 12/25/2011						172	172				2					100%	
Monday 12/26/2011						895	895				2					100%	
Tuesday 12/27/2011	3,244	43	43	257	3,587	1,639	5,226	4.92%	45	74	77	46	283	46	185	77%	
Wednesday 12/28/2011	2,991			25	3,016	1,420	4,436	0.56%	44	68	8	33	256	33	38	94%	
Thursday 12/29/2011	2,850			28	2,878	1,491	4,369	0.64%	43	66	13	36	246	36	62	92%	
Friday 12/30/2011	2,893			10	2,967	2,022	4,989	1.28%	41	71	15	37	241	37	41	90%	
Saturday 12/31/2011						881	881				2					100%	
WEEK	11,978	43	53	374	12,448	8,520	20,968	1.78%	43	279	27	38	257	38	141	89%	
MTD	60,324	793	458	1,440	63,015	40,429	103,444	1.39%	50	1225	20	40	263	40	138	91%	
YTD	828,709	30,449	15,624	75,790	950,572	523,329	1,473,901	5.14%	49	17,965	71	45	263	45	288	78%	
											Calls per FTE per Day		61		Monthly Average		
											Calls per FTE per Day		71		Year To Date Average		

Thursday Dec, 01 AM overtime offered to all full and part-time consultants, PM offered to all fulltime consultants and AS and BS consultants.
 Friday Dec, 02 PM offered to all fulltime consultants and AS and BS.
 Monday Dec, 05 AM overtime offered to all fulltime consultants PM offered to all fulltime consultants and AS and BS .

Activity Code Statistics

Activity Code Summary 4th Quarter 2011

Activity Code Type	October 2011			November 2011			December 2011		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	7433	271	18.27%	6884	289	16.84%	5492	313	17.09%
2 Pay Agreements	2758	225	6.78%	3437	253	8.41%	1910	235	5.94%
3 Account Activity Verification	26731	238	65.71%	26671	249	65.26%	21892	241	68.11%
4 Payment Options	1617	208	3.98%	1488	221	3.64%	1250	240	3.89%
5 ABC	864	171	2.12%	886	182	2.17%	620	215	1.93%
6 High Bill Concerns	764	261	1.88%	824	246	2.02%	350	258	1.09%
7 Energy Assistance	93	173	0.23%	399	153	0.98%	333	189	1.04%
8 Gas Leak/Emergency	40	273	0.10%	34	257	0.08%	30	338	0.09%
9 Typing Request	14	261	0.03%	16	264	0.04%	9	182	0.03%
10 MGE/SUG General Information	334	228	0.82%	198	207	0.48%	234	234	0.73%
11 Deposits	20	263	0.05%	23	240	0.06%	18	18	0.06%
12 Estimated Bills	176	10	0.43%	9	99	0.02%	2	2	0.01%
						100.00%			100.00%
Total Calls Coded	40678			40869			32140		
Average Talk Time (seconds)		241			253			252	
Maximum Talk Time (seconds)		273			289			313	
Total Calls Answered this Month	75726			77113			61575		
Percent Coded	53.7%			53.0%			52.2%		

