

Missouri Gas Energy
A Division of Laclede Gas Company

GM-2013-0254

Report for Calendar Year 2014

MGE Customer Service Review for CY14

While MGE did achieve the abandoned call rate (“ACR”) of 8.5%, MGE was unable to achieve the average speed of answer (“ASA”) as incorporated in the order of the Missouri Public Service Commission (“Commission”) in Case No. GM-2011-0412. MGE offers the following explanation as to why MGE believes this figure was not met.

The primary driver for MGE not achieving the established ASA goal of 75 seconds was the result of a significant increase in the MGE customer service employee absenteeism rate. The % of employees absent data listed below reflects a significant increase in 2014. This absenteeism, which is equivalent to a work stoppage or slowdown, arose from the Company’s decision to transition the call center to an outside party. MGE agreed to accommodate the call center employees by providing them a longer transition time to prepare for the closing. Unfortunately, this resulted in a longer period of absenteeism.

The positive trend for February and March 2015 ASA is a reflection of the adjustments made for dealing with the increased absenteeism. The adjustments made to staffing to deal with the increased absenteeism are not expected to cause an increase in costs.

MGE Average Speed of Answer (ASA) in Seconds													Year End
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
CY 14	64	59	95	101	108	86	74	93	66	65	147	58	85
CY 15	103	44	45										
% of Employees Absent													
CY 13	7%	6%	13%	11%	12%	14%	19%	14%	13%	15%	14%	16%	
CY 14	29%	24%	25%	26%	27%	31%	26%	15%	15%	17%	23%	22%	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

January 2014

DATE	CONTACT CENTER		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
	ACCT SVCS	SVCS	SVCS	BLLG SVCS												
Wednesday	1/1/2014						997	997				2				100%
Thursday	1/2/2014	2,355	210	18	579	3,162	2,813	5,975	9.69%	37	70	101	289	58	326	75%
Friday	1/3/2014	2,729	220	10	604	3,563	3,889	7,452	8.11%	41	72	82	280	53	304	79%
Saturday	1/4/2014						1,504	1,504				2				100%
WEEK	1/4/2014	5,084	430	28	1,183	6,725	9,203	15,928	7.43%	39	142	75	284	55	315	81%
Sunday	1/5/2014						1,088	1,088				2				100%
Monday	1/6/2014	2,539	304	73	475	3,391	2,859	6,250	7.60%	43	68	111	306	44	248	77%
Tuesday	1/7/2014	2,762	187	22	469	3,440	2,658	6,098	7.69%	42	71	111	284	49	327	76%
Wednesday	1/8/2014	3,069	130		309	3,508	2,471	5,979	5.17%	43	74	93	270	51	211	77%
Thursday	1/9/2014	3,224	41		145	3,410	2,301	5,711	2.54%	45	73	47	266	42	135	81%
Friday	1/10/2014	2,958	173		248	3,379	3,053	6,432	3.86%	43	73	68	279	56	178	78%
Saturday	1/11/2014						1,296	1,296				2				100%
WEEK	1/11/2014	14,552	835	95	1,646	17,128	15,726	32,854	5.01%	43	358	73	280	48	243	79%
Sunday	1/12/2014						905	905				2				100%
Monday	1/13/2014	3,791	212	7	186	4,196	2,654	6,850	2.72%	55	73	52	269	48	136	82%
Tuesday	1/14/2014	3,540			64	3,604	2,278	5,882	1.09%	50	71	15	251	35	45	89%
Wednesday	1/15/2014	3,315	53		246	3,614	2,792	6,406	3.84%	44	77	70	265	45	163	78%
Thursday	1/16/2014	3,240			100	3,340	2,559	5,899	1.70%	42	77	33	253	41	62	82%
Friday	1/17/2014	3,229	27		385	3,641	3,216	6,857	5.61%	42	78	88	264	44	278	77%
Saturday	1/18/2014						1,499	1,499				2				100%
WEEK	1/18/2014	17,115	292	7	981	18,395	15,903	34,298	2.86%	47	374	49	261	43	185	83%
Sunday	1/19/2014						1,013	1,013				2				100%
Monday	1/20/2014	2,155	180	14	242	2,591	2,081	4,672	5.18%	32	73	61	282	34	250	83%
Tuesday	1/21/2014	3,163			567	3,730	2,594	6,324	8.97%	42	75	136	273	48	248	67%
Wednesday	1/22/2014	2,963	38	13	275	3,289	2,601	5,890	4.67%	41	74	43	276	53	133	83%
Thursday	1/23/2014	2,690	101	16	473	3,280	2,444	5,724	8.26%	39	72	76	283	51	442	78%
Friday	1/24/2014	2,693	236	13	386	3,328	2,895	6,223	6.20%	42	70	63	296	53	204	81%
Saturday	1/25/2014						1,309	1,309				2				100%
WEEK	1/25/2014	13,664	555	56	1,943	16,218	14,937	31,155	6.24%	39	364	71	282	48	270	80%
Sunday	1/26/2014						925	925				2				100%
Monday	1/27/2014	3,394	255		268	3,917	2,570	6,487	4.13%	53	69	51	293	48	158	84%
Tuesday	1/28/2014	3,046	86	11	245	3,388	2,136	5,524	4.44%	44	71	53	283	44	179	82%
Wednesday	1/29/2014	3,071	58		231	3,360	1,955	5,315	4.35%	42	75	80	273	53	209	74%
Thursday	1/30/2014	3,090	188		140	3,418	1,975	5,393	2.60%	46	71	41	273	50	77	78%
Friday	1/31/2014	3,254	179	18	332	3,783	3,565	7,348	4.52%	48	72	51	283	52	176	92%
WEEK	1/31/2014	15,855	766	29	1,216	17,866	9,561	27,427	4.43%	46	360	60	281	49	168	92%
MTD		66,270	2,878	215	6,969	76,332	65,330	141,662	4.92%	43	1,596	64	276	48	242	83%
YTD		66,270	2,878	215	6,969	76,332	65,330	141,662	4.92%	43	1,596	64	276	48	242	83%

Calls per FTE per Day 73 Monthly Average
 Calls per FTE per Day 73 Year To Date Average

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
January 2014**

Thursday, January 02, 2014	PM overtime was offered to fulltime customer service staff.
Friday, January 03, 2014	AM overtime was offered to full and part-time, PM overtime was offered to fulltime customer service staff only.
Monday, January 06, 2014	AM and PM overtime was offered to full and part-time customer service staff.
Tuesday, January 07, 2014	PM overtime was offered to full and part-time customer service staff.
Wednesday, January 08, 2014	AM overtime was offered to full and part-time, PM overtime was offered to fulltime customer service staff only.
Thursday, January 09, 2014	AM overtime was offered to full and part-time, PM overtime was offered to fulltime customer service staff only.
Friday, January 10, 2014	AM and Lunch overtime was offered to full and part-time, PM overtime was offered to fulltime customer service staff only.
Monday, January 13, 2014	AM, PM and Lunch overtime was offered to full and part-time customer service staff.
Tuesday, January 14, 2014	AM overtime was offered to full and part-time customer service staff.
Wednesday, January 15, 2014	AM overtime was offered to full and part-time customer service staff.
Thursday, January 16, 2014	AM overtime was offered to full and part-time customer service staff.
Friday, January 17, 2014	AM overtime was offered to full and part-time customer service staff.
Monday, January 20, 2014	AM and PM overtime was offered to full and part-time customer service staff.
Tuesday, January 21, 2014	AM overtime was offered to full and part-time customer service staff.
Wednesday, January 22, 2014	PM overtime was offered to fulltime customer service staff.
Thursday, January 23, 2014	PM overtime was offered to fulltime customer service staff.
Friday, January 24, 2014	AM, Lunch and PM overtime was offered to full and part-time customer service staff.
Monday, January 27, 2014	AM, Lunch and PM overtime was offered to full and part-time customer service staff.
Tuesday, January 28, 2014	AM, Lunch and PM overtime was offered to full and part-time customer service staff.
Thursday, January 30, 2014	AM overtime was offered to full and part-time, PM overtime was offered to fulltime customer service staff only.
Friday, January 31, 2014	AM, Lunch and PM overtime was offered to full and part-time customer service staff.

Activity Code Statistics Activity Code Summary January 2014

Activity Code Type	January 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	5838	340	15.33%
2 Pay Agreements	1534	277	4.03%
3 Account Activity Verification	26343	278	69.18%
4 Payment Options	2712	249	7.12%
5 ABC	842	267	2.21%
6 High Bill Concerns	522	299	1.37%
7 Energy Assistance	106	224	0.28%
8 Gas Leak/Emergency	49	256	0.13%
9 Typing Request	9	174	0.02%
10 MGE/SUG General Information	103	153	0.27%
11 Deposits	7	138	0.02%
12 Estimated Bills	16	163	0.04%
Total Calls Coded	38081		100.00%
Average Talk Time (seconds)		285	
Maximum Talk Time (seconds)		340	
Total Calls Answered this Month	69,363		
Percent Coded	54.9%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

February 2014

DATE	CONTACT CENTER		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.	AVG SPEED OF ANSWER	#DIV/0!	AVG TALK TIME	AVG NOT READY TIME	#DIV/0!	AVG DELAY ABAND	SERVICE LEVEL	
	SVCS	ACCT SVCS	BLLG SVCS	% of calls offered															
Saturday	2/1/2014						1,657	1,657				2						100%	
Sunday	2/2/2014						1,657	1,657				2						100%	
Monday	2/3/2014	3,288	236		637	4,161	3,777	7,938	8.02%	49	72	72	288	52	242		242	79%	
Tuesday	2/4/2014	1,986	94	45	166	2,291	2,219	4,510	3.68%	32	66	85	277	57	115		115	67%	
Wednesday	2/5/2014	1,808	74	21	247	2,150	1,938	4,088	6.04%	28	68	149	282	49	134		134	60%	
Thursday	2/6/2014	2,642	232	15	413	3,302	2,935	6,237	6.62%	41	70	63	279	59	261		261	80%	
Friday	2/7/2014	2,969	276	14	378	3,637	3,555	7,192	5.26%	43	76	55	273	49	231		231	81%	
Saturday	2/8/2014						1,714	1,714				2						100%	
Sunday	2/9/2014	12,693	912	95	1,841	15,541	17,218	32,759	5.62%	39	355	72	280	53	218		218	77%	
Monday	2/10/2014	3,666	302	36	169	4,173	3,272	7,445	2.27%	54	74	30	275	47	97		97	88%	
Tuesday	2/11/2014	3,125	193	32	220	3,570	2,779	6,349	3.47%	47	71	39	273	55	152		152	84%	
Wednesday	2/12/2014	3,471	20	10	357	3,858	3,445	7,303	4.89%	47	74	66	275	55	228		228	81%	
Thursday	2/13/2014	3,216	219	18	248	3,701	3,011	6,712	3.69%	46	75	55	274	40	200		200	82%	
Friday	2/14/2014	3,586	194		148	3,928	3,381	7,309	2.02%	50	76	33	261	48	63		63	82%	
Saturday	2/15/2014						1,702	1,702				2						100%	
Sunday	2/16/2014	17,064	928	96	1,142	19,230	18,720	37,950	3.01%	49	371	41	272	49	167		167	85%	
Monday	2/17/2014	3,256	263	22	138	3,679	2,602	6,281	2.20%	51	69	35	273	49	98		98	85%	
Tuesday	2/18/2014	4,010			133	4,143	3,032	7,175	1.85%	52	77	42	270	45	95		95	81%	
Wednesday	2/19/2014	3,454	233	19	249	3,955	3,069	7,024	3.54%	50	74	32	256	46	87		87	86%	
Thursday	2/20/2014	2,703	248	24	523	3,498	3,077	6,575	7.95%	42	71	85	282	53	390		390	76%	
Friday	2/21/2014	3,055	229	17	387	3,688	3,439	7,127	5.43%	46	72	59	286	55	165		165	81%	
Saturday	2/22/2014						1,411	1,411				2						100%	
Sunday	2/23/2014	16,478	973	82	1,430	18,963	17,879	36,842	3.88%	48	364	46	273	49	221		221	83%	
Monday	2/24/2014	3,619	162	27	490	4,298	3,074	7,372	6.65%	52	73	58	287	50	173		173	78%	
Tuesday	2/25/2014	3,040	184	18	382	3,624	2,528	6,152	6.21%	45	72	87	286	56	209		209	76%	
Wednesday	2/26/2014	3,258			363	3,621	2,569	6,190	5.86%	45	72	86	284	46	320		320	76%	
Thursday	2/27/2014	2,711	155	26	648	3,540	2,591	6,131	10.57%	40	72	113	287	47	405		405	72%	
Friday	2/28/2014	2,812	187	24	820	3,843	3,750	7,593	10.80%	42	72	102	289	48	565		565	75%	
MTD		61,675	3,501	368	7,116	72,660	71,072	143,732	4.95%	45	1453	59	277	50	269		269	81%	
YTD		127,945	6,379	583	14,085	148,992	136,402	285,394	4.94%	44	3,050	62	277	49	255		255	82%	
												Calls per FTE per Day		73		Monthly Average			
												Calls per FTE per Day		73		Year To Date Average			

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER February 2014

Monday, February 03, 2014	AM, Lunch and PM overtime was offered to all Full and Part-time Consultants,
Tuesday, February 04, 2014	AM, Lunch and PM overtime was offered to all Full and Part-time Consultants,
Wednesday, February 05, 2014	AM, Lunch and PM overtime was offered to all Full and Part-time Consultants,
Thursday, February 06, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Friday, February 07, 2014	AM and PM overtime was offered to all Fulltime Consultants, Lunch was offered to Full and Part-time.
Monday, February 10, 2014	AM and Lunch overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Tuesday, February 11, 2014	AM and PM overtime was offered to all Fulltime Consultants.
Wednesday, February 12, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Thursday, February 13, 2014	AM and Lunch overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Friday, February 14, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Monday, February 17, 2014	AM and Lunch overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Tuesday, February 18, 2014	AM and PM overtime was offered to all Fulltime Consultants.
Wednesday, February 19, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Thursday, February 20, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Friday, February 21, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Monday, February 24, 2014	AM, Lunch and PM overtime was offered to all Full and Part-time Consultants,
Tuesday, February 25, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Wednesday, February 26, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Thursday, February 27, 2014	AM overtime was offered to all Full and Part-time Consultants, PM was offered to Fulltime only.
Friday, February 28, 2014	AM and PM overtime was offered to all Full and Part-time Consultants,

Activity Code Statistics Activity Code Summary February 2014

Activity Code Type	February 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	5460	338	15.44%
2 Pay Agreements	1514	282	4.28%
3 Account Activity Verification	23080	277	65.26%
4 Payment Options	3669	255	10.37%
5 ABC	843	252	2.38%
6 High Bill Concerns	574	306	1.62%
7 Energy Assistance	68	245	0.19%
8 Gas Leak/Emergency	39	244	0.11%
9 Typing Request	32	271	0.09%
10 MGE/SUG General Information	65	159	0.18%
11 Deposits	9	484	0.03%
12 Estimated Bills	12	187	0.03%
Total Calls Coded	35365		100.00%
Average Talk Time (seconds)		284	
Maximum Talk Time (seconds)		484	
Total Calls Answered this Month	65,544		
Percent Coded	54.0%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

