

**Missouri Gas Energy**  
**A Division of Laclede Gas Company**

**GM-2013-0254**

**Report for Calendar Year 2013**

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER January 2013

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BLLG SVCS	CALLS ABAND											
Tuesday 1/1/2013					399	399					2	272	45	103	100%
Wednesday 1/2/2013	3,295	134	5	229	3,663	6,700	3.42%	49	70	26	26	45	103	89%	
Thursday 1/3/2013	3,214	52		299	3,565	7,059	4.24%	43	76	48	48	42	302	86%	
Friday 1/4/2013	3,181	92		277	3,550	6,787	4.08%	42	78	60	60	37	171	80%	
Saturday 1/5/2013					1,432	1,432				2	2			100%	
WEEK 1/5/2013	9,690	278	5	805	10,778	11,599	3.60%	45	223	41	41	268	200	86%	
WEEK 1/6/2013					887	887				2	2			100%	
Monday 1/7/2013	3,645	309	102	210	4,266	6,979	3.01%	53	77	43	43	37	239	88%	
Tuesday 1/8/2013	3,384			44	3,428	5,748	0.77%	46	74	15	15	243	36	90%	
Wednesday 1/9/2013	2,982	103		60	3,155	5,326	1.13%	45	69	21	21	254	99	90%	
Thursday 1/10/2013	2,949	118	18	152	3,237	5,586	2.72%	41	75	42	42	38	284	85%	
Friday 1/11/2013	3,342			92	3,434	6,151	1.50%	45	74	27	27	257	52	84%	
Saturday 1/12/2013					1,202	1,202				2	2			100%	
WEEK 1/12/2013	16,302	540	120	558	17,520	31,879	1.75%	46	369	28	28	255	189	88%	
WEEK 1/13/2013					918	918				2	2			100%	
Monday 1/14/2013	3,788	129	169	179	4,265	6,883	2.60%	53	77	54	54	255	277	84%	
Tuesday 1/15/2013	3,601			63	3,664	6,298	1.00%	46	78	19	19	243	55	88%	
Wednesday 1/16/2013	3,594			28	3,622	6,058	0.46%	47	76	13	13	242	35	91%	
Thursday 1/17/2013	3,340			49	3,389	5,664	0.87%	48	70	17	17	253	74	90%	
Friday 1/18/2013	3,425	24		73	3,522	6,426	1.14%	47	73	25	25	257	65	85%	
Saturday 1/19/2013					1,320	1,320				2	2			100%	
WEEK 1/19/2013	17,748	153	169	392	18,462	33,567	1.17%	48	375	25	25	250	159	88%	
WEEK 1/20/2013					830	830				2	2			100%	
Monday 1/21/2013	2,388	170	10	82	2,650	4,263	1.92%	39	66	35	35	263	131	84%	
Tuesday 1/22/2013	3,058	116	1	344	3,519	6,060	5.68%	43	74	80	80	265	169	74%	
Wednesday 1/23/2013	3,435			108	3,543	5,681	1.90%	48	72	36	36	261	95	80%	
Thursday 1/24/2013	3,373			49	3,422	5,554	0.88%	49	69	14	14	259	35	88%	
Friday 1/25/2013	3,403	99		48	3,550	6,238	0.77%	51	69	14	14	259	43	91%	
Saturday 1/26/2013					1,158	1,158				2	2			100%	
WEEK 1/26/2013	15,657	385	11	631	16,684	29,784	2.12%	46	349	33	33	261	131	84%	
WEEK 1/27/2013					873	873				2	2			100%	
Monday 1/28/2013	3,946	207	72	49	4,274	6,772	0.72%	61	69	16	16	263	59	90%	
Tuesday 1/29/2013	3,331			44	3,375	5,323	0.83%	46	72	14	14	243	47	89%	
Wednesday 1/30/2013	3,309			40	3,349	5,249	0.76%	46	72	17	17	258	45	87%	
Thursday 1/31/2013	3,736			74	3,810	6,109	1.21%	49	76	18	18	258	45	87%	
WEEK 1/31/2013	14,322	207	72	207	14,808	24,326	0.85%	51	289	16	16	256	49	89%	
MTD	73,719	1,563	377	2,593	78,252	141,933	1.83%	47	1,605	28	28	257	163	87%	
YTD	73,719	1,563	377	2,593	78,252	141,933	1.83%	47	1,605	28	28	257	163	87%	

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 2013**

Wednesday, January 02, 2013  
Wednesday, January 09, 2013  
Monday, January 28, 2013

PM overtime was offered to fulltime employees.  
AM Overtime was offered to full and Part-time.  
AM Overtime was offered to full and Part-time, PM overtime was offered to fulltime only.

## Activity Code Statistics Activity Code Summary January 2013

Activity Code Type	January 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	5968	330	13.48%
2 Pay Agreements	1937	288	4.37%
3 Account Activity Verification	31911	255	72.07%
4 Payment Options	2393	229	5.40%
5 ABC	1027	233	2.32%
6 High Bill Concerns	355	261	0.80%
7 Energy Assistance	192	207	0.43%
8 Gas Leak/Emergency	57	236	0.13%
9 Typing Request	192	122	0.43%
10 MGE/SUG General Information	204	204	0.46%
11 Deposits	32	32	0.07%
12 Estimated Bills	10	10	0.02%
<b>Total Calls Coded</b>	<b>44278</b>		
<b>Average Talk Time (seconds)</b>		<b>264</b>	
<b>Maximum Talk Time (seconds)</b>		<b>330</b>	
<b>Total Calls Answered this Month</b>	<b>75659</b>		
<b>Percent Coded</b>	<b>58.5%</b>		



# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER February 2013

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
	SVCS	ACCT SVCS	SVCS	BLLG SVCS											
Friday	3,799	202	158	4,159	3,840	7,999	1.98%	52	77	38	274	40	89	80%	
Saturday	3,799	202	158	4,159	1,647	1,647	1.64%	52	77	32	274	40	89	100%	
WEEK	7,598	404	316	8,318	5,487	9,646	1.81%	52	77	32	274	40	89	83%	
Sunday	4,023	209	228	4,494	3,271	7,765	2.94%	55	78	38	268	38	114	83%	
Monday	3,599	27	99	3,725	2,649	6,374	1.55%	48	76	26	261	37	57	83%	
Tuesday	3,333	64	64	3,397	2,516	5,913	1.08%	46	72	23	261	30	98	88%	
Wednesday	3,333	56	56	3,389	2,430	5,819	0.96%	45	74	19	254	29	46	87%	
Thursday	3,456	86	86	3,542	3,133	6,675	1.29%	45	77	25	258	37	53	83%	
Friday	17,744	236	533	18,547	1,443	1,443	1.52%	48	377	25	261	34	85	86%	
Saturday	3,966	239	155	4,397	2,932	7,329	2.11%	56	76	39	267	40	106	82%	
Sunday	3,698	133	133	3,831	2,505	6,336	2.10%	46	80	36	245	39	104	80%	
WEEK	3,123	171	118	3,692	2,549	6,241	6.36%	44	75	93	277	42	309	75%	
Monday	3,220	145	118	3,483	2,317	5,800	2.03%	45	75	35	263	39	88	84%	
Tuesday	3,233	146	458	3,842	3,727	7,569	6.05%	44	77	72	273	28	283	80%	
Wednesday	17,240	701	1,261	19,245	1,652	1,652	3.52%	47	383	51	265	38	232	100%	
Thursday	3,110	178	170	3,527	1,952	5,479	3.10%	48	70	43	259	33	200	85%	
Friday	3,778	90	149	4,017	2,956	6,973	2.14%	50	77	42	264	41	117	80%	
Saturday	3,519	141	177	3,837	3,052	6,889	2.57%	48	76	42	268	38	111	80%	
Sunday	743	163	59	965	2,197	3,162	1.87%	12	76	48	273	39	87	81%	
WEEK	2,193	194	267	2,717	2,451	5,168	5.17%	34	72	123	284	66	165	56%	
Monday	13,343	766	822	15,063	1,925	1,925	2.68%	38	371	52	268	43	146	79%	
Tuesday	3,700	214	200	4,211	2,560	6,771	2.95%	55	73	60	271	57	102	67%	
Wednesday	818	20	92	966	2,317	3,283	2.80%	15	58	56	286	141	114	75%	
Thursday	3,385	186	559	4,080	3,057	7,137	7.83%	51	69	107	280	70	259	75%	
WEEK	4,226	133	148	4,507	3,497	8,004	1.85%	61	71	38	268	61	96	81%	
Monday	12,079	553	999	13,764	12,534	26,298	3.80%	46	281	62	273	68	190	76%	
Tuesday	64,205	2,458	3,773	70,778	66,687	137,465	2.74%	45	1,489	45	267	44	176	81%	
WEEK	137,924	4,021	6,366	149,030	130,368	279,398	2.28%	46	3,093	37	262	41	170	84%	
MTD	Calls per FTE per Day														
YTD	Calls per FTE per Day														
											Monthly Average		Year To Date Average		
											74	74	74	74	

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER February 2013

Friday, February 01, 2013  
Monday, February 04, 2013  
Friday, February 15, 2013  
Thursday, February 21, 2013  
Friday, February 22, 2013  
Tuesday, February 26, 2013  
Wednesday, February 27, 2013  
Tuesday, February 28, 2012

AM overtime was offered to full and Part-time consultants, PM overtime was offered to all fulltime consultants.  
AM overtime was offered to full and Part-time consultants, PM overtime was offered to all fulltime consultants.  
PM overtime was offered to all fulltime consultants.  
Call center closed at 1:00 due to weather.  
Lunch hour and PM overtime was offered to all full-time consultants.  
Call center was only open from 1:00-5:00 due to weather.  
PM overtime was offered to all fulltime consultants.  
AM overtime was offered to full and Part-time consultants.

## Activity Code Statistics Activity Code Summary February 2013

Activity Code Type	February 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	5439	328	12.65%
2 Pay Agreements	1788	282	4.16%
3 Account Activity Verification	31457	261	73.18%
4 Payment Options	2760	243	6.42%
5 ABC	758	252	1.76%
6 High Bill Concerns	348	296	0.81%
7 Energy Assistance	78	233	0.18%
8 Gas Leak/Emergency	31	262	0.07%
9 Typing Request	195	97	0.45%
10 MGE/SUG General Information	92	177	0.21%
11 Deposits	29	213	0.07%
12 Estimated Bills	29	134	0.07%
<b>Total Calls Coded</b>	<b>42984</b>		<b>100.05%</b>
<b>Average Talk Time (seconds)</b>		<b>268</b>	
<b>Maximum Talk Time (seconds)</b>		<b>328</b>	
<b>Total Calls Answered this Month</b>	<b>67005</b>		
<b>Percent Coded</b>	<b>64.2%</b>		

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

**March 2013**

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.	SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	ACCT SVCS	BLIG SVCS	SVCS	SVCS												
Friday	4,347	226	217	4,790	4,810	9,600	2.26%	61	75	34	271	47	87	84%		
Saturday	4,347	226	217	4,790	2,333	2,333	1.82%	61	75	28	271	47	87	100%		
WEEK	4,347	226	217	4,790	1,363	1,363	7.28%	66	76	54	272	37	127	80%		
Sunday	4,471	380	708	5,745	3,986	9,731	1.92%	56	76	32	261	43	84	84%		
Monday	4,226	13	149	4,413	3,342	7,755	0.83%	53	77	15	251	30	23	89%		
Tuesday	4,034	20	56	4,122	2,639	6,761	1.49%	53	74	26	259	38	99	88%		
Wednesday	3,791	120	98	4,009	2,566	6,575	1.39%	50	75	27	258	38	67	85%		
Thursday	3,747	95	95	3,842	1,393	1,393	2.74%	56	378	30	261	37	108	100%		
Friday	20,269	533	223	22,131	18,264	40,395	5.21%	56	76	77	266	37	176	79%		
Saturday	3,909	185	170	4,675	3,211	7,886	5.43%	45	81	83	262	40	238	75%		
Sunday	3,652	164	261	4,051	2,493	6,544	3.99%	49	77	57	269	38	138	75%		
Monday	3,626	173	285	4,001	2,609	6,610	4.31%	50	74	67	273	43	172	73%		
Tuesday	3,543	162	324	3,906	1,393	7,256	1.71%	51	74	22	250	41	73	87%		
Wednesday	3,620	170	1,440	20,644	16,650	37,294	3.86%	50	383	57	264	40	175	79%		
Thursday	18,350	684	170	20,644	1,067	1,067	3.50%	54	78	50	272	38	160	83%		
Friday	3,931	215	44	4,455	3,112	7,567	3.84%	47	77	55	277	44	146	78%		
Saturday	3,585	23	250	3,858	2,649	6,507	1.98%	48	76	35	267	40	83	82%		
Sunday	3,612	23	126	3,761	2,601	6,362	1.95%	45	78	34	258	44	44	76%		
Monday	3,612	23	116	3,617	2,345	5,962	2.17%	46	79	34	259	43	71	82%		
Tuesday	3,501	147	147	3,774	3,015	6,789	2.53%	48	387	39	267	42	116	82%		
Wednesday	3,627	261	44	19,465	1,480	1,480	1.48%	59	77	30	263	39	46	81%		
Thursday	18,256	638	117	20,092	13,642	33,734	3.27%	48	76	58	256	41	135	78%		
Friday	4,195	236	117	4,654	2,522	7,176	1.66%	50	77	31	265	46	51	80%		
Saturday	3,495	165	205	3,865	2,403	6,268	4.16%	47	77	55	267	46	120	76%		
Sunday	3,667	207	103	3,977	2,234	6,211	2.15%	45	80	34	259	41	62	80%		
Monday	3,579	30	255	3,864	2,262	6,126	2.40%	50	387	39	262	41	95	80%		
Tuesday	3,590	638	117	7,745	1,349	1,349	2.47%	48	4,706	38	262	41	153	84%		
Wednesday	18,526	638	117	20,092	13,642	33,734	2.80%	51	1,608	40	264	40	128	82%		
Thursday	79,748	2,342	554	87,122	72,713	159,835	2.47%	48	4,706	38	262	41	153	84%		
Friday	217,672	6,363	1,273	236,152	203,081	439,233	77	77	77	77	77	77	77	77		
Saturday																
Sunday																
WEEK																
MTD																
YTD																