**Missouri Gas Energy
Abandoned Call Rate
("ACR") %**

2000

January	6.84%
February	7.51%
March	6.65%
YTD - Q1	6.99%

April	3.46%
May	2.21%
June	1.60%
YTD - Q1&2	4.99%

July	1.95%
August	4.57%
September	6.38%
YTD - Q1-3	4.82%

October	4.84%
November	5.56%
December	16.34%

2001

January	16.80%
February	2.68%
March	6.60%
YTD - Q1	9.58%

April	3.91%
May	4.49%
June	6.32%
YTD - Q1&2	7.56%

July	4.19%
August	9.37%
September	13.90%
YTD - Q1-3	8.05%

October	15.00%
November	13.78%
December	16.41%

2002

January	15.75%
February	7.22%
March	3.05%
YTD - Q1	8.67%

April	2.25%
May	0.74%
June	0.14%
YTD - Q1&2	5.17%

July	0.19%
August	0.28%
September	0.50%
YTD - Q1-3	3.84%

October	5.43%
November	7.83%
December	6.32%

2003

January	6.28%
February	11.09%
March	8.57%
YTD - Q1	8.65%

April	2.87%
May	4.73%
June	4.34%
YTD - Q1&2	6.46%

July	1.28%
August	1.83%
September	7.84%
YTD - Q1-3	5.73%

October	10.32%
November	27.69%
December	13.36%

Calendar Year 2000	6.08%
Maximum Allowable	8.50%

Calendar Year 2001	9.69%
Maximum Allowable	8.50%

Calendar Year 2002	4.48%
Maximum Allowable	8.50%

Calendar Year 2003	8.52%
Maximum Allowable	8.50%

2004

January	24.03%
February	28.31%
March	26.69%
YTD - Q1	26.39%

April	29.93%
May	6.72%
June	4.31%
YTD - Q1&2	21.75%

July	0.77%
August	2.38%
September	1.91%
YTD - Q1-3	16.97%

October	4.54%
November	6.01%
December	4.01%

2005

January	6.74%
February	11.25%
March	15.37%
YTD - Q1	11.63%

April	8.75%
May	6.80%
June	3.20%
YTD - Q1&2	9.27%

July	4.10%
August	6.29%
September	3.40%
YTD - Q1-3	8.02%

October	8.80%
November	8.41%
December	7.32%

2006

January	10.10%
February	20.04%
March	11.79%
YTD - Q1	14.22%

April	7.63%
May	1.91%
June	0.81%
YTD - Q1&2	9.54%

July	4.42%
August	1.32%
September	0.61%
YTD - Q1-3	7.61%

October	4.26%
November	4.72%
December	1.31%

2007

January	8.01%
February	9.99%
March	8.69%
YTD - Q1	8.89%

April	11.94%
May	7.11%
June	6.36%
YTD - Q1&2	8.85%

July	3.72%
August	3.13%
September	5.39%
YTD - Q1-3	7.58%

October	6.40%
November	6.45%
December	1.58%

Calendar Year 2004	14.32%
Maximum Allowable	8.50%

Calendar Year 2005	8.06%
Maximum Allowable	8.50%

Calendar Year 2006	6.67%
Maximum Allowable	8.50%

Calendar Year 2007	6.98%
Maximum Allowable	8.50%

2008

January	5.57%
February	8.17%
March	11.62%
YTD - Q1	8.51%

April	10.50%
May	10.99%
June	2.58%
YTD - Q1&2	8.45%

July	1.03%
August	3.47%
September	2.96%
YTD - Q1-3	6.79%

October	1.99%
November	3.35%
December	3.57%

2009

January	6.51%
February	15.15%
March	7.43%
YTD - Q1	9.84%

April	6.19%
May	2.07%
June	1.34%
YTD - Q1&2	6.92%

July	2.17%
August	1.48%
September	0.84%
YTD - Q1-3	5.40%

October	8.43%
November	6.59%
December	3.09%

2010

January	2.45%
February	5.47%
March	7.32%
YTD - Q1	5.37%

April	10.97%
May	3.32%
June	1.86%
YTD - Q1&2	5.83%

July	2.85%
August	1.58%
September	3.98%
YTD - Q1-3	4.93%

October	8.29%
November	14.26%
December	7.17%

2011

January	8.48%
February	10.79%
March	9.11%
YTD - Q1	9.48%

April	7.41%
May	6.37%
June	2.19%
YTD - Q1&2	7.56%

July	0.63%
August	1.19%
September	3.44%
YTD - Q1-3	5.89%

October	2.44%
November	4.11%
December	1.39%

Calendar Year 2008	5.93%
Maximum Allowable	8.50%

Calendar Year 2009	5.59%
Maximum Allowable	8.50%

Calendar Year 2010	6.20%
Maximum Allowable	8.50%

Calendar Year 2011	5.14%
Maximum Allowable	8.50%

**Missouri Gas Energy
Average Speed of Answer
("ASA") in Seconds**

2000

January	81
February	90
March	78
YTD - Q1	83

April	42
May	25
June	20
YTD - Q1&2	56

July	21
August	49
September	58
YTD - Q1-3	52

October	49
November	49
December	200

Calendar Year 2000	64
Maximum Allowable	81

2001

January	207
February	31
March	84
YTD - Q1	107

April	43
May	67
June	84
YTD - Q1&2	86

July	59
August	140
September	161
YTD - Q1-3	97

October	200
November	161
December	264

Calendar Year 2001	125
Maximum Allowable	75

2002

January	227
February	98
March	38
YTD - Q1	121

April	29
May	12
June	4
YTD - Q1&2	68

July	5
August	5
September	8
YTD - Q1-3	47

October	67
November	115
December	92

Calendar Year 2002	58
Maximum Allowable	75

2003

January	85
February	159
March	123
YTD - Q1	122

April	38
May	66
June	57
YTD - Q1&2	88

July	20
August	26
September	117
YTD - Q1-3	77

October	162
November	489
December	220

Calendar Year 2003	130
Maximum Allowable	75

2004

January	351
February	392
March	390
YTD - Q1	378

April	406
May	76
June	44
YTD - Q1&2	277

July	11
August	27
September	20
YTD - Q1-3	191

October	37
November	46
December	34

Calendar Year 2004	153
Maximum Allowable	75

2005

January	59
February	94
March	145
YTD - Q1	103

April	84
May	58
June	31
YTD - Q1&2	83

July	29
August	38
September	45
YTD - Q1-3	70

October	82
November	69
December	65