March 2014

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	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	CONTACT CENTER	ACCT SVCS	BLLG SVCS												
Saturday	3/1/2014			2,071	2,071	2,071				2				100%	
Sunday	3/2/2014			2,071	2,071	2,071				2				100%	
Monday	3/3/2014	2,761	215	4,338	3,959	8,297	16.05%	44	68	184	307	56	568	69%	
Tuesday	3/4/2014	3,170	3	4,194	3,434	7,628	13.38%	44	72	145	293	53	545	71%	
Wednesday	3/5/2014	3,131		3,894	3,194	7,088	10.76%	45	70	110	290	56	451	74%	
Thursday	3/6/2014	3,057	5	3,628	2,910	6,538	8.66%	43	71	91	289	56	379	75%	
Friday	3/7/2014	2,818		3,406	3,282	6,688	8.79%	39	72	87	287	56	377	75%	
Saturday	3/8/2014			1,284	1,284	1,284				2				100%	
Sunday	3/9/2014	14,937	223	19,460	19,589	39,049	10.93%	43	353	116	293	55	490	75%	
Monday	3/10/2014	2,387	91	2,871	3,307	6,178	6.01%	33	76	72	275	50	176	78%	
Tuesday	3/11/2014	2,531	49	3,336	2,376	5,712	12.97%	36	72	141	282	52	453	70%	
Wednesday	3/12/2014	2,939	16	3,545	2,709	6,254	9.10%	42	71	108	277	60	425	74%	
Thursday	3/13/2014	2,867	148	3,348	2,435	5,783	5.76%	43	70	83	278	65	287	78%	
Friday	3/14/2014	2,799	40	3,192	3,083	6,275	5.31%	42	68	61	281	64	205	80%	
Saturday	3/15/2014			1,270	1,270	1,270				2				100%	
Sunday	3/16/2014	13,523	344	16,292	16,327	32,619	7.20%	39	356	84	279	59	344	78%	
Monday	3/17/2014	2,956	168	3,627	2,676	6,303	7.84%	43	73	75	282	51	317	77%	
Tuesday	3/18/2014	2,920	14	3,168	2,192	5,360	4.24%	42	70	73	281	52	201	80%	
Wednesday	3/19/2014	2,588	43	3,306	2,189	5,495	11.97%	39	68	155	286	51	366	66%	
Thursday	3/20/2014	2,333	18	2,759	2,113	4,872	8.03%	36	66	100	301	64	311	74%	
Friday	3/21/2014	2,507	20	3,035	2,591	5,626	8.83%	35	73	116	282	54	378	70%	
Saturday	3/22/2014			1,147	1,147	1,147				2				100%	
Sunday	3/23/2014	13,304	263	15,895	13,934	29,829	7.60%	39	349	95	286	54	332	75%	
Monday	3/24/2014	3,074	253	3,795	2,377	6,172	7.49%	48	69	88	295	57	329	76%	
Tuesday	3/25/2014	2,716	8	3,030	2,236	5,266	5.56%	41	67	68	285	58	281	77%	
Wednesday	3/26/2014	2,879	7	3,089	2,032	5,121	3.65%	45	64	55	283	55	171	81%	
Thursday	3/27/2014	2,844	61	3,055	2,040	5,095	2.57%	43	68	53	284	52	169	81%	
Friday	3/28/2014	2,844	23	3,352	2,550	5,902	8.08%	42	68	96	286	56	379	76%	
Saturday	3/29/2014			1,052	1,052	1,052				2				100%	
Sunday	3/30/2014	14,357	352	16,321	13,172	29,493	5.26%	44	337	68	287	56	303	79%	
Monday	3/31/2014	3,345	173	4,257	2,684	6,941	10.65%	52	68	201	302	58	296	100%	
WEEK		3,345	173	4,257	3,552	7,809	9.46%	52	68	176	302	58	296	61%	
MTD		59,466	1,355	72,225	68,645	140,870	7.93%	42	1,462	95	287	56	388	76%	
YTD		187,411	7,734	221,217	205,047	426,264	5.93%	43	4,514	72	280	51	314	80%	
										Calls per FTE per Day		70		Monthly Average	
										Calls per FTE per Day		72		Year To Date Average	

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER March 2014

Monday, March 03, 2014	AM and Lunch overtime offered to all consultants, PM overtime forced for all consultants.
Tuesday, March 04, 2014	AM, PM and Lunch overtime offered to all consultants.
Wednesday, March 05, 2014	AM and PM overtime offered to all consultants.
Thursday, March 06, 2014	AM, PM and Lunch overtime offered to all consultants.
Friday, March 07, 2014	AM, PM and Lunch overtime offered to all consultants.
Monday, March 10, 2014	AM and Lunch overtime offered to all consultants, PM overtime forced for all consultants.
Tuesday, March 11, 2014	AM overtime offered to full and part-time consultants, PM overtime offered to fulltime consultants.
Wednesday, March 12, 2014	AM and PM overtime offered to all consultants.
Thursday, March 13, 2014	AM overtime offered to full and part-time consultants, PM overtime offered to fulltime consultants.
Friday, March 14, 2014	AM and Lunch overtime offered to all consultants, PM overtime forced for all consultants.
Monday, March 17, 2014	AM and PM overtime offered to all consultants.
Tuesday, March 18, 2014	AM, PM and Lunch overtime offered to all consultants.
Wednesday, March 19, 2014	AM, PM and Lunch overtime offered to all consultants.
Thursday, March 20, 2014	AM overtime offered to full and part-time consultants, PM overtime offered to fulltime consultants.
Friday, March 21, 2014	AM and Lunch overtime offered to all consultants.
Monday, March 24, 2014	AM and Lunch overtime offered to all consultants, PM overtime forced for all consultants.
Tuesday, March 25, 2014	AM overtime offered to full and part-time consultants, PM overtime offered to fulltime consultants.
Wednesday, March 26, 2014	AM overtime offered to full and part-time consultants, PM overtime offered to fulltime consultants.
Thursday, March 27, 2014	AM overtime offered to full and part-time consultants, PM overtime offered to fulltime consultants.
Friday, March 28, 2014	AM overtime offered to full and part-time consultants, PM overtime offered to fulltime consultants.
Monday, March 31, 2014	AM and Lunch overtime offered to all consultants, PM overtime forced for all consultants.

Activity Code Statistics Activity Code Summary March 2014

Activity Code Type	March 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	4735	348	15.08%
2 Pay Agreements	1332	305	4.24%
3 Account Activity Verification	21495	289	68.45%
4 Payment Options	2804	277	8.93%
5 ABC	524	253	1.67%
6 High Bill Concerns	332	321	1.06%
7 Energy Assistance	55	303	0.18%
8 Gas Leak/Emergency	16	227	0.05%
9 Typing Request	22	148	0.07%
10 MGE/SUG General Information	66	348	0.21%
11 Deposits	10	201	0.03%
12 Estimated Bills	12	97	0.04%
Total Calls Coded	31403		
Average Talk Time (seconds)	297		
Maximum Talk Time (seconds)	355		
Total Calls Answered this Month	61,052		
Percent Coded	51.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

April 2014

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS F.I.T.E. PER F.I.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											
Tuesday 4/1/2014	3,230	45	3,701	3,124	6,825	6.24%	49	79	295	60	198	77%	
Wednesday 4/2/2014	2,632	19	3,224	2,625	5,849	9.80%	40	66	295	57	409	71%	
Thursday 4/3/2014	2,700	18	3,361	2,996	6,357	10.11%	40	68	299	57	570	74%	
Friday 4/4/2014	2,621	17	3,490	3,077	6,567	12.97%	39	68	302	61	409	71%	
Saturday 4/5/2014				1,205	2,603			2				100%	
WEEK 4/6/2014	11,183	99	13,776	13,027	26,803	9.30%	42	97	298	59	414	74%	
Sunday 4/6/2014				982	982			2				100%	
Monday 4/7/2014	3,346	170	3,858	2,925	6,783	4.73%	52	53	293	55	196	82%	
Tuesday 4/8/2014	2,835	44	3,132	2,219	5,351	4.47%	42	67	288	55	195	79%	
Wednesday 4/9/2014	3,005	29	3,139	2,178	5,317	1.67%	46	32	285	54	57	82%	
Thursday 4/10/2014	2,665	230	2,895	2,254	5,149	4.47%	39	64	289	53	256	80%	
Friday 4/11/2014	2,750	484	3,234	2,798	6,032	8.02%	40	95	304	58	292	74%	
Saturday 4/12/2014				1,032	1,032			2				100%	
WEEK 4/13/2014	14,601	243	16,258	14,388	30,646	4.45%	44	58	292	55	231	81%	
Sunday 4/13/2014				927	927			2				100%	
Monday 4/14/2014	3,077	45	4,040	2,752	6,792	13.35%	45	70	292	59	328	69%	
Tuesday 4/15/2014	3,054	22	3,557	2,719	6,276	7.54%	43	82	291	51	329	76%	
Wednesday 4/16/2014	3,044	10	3,397	2,352	5,749	5.97%	45	68	304	50	208	73%	
Thursday 4/17/2014	2,661	16	3,117	2,365	5,482	7.83%	39	98	294	51	355	73%	
Friday 4/18/2014	2,182	93	2,898	2,368	5,266	11.37%	34	68	297	49	312	58%	
Saturday 4/19/2014				964	964			2				100%	
WEEK 4/20/2014	14,018	176	17,009	14,447	31,456	8.75%	41	123	296	52	314	72%	
Sunday 4/20/2014				640	640			2				100%	
Monday 4/21/2014	3,059	150	3,731	2,525	6,256	8.34%	46	70	292	54	284	76%	
Tuesday 4/22/2014	3,074	32	3,581	2,223	5,804	3.58%	54	62	295	65	97	71%	
Wednesday 4/23/2014	2,818	321	3,139	2,202	5,341	6.01%	39	89	286	48	227	70%	
Thursday 4/24/2014	2,664	26	3,502	2,159	5,661	14.20%	41	66	299	50	293	54%	
Friday 4/25/2014	2,460	184	3,676	2,292	5,968	17.21%	40	226	306	54	312	47%	
Saturday 4/26/2014				1,010	1,010			2				100%	
WEEK 4/27/2014	14,075	392	17,629	13,051	30,680	9.39%	44	140	295	55	277	66%	
Sunday 4/27/2014				857	857			2				100%	
Monday 4/28/2014	3,386	190	3,965	2,656	6,621	5.65%	49	65	280	52	140	79%	
Tuesday 4/29/2014	3,090	84	3,450	1,941	5,391	4.84%	46	77	292	57	167	75%	
Wednesday 4/30/2014	2,854	33	3,493	2,259	5,752	10.54%	44	66	304	55	536	71%	
WEEK 4/30/2014	9,330	307	10,908	7,713	18,621	6.66%	46	209	291	55	339	77%	
MTD	63,207	1,217	75,580	62,626	138,206	7.76%	43	1499	294	55	320	74%	
YTD	250,618	8,951	296,797	267,673	564,470	6.38%	43	6,012	284	52	316	78%	
Calls per FTE per Day												68	Monthly Average
Calls per FTE per Day												71	Year To Date Average

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
April 2014**

Tuesday, April 22, 2014	Includes calls taken by West agents testing new process. West agent calls listed under billing services.
Tuesday, April 01, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Wednesday, April 02, 2014	AM and PM overtime was offered to full and part-time employees.
Thursday, April 03, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Friday, April 04, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Monday, April 07, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Tuesday, April 08, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Wednesday, April 09, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Thursday, April 10, 2014	AM overtime was offered to full and part-time, pm was filled with fulltime only.
Friday, April 11, 2014	AM overtime was offered to full and part-time, pm was filled with fulltime only.
Monday, April 14, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Tuesday, April 15, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Wednesday, April 16, 2014	AM and PM overtime was offered to full and part-time employees.
Thursday, April 17, 2014	AM and PM overtime was offered to full and part-time employees.
Friday, April 18, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Monday, April 21, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Tuesday, April 22, 2014	AM and PM overtime was offered to full and part-time employees.
Wednesday, April 23, 2014	AM overtime was offered to full and part-time, pm was filled with fulltime only.
Thursday, April 24, 2014	AM overtime was offered to full and part-time, pm was filled with fulltime only.
Friday, April 25, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Monday, April 28, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Tuesday, April 29, 2014	AM, Lunch and PM overtime was offered to full and part-time employees.
Wednesday, April 30, 2014	AM and Lunch overtime was offered to full and part-time, pm was filled with fulltime only.

Activity Code Statistics Activity Code Summary April 2014

Activity Code Type	April 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	4932	359	15.12%
2 Pay Agreements	1465	326	4.49%
3 Account Activity Verification	22792	289	69.88%
4 Payment Options	2476	293	7.59%
5 ABC	355	233	1.09%
6 High Bill Concerns	402	314	1.23%
7 Energy Assistance	36	305	0.11%
8 Gas Leak/Emergency	25	307	0.08%
9 Typing Request	16	170	0.05%
10 MGE/SUG General Information	93	359	0.29%
11 Deposits	7	205	0.02%
12 Estimated Bills	17	236	0.05%
Total Calls Coded	32616		100.00%
Average Talk Time (seconds)		301	
Maximum Talk Time (seconds)		359	
Total Calls Answered this Month	64,849		
Percent Coded	50.3%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER May 2014

DATE	CONTACT CENTER		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.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	ACCT SVCS	SVCS	SVCS	SVCS												
Thursday	4,120	72	2	2	241	4,435	2,855	7,290	3.31%	47	89	53	194	31	204	83%
Friday	3,081				344	3,425	3,352	6,777	5.08%	45	68	65	286	56	208	81%
Saturday							1,302	1,302				2				100%
WEEK	7,201	72	2	2	585	7,860	7,509	15,369	3.81%	46	158	54	233	42	206	84%
Sunday																
Monday	3,485	97			494	4,076	3,111	7,187	6.87%	49	73	113	284	46	330	74%
Tuesday	3,163	26			222	3,411	2,416	5,827	3.81%	44	72	82	275	42	207	76%
Wednesday	2,959				185	3,144	2,186	5,330	3.47%	41	72	73	278	45	157	72%
Thursday	3,042				130	3,172	2,229	5,401	2.41%	41	74	51	264	47	111	75%
Friday	2,531	14			569	3,114	2,918	6,032	9.43%	34	75	127	289	42	336	72%
Saturday							1,094	1,094				2				100%
WEEK	15,180	137			1,600	16,917	13,954	30,871	5.18%	42	366	87	278	45	277	75%
Sunday							819	819				2				100%
Monday	2,832	200	16		958	4,006	2,308	6,314	15.17%	42	73	300	282	52	284	40%
Tuesday	3,045	33	11		551	3,640	2,511	6,151	8.96%	42	74	151	283	49	430	70%
Wednesday	3,149				449	3,598	2,683	6,281	7.15%	41	77	118	266	41	288	73%
Thursday	3,009				529	3,538	2,759	6,297	8.40%	42	72	137	284	49	374	70%
Friday	2,340	15			738	3,093	3,043	6,136	12.03%	32	74	116	280	55	375	71%
Saturday							1,239	1,239				2				100%
WEEK	14,375	248	27		3,225	17,875	15,362	33,237	9.70%	40	368	152	279	49	345	67%
Sunday							921	921				2				100%
Monday	2,949	189			794	3,932	2,705	6,637	11.96%	42	75	126	287	43	293	70%
Tuesday	2,604				718	3,322	2,358	5,680	12.64%	36	72	166	293	40	507	66%
Wednesday	2,641	15			639	3,295	2,135	5,430	11.77%	37	72	145	295	34	421	66%
Thursday	2,644	11			438	3,093	1,554	4,647	9.43%	36	74	165	292	37	343	63%
Friday	2,745	33			482	3,260	2,713	5,973	8.07%	39	71	133	295	40	339	73%
Saturday							827	827				2				100%
WEEK	13,583	248			3,071	16,902	13,213	30,115	10.20%	38	364	136	292	39	384	70%
Sunday							545	545				2				100%
Monday	3,197	99			747	4,043	2,639	6,682	11.18%	44	75	120	298	35	293	70%
Tuesday	3,035				392	3,427	2,354	5,781	6.78%	39	78	131	279	33	289	69%
Wednesday	3,017				200	3,217	1,999	5,216	3.83%	41	74	73	277	33	133	71%
Thursday	2,583				887	3,470	3,171	6,641	13.36%	34	76	161	281	37	355	64%
Friday							1,214	1,214				2				100%
Saturday																
WEEK	11,832	99			2,226	14,157	12,333	26,490	8.40%	40	302	112	284	34	303	71%
MTD	62,171	804	29		10,707	73,711	62,371	136,082	7.56%	40	1560	108	277	42	330	72%
YTD	312,789	9,755	1,268		46,696	370,508	330,044	700,552	6.62%	43	7,569	85	282	50	319	77%

Calls per FTE per Day 74 Monthly Average
Calls per FTE per Day 71 Year To Date Average

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER May 2014

West May handled	7199
West May Abandoned	135
West May Total hold	57755

West totals are included in Missouri Gas Energy's May 2014 ACR and ASA stats.