Calls per FTE per Day  
 Year To Date Average



**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
March 2013**

Friday, March 01, 2013  
Sunday, March 04, 2012  
Tuesday, March 05, 2013  
Monday, March 11, 2013  
Friday, March 15, 2013  
Monday, March 18, 2013  
Monday, March 25, 2013

AM, PM and lunch hour overtime were offered to all full and Part-time employees  
AM, PM and lunch hour overtime were offered to all full and Part-time employees  
AM overtime were offered to all full and Part-time employees, PM overtime was filled with Part-time only  
AM and PM overtime were offered to all full and Part-time employees  
PM overtime was offered to full-time consultants  
AM and PM overtime were offered to all full and Part-time employees  
PM overtime was offered to full-time consultants

## Activity Code Statistics Activity Code Summary March 2013

Activity Code Type	March 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	7076	302	15.32%
2 Pay Agreements	3723	281	8.06%
3 Account Activity Verification	31039	247	67.21%
4 Payment Options	2235	233	4.84%
5 ABC	833	202	1.80%
6 High Bill Concerns	765	253	1.66%
7 Energy Assistance	133	240	0.29%
8 Gas Leak/Emergency	42	279	0.09%
9 Typing Request	17	280	0.04%
10 MGE/SUG General Information	284	236	0.61%
11 Deposits	19	261	0.04%
12 Estimated Bills	13	240	0.03%
<b>Total Calls Coded</b>	<b>46179</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>		<b>257</b>	
<b>Maximum Talk Time (seconds)</b>		<b>302</b>	
<b>Total Calls Answered this Month</b>	<b>82644</b>		
<b>Percent Coded</b>	<b>55.9%</b>		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER April 2013

DATE	CALLS ANSWERED		ACCT SVCS	BLGG SVCS	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	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	SVCS													
Monday	4,130	295	87	394	4,906	3,805	8,711	4.52%	55	82	35	262	39	93	85%
Tuesday	3,778	167	20	406	4,371	2,845	7,216	5.63%	51	78	64	271	34	255	76%
Wednesday	3,971	288	46	168	4,473	3,203	7,676	2.19%	55	78	23	267	42	67	88%
Thursday	3,842	14	8	188	4,052	2,483	6,535	2.88%	48	81	42	265	35	73	76%
Friday	3,711	111		76	3,898	2,666	6,564	1.16%	49	78	18	244	39	43	88%
Saturday						1,282	1,282				2				100%
WEEK	19,432	875	161	1,232	21,700	16,284	37,984	3.24%	52	397	35	262	38	137	84%
4/7/2013						860	860				2				100%
Sunday															
Monday	4,401	233	87	68	4,789	2,593	7,382	0.92%	63	75	17	249	33	45	89%
Tuesday	3,675			116	3,791	2,445	6,236	1.86%	47	78	28	255	31	61	83%
Wednesday	3,646	120		203	3,969	2,658	6,627	3.06%	48	81	44	267	42	76	76%
Thursday	3,693	33		267	3,993	2,566	6,559	4.07%	46	81	68	259	41	272	74%
Friday	3,638	188		308	4,134	3,383	7,517	4.10%	48	80	57	262	42	191	80%
Saturday						1,633	1,633				2				100%
WEEK	19,053	574	87	962	20,676	16,138	36,814	2.61%	50	391	40	258	38	163	82%
4/14/2013						1,040	1,040				2				100%
Sunday															
Monday	4,410	286	151	270	5,117	3,273	8,390	3.22%	60	81	52	266	38	103	80%
Tuesday	3,767	135		352	4,254	2,524	6,778	5.19%	49	80	80	255	37	302	75%
Wednesday	3,973	13	3	183	4,172	2,175	6,347	2.88%	49	81	40	251	36	58	77%
Thursday	3,785			220	4,005	2,194	6,199	3.55%	47	81	51	256	38	92	74%
Friday	3,654	202	35	125	4,016	2,852	6,868	1.82%	51	76	26	255	40	94	85%
Saturday						1,465	1,465				2				100%
WEEK	19,589	636	189	1,150	21,564	15,523	37,087	3.10%	51	399	47	257	38	154	80%
4/20/2013						897	897				2				100%
Sunday															
Monday	4,497	245	45	124	4,911	2,676	7,587	1.63%	62	77	28	250	38	98	86%
Tuesday	4,043			174	4,217	2,128	6,345	2.74%	50	81	34	245	35	78	81%
Wednesday	2,689			57	2,696	2,133	4,829	1.18%	34	78	26	248	41	36	85%
Thursday	3,858	186	113	153	4,310	2,207	6,517	2.35%	53	78	22	253	32	82	86%
Friday	3,973	63		134	4,170	2,710	6,880	1.95%	49	82	31	248	35	73	81%
Saturday						1,143	1,143				2				100%
WEEK	19,010	494	158	642	20,304	13,894	34,198	1.88%	50	396	26	249	36	78	85%
4/27/2013						795	795				2				100%
Sunday															
Monday	3,465	206	45	265	3,981	2,183	6,164	4.30%	56	66	61	255	45	139	76%
Tuesday	3,991			9	4,021	3,655	7,676	0.27%	57	70	6	238	32	55	96%
Wednesday	7,456	206	54	286	8,002	6,633	14,635	1.95%	57	137	28	246	38	133	88%
Thursday	84,540	2,785	649	4,272	92,246	68,472	160,718	2.66%	51	1717	36	256	37	138	83%
Friday	302,212	9,148	1,922	15,116	328,398	271,553	599,951	2.52%	49	6,427	37	260	40	149	83%
Saturday															
WEEK															
MTD															
YTD															
										Calls per FTE per Day		78		Monthly Average	
										Calls per FTE per Day		76		Year To Date Average	

AM, Lunch and PM overtime was offered to all full and part-time employees  
 AM overtime was offered to all full and part-time consultants, PM overtime was offered to a fulltime consultants only.