Calendar Year 2005	71
Maximum Allowable	75

2006

January	98
February	162
March	106
YTD - Q1	122

April	79
May	30
June	14
YTD - Q1&2	84

July	58
August	17
September	9
YTD - Q1-3	69

October	49
November	57
December	16

Calendar Year 2006	62
Maximum Allowable	75

2007

January	62
February	92
March	77
YTD - Q1	77

April	104
May	82
June	69
YTD - Q1&2	82

July	47
August	33
September	62
YTD - Q1-3	72

October	68
November	65
December	20

Calendar Year 2007	67
Maximum Allowable	75

2008

January	65
February	85
March	127
YTD - Q1	92

April	123
May	123
June	35
YTD - Q1&2	94

July	18
August	60
September	36
YTD - Q1-3	78

October	28
November	49
December	45

Calendar Year 2008	69
Maximum Allowable	75

2009

January	81
February	142
March	88
YTD - Q1	103

April	84
May	29
June	20
YTD - Q1&2	77

July	30
August	22
September	15
YTD - Q1-3	61

October	92
November	68
December	32

Calendar Year 2009	62
Maximum Allowable	75

2010

January	23
February	71
March	94
YTD - Q1	66

April	111
May	40
June	30
YTD - Q1&2	67

July	40
August	27
September	37
YTD - Q1-3	57

October	53
November	96
December	79

Calendar Year 2010	62
Maximum Allowable	75

2011

January	96
February	122
March	127
YTD - Q1	117

April	136
May	94
June	33
YTD - Q1&2	104

July	11
August	22
September	51
YTD - Q1-3	81

October	37
November	55
December	20

Calendar Year 2011	71
Maximum Allowable	75

**Personnel responsible for handling MoPSC
complaints / inquiries**

Shirley Bolden	(816) 360-5528
Rae Lewis	(816) 360-5980 (1st back-up)
Carlotta Roberts	(816) 360-5556 (2nd back-up)
Juanita Stewart	(816) 676-6212 (3rd back-up)

**After hours contact
personnel**

	<u>Home</u>	<u>Cell</u>
Ron Crow	(816) 781-7954	(816) 550-4792
Shirley Bolden	(816) 795-6129	(816) 560-1656

Customer service management personnel

Ron Crow	(816) 360-5504
Rochelle Robinson	(816) 360-5624

Process and level of authority for discontinuance of service to a Registered Customer

- 1) Registered Customers are separated from daily non-pay shut off accounts. The Field Service orders are coded to identify these customers. The Customer Advisors receive a monthly report showing all Registered Customers that will be subject for disconnect.
- 2) Customer Advisor reviews account and makes contact with customer or designated 3rd party contact.
- 3) If decision is made to discontinue service, Customer Advisor contacts an officer of the company.
- 4) Our practice is not to discontinue service to Registered Customers during the Cold Weather Rule ("CWR") period (November 1 through March 31).

Missouri Gas Energy
Missouri Jurisdictional Bad Debt Write-off
2011

	January				February				March		
	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue
RSM	(546,534)	5,225	3,955,858		(448,482)	4,876	2,249,303		663,841	6,337	10,585,142
SGSM	(9,165)	521	7,899,076		14,422	651	7,631,932		119,893	993	11,635,048
LGSM	8,803	9	1,500,945		-	-	1,024,556		554	2	8,078,946
LVM	(6,702)	-	2,052,472		-	-	1,891,148		-	-	1,706,698
Non-Service	(131)	5	-		23	4	-		664	2	-
Total	(553,729)	5,760	15,208,352		(434,037)	5,531	12,796,938		784,752	7,334	32,005,834

	Year to Date - Q1				April				May		
	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue
RSM	(331,175)	16,438	16,790,303		1,909,208	7,434	4,443,427		3,487,064	14,284	3,031,239
SGSM	124,950	2,165	26,886,055		178,242	1,122	7,337,830		239,789	1,455	4,639,094
LGSM	9,356	11	10,604,448		2,658	3	5,212,778		4,569	8	2,939,758
LVM	(6,702)	-	5,650,318		-	-	1,069,140		-	-	2,640,801
Non-Service	557	11	-		(2,630)	2	-		160	6	-
Total	(203,014)	18,625	60,011,124		2,087,479	8,561	18,083,174		3,741,583	15,753	13,250,892

	June				Year to Date - Q1 & Q2				July		
	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue
RSM	2,780,425	13,280	7,642,256		7,855,523	51,416	31,907,225		1,664,389	10,159	6,076,163
SGSM	144,509	1,227	3,661,695		687,491	5,969	42,604,673		46,738	930	3,382,336
LGSM	15,151	11	2,105,172		31,734	33	20,862,154		3,404	3	1,863,152
LVM	-	-	925,416		(6,702)	-	10,285,675		185	1	930,265
Non-Service	(166)	2	-		(2,079)	21	-		-	-	-
Total	2,939,919	14,500	14,334,538		8,565,967	57,439	105,659,728		1,714,716	11,093	12,251,916

	August				September				Year to Date - Q1 - Q3		
	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue
RSM	1,246,070	12,589	5,297,042		349,518	11,026	5,762,533		11,115,499	85,190	49,042,962
SGSM	43,111	1,352	3,167,665		(14,297)	1,000	3,294,080		763,043	9,251	52,448,755
LGSM	501	9	1,576,837		8,680	8	1,860,107		44,319	53	26,162,250
LVM	-	-	664,919		(185)	1	659,323		(6,702)	2	12,540,183
Non-Service	(3)	1	-		318	2	-		(1,764)	24	-
Total	1,289,678	13,951	10,706,463		344,034	12,037	11,576,043		11,914,395	94,520	140,194,150