Thursday, May 01, 2014
 Friday, May 02, 2014
 Monday, May 05, 2014
 Tuesday, May 06, 2014
 Wednesday, May 07, 2014
 Thursday, May 08, 2014
 Friday, May 09, 2014
 Monday, May 12, 2014
 Tuesday, May 13, 2014
 Wednesday, May 14, 2014
 Thursday, May 15, 2014
 Friday, May 16, 2014
 Monday, May 19, 2014
 Tuesday, May 20, 2014
 Wednesday, May 21, 2014
 Thursday, May 22, 2014
 Friday, May 23, 2014
 Tuesday, May 27, 2014
 Wednesday, May 28, 2014
 Thursday, May 29, 2014
 Friday, May 30, 2014

AM and Lunch overtime was offered to all employees PM overtime was forced.
 AM and Lunch overtime was offered to all employees PM overtime was forced.
 AM and Lunch overtime was offered to all employees PM overtime was forced.
 AM and PM overtime was offered to Full and Part-time consultants.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM and PM overtime was offered to Full and Part-time consultants.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 PM overtime was offered to fulltime.
 AM and PM overtime was offered to Full and Part-time consultants.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM overtime was offered to Full and Part-time consultants.
 AM overtime was offered to Full and Part-time, PM was offered to fulltime only.
 AM and Lunch overtime was offered to all employees PM overtime was forced.
 AM overtime was offered to full and Part-time, PM was offered to fulltime only.
 AM overtime was offered to Full and Part-time consultants.
 PM overtime was offered to fulltime.

WEST SOURCE DATA - MAY 2014

Date	Average Speed To Answer	Abandon Call Rate	Average Abandon Time	ACD Calls	Average ACD Time	Average ACW Time	Abandoned Calls	Max Delay	Extension Out Calls	Average Extension Out Time	Total hold	Total Abandoned Time	Total ACD Time	Total ACW Time	Total Extension Out Time	VH Manual Callback Connections	Total
5/1/2014																	
5/2/2014	4.45	1.44%	102.78	625	290	67.21	9	265	7	174.71	2781.25	925.02	181250	42006.25	1222.97		625
5/5/2014	0.29	1.25%	73.25	320	338	92	4	162	5	93.4	92.8	293	108160	29440	467		320
5/6/2014	8.54	1.72%	104.75	233	399	93.6	4	665	12	203.42	1989.82	419	92967	21808.8	2441.04		233
5/7/2014	0	0.77%	95	261	390	94.16	2	186	5	96.6	0	190	101790	24575.76	483		261
5/8/2014	15.81	4.35%	103.8	345	343	78.38	15	377	9	85	5454.45	1557	118335	27041.1	765		345
5/9/2014	5.48	3.04%	99.33	296	392	62.06	9	324	11	116.18	1622.08	893.97	116032	18369.76	1277.98		296
5/12/2014	12.33	1.23%	291.5	326	354	62.27	4	473	13	117.92	4019.58	1166	115404	20300.02	1532.96		326
5/14/2014	1.88	0.82%	94.67	364	296	41.1	3	173	20	114.55	684.32	284.01	107744	14960.4	2291		364
5/15/2014	7.73	0.86%	36	350	345	35.75	3	534	70	238.1	2705.5	108	120750	12512.5	16667	35	385
5/16/2014	13.6	6.87%	118.04	364	347	44.65	25	656	168	296.59	4950.4	2951	126308	16252.6	49827.12	65	429
5/19/2014	10.66	2.67%	134.91	412	285	41.51	11	556	53	354.74	4391.92	1484.01	117420	17102.12	18801.22	36	448
5/20/2014	19.79	3.19%	58.44	282	359	45.03	9	475	74	417.49	5580.78	525.96	101238	12698.46	30894.26	37	319
5/21/2014	10.36	0.38%	6	260	365	44.25	1	257	173	283.51	2693.6	6	94900	11505	49047.23	129	389
5/22/2014	6.88	0.45%	323	224	345	33.81	1	346	264	287.56	1541.12	323	77280	7573.44	75915.84	169	393
5/23/2014	6.63	0.52%	86.5	383	269	38.38	2	249	175	316.57	2539.29	173	103027	14699.54	55399.75	115	498
5/26/2014		#DIV/0!									0	0	0	0	0	0	0
5/27/2014	13.28	2.72%	68.6	367	272	32.62	10	318	190	294.61	4873.76	686	99824	11971.54	5975.9	152	519
5/28/2014	1.73	0.66%	56.5	301	289	28.41	2	114	156	270.41	520.73	113	86989	8551.41	42183.96	113	414
5/29/2014	6.05	0.90%	48	222	383	42	2	244	80	200.28	1343.1	96	85026	9324	16022.4	27	249
5/30/2014	25.83	4.92%	122.84	386	362	33.87	19	440	83	259.19	9970.38	2333.96	139732	13073.82	21512.77	0	386
MTD	9.1369847	2.14%	107.6143	6321	331.3045	52.8028	135	665	1568	282.3523	57754.88	14527.93	2094176	333766.5	442728.4	878	7199

Activity Code Statistics Activity Code Summary May 2014

Activity Code Type	May 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	4231	335	13.12%
2 Pay Agreements	1303	284	4.04%
3 Account Activity Verification	23451	275	72.73%
4 Payment Options	2124	272	6.59%
5 ABC	533	199	1.65%
6 High Bill Concerns	410	281	1.27%
7 Energy Assistance	29	254	0.09%
8 Gas Leak/Emergency	18	196	0.06%
9 Typing Request	43	111	0.13%
10 MGE/SUG General Information	85	85	0.26%
11 Deposits	8	8	0.02%
12 Estimated Bills	10	10	0.03%
Total Calls Coded	32245		
Average Talk Time (seconds)		281	
Maximum Talk Time (seconds)		335	
Total Calls Answered this Month	63,004		
Percent Coded	51.2%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER June 2014

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS										
Sunday 6/1/2014	3,438	95	4,304	994	994	10.30%	46	77	286	36	287	100%
Monday 6/2/2014	3,552		3,826	3,185	7,489	3.94%	46	77	283	35	141	73%
Tuesday 6/3/2014	2,992	1	3,171	2,481	6,949	3.15%	38	79	272	38	137	69%
Wednesday 6/4/2014	2,437		2,936	2,301	5,652	9.53%	32	76	278	31	274	71%
Thursday 6/5/2014	2,402		2,836	2,944	5,237	7.51%	31	77	277	34	293	59%
Friday 6/6/2014				1,165	5,780							73%
Saturday 6/7/2014				1,165	1,165							100%
WEEK	14,821	96	17,073	16,193	33,266	6.48%	39	386	280	35	254	71%
Monday 6/8/2014				930	930							100%
Tuesday 6/9/2014	2,841	158	3,435	2,726	6,161	7.08%	40	75	290	31	268	74%
Wednesday 6/10/2014	2,294	77	2,789	2,343	5,132	8.14%	32	74	292	35	310	72%
Thursday 6/11/2014	2,555	51	2,816	2,121	4,937	4.25%	35	94	292	37	157	67%
Friday 6/12/2014	2,238		2,581	2,057	4,638	7.40%	31	72	287	40	347	69%
Saturday 6/13/2014	2,253	53	2,628	2,750	5,378	5.99%	30	77	283	34	178	74%
WEEK	12,181	339	14,249	13,911	28,160	6.14%	34	373	289	35	264	73%
Monday 6/15/2014				789	789							100%
Tuesday 6/16/2014	2,979	145	3,462	2,599	6,061	5.58%	42	74	288	38	211	75%
Wednesday 6/17/2014	2,361	22	2,599	2,308	4,907	4.40%	32	74	282	36	175	73%
Thursday 6/18/2014	2,077		2,383	2,083	4,466	6.85%	28	74	279	36	245	70%
Friday 6/19/2014	2,187		2,340	1,534	4,404	3.47%	29	75	281	37	154	72%
Saturday 6/20/2014	2,287	24	2,593	2,899	5,492	5.13%	31	75	280	34	183	76%
WEEK	11,891	191	13,377	13,813	27,190	4.76%	32	373	282	36	200	100%
Monday 6/22/2014				833	833							100%
Tuesday 6/23/2014	2,976	145	3,421	2,429	5,850	5.13%	41	76	286	36	189	71%
Wednesday 6/24/2014	2,177	44	2,696	2,026	4,722	10.06%	32	69	304	41	346	62%
Thursday 6/25/2014	2,180		2,525	2,028	4,553	7.58%	30	73	284	35	290	69%
Friday 6/26/2014	1,798	38	2,237	1,971	4,208	9.53%	27	68	310	40	227	70%
Saturday 6/27/2014	1,937	169	2,507	2,340	4,847	8.27%	29	73	294	43	273	72%
WEEK	11,068	396	13,386	12,686	26,072	7.37%	32	361	294	39	271	100%
Monday 6/29/2014				822	822							100%
Tuesday 6/30/2014	2,346	199	3,596	2,815	6,411	16.39%	34	75	282	41	355	65%
WEEK	2,346	199	3,596	3,637	7,233	14.53%	34	75	282	41	355	69%
MTD	52,307	1,221	61,681	60,240	121,921	6.11%	34	1,570	286	36	265	73%
YTD	365,096	10,976	432,189	390,284	822,473	6.58%	41	9,126	283	48	311	76%

Calls per FTE per Day
Calls per FTE per Day

West June handled	12228
West June Abandoned	41
West June Total hold	20521

Monday, June 02, 2014
 Tuesday, June 03, 2014
 Wednesday, June 04, 2014
 Thursday, June 05, 2014
 Friday, June 06, 2014
 Saturday, June 07, 2014
 Sunday, June 08, 2014
 Monday, June 09, 2014
 Tuesday, June 10, 2014
 Wednesday, June 11, 2014
 Thursday, June 12, 2014
 Friday, June 13, 2014
 Saturday, June 14, 2014
 Sunday, June 15, 2014
 Monday, June 16, 2014
 Tuesday, June 17, 2014
 Wednesday, June 18, 2014
 Thursday, June 19, 2014
 Friday, June 20, 2014
 Saturday, June 21, 2014
 Sunday, June 22, 2014
 Monday, June 23, 2014
 Tuesday, June 24, 2014
 Wednesday, June 25, 2014
 Thursday, June 26, 2014
 Friday, June 27, 2014
 Saturday, June 28, 2014
 Sunday, June 29, 2014
 Monday, June 30, 2014

AM and PM overtime was offered to Full and Part-time
 AM overtime was offered to Full and Part-time
 PM overtime was offered to Fulltime
 PM overtime was offered to fulltime
 PM overtime was offered to fulltime
 PM overtime was offered to fulltime
 PM overtime was offered to full time employees
 PM overtime was offered to full and part-time
 PM overtime was offered to full and part-time
 Lunch hour overtime was offered to part and fulltime employees. PM overtime was forced for all employees.

WEST SOURCE DATA - JUNE 2014

Date	Average Speed To Answer	Abandon Call Rate	Average Abandon Time	ACD Calls	Average ACD Time	Average ACW Time	Abandoned Calls	Max Delay	Extension Out Calls	Average Extension Out Time	Total hold	Total Abandoned Time	Total ACD Time	Total ACW Time	Total Extension Out Time	VH Manual Callback Connections	Total
6/2/2014	33.66	8.04%	141.78	336	483	100.39	27	816	152	262.75	11309.76	3828.06	162288	33731.04	39938	71	407
6/3/2014	10.65	2.20%	75.13	364	442	74.87	8	416	51	143.73	3876.6	601.04	160888	27252.68	7330.23	7	371
6/4/2014	0.01	0.00%	0	300	391	60.39	0	1	73	227.38	3	0	117300	18117	16598.74	31	331
6/5/2014	0.05	0.00%	0	254	432	37.22	0	12	132	268.1	12.7	0	109728	9453.88	35389.2	58	312
6/6/2014	0.54	0.00%	0	324	396	33.8	0	57	389	319.62	174.96	0	128304	10951.2	124332.2	226	550
6/9/2014	0.55	0.30%	40	328	394	31.38	1	101	413	322.84	180.4	40	129232	10292.64	133332.9	283	611
6/10/2014	0.03	0.00%	0	245	435	42.9	0	4	391	290.66	7.35	0	106575	10510.5	113648.1	240	485
6/11/2014	1.29	0.00%	0	230	421	27.31	0	142	258	324.57	296.7	0	96830	6281.3	83739.06	162	392
6/12/2014	0.12	0.00%	0	227	431	24.73	0	25	510	314.68	27.24	0	97837	5613.71	160486.8	306	533
6/13/2014	1.73	0.33%	146	300	382	38.41	1	146	555	316.32	519	146	114600	11523	175557.6	412	712
6/16/2014	2.74	0.37%	200	272	404	44.71	1	235	546	299.69	745.28	200	109888	12161.12	163630.7	404	676
6/17/2014	0.06	0.00%	0	228	394	32.93	0	12	453	241.63	13.68	0	89832	7508.04	109458.4	305	533
6/18/2014	0.53	0.00%	0	210	371	20.26	0	33	820	281.93	111.3	0	77910	4254.6	231182.6	550	760
6/19/2014	0.73	0.00%	0	231	371	16.61	0	166	594	292.45	168.63	0	85701	3836.91	173715.3	446	677
6/20/2014	0.62	0.00%	0	320	379	21.31	0	59	643	281.91	198.4	0	121280	6819.2	181268.1	407	727
6/23/2014	0.05	0.39%	5	256	332	22.12	1	9	754	267.06	12.8	5	84992	5662.72	201363.2	376	632
6/24/2014	0.25	0.00%	0	219	374	19.81	0	54	621	271.34	54.75	0	81906	4338.39	168502.1	321	540
6/25/2014	0.05	0.00%	0	193	419	27.65	0	4	762	273.79	9.65	0	80867	5336.45	208628	495	688
6/26/2014	0.49	0.00%	0	239	388	39.88	0	59	743	313.62	117.11	0	92732	9531.32	233019.7	506	745
6/27/2014	3.27	0.38%	78	266	399	36.54	1	183	684	268.39	869.82	78	106134	9719.64	183578.8	434	700
6/30/2014	5.77	0.32%	48	314	396	42.32	1	259	773	295.68	1811.78	48	124344	13288.48	228560.6	532	846
MTD	3.6281665	0.72%	120.6366	5656	402.9646	39.99007	41	816	10317	288.1904	20520.91	4946.1	2279168	226183.8	2973260	6572	12228