Monday, April 01, 2013  
 Tuesday, April 02, 2013

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER April 2013

Wednesday, April 03, 2013  
Thursday, April 04, 2013  
Friday, April 05, 2013  
Monday, April 08, 2013  
Tuesday, April 09, 2013  
Thursday, April 11, 2013  
Monday, April 15, 2013  
Friday, April 19, 2013  
Wednesday, April 24, 2013  
Thursday, April 25, 2013  
Monday, April 29, 2013  
Tuesday, April 30, 2013

AM and PM overtime was offered to all full and part-time employees  
AM and PM overtime was offered to all full-time consultants.  
AM overtime was offered to all full-time consultants.  
AM overtime was offered to all full and part-time consultants, PM overtime was offered to all fulltime consultants.  
AM overtime was offered to all full-time consultants.  
PM overtime was offered to all full-time consultants.  
AM overtime was offered to all full and part-time consultants, PM overtime was offered to a fulltime consultants only.  
AM overtime was offered to all full and part-time consultants, PM overtime was offered to all fulltime consultants.  
Call center closed early do to facility issue.  
AM overtime was offered to all full time call center employees, lunch overtime was offered to all employees and PM overtime was offered to all full time employees.  
PM overtime was offered to all full and part-time consultants  
AM overtime was offered to all full and part-time consultants

## Activity Code Statistics Activity Code Summary April 2013

Activity Code Type	April 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	7185	292	12.63%
2 Pay Agreements	2404	266	4.22%
3 Account Activity Verification	41665	253	73.21%
4 Payment Options	3433	234	6.03%
5 ABC	1049	254	1.84%
6 High Bill Concerns	708	303	1.24%
7 Energy Assistance	65	216	0.11%
8 Gas Leak/Emergency	34	166	0.06%
9 Typing Request	183	96	0.32%
10 MGE/SUG General Information	144	185	0.25%
11 Deposits	27	259	0.05%
12 Estimated Bills	11	119	0.02%
<b>Total Calls Coded</b>	<b>56908</b>		
<b>Average Talk Time (seconds)</b>		<b>257</b>	
<b>Maximum Talk Time (seconds)</b>		<b>303</b>	
<b>Total Calls Answered this Month</b>	<b>87974</b>		
<b>Percent Coded</b>	<b>64.7%</b>		



# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER May 2013

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	% of calls offered
	ACCT SVCS	ACCT SVCS	BLLG SVCS																
Wednesday 5/1/2013	4,136	123	4,259	2,880	7,139	1.72%	52	80	29	252	38	58	81%						
Thursday 5/2/2013	3,786	231	4,017	2,540	6,557	3.52%	49	77	64	256	46	116	73%						
Friday 5/3/2013	4,130	665	5,118	2,883	8,001	8.31%	54	82	78	258	39	156	74%						
Saturday 5/4/2013				1,424	1,424				2				100%						
WEEK	12,052	1,019	13,394	9,727	23,121	4.41%	52	240	53	255	41	135	77%						
Sunday 5/5/2013				1,080	1,080				2				100%						
Monday 5/6/2013	4,416	197	5,468	2,982	8,450	7.80%	56	86	97	245	39	189	71%						
Tuesday 5/7/2013	3,804	210	4,014	2,375	6,389	3.29%	47	81	47	248	43	101	74%						
Wednesday 5/8/2013	3,641	222	3,863	2,130	5,993	3.70%	47	77	61	262	44	108	70%						
Thursday 5/9/2013	3,407	138	3,914	2,207	6,121	4.41%	48	76	57	250	44	135	73%						
Friday 5/10/2013	3,511	192	4,048	2,474	6,522	3.48%	45	85	54	249	35	112	77%						
Saturday 5/11/2013				963	963				2				100%						
WEEK	18,779	1,588	21,307	14,211	35,518	4.47%	49	406	61	250	41	146	75%						
Sunday 5/12/2013				597	597				2				100%						
Monday 5/13/2013	3,928	196	4,779	2,556	7,335	6.52%	54	80	79	261	44	239	77%						
Tuesday 5/14/2013	3,790	76	4,280	2,171	6,451	5.66%	48	82	89	255	40	209	69%						
Wednesday 5/15/2013	3,874	99	4,261	2,417	6,678	3.53%	50	81	54	253	40	122	77%						
Thursday 5/16/2013	3,559	108	3,817	2,157	5,974	1.89%	50	74	35	255	41	131	83%						
Friday 5/17/2013	3,644	276	3,920	2,551	6,471	4.27%	45	81	54	255	40	185	77%						
Saturday 5/18/2013				927	927				2				100%						
WEEK	18,795	1,468	21,057	13,376	34,433	4.26%	49	397	60	256	41	192	78%						
Sunday 5/19/2013				850	850				2				100%						
Monday 5/20/2013	3,893	282	4,648	2,511	7,159	4.50%	56	77	54	271	46	166	78%						
Tuesday 5/21/2013	3,763	113	3,876	2,235	6,111	1.85%	51	74	25	254	40	81	85%						
Wednesday 5/22/2013	3,493	214	3,707	2,086	5,793	3.69%	46	76	54	267	46	119	74%						
Thursday 5/23/2013	3,526	115	3,641	2,009	5,650	2.04%	46	77	26	254	37	56	82%						
Friday 5/24/2013	3,303	84	3,594	2,389	5,933	2.38%	44	78	37	253	37	130	82%						
Saturday 5/25/2013				963	963				2				100%						
WEEK	17,978	366	19,466	12,993	32,459	2.79%	49	382	37	260	41	125	81%						
Sunday 5/26/2013				412	412				2				100%						
Monday 5/27/2013				763	763				2				100%						
Tuesday 5/28/2013	3,415	199	4,363	2,148	6,511	10.01%	47	79	96	267	45	220	70%						
Wednesday 5/29/2013	3,212	180	3,650	1,919	5,569	3.29%	45	77	45	264	50	127	77%						
Thursday 5/30/2013	3,565	89	3,654	1,895	5,549	1.60%	46	78	26	253	37	51	82%						
Friday 5/31/2013	3,593	109	4,197	2,920	7,117	6.52%	48	78	73	269	45	115	68%						
WEEK	13,785	488	15,864	10,057	25,921	5.35%	47	311	59	263	44	162	75%						
MTD	81,389	2,113	1,218	6,368	91,088	4.20%	49	1,735	54	257	42	155	77%						
YTD	383,601	11,261	3,140	21,484	419,486	2.86%	49	8,163	41	260	40	151	82%						

Calls per FTE per Day      79      Monthly Average  
 Calls per FTE per Day      76      Year To Date Average

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
May 2013**

Wednesday, May 01, 2013 AM overtime was offered to fulltime consultants.  
Monday, May 06, 2013 PM overtime was offered to fulltime consultants.  
Monday, May 13, 2013 PM overtime was offered to fulltime consultants.  
Tuesday, May 28, 2013 PM overtime was offered to full and Part-time consultants.