	October				November				December		
	Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue		Dollar amount written off	Number of accounts written off	Revenue
RSM	(419,605)	13,230	7,904,085		(1,866,155)	14,053	6,246,002		(933,964)	7,113	11,496,082
SGSM	(39,735)	894	3,718,622		(40,356)	914	5,259,755		(58,841)	708	9,115,253
LGSM	33	2	2,379,769		(1,176)	4	3,511,282		(281)	1	6,185,977
LVM	-	-	737,153		-	-	977,002		-	-	1,615,285
Non-Service	-	-	-		201	3	-		(10)	1	-
Total	(459,306)	14,126	14,739,629		(1,907,486)	14,974	15,994,041		(993,096)	7,823	28,412,598

	Calendar Year 2011			
	Dollar amount written off	Number of accounts written off	Revenue	
RSM	7,895,776	119,586	74,689,131	
SGSM	624,111	11,767	70,542,385	
LGSM	42,895	60	38,239,279	
LVM	(6,702)	2	15,869,623	
Non-Service	(1,572)	28	-	
Total	8,554,507	131,443	199,340,418	

***The LVM Revenue for June was adjusted to the correct amount.

Note:

Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.

Negative write-off amounts indicate net recovery.

Virtual Hold Executive Summary

Dates: 1/1/2011 00:00:00
thru
1/31/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 4/27/2011 16:28:52

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
50,141	33,960	67.7%	16,181	32.3%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
2,684	2,684	0	0

Return Call Results by Type Summary All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	36,644	31,513	86.0%	83.3%	0.7%	0.9%	1.0%	14.0%
VirtualQueue	36,443	31,369	86.1%	83.4%	0.7%	0.9%	1.0%	13.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	198	144	72.7%	67.2%	1.5%	2.5%	1.5%	27.3%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	31,513	28,264	3,227	22	0
VirtualQueue	31,369	28,139	3,208	22	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	31,369	28,139	3,208	22	0
Appointment	144	125	19	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	144	125	19	0	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	31,369
Total Saved Minutes	837,730
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02 (\$/minute)	\$16,754.60
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
195	74.4%	16.9%	8.7%	0.0%	30,527	00:00:19	00:00:26

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 1/1/2011 00:00:00
thru
1/31/2011 23:59:59

Generated on: 4/27/2011 16:28:52

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
49,938	33,841	67.8%	16,097	32.2%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
2,684	2,684	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	36,525	31,398	86.0%	83.3%	0.7%	0.9%	1.0%	14.0%
VirtualQueue	36,324	31,254	86.0%	83.4%	0.7%	0.9%	1.0%	14.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	198	144	72.7%	67.2%	1.5%	2.5%	1.5%	27.3%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	31,398	28,165	3,212	21	0
VirtualQueue	31,254	28,040	3,193	21	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	31,254	28,040	3,193	21	0
Appointment	144	125	19	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	144	125	19	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	31,254
Total Saved Minutes	837,643
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02 (\$/minute)	\$16,752.86
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
195	74.4%	16.9%	8.7%	0.0%	30,423	00:00:19	00:00:26

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 1/1/2011 00:00:00
thru
1/31/2011 23:59:59

Generated on: 4/27/2011 16:28:52

Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
111	66	59.5%	45	40.5%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	66	63	95.5%	89.4%	0.0%	6.1%	0.0%	4.5%
VirtualQueue	66	63	95.5%	89.4%	0.0%	6.1%	0.0%	4.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	63	57	6	0	0
VirtualQueue	63	57	6	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	63	57	6	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	63
Total Saved Minutes	72
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$1.44
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	59	00:01:26	00:01:55

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 1/1/2011 00:00:00
thru
1/31/2011 23:59:59

Generated on: 4/27/2011 16:28:52

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
92	53	57.6%	39	42.4%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	53	52	98.1%	84.9%	0.0%	13.2%	0.0%	1.9%
VirtualQueue	53	52	98.1%	84.9%	0.0%	13.2%	0.0%	1.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	52	42	9	1	0
VirtualQueue	52	42	9	1	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	52	42	9	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	52
Total Saved Minutes	15
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.30
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	45	00:01:42	00:02:39

Return Call - Hold Time Summary

Dates: 2/1/2011 00:00:00
thru
2/28/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 4/27/2011 16:30:45