Activity Code Statistics Activity Code Summary June 2014

Activity Code Type	June 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	5241	336	17.43%
2 Pay Agreements	1496	284	4.97%
3 Account Activity Verification	20938	275	69.62%
4 Payment Options	1606	266	5.34%
5 ABC	362	248	1.20%
6 High Bill Concerns	300	297	1.00%
7 Energy Assistance	22	349	0.07%
8 Gas Leak/Emergency	8	367	0.03%
9 Typing Request	13	174	0.04%
10 MGE/SUG General Information	71	238	0.24%
11 Deposits	8	394	0.03%
12 Estimated Bills	11	97	0.04%
Total Calls Coded	30076		100.00%
Average Talk Time (seconds)		281	
Maximum Talk Time (seconds)		394	
Total Calls Answered this Month	53,528		
Percent Coded	56.2%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER July 2014

DATE	CALLS ANSWERED			CALLS OFFERED			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	CALLS ABAND	CALL CTR	CALLS										
Tuesday 7/1/2014	2,526	110		420	3,056	5,830	2,774	5,830	7.20%	36	73	99	293	38	217	72%
Wednesday 7/2/2014	2,220	47		262	2,529	4,821	2,292	4,821	5.43%	29	78	95	269	42	217	72%
Thursday 7/3/2014	2,057	121		432	2,610	5,897	3,287	5,897	7.33%	29	75	93	284	42	265	76%
Friday 7/4/2014						685		685				2				100%
Saturday 7/5/2014						991		991				2				100%
WEEK	6,803	278		1,114	8,195	18,224	10,029	18,224	6.11%	31	226	87	283	41	236	76%
Sunday 7/6/2014						984		984				2				100%
Monday 7/7/2014	2,949			635	3,584	6,730	3,146	6,730	9.44%	39	76	100	290	34	262	71%
Tuesday 7/8/2014	2,212			312	2,524	4,947	2,423	4,947	6.31%	29	76	104	282	37	218	71%
Wednesday 7/9/2014	2,213	3		317	2,466	4,825	2,359	4,825	5.18%	29	76	91	283	36	180	69%
Thursday 7/10/2014	1,820	31	5	317	2,173	4,607	2,434	4,607	6.88%	25	74	109	283	42	230	72%
Friday 7/11/2014	2,017	122	22	362	2,523	5,148	2,625	5,148	7.03%	28	77	120	285	35	240	72%
Saturday 7/12/2014						1,032		1,032				2				100%
WEEK	11,211	156	27	1,876	13,270	28,273	15,003	28,273	6.64%	30	380	97	285	36	234	73%
Sunday 7/13/2014						819		819				2				100%
Monday 7/14/2014	2,508	177	58	404	3,147	5,569	2,422	5,569	7.25%	35	78	123	280	32	243	70%
Tuesday 7/15/2014	2,297	27	13	307	2,644	5,177	2,533	5,177	5.93%	29	81	103	266	32	232	71%
Wednesday 7/16/2014*	2,342	79	16	320	2,757	5,031	2,274	5,031	6.36%	39	62	98	320	57	249	72%
Thursday 7/17/2014	3,105	11		56	3,172	5,325	2,153	5,325	1.05%	56	56	23	342	36	78	88%
Friday 7/18/2014	3,107	69	23	116	3,315	5,947	2,632	5,947	1.95%	55	58	48	351	41	99	82%
Saturday 7/19/2014						1,058		1,058				2				100%
WEEK	13,359	363	110	1,203	15,035	28,926	13,891	28,926	4.16%	43	323	72	315	39	220	78%
Sunday 7/20/2014						887		887				2				100%
Monday 7/21/2014	2,731	123		408	3,262	5,590	2,328	5,590	7.30%	56	51	93	354	44	225	74%
Tuesday 7/22/2014	2,997	37	11	178	3,223	5,190	1,967	5,190	3.43%	53	57	74	366	46	163	72%
Wednesday 7/23/2014	2,866	6		94	2,966	4,744	1,778	4,744	1.98%	51	56	34	359	43	48	77%
Thursday 7/24/2014	2,865			84	2,949	4,740	1,791	4,740	1.77%	54	53	27	361	53	48	82%
Friday 7/25/2014	2,463	42	34	404	2,943	5,353	2,410	5,353	7.55%	43	59	96	369	45	275	75%
Saturday 7/26/2014						894		894				2				100%
WEEK	13,922	208	45	1,168	15,343	27,398	12,055	27,398	4.26%	51	276	62	362	46	206	77%
Sunday 7/27/2014						680		680				2				100%
Monday 7/28/2014	3,393	205	60	218	3,876	5,968	2,092	5,968	3.65%	61	60	48	341	49	144	78%
Tuesday 7/29/2014	2,534	22	13	270	2,839	4,610	1,771	4,610	5.86%	47	55	94	370	50	208	71%
Wednesday 7/30/2014	2,549	33		350	2,932	4,565	1,633	4,565	7.67%	47	55	109	378	46	216	70%
Thursday 7/31/2014	2,602	8	21	488	3,119	5,185	2,066	5,185	9.41%	45	58	108	367	44	272	71%
WEEK	11,078	268	94	1,326	12,766	21,008	8,242	21,008	6.31%	50	229	84	362	47	223	74%
MTD	56,373	1,273	276	6,687	64,609	123,829	59,220	123,829	5.05%	42	1393	74	326	42	225	76%
YTD	421,469	12,249	1,544	61,536	496,798	946,302	449,504	946,302	6.33%	41	10,518	84	289	47	302	76%

* West agents went live on MGE PBX 117,142

West July handled	9051
West July Abandoned	24
West July Total hold	10830

Calls per FTE per Day 63
 Calls per FTE per Day 71
 Monthly Average
 Year To Date Average

Tuesday, July 01, 2014 AM overtime offered to Full and Part-time employees, PM offered to fulltime
 Monday, July 07, 2014 PM overtime offered to Full and Part-time employees
 Monday, July 21, 2014 PM overtime offered to Full and Part-time employees

WEST SOURCE DATA - JULY 2014

Date	Average Speed To Answer	Abandon Call Rate	Average Abandon Time	AGD Calls	Average ACD Time	Average ACW Time	Average Abandon Time	Max Delay	Extension Out Calls	Average Extension Out Time	Total hold	Total Abandonment Time	Total ACD Time	Total ACW Time	Total Extension Out Time	VH Manual Callback Connections	Total
7/1/2014	1.74	0.75%	7	266	382	43.61	2	111	749	301.34	462.84	14	101612	11600.26	225703.7	580	846
7/2/2014	1.28	0.00%	0	229	396	35	0	143	836	283.71	293.12	0	90684	8015	237181.6	627	856
7/3/2014	1.62	0.54%	56.5	371	360	37.17	2	161	831	311.83	601.02	113	133560	13790.07	259130.7	646	1017
7/7/2014	4.07	1.46%	95.6	342	378	29.5	5	199	826	327.54	1391.94	478	129276	10089	270548	652	994
7/8/2014	1.56	0.40%	61	247	386	31.38	1	111	916	315.13	385.32	61	95342	7750.86	288659.1	749	996
7/9/2014	1.59	0.00%	0	222	360	32.59	0	109	1014	281.89	352.98	0	79920	7234.98	285836.5	766	988
7/10/2014	2.88	0.88%	1	228	401	29.57	2	203	904	323.74	656.64	2	91428	6741.96	292661	421	649
7/11/2014	4.17	0.75%	101.5	265	372	29.92	2	160	713	319.82	1105.05	203	98580	7928.8	228031.7	333	598
7/14/2014	2.91	0.35%	55	288	363	30.85	1	216	974	293.11	838.08	55	104544	8884.8	285489.1	731	1019
7/15/2014	0.58	0.38%	60	260	379	28.51	1	69	735	307.79	150.8	60	98540	7412.6	226225.7	596	856
7/16/2014	17.82	2.68%	87.17	224	334	30.41	6	706	362	305.81	3991.68	523.02	74816	6811.84	110703.2	224	224
7/17/2014	75.13	25.00%	110.5	8	362	11.63	2	352	0	0	601.04	221	2896	93.04	0	0	8
7/18/2014		#DIV/0!										0	0	0	0	0	0
7/21/2014		#DIV/0!										0	0	0	0	0	0
7/22/2014		#DIV/0!										0	0	0	0	0	0
7/23/2014		#DIV/0!										0	0	0	0	0	0
7/24/2014		#DIV/0!										0	0	0	0	0	0
7/25/2014		#DIV/0!										0	0	0	0	0	0
7/28/2014		#DIV/0!										0	0	0	0	0	0
7/29/2014		#DIV/0!										0	0	0	0	0	0
7/30/2014		#DIV/0!										0	0	0	0	0	0
7/31/2014		#DIV/0!										0	0	0	0	0	0
MTD	3.6713593	0.81%	72.08417	2950	373.2875	32.66211	24	706	8860	305.8883	10830.51	1730.02	1101198	96353.21	2710170	6101	9051

Activity Code Statistics Activity Code Summary July 2014

Activity Code Type	July 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	4755	329	18.92%
2 Pay Agreements	1066	287	4.24%
3 Account Activity Verification	17603	269	70.05%
4 Payment Options	1288	271	5.13%
5 ABC	178	253	0.71%
6 High Bill Concerns	142	338	0.57%
7 Energy Assistance	10	280	0.04%
8 Gas Leak/Emergency	7	188	0.03%
9 Typing Request	9	57	0.04%
10 MGE/SUG General Information	51	206	0.20%
11 Deposits	7	176	0.03%
12 Estimated Bills	13	149	0.05%
Total Calls Coded	25129		100.00%
Average Talk Time (seconds)		281	
Maximum Talk Time (seconds)		338	
Total Calls Answered this Month	57,922		
Percent Coded	43.4%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER August 2014

DATE	CONTACT CENTER		CALLS ANSWERED		CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered	
	WEST CENTER	ACT/BILL SVCS	WEST CENTER	ACT/BILL SVCS												
Friday 8/1/2014	945	1,404	833		390	3,572	3,562	7,134	5.47%	53	70	356	45	205	78%	
Saturday 8/2/2014							1,236	1,236			2				100%	
WEEK	945	1,404	833		390	3,572	4,798	8,370	4.66%	53	60	356	45	205	81%	
Sunday 8/3/2014							1,035	1,035			2				100%	
Monday 8/4/2014	904	1,416	1,166		527	4,013	3,164	7,177	7.34%	57	79	351	42	207	75%	
Tuesday 8/5/2014	894	1,461	279		500	3,134	2,385	5,519	9.06%	43	100	360	37	289	70%	
Wednesday 8/6/2014	914	1,427	456		274	3,071	1,982	5,053	5.42%	46	85	348	47	168	71%	
Thursday 8/7/2014	798	1,347	243		422	2,810	2,018	4,828	8.74%	41	113	358	54	335	70%	
Friday 8/8/2014	819	974	742		416	2,951	2,680	5,631	7.39%	42	93	344	59	242	73%	
Saturday 8/9/2014							1,008	1,008			2				100%	
WEEK	4,329	6,625	2,886		2,139	15,979	14,272	30,251	7.07%	46	86	352	47	253	74%	
Sunday 8/10/2014							793	793			2				100%	
Monday 8/11/2014	792	1,070	1,195		609	3,666	2,369	6,035	10.09%	53	58	345	60	278	69%	
Tuesday 8/12/2014	615	1,759	440		376	3,190	2,071	5,261	7.15%	51	103	386	46	273	68%	
Wednesday 8/13/2014	647	1,746	485		451	3,329	1,999	5,328	8.46%	50	119	372	42	396	64%	
Thursday 8/14/2014	818	1,731	598		234	3,381	2,046	5,427	4.31%	56	78	367	43	206	69%	
Friday 8/15/2014	881	1,412	956		383	3,632	2,974	6,606	5.80%	53	92	348	45	370	67%	
Saturday 8/16/2014							1,178	1,178			2				100%	
WEEK	3,753	7,718	3,674		2,053	17,198	13,430	30,628	6.70%	53	93	363	47	312	70%	
Sunday 8/17/2014							839	839			2				100%	
Monday 8/18/2014	910	1,662	1,047		437	4,056	2,494	6,550	6.67%	62	132	364	41	254	69%	
Tuesday 8/19/2014	704	1,573	590		313	3,180	2,153	5,333	5.87%	55	102	379	54	197	70%	
Wednesday 8/20/2014	758	1,389	566		414	3,227	2,188	5,415	7.65%	53	129	381	48	324	69%	
Thursday 8/21/2014	826	1,487	48		522	2,883	2,051	4,934	10.58%	44	114	396	35	319	66%	
Friday 8/22/2014											2				100%	
Saturday 8/23/2014	3,198	6,111	2,351		1,686	13,346	10,706	24,052	7.01%	54	110	378	45	281	71%	
WEEK							816	816			2				100%	
Sunday 8/24/2014							2,233	6,466	6.25%	64	125	357	48	231	70%	
Monday 8/25/2014	977	1,525	1,327		404	4,233	2,005	5,208	6.82%	52	112	375	44	224	68%	
Tuesday 8/26/2014	697	1,568	583		355	3,203	2,005	5,208	6.82%	52	112	375	44	224	68%	
Wednesday 8/27/2014	580	1,383	737		429	3,129	1,936	5,065	8.47%	49	98	371	48	232	69%	
Thursday 8/28/2014	697	1,616	471		431	3,215	2,008	5,223	8.25%	53	101	389	51	225	68%	
Friday 8/29/2014	756	1,725	440		679	3,600	3,075	6,675	10.17%	53	93	380	44	429	71%	
Saturday 8/30/2014							1,337	1,337			2				100%	
WEEK	3,707	7,817	3,558		2,298	17,380	13,410	30,790	7.46%	54	98	373	47	287	72%	
Sunday 8/31/2014							616	616			2				100%	
WEEK							616	616			2				100%	
MTD	15,932	29,675	13,302		8,566	67,475	57,232	124,707	6.87%	52	1144	93	366	47	280	72%
YTD	437,401	41,924	14,846		70,102	564,273	506,736	1,071,009	6.46%	43	11,606	86	298	47	299	76%

Calls per FTE per Day 57 Monthly Average
Calls per FTE per Day 69 Year To Date Average

* on 08/22/14 the call center closed early due to network issues, we also do not have accurate data from that day.