## Activity Code Statistics Activity Code Summary May 2013

Activity Code Type	May 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	8016	291	14.72%
2 Pay Agreements	2462	261	4.52%
3 Account Activity Verification	38554	256	70.80%
4 Payment Options	3666	238	6.73%
5 ABC	1017	257	1.87%
6 High Bill Concerns	486	262	0.89%
7 Energy Assistance	25	273	0.05%
8 Gas Leak/Emergency	27	230	0.05%
9 Typing Request	21	107	0.04%
10 MGE/SUG General Information	153	135	0.28%
11 Deposits	24	202	0.04%
12 Estimated Bills	4	95	0.01%
<b>Total Calls Coded</b>	<b>54455</b>		
<b>Average Talk Time (seconds)</b>		<b>260</b>	
<b>Maximum Talk Time (seconds)</b>		<b>291</b>	
<b>Total Calls Answered this Month</b>	<b>84720</b>		
<b>Percent Coded</b>	<b>64.3%</b>		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER June 2013

DATE	CALLS ANSWERED		TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	F.T.E. PER F.T.E.	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	AVG NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL		
	CONTACT CENTER	ACCT SVCS													
Saturday	6/1/2013			1,374	1,374				2				100%		
Sunday	6/2/2013			1,374	1,374				2				100%		
Monday	6/3/2013	4,256	5,395	3,290	8,785	8.74%	57	81	135	265	40	317	72%		
Tuesday	6/4/2013	3,776	4,052	2,773	6,825	3.55%	47	81	52	262	39	96	75%		
Wednesday	6/5/2013	3,583	3,763	2,288	6,051	2.97%	45	80	51	261	42	115	78%		
Thursday	6/6/2013	3,344	3,531	2,479	6,010	3.11%	42	80	43	255	40	102	79%		
Friday	6/7/2013	3,230	3,465	2,647	6,112	3.84%	40	81	47	256	40	110	79%		
Saturday	6/8/2013			1,149	1,149				2				100%		
WEEK		18,189	20,206	15,630	35,836	4.50%	46	402	66	260	40	206	77%		
Sunday	6/9/2013			802	802				2				100%		
Monday	6/10/2013	3,956	4,612	2,501	7,113	3.50%	54	81	40	251	42	149	84%		
Tuesday	6/11/2013	3,512	3,611	2,280	5,891	1.68%	46	76	24	247	40	72	84%		
Wednesday	6/12/2013	3,385	3,520	2,336	5,856	2.31%	44	77	39	251	41	81	76%		
Thursday	6/13/2013	3,119	3,372	2,066	5,438	1.93%	43	76	38	252	42	129	84%		
Friday	6/14/2013	3,029	3,478	2,926	6,404	3.54%	41	79	39	256	48	107	81%		
Saturday	6/15/2013			1,251	1,251				2				100%		
WEEK		17,001	18,593	14,162	32,755	2.49%	46	390	34	251	43	114	83%		
Sunday	6/16/2013			715	715				2				100%		
Monday	6/17/2013	3,785	4,358	2,406	6,764	4.72%	51	79	68	260	40	106	70%		
Tuesday	6/18/2013	3,387	3,504	2,044	5,548	1.75%	43	79	32	245	42	90	83%		
Wednesday	6/19/2013	3,321	3,471	2,021	5,492	2.73%	42	79	39	254	40	95	81%		
Thursday	6/20/2013	3,056	3,412	2,007	5,419	3.88%	42	76	40	256	41	104	80%		
Friday	6/21/2013	2,977	3,478	2,310	5,788	4.18%	42	77	52	267	47	113	77%		
Saturday	6/22/2013			1,099	1,099				2				100%		
WEEK		16,526	18,223	12,602	30,825	3.30%	44	391	44	256	42	104	79%		
Sunday	6/23/2013			726	726				2				100%		
Monday	6/24/2013	3,621	4,244	2,010	6,254	2.96%	49	83	45	252	39	97	75%		
Tuesday	6/25/2013	3,004	3,296	1,855	5,151	5.67%	38	79	88	263	43	153	67%		
Wednesday	6/26/2013	3,210	3,448	2,318	5,766	4.13%	42	76	51	261	47	106	79%		
Thursday	6/27/2013	3,003	3,199	1,958	5,157	3.80%	38	79	43	258	38	95	80%		
Friday	6/28/2013	2,829	3,296	2,635	5,931	5.72%	38	78	64	268	47	157	79%		
Saturday	6/29/2013			1,175	1,175				2				100%		
WEEK		15,667	17,483	12,677	30,160	4.14%	41	396	54	260	43	128	77%		
Sunday	6/30/2013			780	780				2				100%		
WEEK				780	780				2				100%		
MTD		67,383	74,505	57,225	131,730	3.56%	44	1,579	49	257	42	147	80%		
YTD		450,984	493,991	389,142	883,133	2.96%	48	9,738	42	259	41	150	82%		
										Calls per FTE per Day		79		Monthly Average	
										Calls per FTE per Day		77		Year To Date Average	



## Activity Code Statistics Activity Code Summary June 2013

Activity Code Type	June 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	5831	290	13.84%
2 Pay Agreements	1910	260	4.53%
3 Account Activity Verification	30328	258	71.97%
4 Payment Options	2732	242	6.48%
5 ABC	596	254	1.41%
6 High Bill Concerns	501	278	1.19%
7 Energy Assistance	33	181	0.08%
8 Gas Leak/Emergency	9	239	0.02%
9 Typing Request	28	152	0.07%
10 MGE/SUG General Information	151	147	0.36%
11 Deposits	6	387	0.01%
12 Estimated Bills	12	277	0.03%
<b>Total Calls Coded</b>	<b>42137</b>		
<b>Average Talk Time (seconds)</b>		<b>261</b>	
<b>Maximum Talk Time (seconds)</b>		<b>387</b>	
<b>Total Calls Answered this Month</b>	<b>69810</b>		
<b>Percent Coded</b>	<b>60.4%</b>		





## Activity Code Statistics Activity Code Summary July 2013

Activity Code Type	July 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	6119	303	15.61%
2 Pay Agreements	1442	265	3.68%
3 Account Activity Verification	27764	265	70.83%
4 Payment Options	2390	226	6.10%
5 ABC	799	241	2.04%
6 High Bill Concerns	434	286	1.11%
7 Energy Assistance	20	211	0.05%
8 Gas Leak/Emergency	15	152	0.04%
9 Typing Request	20	158	0.05%
10 MGE/SUG General Information	142	176	0.36%
11 Deposits	31	157	0.08%
12 Estimated Bills	21	131	0.05%
<b>Total Calls Coded</b>	<b>39197</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>		<b>261</b>	
<b>Maximum Talk Time (seconds)</b>		<b>303</b>	
<b>Total Calls Answered this Month</b>	<b>68553</b>		
<b>Percent Coded</b>	<b>57.2%</b>		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## August 2013