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
54,505	39,066	71.7%	15,439	28.3%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
996	996	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	40,062	33,945	84.7%	81.9%	0.7%	0.9%	1.1%	15.3%
VirtualQueue	39,768	33,744	84.9%	82.1%	0.7%	0.9%	1.1%	15.1%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	293	201	68.6%	64.5%	1.4%	1.7%	1.0%	31.4%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	33,945	30,345	3,585	14	1
VirtualQueue	33,744	30,179	3,550	14	1
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	33,744	30,179	3,550	14	1
Appointment	201	166	35	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	201	166	35	0	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	33,744
Total Saved Minutes	1,080,476
Average Saved Minutes / Return Call	32
Total Dollar Savings @ 0.02 (\$/minute)	\$21,609.52
Average Dollar Savings / Return Call	\$0.60

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
262	83.6%	11.5%	4.2%	0.8%	32,828	00:00:18	00:00:25

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 2/1/2011 00:00:00
thru
2/28/2011 23:59:59

Generated on: 4/27/2011 16:30:45

En_Combo

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
54,296	38,933	71.7%	15,363	28.3%	994	994	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	39,927	33,823	84.7%	81.9%	0.7%	0.9%	1.1%	15.3%
VirtualQueue	39,634	33,623	84.8%	82.1%	0.7%	0.9%	1.2%	15.2%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	292	200	68.5%	64.7%	1.4%	1.4%	1.0%	31.5%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	33,823	30,241	3,571	11	0
VirtualQueue	33,623	30,076	3,536	11	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	33,623	30,076	3,536	11	0
Appointment	200	165	35	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	200	165	35	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	33,623
Total Saved Minutes	1,080,442
Average Saved Minutes / Return Call	32
Total Dollar Savings @ 0.02 (\$/minute)	\$21,608.84
Average Dollar Savings / Return Call	\$0.60

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
262	83.6%	11.5%	4.2%	0.8%	32,719	00:00:18	00:00:25

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 2/1/2011 00:00:00
thru
2/28/2011 23:59:59

Generated on: 4/27/2011 16:30:45

Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
141	93	66.0%	48	34.0%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
2	2	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	95	88	92.6%	82.1%	0.0%	10.5%	0.0%	7.4%
VirtualQueue	94	87	92.6%	83.0%	0.0%	9.6%	0.0%	7.4%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	1	1	100.0%	0.0%	0.0%	100.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	88	80	6	2	0
VirtualQueue	87	79	6	2	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	87	79	6	2	0
Appointment	1	1	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	1	1	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	87
Total Saved Minutes	27
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.54
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	78	00:01:33	00:02:13

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 2/1/2011 00:00:00
thru
2/28/2011 23:59:59

Generated on: 4/27/2011 16:30:45

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
68	40	58.8%	28	41.2%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	40	34	85.0%	77.5%	0.0%	7.5%	0.0%	15.0%
VirtualQueue	40	34	85.0%	77.5%	0.0%	7.5%	0.0%	15.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	34	24	8	1	1
VirtualQueue	34	24	8	1	1
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	34	24	8	1	1
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	34
Total Saved Minutes	7
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.14
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
0	0.0%	0.0%	0.0%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
31	00:01:17	00:01:53

Dates: 3/1/2011 00:00:00
thru
3/31/2011 23:59:59

Generated on: 4/27/2011 16:32:13

Executive Summary Results Queue

Version 4.0

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
75,057	53,202	70.9%	21,855	29.1%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	53,202	45,404	85.3%	82.6%	0.8%	0.8%	1.2%	14.7%
VirtualQueue	52,817	45,121	85.4%	82.7%	0.8%	0.8%	1.2%	14.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	385	283	73.5%	69.6%	1.0%	0.8%	2.1%	26.5%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	45,404	40,648	4,622	117	17
VirtualQueue	45,121	40,403	4,586	115	17
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	45,121	40,403	4,586	115	17
Appointment	283	245	36	2	0
Appointment via Web	0	0	0	0	0
Subtotal • B	283	245	36	2	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	45,121
Total Saved Minutes	1,266,604
Average Saved Minutes / Return Call	28
Total Dollar Savings @ 0.02 (\$/minute)	\$25,332.08
Average Dollar Savings / Return Call	\$0.60

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
337	79.5%	15.1%	4.7%	0.6%	43,940	00:00:18	00:00:23

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 3/1/2011 00:00:00
thru
3/31/2011 23:59:59

Generated on: 4/27/2011 16:32:13

En_Combo

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
74,777	53,026	70.9%	21,751	29.1%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	53,026	45,243	85.3%	82.6%	0.8%	0.7%	1.2%	14.7%
VirtualQueue	52,641	44,960	85.4%	82.7%	0.8%	0.7%	1.2%	14.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	385	283	73.5%	69.6%	1.0%	0.8%	2.1%	26.5%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	45,243	40,509	4,602	115	17
VirtualQueue	44,960	40,264	4,566	113	17
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	44,960	40,264	4,566	113	17
Appointment	283	245	36	2	0
Appointment via Web	0	0	0	0	0
Subtotal • B	283	245	36	2	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	44,960
Total Saved Minutes	1,266,553
Average Saved Minutes / Return Call	28
Total Dollar Savings @ 0.02 (\$/minute)	\$25,331.06
Average Dollar Savings / Return Call	\$0.60

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
337	79.5%	15.1%	4.7%	0.6%	43,795	00:00:18	00:00:23