Friday Aug, 01 PM overtime was offered to all Employees
Monday Aug, 04 PM overtime was offered to all Employees
Friday Aug, 08 Lunch hour and PM overtime was offered to all Employees

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
August 2014

Monday Aug, 11
Thursday Aug, 14
Friday Aug, 15
Monday Aug, 18
Thursday Aug, 21
Friday Aug, 22
Monday Aug, 25
Tuesday Aug, 26
Wednesday Aug, 27
Thursday Aug, 28
Friday Aug, 29

PM overtime was offered to all Employees
AM and PM overtime offered to all Senior Consultants
AM and PM overtime offered to all Senior Consultants
AM and PM overtime offered to all Senior Consultants
AM and PM overtime offered to all Senior Consultants
AM and PM overtime offered to all Senior Consultants
PM overtime was offered to all Employees
AM and PM overtime offered to all Employees
AM and PM overtime offered to all Employees
AM and PM overtime offered to all Employees
AM and PM overtime offered to all Employees

Activity Code Statistics Activity Code Summary August 2014

Activity Code Type	August 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	3387	348	19.61%
2 Pay Agreements	1090	294	6.31%
3 Account Activity Verification	11737	268	67.94%
4 Payment Options	694	280	4.02%
5 ABC	162	220	0.94%
6 High Bill Concerns	107	295	0.62%
7 Energy Assistance	11	455	0.06%
8 Gas Leak/Emergency	1	198	0.01%
9 Typing Request	5	110	0.03%
10 MGE/SUG General Information	72	379	0.42%
11 Deposits	5	390	0.03%
12 Estimated Bills	4	106	0.02%
Total Calls Coded	17275		100.00%
Average Talk Time (seconds)		286	
Maximum Talk Time (seconds)		455	
Total Calls Answered this Month	58,909		
Percent Coded	29.3%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER September 2014

DATE	CONTACT CENTER		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
	WEST CENTER	ACT/BILL SVCS	WEST CENTER	ACT/BILL SVCS												
Monday 9/1/2014	861	1,791	1,084	690	4,426	2,840	7,266	9.50%	64	58	122	355	47	203	71%	
Tuesday 9/2/2014	833	1,780	568	675	3,856	3,182	7,038	9.59%	55	58	110	364	43	216	71%	
Wednesday 9/3/2014	811	1,948	408	288	3,455	2,522	5,977	4.82%	55	58	74	357	42	144	72%	
Thursday 9/4/2014	826	1,948	388	209	3,371	2,691	6,062	3.45%	60	53	53	364	43	116	75%	
Friday 9/5/2014						1,084	1,084				2				100%	
Saturday 9/6/2014						13,446	28,554	6.52%	59	226	84	360	44	189	74%	
Sunday 9/7/2014						849	849				2				100%	
Monday 9/8/2014	1,028	1,832	994	260	4,114	2,531	6,645	3.91%	67	58	88	359	49	169	70%	
Tuesday 9/9/2014	748	1,957	222	136	3,063	2,012	5,075	2.68%	54	54	61	378	40	114	74%	
Wednesday 9/10/2014	735	1,768	331	150	2,984	2,199	5,183	2.89%	53	53	61	357	42	154	79%	
Thursday 9/11/2014	1,006	1,886	310	154	3,356	2,199	5,555	2.77%	55	58	56	355	44	88	71%	
Friday 9/12/2014	719	2,098	527	531	3,875	2,814	6,689	7.94%	61	55	103	389	45	389	72%	
Saturday 9/13/2014						1,242	1,242				2				100%	
Sunday 9/14/2014	4,236	9,541	2,384	1,231	17,392	13,846	31,238	3.94%	58	279	70	368	44	246	75%	
Monday 9/15/2014	707	1,887	825	823	4,242	2,881	7,123	11.55%	61	56	128	379	54	391	69%	
Tuesday 9/16/2014	673	2,003	692	391	3,759	2,286	6,045	6.47%	58	58	113	371	46	327	71%	
Wednesday 9/17/2014	768	1,909	322	208	3,207	2,123	5,330	3.90%	52	58	59	351	46	128	72%	
Thursday 9/18/2014	923	1,882	80	149	3,034	1,902	4,936	3.02%	51	57	51	352	40	106	75%	
Friday 9/19/2014	958	1,800	288	128	3,174	2,452	5,626	2.28%	54	56	48	346	44	86	77%	
Saturday 9/20/2014						1,017	1,017				2				100%	
Sunday 9/21/2014	4,029	9,481	2,207	1,699	17,416	13,613	31,029	5.48%	55	285	77	361	46	296	74%	
Monday 9/22/2014	829	2,012	1,059	63	3,963	2,167	6,130	1.03%	71	55	22	320	41	64	86%	
Tuesday 9/23/2014	737	2,310	170	89	3,306	1,832	5,138	1.73%	57	56	34	353	37	45	78%	
Wednesday 9/24/2014	707	2,082	129	119	3,037	1,789	4,826	2.47%	51	57	40	346	34	75	78%	
Thursday 9/25/2014	737	2,060	194	112	3,103	1,945	5,048	2.22%	52	58	37	346	40	66	78%	
Friday 9/26/2014	879	1,800	284	120	3,083	2,264	5,347	2.24%	52	57	51	335	44	84	73%	
Saturday 9/27/2014						911	911				2				100%	
Sunday 9/28/2014	3,889	10,264	1,836	503	16,492	11,724	28,216	1.78%	57	282	34	339	39	68	80%	
Monday 9/29/2014	758	2,306	840	168	4,072	2,191	6,263	2.68%	68	57	51	356	49	68	70%	
Tuesday 9/30/2014	544	2,203	238	294	3,279	2,196	5,475	5.37%	55	54	90	372	51	187	72%	
MTD	16,787	41,262	9,953	5,757	73,759	57,807	131,566	4.38%	57	1,184	66	357	44	219	75%	
YTD	454,188	83,186	24,799	75,859	638,032	564,543	1,202,575	6.18%	44	12,713	83	305	47	293	76%	

Calls per FTE per Day 56 Monthly Average
Calls per FTE per Day 67 Year To Date Average

Tuesday, September 02, 2014 AM and PM overtime was offered to all customer service employees
 Wednesday, September 03, 2014 AM and PM overtime was offered to all customer service employees
 Thursday, September 04, 2014 AM overtime was offered to all customer service employees
 Friday, September 05, 2014 PM overtime was offered to all customer service employees
 Monday, September 08, 2014 AM, PM and lunch overtime was offered to all customer service employees
 Tuesday, September 09, 2014 AM and PM overtime was offered to all customer service employees
 Wednesday, September 10, 2014 AM and PM overtime was offered to all customer service employees
 Thursday, September 11, 2014 AM and PM overtime was offered to all customer service employees
 Friday, September 12, 2014 AM and PM overtime was offered to all customer service employees
 Monday, September 15, 2014 AM and PM overtime was offered to all customer service employees
 Tuesday, September 16, 2014 AM overtime was offered to all customer service employees
 Wednesday, September 17, 2014 PM overtime was offered to all customer service employees

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
September 2014**

Thursday, September 18, 2014 AM and PM overtime was offered to all customer service employees
Friday, September 19, 2014 AM and PM overtime was offered to all customer service employees
Monday, September 22, 2014 PM overtime was offered to all customer service employees
Wednesday, September 24, 2014 AM overtime was offered to all customer service employees

Activity Code Statistics Activity Code Summary September 2014

Activity Code Type	September 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	2863	343	19.15%
2 Pay Agreements	1109	301	7.42%
3 Account Activity Verification	10282	263	68.79%
4 Payment Options	457	275	3.06%
5 ABC	120	245	0.80%
6 High Bill Concerns	60	309	0.40%
7 Energy Assistance	0	0	0.00%
8 Gas Leak/Emergency	0	0	0.00%
9 Typing Request	2	185	0.01%
10 MGE/SUG General Information	51	263	0.34%
11 Deposits	3	253	0.02%
12 Estimated Bills	1	91	0.01%
Total Calls Coded	14948		
Average Talk Time (seconds)		282	
Maximum Talk Time (seconds)		343	
Total Calls Answered this Month	68,002		
Percent Coded	22.0%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER October 2014

DATE	CALLS ANSWERED			TOTAL OFFERED CALL CTR	TOTAL HANDED BY AUTOMATION	TOTAL INCOMING CALLS	% ACQ	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
	CONTACT CENTER	WEST CENTER	AS/BS SVCS											
Wednesday 10/1/2014	587	2,296	436	3,475	2,656	6,131	2.54%	61	54	55	362	50	85	74%
Thursday 10/2/2014	882	2,246	173	3,406	2,265	5,671	1.85%	59	56	35	338	43	101	82%
Friday 10/3/2014	876	1,955	650	3,910	3,571	7,481	5.73%	57	61	71	344	49	163	75%
Saturday 10/4/2014					1,291	1,291				2				100%
WEEK	2,345	6,497	1,259	10,791	9,783	20,574	3.35%	59	171	52	348	47	136	78%
Sunday 10/5/2014					968	968				2				100%
Monday 10/6/2014	951	2,046	920	4,439	2,960	7,399	7.06%	65	60	93	342	52	294	71%
Tuesday 10/7/2014	593	2,222	332	3,340	2,317	5,657	3.41%	57	55	66	360	49	133	74%
Wednesday 10/8/2014	681	2,290	108	3,317	2,335	5,652	4.21%	54	57	73	354	45	219	74%
Thursday 10/9/2014	676	2,313	28	3,543	2,798	6,341	8.30%	52	58	137	349	43	289	65%
Friday 10/10/2014	731	2,405	105	3,962	2,877	6,839	10.54%	56	58	153	365	47	367	63%
Saturday 10/11/2014					1,073	1,073				2				100%
WEEK	3,632	11,276	1,493	18,601	15,328	33,929	6.48%	57	289	99	354	47	294	71%
Sunday 10/12/2014					929	929				2				100%
Monday 10/13/2014	861	2,426	759	4,258	1,892	6,150	3.45%	73	55	76	354	53	144	66%
Tuesday 10/14/2014	665	2,527	507	3,918	2,299	6,217	3.52%	67	55	72	365	55	157	71%
Wednesday 10/15/2014	644	2,413	387	3,670	2,515	6,185	3.65%	61	56	70	363	52	149	71%
Thursday 10/16/2014	660	2,224	318	3,373	2,186	5,559	3.08%	58	55	59	352	52	194	75%
Friday 10/17/2014	656	2,362	121	3,298	2,610	5,908	2.69%	53	59	49	341	42	122	77%
Saturday 10/18/2014					1,110	1,110				2				100%
WEEK	3,486	11,952	2,092	18,517	13,541	32,058	3.08%	62	281	61	355	51	153	74%
Sunday 10/19/2014					927	927				2				100%
Monday 10/20/2014	870	2,316	967	4,261	2,516	6,777	1.59%	71	58	30	315	52	136	87%
Tuesday 10/21/2014	684	1,573	322	2,972	1,857	4,829	8.14%	46	56	104	327	71	363	69%
Wednesday 10/22/2014	650	2,352	46	3,223	1,992	5,215	3.36%	56	54	55	361	53	164	74%
Thursday 10/23/2014	603	2,097	52	2,893	1,837	4,730	2.98%	53	52	45	344	48	259	81%
Friday 10/24/2014	651	2,543	24	3,278	2,299	5,577	1.08%	61	53	15	354	46	35	89%
Saturday 10/25/2014					1,001	1,001				2				100%
WEEK	3,458	10,881	1,411	16,627	12,429	29,056	3.02%	57	274	44	339	53	256	82%
Sunday 10/26/2014					855	855				2				100%
Monday 10/27/2014	594	2,674	653	3,964	2,262	6,226	0.69%	79	50	10	317	50	38	92%
Tuesday 10/28/2014	594	2,500	10	3,216	1,759	4,975	2.25%	59	53	41	345	42	139	82%
Wednesday 10/29/2014	628	2,704	25	3,470	1,433	4,903	2.30%	61	55	48	358	40	72	77%
Thursday 10/30/2014	628	2,830	109	3,766	1,651	5,417	3.67%	60	59	79	360	40	143	66%
Friday 10/31/2014	662	2,511	455	4,328	2,613	6,941	10.09%	69	53	127	404	60	221	66%
MTD	16,027	53,825	7,507	83,280	61,654	144,934	4.09%	60	1282	65	351	49	224	76%
YTD	470,215	137,011	32,306	81,780	721,312	1,347,509	5.96%	46	13,914	81	311	47	288	76%

Calls per FTE per Day 56 Monthly Average
Calls per FTE per Day 65 Year To Date Average

Wednesday Oct, 01 PM overtime was offered to all customer service employees
Thursday Oct, 02 AM overtime offered to all customer service employees
Friday Oct, 03 PM overtime was offered to all customer service employees
Monday Oct, 06 Lunch hour and PM overtime was offered to all customer service employees
Tuesday Oct, 07 AM overtime offered to all customer service employees
Friday Oct, 10 AM overtime offered to all customer service employees

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER
October 2014**

Monday Oct, 13
Tuesday Oct, 14
Monday Oct, 20
Friday Oct, 31

AM, Lunch hour and PM overtime was offered to all customer service employees
AM overtime offered to all customer service employees
AM overtime offered to all customer service employees
AM, Lunch hour and PM overtime was offered to all customer service employees

Activity Code Statistics Activity Code Summary October 2014

Activity Code Type	October 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	2463	347	20.20%
2 Pay Agreements	985	269	8.08%
3 Account Activity Verification	8039	265	65.93%
4 Payment Options	449	261	3.68%
5 ABC	103	213	0.84%
6 High Bill Concerns	72	309	0.59%
7 Energy Assistance	11	295	0.09%
8 Gas Leak/Emergency	2	142	0.02%
9 Typing Request	0	0	0.00%
10 MGE/SUG General Information	54	295	0.44%
11 Deposits	9	216	0.07%
12 Estimated Bills	6	100	0.05%
Total Calls Coded	12193		100.00%
Average Talk Time (seconds)		347	
Maximum Talk Time (seconds)			
Total Calls Answered this Month	77,359		
Percent Coded	15.8%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER November 2014

DATE	CONTACT CENTER		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.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL	
	WEST CENTER	AS/BS SVCS	WEST CENTER	AS/BS SVCS												
Saturday	11/1/2014				1,480	1,480					2				100%	
Sunday	11/2/2014				1,480	1,480					2				100%	
Monday	11/3/2014	900	326	932	5,020	3,092	8,112	11.49%	79	52	195	398	58	456	66%	
Tuesday	11/4/2014	857	2,874	665	4,893	2,764	7,657	6.49%	81	54	94	378	53	431	76%	
Wednesday	11/5/2014	846	2,437	433	4,048	2,395	6,443	5.15%	70	53	80	370	54	424	75%	
Thursday	11/6/2014	852	2,499	378	4,095	2,637	6,732	5.44%	67	56	92	371	51	422	76%	
Friday	11/7/2014	774	2,609	418	4,354	2,249	6,603	8.37%	69	55	143	376	52	202	65%	
Saturday	11/8/2014				1,173	1,173					2				100%	
Sunday	11/9/2014	4,229	12,781	2,720	22,410	15,464	37,874	7.08%	73	270	114	379	54	390	73%	
Monday	11/10/2014	1,033	2,226	677	5,516	2,262	7,778	20.31%	67	59	285	356	50	307	55%	
Tuesday	11/11/2014	710	2,701	633	4,905	1,717	6,622	13.00%	72	56	162	379	48	214	60%	
Wednesday	11/12/2014	774	1,915	640	4,608	1,436	6,044	21.16%	62	54	338	386	60	434	54%	
Thursday	11/13/2014	621	2,025	532	4,450	1,551	6,001	21.20%	61	52	470	402	59	398	48%	
Friday	11/14/2014	581	1,862	474	4,059	2,307	6,366	17.94%	57	51	369	411	71	478	57%	
Saturday	11/15/2014				1,461	1,461					2				100%	
Sunday	11/16/2014	3,719	10,729	2,956	23,538	11,618	35,156	17.45%	64	273	292	385	57	371	58%	
Monday	11/17/2014	790	2,341	848	5,178	2,345	7,523	15.94%	79	50	274	392	70	360	57%	
Tuesday	11/18/2014	622	2,396	485	4,661	2,054	6,715	17.24%	68	52	231	393	64	291	58%	
Wednesday	11/19/2014	626	2,406	357	3,902	2,101	6,003	8.55%	64	53	98	381	58	212	71%	
Thursday	11/20/2014	675	2,665	117	3,738	1,982	5,720	4.91%	66	52	85	365	54	217	73%	
Friday	11/21/2014	751	2,282	166	3,476	2,413	5,889	4.70%	60	53	72	363	59	198	73%	
Saturday	11/22/2014				1,107	1,107					2				100%	
Sunday	11/23/2014	3,464	12,090	1,973	20,955	13,038	33,993	10.08%	67	260	145	379	61	290	68%	
Monday	11/24/2014	715	2,387	748	3,929	2,013	5,942	1.33%	73	53	25	335	59	47	84%	
Tuesday	11/25/2014	562	2,226	55	2,903	1,537	4,440	1.35%	56	51	19	335	44	66	87%	
Wednesday	11/26/2014	587	1,890	65	2,592	1,593	4,185	1.19%	51	50	20	337	49	37	85%	
Thursday	11/27/2014				373	373					2				100%	
Friday	11/28/2014	1,612			1,704	1,755	3,459	2.66%	29	56	25	332	42	53	86%	
Saturday	11/29/2014				1,023	1,023					2				100%	
Sunday	11/30/2014	1,864	8,115	868	11,128	9,084	20,212	1.39%	52	208	20	335	50	51	87%	
MTD		13,276	43,715	8,517	78,031	52,008	130,039	9.63%	65	1011	147	373	56	346	70%	
YTD		483,491	180,726	40,823	799,343	678,205	1,477,548	6.27%	48	14,842	86	316	48	296	75%	
											Calls per FTE per Day		53		Monthly Average	
											Calls per FTE per Day		64		Year To Date Average	

11/02/14-11/26/2014 All customer service employees were offered AM, PM and Lunch hour overtime.