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	BLLG SVCS	ACCT SVCS	BLLG SVCS												
Thursday	3319	47	33	33	100	3,499	2303	5802	1.72%	49	69	29	262	43	77	84%
Friday	3,214	16	2	206	206	3,438	2,818	6,256	3.29%	43	75	44	262	46	163	83%
Saturday	6,533	63	35	306	306	6,937	6,177	13,114	2.33%	46	144	34	262	44	135	85%
WEEK							804	804				2				100%
Sunday	3,698	218	72	237	237	4,225	2,684	6,909	3.43%	51	78	49	262	42	206	83%
Monday	3,235	34	11	92	92	3,372	2,031	5,403	1.70%	42	78	34	253	43	91	84%
Tuesday	2,510	96	26	191	191	2,823	1,596	4,419	4.32%	38	69	42	249	46	363	85%
Wednesday	2,803			195	195	2,998	1,711	4,709	4.14%	39	72	67	258	45	262	80%
Thursday	3,005			138	138	3,143	2,196	5,339	2.58%	39	77	52	259	46	141	77%
Friday							804	804				2				100%
Saturday							804	804				2				100%
WEEK	15,251	348	109	853	853	16,561	11,826	28,387	3.00%	42	376	46	257	44	231	83%
Monday	3,377	140	76	165	165	3,758	2,134	5,892	2.80%	47	76	59	261	51	126	77%
Tuesday	3,125			101	101	3,226	1,704	4,930	2.05%	40	78	30	248	45	81	84%
Wednesday	2,910			128	128	3,038	1,823	4,861	2.63%	40	73	51	247	43	189	83%
Thursday	3,195			52	52	3,247	2,172	5,419	0.96%	44	73	20	242	30	89	90%
Friday	3,129	22	5	118	118	3,274	2,467	5,741	2.06%	42	75	81	252	36	117	87%
Saturday							907	907				2				100%
WEEK	15,736	162	81	564	564	16,543	11,857	28,400	1.99%	43	375	36	250	41	127	85%
Monday	3,596	193	136	80	80	4,005	2,453	6,258	1.28%	52	75	24	247	42	56	85%
Tuesday	3,114			55	55	3,169	1,788	4,957	1.11%	42	74	17	238	38	65	89%
Wednesday	3,054			56	56	3,110	1,759	4,869	1.15%	42	73	24	242	42	65	85%
Thursday	2,992	1		88	88	3,081	1,694	4,775	1.84%	41	73	28	245	36	94	85%
Friday	3,039	14	6	106	106	3,165	2,144	5,309	2.06%	40	76	37	257	42	90	84%
Saturday							774	774				2				100%
WEEK	15,795	208	142	385	385	16,530	11,183	27,713	1.39%	43	372	25	246	40	77	86%
Monday	3,582	92	60	94	94	3,828	2,004	5,882	1.61%	50	75	35	263	46	109	82%
Tuesday	3,159			17	17	3,176	1,682	4,858	0.35%	50	63	8	253	41	29	93%
Wednesday	3,087			13	13	3,100	1,382	4,482	0.29%	51	61	4	243	40	50	95%
Thursday	3,120			27	27	3,147	1,589	4,736	0.57%	46	68	9	252	33	29	93%
Friday	3,171	152	102	304	304	3,729	2,628	6,357	4.78%	47	73	64	276	55	226	75%
Saturday							968	968				2				100%
WEEK	16,119	244	162	455	455	16,980	10,909	27,889	1.63%	49	339	25	258	43	178	87%
MTD	69,434	1,025	529	2,563	2,563	73,551	51,952	125,503	2.04%	44	1602	33	254	42	164	85%
YTD	567,112	15,285	4,956	32,241	32,241	639,594	489,816	1,129,410	2.85%	47	12,988	41	258	41	150	82%

Calls per FTE per Day      73      Monthly Average  
 Calls per FTE per Day      76      Year To Date Average



## Activity Code Statistics Activity Code Summary August 2013

Activity Code Type	August 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	7551	302	18.43%
2 Pay Agreements	1551	259	3.78%
3 Account Activity Verification	27655	254	67.49%
4 Payment Options	2257	221	5.51%
5 ABC	993	225	2.42%
6 High Bill Concerns	596	290	1.45%
7 Energy Assistance	30	208	0.07%
8 Gas Leak/Emergency	27	233	0.07%
9 Typing Request	126	106	0.31%
10 MGE/SUG General Information	142	176	0.35%
11 Deposits	28	283	0.07%
12 Estimated Bills	22	131	0.05%
<b>Total Calls Coded</b>	<b>40978</b>		
<b>Average Talk Time (seconds)</b>		<b>302</b>	
<b>Maximum Talk Time (seconds)</b>			
<b>Total Calls Answered this Month</b>	<b>70988</b>		
<b>Percent Coded</b>	<b>57.7%</b>		

# MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER

## September 2013

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	% of calls offered
	ACCT SVCS	BLLG SVCS	ACCT SVCS	BLLG SVCS													
Sunday 9/1/2013							526					2					100%
Monday 9/2/2013							959					2					100%
Tuesday 9/3/2013	3,792	205	157	37	269	4,423	3,402	7,825	3.44%	53	78	45	264	50	134		85%
Wednesday 9/4/2013	3,257	117	37		98	3,509	2,123	5,632	1.74%	47	73	27	259	48	68		83%
Thursday 9/5/2013	3,116				81	3,197	2,049	5,246	1.54%	42	74	26	256	43	53		84%
Friday 9/6/2013	3,410	163	87		319	3,979	2,441	6,420	4.97%	47	78	66	249	52	288		80%
Saturday 9/7/2013							864					2					100%
WEEK	13,575	485	281		767	15,108	12,364	27,472	2.79%	47	304	38	257	49	181		84%
Sunday 9/8/2013							678					2					100%
Monday 9/9/2013	3,265	193	82		159	3,699	2,262	5,961	2.67%	47	75	42	261	50	125		83%
Tuesday 9/10/2013	3,086				30	3,116	1,900	5,016	0.60%	47	66	11	248	47	37		90%
Wednesday 9/11/2013	2,986				16	3,002	1,947	4,949	0.32%	47	64	7	245	45	30		94%
Thursday 9/12/2013	2,833				31	2,864	1,778	4,642	0.67%	47	60	9	249	43	64		93%
Friday 9/13/2013	2,989				115	3,104	2,384	5,488	2.10%	43	70	31	257	48	92		84%
Saturday 9/14/2013							924					2					100%
WEEK	15,159	193	82		351	15,785	11,873	27,658	1.27%	46	334	20	252	47	97		89%
Sunday 9/15/2013							759					2					100%
Monday 9/16/2013	2,694	308	50		575	3,627	2,464	6,091	9.44%	41	74	130	275	49	280		72%
Tuesday 9/17/2013	3,074				94	3,168	1,904	5,072	1.85%	42	73	30	260	45	68		82%
Wednesday 9/18/2013	3,094				21	3,115	1,779	4,894	0.43%	46	67	7	232	36	45		94%
Thursday 9/19/2013	2,794	13	7		12	2,826	1,601	4,427	0.27%	44	64	6	242	33	36		95%
Friday 9/20/2013	2,570	109	18		194	2,891	2,205	5,096	3.81%	40	67	54	269	57	132		77%
Saturday 9/21/2013							786					2					100%
WEEK	14,226	430	75		896	15,627	11,498	27,125	3.30%	43	346	46	255	44	217		84%
Sunday 9/22/2013							642					2					100%
Monday 9/23/2013	3,239	224	72		172	3,707	2,102	5,809	2.96%	49	72	55	269	54	199		82%
Tuesday 9/24/2013	2,878	38	26		23	2,965	1,650	4,615	0.50%	46	64	9	260	44	45		93%
Wednesday 9/25/2013	2,923				11	2,934	1,622	4,556	0.24%	45	65	7	249	44	25		95%
Thursday 9/26/2013	2,793				17	2,810	1,586	4,396	0.39%	44	63	8	252	44	31		94%
Friday 9/27/2013	2,978				40	3,018	2,016	5,034	0.79%	41	73	12	237	40	32		93%
Saturday 9/28/2013							887					2					100%
WEEK	14,811	262	98		263	15,434	10,505	25,939	1.01%	45	337	19	254	46	142		91%
Sunday 9/29/2013							681					2					100%
Monday 9/30/2013	3,601	233	141		242	4,217	2,519	6,736	3.59%	54	74	62	265	47	147		77%
WEEK	3,601	233	141		242	4,217	3,200	7,417	3.26%	54	74	56	265	47	147		79%
MTD	61,372	1,603	677		2,519	66,171	49,440	115,611	2.18%	46	1,396	32	255	46	175		87%
YTD	648,484	16,888	5,633		34,760	705,765	539,256	1,245,021	2.79%	47	14,386	40	258	41	152		83%