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 3/1/2011 00:00:00
thru
3/31/2011 23:59:59

Generated on: 4/27/2011 16:32:13

Sp_Main

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
192	120	62.5%	72	37.5%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	120	109	90.8%	82.5%	0.8%	7.5%	0.0%	9.2%
VirtualQueue	120	109	90.8%	82.5%	0.8%	7.5%	0.0%	9.2%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	109	91	16	2	0
VirtualQueue	109	91	16	2	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	109	91	16	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	109
Total Saved Minutes	30
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.60
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	99	00:01:32	00:01:58

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 3/1/2011 00:00:00
thru
3/31/2011 23:59:59

Generated on: 4/27/2011 16:32:13

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
88	56	63.6%	32	36.4%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	56	52	92.9%	82.1%	0.0%	10.7%	0.0%	7.1%
VirtualQueue	56	52	92.9%	82.1%	0.0%	10.7%	0.0%	7.1%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	52	48	4	0	0
VirtualQueue	52	48	4	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	52	48	4	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	52
Total Saved Minutes	21
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.42
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	46	00:01:19	00:01:55

Return Call - Hold Time Summary

Dates: 4/1/2011 00:00:00
thru
4/30/2011 23:59:59

Generated on: 7/15/2011 14:51:32

Executive Summary Results Queue

Version 4.0

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
67,653	45,271	66.9%	22,382	33.1%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	45,271	41,915	92.6%	91.0%	0.7%	0.9%	0.0%	7.4%
VirtualQueue	45,015	41,701	92.6%	91.0%	0.7%	0.9%	0.0%	7.4%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	256	214	83.6%	80.5%	1.2%	2.0%	0.0%	16.4%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	41,915	36,628	3,816	1,229	242
VirtualQueue	41,701	36,460	3,782	1,218	241
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	41,701	36,460	3,782	1,218	241
Appointment	214	168	34	11	1
Appointment via Web	0	0	0	0	0
Subtotal • B	214	168	34	11	1

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	41,701
Total Saved Minutes	368,758
Average Saved Minutes / Return Call	9
Total Dollar Savings @ 0.02 (\$/minute)	\$7,375.16
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
136	63.2%	33.1%	2.9%	0.7%	41,175	00:00:21	00:00:27

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 4/1/2011 00:00:00
thru
4/30/2011 23:59:59

Generated on: 7/15/2011 14:51:32

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
67,224	44,996	66.9%	22,228	33.1%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	44,996	41,658	92.6%	91.0%	0.7%	0.8%	0.0%	7.4%
VirtualQueue	44,740	41,444	92.6%	91.1%	0.7%	0.8%	0.0%	7.4%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	256	214	83.6%	80.5%	1.2%	2.0%	0.0%	16.4%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	41,658	36,393	3,800	1,225	240
VirtualQueue	41,444	36,225	3,766	1,214	239
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	41,444	36,225	3,766	1,214	239
Appointment	214	168	34	11	1
Appointment via Web	0	0	0	0	0
Subtotal • B	214	168	34	11	1

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	41,444
Total Saved Minutes	368,603
Average Saved Minutes / Return Call	9
Total Dollar Savings @ 0.02 (\$/minute)	\$7,372.06
Average Dollar Savings / Return Call	\$0.20

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
131	64.1%	32.1%	3.1%	0.8%	40,942	00:00:21	00:00:27

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 4/1/2011 00:00:00
thru
4/30/2011 23:59:59

Generated on: 7/15/2011 14:51:32

Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
290	179	61.7%	111	38.3%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	179	167	93.3%	86.6%	0.6%	6.1%	0.0%	6.7%
VirtualQueue	179	167	93.3%	86.6%	0.6%	6.1%	0.0%	6.7%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	167	152	12	2	1
VirtualQueue	167	152	12	2	1
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	167	152	12	2	1
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	167
Total Saved Minutes	95
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$1.90
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
155	00:01:27	00:01:56

Executive Summary

Results

Queue

Version 4.0

Dates: 4/1/2011 00:00:00
thru
4/30/2011 23:59:59

Generated on: 7/15/2011 14:51:32

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
139	96	69.1%	43	30.9%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	96	90	93.8%	81.3%	0.0%	12.5%	0.0%	6.3%
VirtualQueue	96	90	93.8%	81.3%	0.0%	12.5%	0.0%	6.3%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	90	83	4	2	1
VirtualQueue	90	83	4	2	1
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	90	83	4	2	1
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	90
Total Saved Minutes	60
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$1.20
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
4	50.0%	50.0%	0.0%	0.0%	78	00:01:57	00:02:17

Return Call - Hold Time Summary

Dates: 5/1/2011 00:00:00
thru
5/31/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 7/15/2011 14:56:15