Activity Code Statistics Activity Code Summary November 2014

Activity Code Type	November 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	2686	376	26.42%
2 Pay Agreements	767	332	7.55%
3 Account Activity Verification	6177	297	60.77%
4 Payment Options	280	299	2.75%
5 ABC	97	285	0.95%
6 High Bill Concerns	104	350	1.02%
7 Energy Assistance	18	251	0.18%
8 Gas Leak/Emergency	1	111	0.01%
9 Typing Request	0	0	0.00%
10 MGE/SUG General Information	28	215	0.28%
11 Deposits	6	370	0.06%
12 Estimated Bills	1	92	0.01%
Total Calls Coded	10165		
Average Talk Time (seconds)		321	
Maximum Talk Time (seconds)		376	
Total Calls Answered this Month	65,508		
Percent Coded	15.5%		

MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

December 2014

DATE	CALLS ANSWERED			WEST CENTER	AS/BS SVCS	CALLS ABAND	TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E.	CALLS PER F.T.E.	SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL % of calls offered
	CALLS CONTACT CENTER	WEST CENTER	AS/BS SVCS														
Monday 12/1/2014	786	2,786	445	2,786	445	678	4,695	3,509	8,204	8.26%	71	57	103	354	63	245	73%
Tuesday 12/2/2014	610	2,322	271	2,322	271	236	3,439	2,438	5,877	4.02%	55	58	79	345	56	211	76%
Wednesday 12/3/2014	495	2,070	342	2,070	342	357	3,264	2,660	5,924	6.03%	47	62	85	329	53	260	75%
Thursday 12/4/2014	694	1,955	113	1,955	113	293	2,942	2,351	5,293	5.54%	44	60	97	354	44	255	72%
Friday 12/5/2014	607	1,958	113	1,958	113	318	2,996	2,768	5,764	5.52%	45	60	81	352	49	275	76%
Saturday 12/6/2014								1,196	1,196				2				100%
WEEK	3,192	11,091	1,171	11,091	1,171	1,882	17,336	14,922	32,258	5.83%	52	295	86	347	54	250	75%
Sunday 12/7/2014								889	889				2				100%
Monday 12/8/2014	638	2,095	648	2,095	648	212	3,593	2,541	6,134	3.46%	56	60	80	331	54	159	77%
Tuesday 12/9/2014	339	2,137	254	2,137	254	201	2,931	2,056	4,987	4.03%	45	61	73	342	50	158	71%
Wednesday 12/10/2014	542	2,366	35	2,366	35	49	2,992	1,939	4,931	0.99%	52	57	16	327	49	34	89%
Thursday 12/11/2014	594	2,292	32	2,292	32	40	2,958	1,963	4,921	0.81%	49	60	16	315	38	37	90%
Friday 12/12/2014	572	2,295	31	2,295	31	131	3,029	2,589	5,618	2.33%	46	63	43	323	39	85	80%
Saturday 12/13/2014								1,164	1,164				2				100%
WEEK	2,685	11,185	1,000	11,185	1,000	633	15,503	13,141	28,644	2.21%	50	300	43	328	46	126	83%
Sunday 12/14/2014								874	874				2				100%
Monday 12/15/2014	661	2,515	202	2,515	202	321	3,699	2,714	6,413	5.01%	54	63	105	330	48	233	71%
Tuesday 12/16/2014	680	2,128	55	2,128	55	133	3,086	1,936	5,022	2.65%	47	63	55	323	46	85	73%
Wednesday 12/17/2014	572	1,930	11	1,930	11	349	2,862	2,084	4,946	7.06%	41	61	114	332	50	348	71%
Thursday 12/18/2014	442	2,305		2,305		97	2,844	2,132	4,976	1.95%	47	58	28	341	39	101	83%
Friday 12/19/2014	583	2,384	113	2,384	113	173	3,253	2,830	6,083	2.84%	48	64	54	325	40	111	78%
Saturday 12/20/2014								1,247	1,247				2				100%
WEEK	2,938	11,352	381	11,352	381	1,073	15,744	13,817	29,561	3.63%	47	310	66	330	45	220	77%
Sunday 12/21/2014								919	919				2				100%
Monday 12/22/2014	454	2,540	481	2,540	481	250	3,725	2,476	6,201	4.03%	56	62	94	325	64	212	73%
Tuesday 12/23/2014	398	2,288	8	2,288	8	105	2,799	1,665	4,464	2.35%	44	61	45	324	41	75	76%
Wednesday 12/24/2014						17	976	1,303	2,279	0.75%	28	34	4	319	40	9	98%
Thursday 12/25/2014								104	104				2				100%
Friday 12/26/2014	436	2,206		2,206		56	2,698	2,162	4,860	1.15%	51	52	19	352	51	33	88%
Saturday 12/27/2014								1,065	1,065				2				100%
WEEK	1,288	7,993	489	7,993	489	428	10,198	9,694	19,892	2.15%	45	218	44	331	52	147	83%
Sunday 12/28/2014								987	987				2				100%
Monday 12/29/2014	656	2,959	376	2,959	376	102	4,093	2,459	6,552	1.56%	69	58	39	339	55	62	79%
Tuesday 12/30/2014	544	2,710	34	2,710	34	112	3,400	2,062	5,462	2.05%	60	55	46	339	52	85	77%
Wednesday 12/31/2014	391	2,552	186	2,552	186	101	3,230	2,382	5,612	1.80%	58	54	32	346	55	47	81%
WEEK	1,591	8,221	596	8,221	596	315	10,723	7,890	18,613	1.69%	62	167	37	341	54	65	80%
MTD	11,694	49,842	3,637	49,842	3,637	4,331	69,504	59,464	128,968	3.36%	51	1,288	58	335	50	201	79%
YTD	495,185	230,568	44,460	230,568	44,460	98,634	868,847	737,669	1,606,516	6.04%	48	16,123	84	318	48	291	76%

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

Activity Code Statistics Activity Code Summary December 2014

Activity Code Type	December 2014		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	1933	345	25.59%
2 Pay Agreements	333	310	4.41%
3 Account Activity Verification	4879	269	64.58%
4 Payment Options	239	283	3.16%
5 ABC	73	223	0.97%
6 High Bill Concerns	56	314	0.74%
7 Energy Assistance	9	221	0.12%
8 Gas Leak/Emergency	0	0	0.00%
9 Typing Request	1	948	0.01%
10 MGE/SUG General Information	25	280	0.33%
11 Deposits	7	262	0.09%
12 Estimated Bills	0	0	0.00%
Total Calls Coded	7555		
Average Talk Time (seconds)		321	
Maximum Talk Time (seconds)		948	
Total Calls Answered this Month	65,173		
Percent Coded	11.6%		

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%
Calendar Year 2000	6.08%
Maximum Allowable	8.50%

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%
Calendar Year 2001	9.69%
Maximum Allowable	8.50%

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%
Calendar Year 2002	4.48%
Maximum Allowable	8.50%

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 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%
Calendar Year 2004	14.32%
Maximum Allowable	8.50%

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%
Calendar Year 2005	8.06%
Maximum Allowable	8.50%

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%
Calendar Year 2006	6.67%
Maximum Allowable	8.50%

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 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%
Calendar Year 2008	5.93%
Maximum Allowable	8.50%

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%
Calendar Year 2009	5.59%
Maximum Allowable	8.50%

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%
Calendar Year 2010	6.20%
Maximum Allowable	8.50%

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 2011	5.14%
Maximum Allowable	8.50%

2012

January	0.67%
February	2.88%
March	2.55%
YTD - Q1	2.09%
April	2.71%
May	1.79%
June	2.15%
YTD - Q1&2	2.16%
July	1.88%
August	2.06%
September	2.47%
YTD - Q1-3	2.15%
October	5.91%
November	4.11%
December	2.52%
Calendar Year 2012	2.72%
Maximum Allowable	8.50%

2013

January	1.83%
February	2.74%
March	2.80%
YTD - Q1	2.47%
April	2.66%
May	4.20%
June	3.56%
YTD - Q1&2	2.96%
July	2.90%
August	2.04%
September	2.18%
YTD - Q1-3	2.79%
October	4.22%
November	6.08%
December	5.13%
Calendar Year 2013	3.35%
Maximum Allowable	8.50%

2014

January	4.92%
February	4.95%
March	7.93%
YTD - Q1	5.93%
April	7.76%
May	7.56%
June	6.11%
YTD - Q1&2	6.58%
July	5.05%
August	6.87%
September	4.38%
YTD - Q1-3	6.18%
October	4.09%
November	9.63%
December	3.36%
Calendar Year 2014	6.04%
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

2012

January	11
February	46
March	40
YTD - Q1	33
April	48
May	35
June	34
YTD - Q1&2	36
July	34
August	35
September	46
YTD - Q1-3	37
October	67
November	51
December	34
Calendar Year 2012	41
Maximum Allowable	75

2013

January	28
February	45
March	40
YTD - Q1	38
April	36
May	54
June	49
YTD - Q1&2	42
July	38
August	33
September	32
YTD - Q1-3	40
October	65
November	88
December	66
Calendar Year 2013	47
Maximum Allowable	75

2014

January	64
February	59
March	95
YTD - Q1	72
April	101
May	108
June	86
YTD - Q1&2	86
July	74
August	93
September	66
YTD - Q1-3	83
October	65
November	147
December	58
Calendar Year 2014	84
Maximum Allowable	75

Jan-March 2014

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

Rae Lewis (816) 360-5528
Pam Bowling (417) 236-3201
Sherri Hahn (816) 676-6212
Shaylyn Dean (816) 360-5759

**After hours contact
personnel**

	Home	Cell
Ron Crow		(816) 550-4792
Rae Lewis	(816)765-9181	(816) 645-5789

Customer service management personnel

Ron Crow (314) 499-5679
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).

Apr - Jul 2014

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

Sherri Hahn (816) 676-6212
Shaylyn Dean (816) 360-5759
Pamela Bowling (417) 236-3201

**After hours contact
personnel**

Home	Cell
Ron Crow	(816) 550-4792

Customer service management personnel

Ron Crow (314) 499-5679
Rochelle Robinson (816) 360-5624

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Aug-Dec 2014

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

Sherri Hahn (816) 676-6212
Shaylyn Dean (816) 360-5759

**After hours contact
personnel**

Ron Crow

Home

Cell

(816) 550-4792

Customer service management personnel

Ron Crow (314) 499-5679
Rochelle Robinson (816) 360-5624

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**Missouri Gas Energy
Missouri Jurisdictional Bad Debt Write-off
2014**

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(267,957)	4,293	56,594,858
SGSM	(2,683)	612	14,418,850
LGSM	65,946	3	8,147,132
LVM	32	1	1,942,040
Non-Service	-	-	-
Total	(204,662)	4,909	81,102,881

February			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(307,039)	3,728	58,604,346
SGSM	9,900	488	15,044,092
LGSM	1,279	2	8,345,375
LVM	(32)	-	2,611,636
Non-Service	-	-	-
Total	(295,891)	4,218	84,605,449

March			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(26,861)	4,322	46,703,806
SGSM	23,522	582	11,636,184
LGSM	28,839	3	6,864,199
LVM	-	-	829,632
Non-Service	-	-	-
Total	25,500	4,907	66,033,820

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(601,857)	12,343	161,903,009
SGSM	30,740	1,682	41,099,127
LGSM	96,064	8	23,356,706
LVM	-	1	5,383,308
Non-Service	-	-	-
Total	(475,053)	14,034	231,742,150

April			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	662,524	6,111	29,525,202
SGSM	65,108	834	6,578,942
LGSM	33,627	9	4,082,454
LVM	-	-	1,132,719
Non-Service	-	-	-
Total	761,259	6,954	41,319,317

May			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,307,058	8,864	20,817,345
SGSM	180,347	665	4,369,526
LGSM	(7,226)	-	2,751,059
LVM	-	-	876,608
Non-Service	-	-	-
Total	2,480,180	9,529	28,814,539

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	2,098,097	2,205	16,878,838
SGSM	133,763	1,287	1,638,400
LGSM	(9,700)	1	1,764,097
LVM	(11)	1	1,638,400
Non-Service	-	-	-
Total	2,222,149	3,494	21,919,735

Year to Date - Q1 & Q2			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	4,465,822	29,523	229,124,395
SGSM	409,959	4,468	53,685,995
LGSM	112,765	18	31,954,316
LVM	(11)	2	9,031,035
Non-Service	-	-	-
Total	4,988,535	34,011	323,795,741

July			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,519,697	2,110	15,731,068
SGSM	90,470	1,208	3,362,263
LGSM	6,746	4	1,593,499
LVM	-	-	877,244
Non-Service	-	-	-
Total	1,616,913	3,322	21,564,075

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	781,424	13,832	15,431,033
SGSM	31,973	1,329	3,325,076
LGSM	-	-	1,594,017
LVM	-	-	1,206,104
Non-Service	-	-	-
Total	813,397	15,161	21,556,230

September			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	245,231	11,718	15,636,685
SGSM	10,990	1,234	3,414,763
LGSM	(1,055)	6	1,810,892
LVM	-	-	500,059
Non-Service	-	-	-
Total	255,166	12,958	21,362,399

Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	7,012,174	57,183	275,923,181
SGSM	543,391	8,239	63,788,097
LGSM	118,457	28	36,952,723
LVM	(11)	2	11,614,443
Non-Service	-	-	-
Total	7,674,012	65,452	388,278,445

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(267,342)	12,267	16,520,165
SGSM	(26,005)	1,074	3,352,632
LGSM	(1,073)	1	2,737,696
LVM	-	-	912,126
Non-Service	-	-	-
Total	(294,421)	13,342	23,522,620

November			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(1,556,956)	6,180	30,879,472
SGSM	(82,027)	1,818	6,472,436
LGSM	3,300	4	3,504,502
LVM	-	-	1,588,586
Non-Service	-	-	-
Total	(1,635,684)	8,002	42,444,996

December			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(416,368)	7,165	52,905,564
SGSM	(21,967)	1,263	12,263,071
LGSM	-	-	7,788,493
LVM	-	-	1,661,230
Non-Service	(1,221)	18	-
Total	(439,556)	8,446	74,618,358

Calendar Year 2014			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	4,771,508	82,795	376,228,382
SGSM	413,392	12,394	85,876,236
LGSM	120,683	33	50,983,414
LVM	(11)	2	15,776,385
Non-Service	(1,221)	18	-
Total	5,304,351	95,242	528,864,418

Note:
Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.
Negative write-off amounts indicate net recovery.