Calls per FTE per Day      Monthly Average      Year To Date Average

70      75

Tuesday Sep, 03      AM overtime was offered to fulltime call center Reps.  
Monday Sep, 16      PM overtime was offered to All fulltime Reps.  
Monday Sep, 30      AM overtime was offered to fulltime call center Reps.



## Activity Code Statistics Activity Code Summary September 2013

Activity Code Type	September 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	6288	307	17.54%
2 Pay Agreements	1105	245	3.08%
3 Account Activity Verification	24878	256	69.40%
4 Payment Options	2166	230	6.04%
5 ABC	743	224	2.07%
6 High Bill Concerns	338	294	0.94%
7 Energy Assistance	17	257	0.05%
8 Gas Leak/Emergency	30	234	0.08%
9 Typing Request	27	133	0.08%
10 MGE/SUG General Information	209	191	0.58%
11 Deposits	26	189	0.07%
12 Estimated Bills	18	130	0.05%
<b>Total Calls Coded</b>	<b>35845</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>		<b>262</b>	
<b>Maximum Talk Time (seconds)</b>		<b>307</b>	
<b>Total Calls Answered this Month</b>	<b>63652</b>		
<b>Percent Coded</b>	<b>56.31%</b>		



**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
October 2013**

Wednesday Oct. 23 AM overtime was offered to full and part-time call center employees, PM overtime was offered to all fulltime customer service employees  
Thursday Oct. 24 AM overtime was offered to full and part-time call center employees, PM overtime was offered to all fulltime customer service employees  
Friday Oct. 25 AM overtime was offered to full and part-time call center employees, PM overtime was offered to all fulltime customer service employees  
Monday Oct. 28 AM overtime was offered to full and part-time call center employees, PM overtime was offered to all fulltime customer service employees  
Tuesday Oct. 29 AM overtime was offered to all full and part-time call center employees  
Wednesday Oct. 30 AM overtime was offered to all full and part-time call center employees

## Activity Code Statistics Activity Code Summary October 2013

Activity Code Type	October 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	9095	312	20.43%
2 Pay Agreements	1209	251	2.72%
3 Account Activity Verification	30141	272	67.71%
4 Payment Options	2409	225	5.41%
5 ABC	867	241	1.95%
6 High Bill Concerns	443	306	1.00%
7 Energy Assistance	95	251	0.21%
8 Gas Leak/Emergency	41	272	0.09%
9 Typing Request	19	211	0.04%
10 MGE/SUG General Information	165	145	0.37%
11 Deposits	21	307	0.05%
12 Estimated Bills	11	224	0.02%
<b>Total Calls Coded</b>	<b>44516</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>		<b>276</b>	
<b>Maximum Talk Time (seconds)</b>		<b>312</b>	
<b>Total Calls Answered this Month</b>	<b>79323</b>		
<b>Percent Coded</b>	<b>56.1%</b>		



**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

**November 2013**

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 % of calls offered
	ACCT SVCS	BLLG SVCS	ACCT SVCS	BLLG SVCS												
Friday 11/1/2013	3,533	208	168	168	959	4,868	3,532	8,400	11.42%	59	66	108	310	48	307	77%
Saturday 11/2/2013	3,533	208	168	168	959	4,868	1,243	1,243	9.95%	59	66	93	310	48	307	100%
WEEK							922	9,643				2				
Sunday 11/3/2013	3,801	199	144	144	980	5,124	2,957	8,081	12.13%	61	68	127	299	46	342	74%
Monday 11/4/2013	3,530	123	77	77	186	3,916	2,393	6,309	2.95%	53	70	54	277	45	166	81%
Tuesday 11/5/2013	3,565	94	63	63	241	3,963	2,071	6,034	3.99%	52	72	66	282	45	185	75%
Wednesday 11/6/2013	3,122	138	111	111	353	3,724	2,091	5,815	6.07%	49	69	98	295	49	287	74%
Thursday 11/7/2013	3,353	206	69	69	409	4,037	2,608	6,645	6.16%	52	70	89	294	45	285	74%
Friday 11/8/2013	17,371	760	464	464	2,169	20,764	14,073	34,837	6.23%	53	348	83	289	46	290	100%
Saturday 11/9/2013	3,201	245	88	88	355	3,889	1,638	712	6.42%	54	65	104	298	55	266	73%
Sunday 11/10/2013	3,670	237	109	109	493	4,509	2,183	6,692	7.37%	60	67	118	304	52	270	76%
Monday 11/11/2013	3,398	158	35	35	607	4,198	1,909	6,107	9.94%	52	69	148	298	49	367	71%
Tuesday 11/12/2013	3,456	147	44	44	149	3,796	1,988	5,784	2.58%	53	69	44	285	47	84	79%
Wednesday 11/13/2013	3,559	84	43	43	141	3,827	2,887	6,714	2.10%	51	72	40	273	43	80	81%
Thursday 11/14/2013	17,284	871	319	319	1,745	20,219	12,369	32,588	5.35%	54	342	84	292	49	272	77%
Friday 11/15/2013	3,791	127	58	58	146	4,122	2,328	738	6.42%	54	74	51	268	44	90	100%
Saturday 11/16/2013	3,294	37	29	29	60	3,420	1,853	5,273	2.26%	48	70	19	259	41	62	76%
Sunday 11/17/2013	3,144	57	30	30	211	3,442	1,908	5,350	1.14%	45	72	77	275	49	188	88%
Monday 11/18/2013	2,861	85	43	43	199	3,188	1,873	5,061	3.94%	43	70	63	282	45	214	73%
Tuesday 11/19/2013	3,032	54	32	32	582	3,700	2,586	6,286	3.93%	44	71	141	300	43	376	79%
Wednesday 11/20/2013	16,122	360	192	192	1,198	17,872	12,410	30,282	9.26%	44	71	2	300	43	376	71%
Thursday 11/21/2013	3,380	180	149	149	925	4,634	2,026	718	2.10%	47	356	66	276	44	265	100%
Friday 11/22/2013	3,029	132	53	53	429	3,643	1,650	5,293	3.96%	55	67	2	318	47	319	79%
Saturday 11/23/2013	2,381	125	41	41	358	2,905	1,664	4,569	13.89%	48	67	223	300	55	249	52%
Sunday 11/24/2013	8,790	437	243	243	1,712	11,182	9,557	20,739	8.11%	38	67	127	290	50	313	67%
Monday 11/25/2013	63,100	2,636	1,386	1,386	7,783	74,905	53,184	128,089	7.84%	38	67	2	300	50	313	70%
Tuesday 11/26/2013	786,725	22,275	8,450	8,450	48,470	865,920	647,717	1,513,637	3.20%	47	17,338	46	262	42	189	100%
Wednesday 11/27/2013							358	358				2				100%
Thursday 11/28/2013							2,153	2,153				2				100%
Friday 11/29/2013							988	988				2				100%
Saturday 11/30/2013							988	988				2				100%
WEEK							9,557	20,739	8.25%	47	201	132	304	51	300	70%
MTD							53,184	128,089	6.08%	51	1313	88	290	47	286	76%
YTD							647,717	1,513,637	3.20%	47	17,338	46	262	42	189	82%
											69	Monthly Average				
											74	Year To Date Average				