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
50,175	33,575	66.9%	16,600	33.1%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	33,575	30,746	91.6%	89.6%	1.0%	1.0%	0.0%	8.4%
VirtualQueue	33,359	30,580	91.7%	89.7%	1.0%	1.0%	0.0%	8.3%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	216	166	76.9%	73.1%	2.3%	1.4%	0.0%	23.1%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	30,746	26,488	3,021	1,017	220
VirtualQueue	30,580	26,369	2,988	1,008	215
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	30,580	26,369	2,988	1,008	215
Appointment	166	119	33	9	5
Appointment via Web	0	0	0	0	0
Subtotal • B	166	119	33	9	5

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	30,580
Total Saved Minutes	529,571
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$10,591.42
Average Dollar Savings / Return Call	\$0.30

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
164	69.5%	26.8%	3.7%	0.0%	30,084	00:00:18	00:00:24

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 5/1/2011 00:00:00
thru
5/31/2011 23:59:59

Generated on: 7/15/2011 14:56:15

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
49,975	33,451	66.9%	16,524	33.1%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	33,451	30,629	91.6%	89.6%	1.0%	1.0%	0.0%	8.4%
VirtualQueue	33,236	30,464	91.7%	89.7%	1.0%	1.0%	0.0%	8.3%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	215	165	76.7%	73.0%	2.3%	1.4%	0.0%	23.3%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	30,629	26,390	3,007	1,013	219
VirtualQueue	30,464	26,271	2,975	1,004	214
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	30,464	26,271	2,975	1,004	214
Appointment	165	119	32	9	5
Appointment via Web	0	0	0	0	0
Subtotal • B	165	119	32	9	5

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	30,464
Total Saved Minutes	529,542
Average Saved Minutes / Return Call	17
Total Dollar Savings @ 0.02 (\$/minute)	\$10,590.84
Average Dollar Savings / Return Call	\$0.30

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
164	69.5%	26.8%	3.7%	0.0%	29,981	00:00:18	00:00:24

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 5/1/2011 00:00:00
thru
5/31/2011 23:59:59

Generated on: 7/15/2011 14:56:15

Sp_Main

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
119	81	68.1%	38	31.9%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	81	79	97.5%	84.0%	0.0%	13.6%	0.0%	2.5%
VirtualQueue	81	79	97.5%	84.0%	0.0%	13.6%	0.0%	2.5%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	79	64	11	3	1
VirtualQueue	79	64	11	3	1
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	79	64	11	3	1
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	79
Total Saved Minutes	19
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.38
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	68	00:01:41	00:01:54

Return Call - Hold Time Summary

Dates: 5/1/2011 00:00:00
thru
5/31/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 7/15/2011 14:56:15

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
81	43	53.1%	38	46.9%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	43	38	88.4%	81.4%	0.0%	7.0%	0.0%	11.6%
VirtualQueue	42	37	88.1%	81.0%	0.0%	7.1%	0.0%	11.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	1	1	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	38	34	3	1	0
VirtualQueue	37	34	2	1	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	37	34	2	1	0
Appointment	1	0	1	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	1	0	1	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	37
Total Saved Minutes	10
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.20
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	35	00:01:04	00:01:41

Return Call - Hold Time Summary

Dates: 6/1/2011 00:00:00
thru
6/30/2011 23:59:59

Generated on: 7/15/2011 14:58:00

Executive Summary Results Queue

Version 4.0

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
23,062	15,426	66.9%	7,636	33.1%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	15,426	14,159	91.8%	89.7%	1.3%	0.7%	0.0%	8.2%
VirtualQueue	15,333	14,088	91.9%	89.8%	1.3%	0.7%	0.0%	8.1%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	93	71	76.3%	73.1%	1.1%	2.2%	0.0%	23.7%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	14,159	12,183	1,404	464	108
VirtualQueue	14,088	12,122	1,397	463	106
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	14,088	12,122	1,397	463	106
Appointment	71	61	7	1	2
Appointment via Web	0	0	0	0	0
Subtotal • B	71	61	7	1	2

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	14,088
Total Saved Minutes	267,158
Average Saved Minutes / Return Call	19
Total Dollar Savings @ 0.02 (\$/minute)	\$5,343.16
Average Dollar Savings / Return Call	\$0.40

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
88	62.5%	27.3%	8.0%	2.3%	13,843	00:00:18	00:00:24

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Version 4.0

Dates: 6/1/2011 00:00:00
thru
6/30/2011 23:59:59

Generated on: 7/15/2011 14:58:00

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
22,990	15,379	66.9%	7,611	33.1%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	15,379	14,116	91.8%	89.8%	1.3%	0.7%	0.0%	8.2%
VirtualQueue	15,287	14,046	91.9%	89.9%	1.3%	0.7%	0.0%	8.1%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	92	70	76.1%	72.8%	1.1%	2.2%	0.0%	23.9%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	14,116	12,145	1,399	464	108
VirtualQueue	14,046	12,085	1,392	463	106
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	14,046	12,085	1,392	463	106
Appointment	70	60	7	1	2
Appointment via Web	0	0	0	0	0
Subtotal • B	70	60	7	1	2