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Executive Summary Results Queue

Version 4.0

Generated on 2/12/2014 10:56:23 AM

Calls presented with Return Call & Hold options

Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
54,769	38,275	69.9%	16,494	30.1%	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	38,275	34,312	89.6%	87.1%	1.0%	1.5%	0.0%	10.4%
ASAP Callbacks	38,075	34,155	89.7%	87.2%	1.0%	1.5%	0.0%	10.3%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	205	157	76.6%	69.8%	4.4%	2.4%	0.0%	21.0%
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	34,312	30,227	3,051	1,033	1
ASAP Callbacks	34,155	30,094	3,032	1,028	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	34,155	30,094	3,032	1,028	1
Appointment	157	133	19	5	0
Appointment via Web	0	0	0	0	0
Subtotal I B	157	133	19	5	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful	34,155
Total Saved Minutes	1,128,900
Average Saved Minutes / Return Call	33
Total Dollar Savings @ 0.02(\$/minute)	\$22,578.00
Average Dollar Savings / Return Call	\$0.70

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,189	27.3%	71.9%	0.6%	0.2%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
33,339	00:00:23	00:00:31

Executive Summary

Results Queue En_Combo

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
54,490	38,188	70.1%	16,302	29.9%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	38,188	34,230	89.6%	87.1%	1.0%	1.5%	0.0%	10.4%	
ASAP Callbacks	37,988	34,073	89.7%	87.2%	1.0%	1.5%	0.0%	10.3%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	205	157	76.6%	69.8%	4.4%	2.4%	0.0%	21.0%	
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	34,230	30,151	3,048	1,030	1
ASAP Callbacks	34,073	30,018	3,029	1,025	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	34,073	30,018	3,029	1,025	1
Appointment	157	133	19	5	0
Appointment via Web	0	0	0	0	0
Subtotal B	157	133	19	5	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	34,073
Total Saved Minutes	1,128,669
Average Saved Minutes / Return Call	33
Total Dollar Savings @ 0.02 (\$/minute)	\$22,573.38
Average Dollar Savings / Return Call	\$0.70

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,187	27.4%	71.9%	0.6%	0.2%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
33,264	00:00:23	00:00:31	

Executive Summary

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
279	87	31.2%	192	68.8%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	87	82	94.3%	86.2%	2.3%	5.7%	0.0%	5.7%	
ASAP Callbacks	87	82	94.3%	86.2%	2.3%	5.7%	0.0%	5.7%	
ASAP Callbacks 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	82	76	3	3	0
ASAP Callbacks	82	76	3	3	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	82	76	3	3	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 ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	82
Total Saved Minutes	231
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$4.62
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
2	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
75	00:01:52	00:02:23	

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Executive Summary Results Queue

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Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
51,555	35,227	68.3%	16,328	31.7%

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	35,227	30,350	86.2%	83.6%	1.2%	1.4%	0.0%	13.8%
ASAP Callbacks	35,047	30,219	86.2%	83.6%	1.2%	1.4%	0.0%	13.8%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	183	131	71.6%	67.2%	2.2%	2.2%	0.0%	26.8%
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	30,350	26,448	2,805	1,091	6
ASAP Callbacks	30,219	26,342	2,783	1,088	6
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	30,219	26,342	2,783	1,088	6
Appointment	131	106	22	3	0
Appointment via Web	0	0	0	0	0
Subtotal B	131	106	22	3	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful	30,219
Total Saved Minutes	1,152,471
Average Saved Minutes / Return Call	38
Total Dollar Savings @ 0.02(\$/minute)	\$23,049.42
Average Dollar Savings / Return Call	\$0.80

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,291	26.6%	72.4%	0.5%	0.5%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
29,437	00:00:20	00:00:27

Executive Summary

Results

Queue

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Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
51,295	35,145	68.5%	16,150	31.5%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	Unsuccessful	% Unsuccessful
Total	35,145	30,283	86.2%	83.6%	1.2%	1.4%	0.0%	13.8%	13.8%
ASAP Callbacks	34,965	30,152	86.2%	83.7%	1.2%	1.4%	0.0%	13.8%	13.8%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	183	131	71.6%	67.2%	2.2%	2.2%	0.0%	26.8%	26.8%
Appointment via Web	0	0	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	30,283	26,395	2,795	1,087	6
ASAP Callbacks	30,152	26,289	2,773	1,084	6
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	30,152	26,289	2,773	1,084	6
Appointment	131	106	22	3	0
Appointment via Web	0	0	0	0	0
Subtotal B	131	106	22	3	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	30,152
Total Saved Minutes	1,152,219
Average Saved Minutes / Return Call	38
Total Dollar Savings @ 0.02 (\$/minute)	\$23,044.38
Average Dollar Savings / Return Call	\$0.80

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,289	26.5%	72.5%	0.5%	0.5%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
29,378	00:00:20	00:00:27

Executive Summary

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Sp_Main

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
260	82	31.5%	178	68.5%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	82	67	81.7%	72.0%	1.2%	8.5%	0.0%	18.3%	
ASAP Callbacks	82	67	81.7%	72.0%	1.2%	8.5%	0.0%	18.3%	
ASAP Callbacks 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	67	53	10	4	0
ASAP Callbacks	67	53	10	4	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	67	53	10	4	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 ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	67
Total Saved Minutes	251
Average Saved Minutes / Return Call	4
Total Dollar Savings @ 0.02 (\$/minute)	\$5.02
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
2	50.0%	0.0%	50.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
59	00:01:40	00:02:36	

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Calls presented with Return Call & Hold options

Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
52,834	37,589	71.1%	15,245	28.9%	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	37,589	31,831	84.7%	82.1%	0.9%	1.6%	0.0%	15.3%
ASAP Callbacks	37,359	31,670	84.8%	82.2%	0.9%	1.6%	0.0%	15.2%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	231	161	69.7%	63.2%	2.2%	4.3%	0.0%	29.9%
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	31,831	27,703	3,021	1,103	4
ASAP Callbacks	31,670	27,575	3,004	1,087	4
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	31,670	27,575	3,004	1,087	4
Appointment	161	128	17	16	0
Appointment via Web	0	0	0	0	0
Subtotal I B	161	128	17	16	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

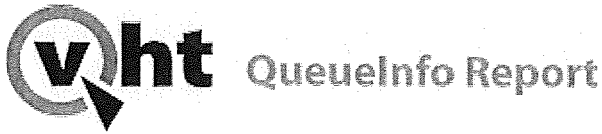
Successful Reconnect	31,670
Total Saved Minutes	1,318,193
Average Saved Minutes / Return Call	42
Total Dollar Savings @ 0.02(\$/minute)	\$26,363.86
Average Dollar Savings / Return Call	\$0.80

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,306	21.6%	77.8%	0.5%	0.2%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
30,857	00:00:26	00:00:35



Executive Summary Results Queue En_Combo

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
52,599	37,503	71.3%	15,096	28.7%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	37,503	31,763	84.7%	82.1%	0.9%	1.6%	0.0%	15.3%	
ASAP Callbacks	37,273	31,602	84.8%	82.2%	0.9%	1.6%	0.0%	15.2%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	231	161	69.7%	63.2%	2.2%	4.3%	0.0%	29.9%	
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	31,763	27,643	3,015	1,101	4
ASAP Callbacks	31,602	27,515	2,998	1,085	4
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	31,602	27,515	2,998	1,085	4
Appointment	161	128	17	16	0
Appointment via Web	0	0	0	0	0
Subtotal I B	161	128	17	16	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	31,602
Total Saved Minutes	1,318,074
Average Saved Minutes / Return Call	42
Total Dollar Savings @ 0.02 (\$/minute)	\$26,361.48
Average Dollar Savings / Return Call	\$0.80

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,305	21.6%	77.8%	0.5%	0.2%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
30,792	00:00:26	00:00:35	

Executive Summary

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
235	86	36.6%	149	63.4%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	86	68	79.1%	75.6%	0.0%	3.5%	0.0%	20.9%	
ASAP Callbacks	86	68	79.1%	75.6%	0.0%	3.5%	0.0%	20.9%	
ASAP Callbacks 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	68	60	6	2	0
ASAP Callbacks	68	60	6	2	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	68	60	6	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	68
Total Saved Minutes	119
Average Saved Minutes / Return Call	2
Total Dollar Savings @ 0.02 (\$/minute)	\$2.38
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
1	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
65	00:01:40	00:02:04	

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Executive Summary Results Queue

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Calls presented with Return Call & Hold options					Calls presented with Return Call only				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours	
52,508	36,478	69.5%	16,030	30.5%	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	36,478	31,667	86.8%	84.4%	0.9%	1.5%	0.0%	13.2%	
ASAP Callbacks	36,250	31,493	86.9%	84.5%	0.9%	1.5%	0.0%	13.1%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	228	174	76.3%	74.1%	1.3%	0.9%	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	31,667	27,520	3,124	1,021	2
ASAP Callbacks	31,493	27,377	3,101	1,013	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	31,493	27,377	3,101	1,013	2
Appointment	174	143	23	8	0
Appointment via Web	0	0	0	0	0
Subtotal I B	174	143	23	8	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful	31,493
Total Saved Minutes	1,195,085
Average Saved Minutes / Return Call	38
Total Dollar Savings @ 0.02(\$/minute)	\$23,901.70
Average Dollar Savings / Return Call	\$0.80

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,343	27.1%	72.1%	0.6%	0.2%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
30,790	00:00:24	00:00:34

Executive Summary

Results Queue En_Combo

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Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
52,219	36,362	69.6%	15,857	30.4%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	36,362	31,569	86.8%	84.4%	0.9%	1.5%	0.0%	13.2%	
ASAP Callbacks	36,134	31,395	86.9%	84.5%	0.9%	1.5%	0.0%	13.1%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	228	174	76.3%	74.1%	1.3%	0.9%	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	31,569	27,432	3,116	1,019	2
ASAP Callbacks	31,395	27,289	3,093	1,011	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	31,395	27,289	3,093	1,011	2
Appointment	174	143	23	8	0
Appointment via Web	0	0	0	0	0
Subtotal B	174	143	23	8	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	31,395
Total Saved Minutes	1,194,957
Average Saved Minutes / Return Call	38
Total Dollar Savings @ 0.02 (\$/minute)	\$23,899.14
Average Dollar Savings / Return Call	\$0.80

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,342	27.1%	72.1%	0.6%	0.2%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
30,699	00:00:24	00:00:33	

Executive Summary

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Results Queue Sp_Main

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
289	116	40.1%	173	59.9%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	116	98	84.5%	78.4%	0.9%	5.2%	0.0%	15.5%	
ASAP Callbacks	116	98	84.5%	78.4%	0.9%	5.2%	0.0%	15.5%	
ASAP Callbacks 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	98	88	8	2	0
ASAP Callbacks	98	88	8	2	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	98	88	8	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 ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	98
Total Saved Minutes	128
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$2.56
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	
91	00:01:43	00:02:09	

Production

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Executive Summary Results Queue

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Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
59,473	42,659	71.7%	16,814	28.3%

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	42,659	36,304	85.1%	82.7%	3.0%	1.6%	0.0%	12.6%
ASAP Callbacks	42,393	36,113	85.2%	82.8%	3.0%	1.6%	0.0%	12.5%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	272	191	70.2%	66.5%	3.3%	1.8%	0.0%	26.1%
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	36,304	31,649	3,399	1,250	6
ASAP Callbacks	36,113	31,496	3,377	1,234	6
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	36,113	31,496	3,377	1,234	6
Appointment	191	153	22	16	0
Appointment via Web	0	0	0	0	0
Subtotal I B	191	153	22	16	0

Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

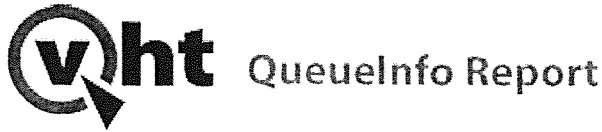
Successful Reconnect	36,113
Total Saved Minutes	978,701
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02(\$/minute)	\$19,574.02
Average Dollar Savings / Return Call	\$0.50

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,728	18.9%	80.0%	0.9%	0.2%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
35,294	00:00:31	00:00:40



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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
59,198	42,572	71.9%	16,626	28.1%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	42,572	36,228	85.1%	82.7%	3.0%	1.6%	0.0%	12.6%	
ASAP Callbacks	42,307	36,038	85.2%	82.6%	3.0%	1.6%	0.0%	12.5%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	271	190	70.1%	66.8%	3.3%	1.5%	0.0%	26.2%	
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	36,228	31,583	3,390	1,249	6
ASAP Callbacks	36,038	31,430	3,369	1,233	6
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	36,038	31,430	3,369	1,233	6
Appointment	190	153	21	16	0
Appointment via Web	0	0	0	0	0
Subtotal B	190	153	21	16	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	36,038
Total Saved Minutes	978,575
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02 (\$/minute)	\$19,571.50
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
1,725	19.0%	79.9%	0.9%	0.2%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
35,228	00:00:31	00:00:39	

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
275	87	31.6%	188	68.4%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	87	76	87.4%	75.9%	1.1%	10.3%	0.0%	12.6%	
ASAP Callbacks	86	75	87.2%	76.7%	1.2%	9.3%	0.0%	12.8%	
ASAP Callbacks 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	76	66	9	1	0
ASAP Callbacks	75	66	8	1	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	75	66	8	1	0
Appointment	1	0	1	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	1	0	1	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	75
Total Saved Minutes	127
Average Saved Minutes / Return Call	2
Total Dollar Savings @ 0.02 (\$/minute)	\$2.54
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
3	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
66	00:01:35	00:02:08	

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Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
57,409	40,723	70.9%	16,686	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	40,723	30,016	73.7%	71.6%	17.0%	1.4%	0.0%	10.1%
ASAP Callbacks	40,505	29,860	73.7%	71.6%	17.0%	1.4%	0.0%	10.0%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	221	156	70.6%	67.0%	9.0%	1.4%	0.0%	21.3%
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	30,016	26,055	2,934	1,026	1
ASAP Callbacks	29,860	25,937	2,906	1,016	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	29,860	25,937	2,906	1,016	1
Appointment	156	118	28	10	0
Appointment via Web	0	0	0	0	0
Subtotal I B	156	118	28	10	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	29,860
Total Saved Minutes	820,399
Average Saved Minutes / Return Call	27
Total Dollar Savings @ 0.02(\$/minute)	\$16,407.98
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
1,484	24.1%	75.5%	0.2%	0.2%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
29,139	00:00:31	00:00:41



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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
57,075	40,591	71.1%	16,484	28.9%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	40,591	29,905	73.7%	71.5%	17.0%	1.4%	0.0%	10.1%	
ASAP Callbacks	40,373	29,749	73.7%	71.6%	17.0%	1.4%	0.0%	10.0%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	221	156	70.6%	67.0%	9.0%	1.4%	0.0%	21.3%	
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	29,905	25,954	2,927	1,023	1
ASAP Callbacks	29,749	25,836	2,899	1,013	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	29,749	25,836	2,899	1,013	1
Appointment	156	118	28	10	0
Appointment via Web	0	0	0	0	0
Subtotal I B	156	118	28	10	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	29,749
Total Saved Minutes	820,151
Average Saved Minutes / Return Call	28
Total Dollar Savings @ 0.02 (\$/minute)	\$16,403.02
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
1,482	24.2%	75.4%	0.2%	0.2%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
29,042	00:00:31	00:00:41

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
334	132	39.5%	202	60.5%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	132	111	84.1%	73.5%	1.5%	9.1%	0.0%	15.9%	
ASAP Callbacks	132	111	84.1%	73.5%	1.5%	9.1%	0.0%	15.9%	
ASAP Callbacks 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	111	101	7	3	0
ASAP Callbacks	111	101	7	3	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	111	101	7	3	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	111
Total Saved Minutes	248
Average Saved Minutes / Return Call	2
Total Dollar Savings @ 0.02 (\$/minute)	\$4.96
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
2	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
97	00:01:51	00:02:33

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Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
52,623	36,625	69.6%	15,998	30.4%

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	36,625	26,676	72.8%	70.9%	18.3%	1.3%	0.0%	9.6%
ASAP Callbacks	36,410	26,527	72.9%	70.9%	18.4%	1.3%	0.0%	9.5%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	220	149	67.7%	66.8%	0.5%	0.9%	0.0%	29.5%
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	26,676	23,441	2,405	828	2
ASAP Callbacks	26,527	23,319	2,384	822	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	26,527	23,319	2,384	822	2
Appointment	149	122	21	6	0
Appointment via Web	0	0	0	0	0
Subtotal B	149	122	21	6	0