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	14,046
Total Saved Minutes	267,153
Average Saved Minutes / Return Call	19
Total Dollar Savings @ 0.02 (\$/minute)	\$5,343.06
Average Dollar Savings / Return Call	\$0.40

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
86	62.8%	26.7%	8.1%	2.3%	13,804	00:00:18	00:00:23

Return Call - Hold Time Summary

Executive Summary

Results

Queue

Sp_Main

Dates: 6/1/2011 00:00:00
thru
6/30/2011 23:59:59

Version 4.0

Generated on: 7/15/2011 14:58:00

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
31	22	71.0%	9	29.0%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	22	21	95.5%	86.4%	0.0%	9.1%	0.0%	4.5%
VirtualQueue	21	20	95.2%	85.7%	0.0%	9.5%	0.0%	4.8%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	1	1	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	21	20	1	0	0
VirtualQueue	20	19	1	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	20	19	1	0	0
Appointment	1	1	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	1	1	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	20
Total Saved Minutes	1
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.02
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	19	00:01:17	00:01:45

Return Call - Hold Time Summary

Dates: 6/1/2011 00:00:00
thru
6/30/2011 23:59:59

Generated on: 7/15/2011 14:58:00

Executive Summary

Results

Queue

Version 4.0

Sp_ServiceOrder

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
41	25	61.0%	16	39.0%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	25	22	88.0%	80.0%	0.0%	8.0%	0.0%	12.0%
VirtualQueue	25	22	88.0%	80.0%	0.0%	8.0%	0.0%	12.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	22	18	4	0	0
VirtualQueue	22	18	4	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	22	18	4	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	22
Total Saved Minutes	5
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.10
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
2	50.0%	50.0%	0.0%	0.0%	20	00:01:33	00:02:00

Return Call - Hold Time Summary

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Executive Summary Results Queue

Version 4.0

Generated on: 10/19/2011 16:17:32

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
5,434	3,062	56.3%	2,372	43.7%

Calls presented with Return Call only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	3,062	2,831	92.5%	91.1%	0.8%	0.6%	0.0%	7.5%
VirtualQueue	3,056	2,825	92.4%	91.1%	0.8%	0.6%	0.0%	7.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	2,831	2,547	217	54	13
VirtualQueue	2,825	2,542	217	53	13
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	2,825	2,542	217	53	13
Appointment	6	5	0	1	0
Appointment via Web	0	0	0	0	0
Subtotal • B	6	5	0	1	0

Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web
Reconnect calls

Successful Reconnect	2,825
Total Saved Minutes	9,254
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$185.08
Average Dollar Savings / Return Call	\$0.10

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
6	0.0%	100.0%	0.0%	0.0%	2,790	00:00:15	00:00:21

Return Call - Hold Time Summary

Executive Summary

Version 4.0

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Results Queue

Generated on: 10/19/2011 16:17:32

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
5,415	3,048	56.3%	2,367	43.7%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	3,048	2,817	92.4%	91.1%	0.8%	0.6%	0.0%	7.6%
VirtualQueue	3,042	2,811	92.4%	91.1%	0.8%	0.6%	0.0%	7.6%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	2,817	2,535	215	54	13
VirtualQueue	2,811	2,530	215	53	13
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	2,811	2,530	215	53	13
Appointment	6	5	0	1	0
Appointment via Web	0	0	0	0	0
Subtotal • B	6	5	0	1	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and
ResQueue Reconnect calls

Successful Reconnect	2,811
Total Saved Minutes	9,254
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$185.08
Average Dollar Savings / Return Call	\$0.10

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
6	0.0%	100.0%	0.0%	0.0%	2,776	00:00:15	00:00:21

Return Call - Hold Time Summary

Executive Summary

Results Queue Sp_Main

Version 4.0

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Generated on: 10/19/2011 16:17:32

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
9	8	88.9%	1	11.1%

Calls presented with Return Call option only

Return Calls Only	VirtualQ	DateBook	After Hours
0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	8	8	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue	8	8	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	8	6	2	0	0
VirtualQueue	8	6	2	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	8	6	2	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	8
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	8	00:00:20	00:00:33

Return Call - Hold Time Summary

Executive Summary Results Queue

Version 4.0

Dates: 7/1/2011 00:00:00
thru
7/31/2011 23:59:59

Generated on: 10/19/2011 16:17:32

Sp_ServiceOrder

Calls presented with Return Call & Hold options

Calls presented with Return Call option only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
10	6	60.0%	4	40.0%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue	6	6	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
Total	6	6	0	0	0
VirtualQueue	6	6	0	0	0
VirtualQueue via Web	0	0	0	0	0
Subtotal • A	6	6	0	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal • B	0	0	0	0	0

Saved Minutes Summary

Only VirtualQueue, VirtualQueue via Web and ResQueue Reconnect calls

Successful Reconnect	6
Total Saved Minutes	0
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.00
Average Dollar Savings / Return Call	\$0.00

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect	Connected to an Agent	Median	Average
0	0.0%	0.0%	0.0%	0.0%	6	00:00:10	00:00:24

Return Call - Hold Time Summary