Saved Minutes Summary Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	26,527
Total Saved Minutes	529,893
Average Saved Minutes / Return Call	20
Total Dollar Savings @ 0.02(\$/minute)	\$10,597.86
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
1,239	19.0%	80.6%	0.4%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
25,954	00:00:30	00:00:40

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Executive Summary

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
52,387	36,536	69.7%	15,851	30.3%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	36,536	26,595	72.8%	70.8%	18.3%	1.3%	0.0%	9.6%	
ASAP Callbacks	36,322	26,447	72.8%	70.8%	18.4%	1.3%	0.0%	9.5%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	219	148	67.6%	66.7%	0.5%	0.9%	0.0%	29.7%	
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	26,595	23,374	2,393	826	2
ASAP Callbacks	26,447	23,253	2,372	820	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	26,447	23,253	2,372	820	2
Appointment	148	121	21	6	0
Appointment via Web	0	0	0	0	0
Subtotal I B	148	121	21	6	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	26,447
Total Saved Minutes	529,811
Average Saved Minutes / Return Call	20
Total Dollar Savings @ 0.02 (\$/minute)	\$10,596.22
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
1,236	19.0%	80.6%	0.4%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
25,880	00:00:30	00:00:40

Executive Summary

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
236	89	37.7%	147	62.3%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	89	81	91.0%	83.1%	2.2%	5.6%	0.0%	9.0%	
ASAP Callbacks	88	80	90.9%	83.0%	2.3%	5.7%	0.0%	9.1%	
ASAP Callbacks 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	81	67	12	2	0
ASAP Callbacks	80	66	12	2	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	80	66	12	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 ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	80
Total Saved Minutes	82
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$1.64
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
3	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
74	00:01:40	00:02:20

Production

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Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
55,878	39,459	70.6%	16,419	29.4%

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	39,459	34,196	86.7%	84.3%	0.7%	1.7%	0.0%	13.3%
ASAP Callbacks	39,232	34,024	86.7%	84.3%	0.7%	1.7%	0.0%	13.3%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	238	172	72.3%	68.9%	1.7%	1.3%	0.4%	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	34,196	28,522	4,222	1,448	4
ASAP Callbacks	34,024	28,395	4,192	1,433	4
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	34,024	28,395	4,192	1,433	4
Appointment	172	127	30	15	0
Appointment via Web	0	0	0	0	0
Subtotal I B	172	127	30	15	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	34,024
Total Saved Minutes	836,543
Average Saved Minutes / Return Call	25
Total Dollar Savings @ 0.02(\$/minute)	\$16,730.86
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
1,572	17.6%	82.1%	0.1%	0.1%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
33,249	00:00:29	00:00:39

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Executive Summary Results Queue En_Combo

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
55,667	39,388	70.8%	16,279	29.2%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	39,388	34,142	86.7%	84.3%	0.7%	1.7%	0.0%	13.3%	
ASAP Callbacks	39,161	33,970	86.7%	84.4%	0.7%	1.7%	0.0%	13.3%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	238	172	72.3%	68.9%	1.7%	1.3%	0.4%	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	34,142	28,476	4,218	1,444	4
ASAP Callbacks	33,970	28,349	4,188	1,429	4
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	33,970	28,349	4,188	1,429	4
Appointment	172	127	30	15	0
Appointment via Web	0	0	0	0	0
Subtotal I B	172	127	30	15	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	33,970
Total Saved Minutes	836,398
Average Saved Minutes / Return Call	25
Total Dollar Savings @ 0.02 (\$/minute)	\$16,727.96
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
1,571	17.6%	82.1%	0.1%	0.1%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
33,204	00:00:29	00:00:38	

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Executive Summary

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
211	71	33.6%	140	66.4%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	71	54	76.1%	63.4%	0.0%	12.7%	0.0%	23.9%	
ASAP Callbacks	71	54	76.1%	63.4%	0.0%	12.7%	0.0%	23.9%	
ASAP Callbacks 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	54	46	4	4	0
ASAP Callbacks	54	46	4	4	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	54	46	4	4	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 ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	54
Total Saved Minutes	145
Average Saved Minutes / Return Call	3
Total Dollar Savings @ 0.02 (\$/minute)	\$2.90
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
1	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
45	00:01:12	00:02:01	

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Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
42,001	27,983	66.6%	14,018	33.4%	0	0	0	0

Return Call Results by Type Summary - <small>- All Return Calls is the sum of Return Calls and the Return Call Only fields</small>								
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	27,983	24,074	86.0%	84.1%	0.7%	1.2%	0.0%	14.0%
ASAP Callbacks	27,841	23,970	86.1%	84.2%	0.7%	1.2%	0.0%	13.9%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	151	104	68.9%	66.9%	0.7%	1.3%	0.0%	25.2%
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	24,074	21,379	2,043	650	2
ASAP Callbacks	23,970	21,298	2,027	643	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	23,970	21,298	2,027	643	2
Appointment	104	81	16	7	0
Appointment via Web	0	0	0	0	0
Subtotal I B	104	81	16	7	0

Saved Minutes Summary	
<small>Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls</small>	
Successful Reconnect	23,970
Total Saved Minutes	527,765
Average Saved Minutes / Return Call	22
Total Dollar Savings @ 0.02(\$/minute)	\$10,555.30
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
1,131	15.5%	83.6%	0.4%	0.5%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
23,539	00:00:25	00:00:33

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En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
41,761	27,879	66.8%	13,882	33.2%

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 file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	27,879	23,988	86.0%	84.2%	0.7%	1.2%	0.0%	14.0%
ASAP Callbacks	27,737	23,884	86.1%	84.2%	0.7%	1.2%	0.0%	13.9%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	151	104	68.9%	66.9%	0.7%	1.3%	0.0%	25.2%
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	23,988	21,299	2,037	650	2
ASAP Callbacks	23,884	21,218	2,021	643	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	23,884	21,218	2,021	643	2
Appointment	104	81	16	7	0
Appointment via Web	0	0	0	0	0
Subtotal I B	104	81	16	7	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	23,884
Total Saved Minutes	527,424
Average Saved Minutes / Return Call	22
Total Dollar Savings @ 0.02 (\$/minute)	\$10,548.48
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
1,131	15.5%	83.6%	0.4%	0.5%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
23,464	00:00:25	00:00:32

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Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
240	104	43.3%	136	56.7%

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 file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	104	86	82.7%	72.1%	1.0%	9.6%	0.0%	17.3%
ASAP Callbacks	104	86	82.7%	72.1%	1.0%	9.6%	0.0%	17.3%
ASAP Callbacks 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	86	80	6	0	0
ASAP Callbacks	86	80	6	0	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	86	80	6	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	86
Total Saved Minutes	342
Average Saved Minutes / Return Call	4
Total Dollar Savings @ 0.02 (\$/minute)	\$6.84
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
0	0.0%	0.0%	0.0%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
75	00:01:43	00:02:23

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Calls presented with Return Call & Hold options					Calls presented with Return Call only			
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
35,648	23,457	65.8%	12,191	34.2%	0	0	0	0

Return Call Results by Type Summary - <small>All Return Calls is the sum of Return Calls and the Return Call Only fields</small>									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	23,457	20,881	89.0%	87.1%	0.7%	1.3%	0.0%	11.0%	
ASAP Callbacks	23,364	20,816	89.1%	87.1%	0.7%	1.3%	0.0%	10.9%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	97	65	67.0%	62.9%	2.1%	2.1%	0.0%	28.9%	
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	20,881	18,549	1,743	587	2
ASAP Callbacks	20,816	18,494	1,734	586	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	20,816	18,494	1,734	586	2
Appointment	65	55	9	1	0
Appointment via Web	0	0	0	0	0
Subtotal I B	65	55	9	1	0

Saved Minutes Summary	
<small>Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls</small>	
Successful Reconnect	20,816
Total Saved Minutes	328,477
Average Saved Minutes / Return Call	16
Total Dollar Savings @ 0.02(\$/minute)	\$6,569.54
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
846	14.4%	84.5%	0.7%	0.4%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
20,420	00:00:25	00:00:33

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En_Combo

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
35,405	23,365	66.0%	12,040	34.0%

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 file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
Total	23,365	20,793	89.0%	87.1%	0.7%	1.2%	0.0%	11.0%	
ASAP Callbacks	23,272	20,728	89.1%	87.1%	0.7%	1.2%	0.0%	10.9%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	97	65	67.0%	62.9%	2.1%	2.1%	0.0%	28.9%	
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	20,793	18,468	1,738	585	2
ASAP Callbacks	20,728	18,413	1,729	584	2
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	20,728	18,413	1,729	584	2
Appointment	65	55	9	1	0
Appointment via Web	0	0	0	0	0
Subtotal B	65	55	9	1	0

Saved Minutes Summary	
Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls	
Successful Reconnect	20,728
Total Saved Minutes	328,051
Average Saved Minutes / Return Call	16
Total Dollar Savings @ 0.02 (\$/minute)	\$6,561.02
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
845	14.4%	84.5%	0.7%	0.4%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
20,341	00:00:25	00:00:33

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Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options	Return Calls	% Return Calls	Hold	% Hold
243	92	37.9%	151	62.1%

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 file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	92	88	95.7%	85.9%	0.0%	9.8%	0.0%	4.3%
ASAP Callbacks	92	88	95.7%	85.9%	0.0%	9.8%	0.0%	4.3%
ASAP Callbacks 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	88	81	5	2	0
ASAP Callbacks	88	81	5	2	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	88	81	5	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 ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	88
Total Saved Minutes	426
Average Saved Minutes / Return Call	5
Total Dollar Savings @ 0.02 (\$/minute)	\$8.52
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
1	0.0%	100.0%	0.0%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
79	00:01:27	00:01:49

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Calls presented with Return Call & Hold options

Calls presented with Return Call only

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold	Return Calls Only	VirtualQ	DateBook	After Hours
47,686	35,122	73.7%	12,564	26.3%	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	35,122	30,348	86.4%	83.7%	1.2%	1.5%	0.0%	13.5%
ASAP Callbacks	34,842	30,120	86.4%	83.8%	1.2%	1.5%	0.0%	13.5%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	283	228	80.6%	76.7%	1.1%	2.8%	0.0%	18.4%
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	30,348	26,217	2,968	1,150	13
ASAP Callbacks	30,120	26,029	2,937	1,141	13
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	30,120	26,029	2,937	1,141	13
Appointment	228	188	31	9	0
Appointment via Web	0	0	0	0	0
Subtotal B	228	188	31	9	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	30,120
Total Saved Minutes	1,631,723
Average Saved Minutes / Return Call	54
Total Dollar Savings @ 0.02(\$/minute)	\$32,634.46
Average Dollar Savings / Return Call	\$1.10

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,162	35.4%	63.5%	0.8%	0.3%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
29,413	00:00:25	00:00:33



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Results Queue

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
47,098	34,901	74.1%	12,197	25.9%

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 file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	34,901	30,155	86.4%	83.8%	1.2%	1.5%	0.0%	13.6%
ASAP Callbacks	34,622	29,928	86.4%	83.8%	1.2%	1.5%	0.0%	13.5%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	282	227	80.5%	76.6%	1.1%	2.8%	0.0%	18.4%
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	30,155	26,056	2,943	1,143	13
ASAP Callbacks	29,928	25,869	2,912	1,134	13
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	29,928	25,869	2,912	1,134	13
Appointment	227	187	31	9	0
Appointment via Web	0	0	0	0	0
Subtotal I B	227	187	31	9	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	29,928
Total Saved Minutes	1,630,177
Average Saved Minutes / Return Call	54
Total Dollar Savings @ 0.02 (\$/minute)	\$32,603.54
Average Dollar Savings / Return Call	\$1.10

Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,153	35.5%	63.6%	0.6%	0.3%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
29,238	00:00:25	00:00:32

Executive Summary

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Results Queue

Generated on: 12/10/2014 4:48:10 PM

Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
588	221	37.6%	367	62.4%

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 file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	221	193	87.3%	79.2%	1.4%	6.8%	0.0%	12.7%
ASAP Callbacks	220	192	87.3%	79.1%	1.4%	6.8%	0.0%	12.7%
ASAP Callbacks 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	193	161	25	7	0
ASAP Callbacks	192	160	25	7	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	192	160	25	7	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 ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	192
Total Saved Minutes	1,547
Average Saved Minutes / Return Call	8
Total Dollar Savings @ 0.02 (\$/minute)	\$30.94
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
9	22.2%	55.6%	22.2%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
175	00:01:52	00:02:14

Production

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 12/31/2014 11:59:59 PM

Executive Summary Results Queue

Version 4.0

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Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
33,431	22,479	67.2%	10,952	32.8%

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	22,479	20,647	91.9%	90.1%	0.6%	1.2%	0.0%	8.1%
ASAP Callbacks	22,407	20,593	91.9%	90.1%	0.6%	1.2%	0.0%	8.1%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	77	54	70.1%	68.8%	0.0%	1.3%	0.0%	23.4%
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	20,647	18,468	1,688	490	1
ASAP Callbacks	20,593	18,423	1,681	488	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	20,593	18,423	1,681	488	1
Appointment	54	45	7	2	0
Appointment via Web	0	0	0	0	0
Subtotal I B	54	45	7	2	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	20,593
Total Saved Minutes	293,652
Average Saved Minutes / Return Call	14
Total Dollar Savings @ 0.02(\$/minute)	\$5,873.04
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
678	15.9%	83.5%	0.4%	0.1%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
20,249	00:00:26	00:00:34



Executive Summary

Version 4.0

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12/31/2014 11:59:59 PM

Results Queue

Generated on: 1/20/2015 12:09:57 PM

En_Combo

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
33,199	22,395	67.5%	10,804	32.5%

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 file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	22,395	20,567	91.8%	90.1%	0.6%	1.1%	0.0%	8.2%
ASAP Callbacks	22,323	20,513	91.9%	90.1%	0.6%	1.1%	0.0%	8.1%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	77	54	70.1%	68.8%	0.0%	1.3%	0.0%	23.4%
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	20,567	18,402	1,678	486	1
ASAP Callbacks	20,513	18,357	1,671	484	1
ASAP Callbacks via Web	0	0	0	0	0
Subtotal A	20,513	18,357	1,671	484	1
Appointment	54	45	7	2	0
Appointment via Web	0	0	0	0	0
Subtotal B	54	45	7	2	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	20,513
Total Saved Minutes	293,311
Average Saved Minutes / Return Call	14
Total Dollar Savings @ 0.02 (\$/minute)	\$5,866.22
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
675	15.9%	83.6%	0.4%	0.1%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
20,176	00:00:26	00:00:33

Executive Summary

Version 4.0

 Dates: 12/1/2014 12:00:00 AM
 thru
 12/31/2014 11:59:59 PM

Results Queue

Generated on: 1/20/2015 12:09:57 PM

Sp_Main

Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
232	84	36.2%	148	63.8%

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 file

	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful
Total	84	80	95.2%	86.9%	0.0%	8.3%	0.0%	4.8%
ASAP Callbacks	84	80	95.2%	86.9%	0.0%	8.3%	0.0%	4.8%
ASAP Callbacks 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	80	66	10	4	0
ASAP Callbacks	80	66	10	4	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	80	66	10	4	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
Subtotal I B	0	0	0	0	0

Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	80
Total Saved Minutes	341
Average Saved Minutes / Return Call	4
Total Dollar Savings @ 0.02 (\$/minute)	\$6.82
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
3	33.3%	66.7%	0.0%	0.0%

Return Call - Hold Time Summary

Connected to an Agent	Median	Average
73	00:01:14	00:01:43

Production