AM, PM and Lunch overtime was filled with full and part-time, PM overtime was forced for all shifts.  
 AM, PM and Lunch overtime was filled with full and part-time, PM overtime was forced for all shifts.  
 AM was filled with full and part-time, PM was filled with Fulltime only.  
 AM was filled with full and part-time, PM was filled with Fulltime only.  
 PM overtime was filled with Fulltime only  
 AM was filled with full and part-time, PM was filled with Fulltime only.  
 AM, PM and Lunch overtime was filled with full and part-time, PM overtime was forced for all shifts.



**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
November 2013**

Tuesday Nov, 12  
Wednesday Nov, 13  
Thursday Nov, 14  
Friday Nov, 15  
Monday Nov, 18  
Tuesday Nov, 19  
Friday Nov, 22  
Monday Nov, 25  
Tuesday Nov, 26

AM, PM and Lunch overtime was filled with full and part-time, PM overtime was forced for all shifts.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.  
AM was filled with full and part-time, PM was filled with Fulltime only.

## Activity Code Statistics Activity Code Summary November 2013

Activity Code Type	November 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	7130	339	19.27%
2 Pay Agreements	1100	291	2.97%
3 Account Activity Verification	25153	291	68.00%
4 Payment Options	2000	267	5.41%
5 ABC	838	268	2.27%
6 High Bill Concerns	427	324	1.15%
7 Energy Assistance	169	227	0.46%
8 Gas Leak/Emergency	31	286	0.08%
9 Typing Request	15	221	0.04%
10 MGE/SUG General Information	109	183	0.29%
11 Deposits	11	476	0.03%
12 Estimated Bills	9	164	0.02%
<b>Total Calls Coded</b>	<b>36992</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>		<b>298</b>	
<b>Maximum Talk Time (seconds)</b>		<b>476</b>	
<b>Total Calls Answered this Month</b>	<b>67122</b>		
<b>Percent Coded</b>	<b>55.1%</b>		

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER**

**December 2013**

DATE	CALLS ANSWERED				TOTAL OFFERED CALL CTR	TOTAL HANDLED BY AUTOMATION	TOTAL INCOMING CALLS	% ACR	CALLS PER F.T.E.	AVG SPEED OF ANSWER	AVG TALK TIME	NOT READY TIME	AVG DELAY ABAND	SERVICE LEVEL
	CONTACT CENTER	ACCT SVCS	BILLG SVCS	CALLS ABAND										
Sunday	12/1/2013				873	873				2				100%
Monday	12/2/2013	3,640	138	43	4,992	2,914	7,906	14.81%	54	71	297	44	469	71%
Tuesday	12/3/2013	3,323	150	60	4,086	2,902	6,988	7.91%	52	68	296	49	387	78%
Wednesday	12/4/2013	3,559	105		3,774	2,012	5,786	1.90%	52	70	272	42	82	82%
Thursday	12/5/2013	3,124	157		3,481	2,081	5,562	3.60%	49	67	292	56	180	76%
Friday	12/6/2013	3,301	83		3,658	2,630	6,288	4.36%	47	72	284	41	185	80%
Saturday	12/7/2013				1,102	1,102	1,102			2				100%
WEEK		16,947	633	103	19,991	14,514	34,505	6.69%	51	348	288	46	372	78%
Sunday	12/8/2013				791	791	791			2				100%
Monday	12/9/2013	3,468	165	96	4,298	2,347	6,645	8.56%	52	72	296	42	326	74%
Tuesday	12/10/2013	2,938	124	26	3,241	1,985	5,226	2.93%	46	67	275	50	170	80%
Wednesday	12/11/2013	2,667	134		2,938	1,901	4,839	2.83%	41	68	273	55	169	80%
Thursday	12/12/2013	2,509	199		2,906	1,782	4,688	4.22%	42	64	279	63	250	80%
Friday	12/13/2013	2,878	142		3,153	2,666	5,819	2.29%	41	74	252	44	89	84%
Saturday	12/14/2013				1,158	1,158	1,158			2				100%
WEEK		14,460	764	122	16,536	12,630	29,166	4.08%	44	346	276	50	249	81%
Sunday	12/15/2013				821	821	821			2				100%
Monday	12/16/2013	3,537	130	91	3,882	2,502	6,384	1.94%	53	71	267	52	89	82%
Tuesday	12/17/2013	2,890			2,913	1,942	4,855	0.47%	47	61	255	45	65	95%
Wednesday	12/18/2013	2,818			2,877	1,781	4,658	1.27%	42	67	269	55	70	85%
Thursday	12/19/2013	2,679			2,724	1,759	4,483	1.00%	40	67	265	53	89	87%
Friday	12/20/2013	2,963	33	2	3,133	2,718	5,851	2.31%	41	73	275	49	103	80%
Saturday	12/21/2013				1,047	1,047	1,047			2				100%
WEEK		14,887	163	93	15,529	12,570	28,099	1.37%	45	340	266	51	90	86%
Sunday	12/22/2013				698	698	698			2				100%
Monday	12/23/2013	2,575	175	20	3,173	2,084	5,257	7.67%	40	69	289	51	317	75%
Tuesday	12/24/2013				1,196	1,196	1,196			2				100%
Wednesday	12/25/2013				276	276	276			2				100%
Thursday	12/26/2013	2,174	161	40	2,839	1,958	4,797	9.67%	35	68	298	49	464	72%
Friday	12/27/2013	2,292	186	15	3,068	2,927	5,995	9.59%	34	73	283	48	402	73%
Saturday	12/28/2013				1,038	1,038	1,038			2				100%
WEEK		7,041	522	75	9,080	10,177	19,257	7.49%	36	210	290	49	398	78%
Sunday	12/29/2013				745	745	745			2				100%
Monday	12/30/2013	2,890	184	48	3,830	2,304	6,134	11.54%	48	65	302	51	399	72%
Tuesday	12/31/2013	2,208	131	16	2,616	2,198	4,814	5.42%	35	67	287	61	265	77%
WEEK		5,098	315	64	6,446	5,247	11,693	8.29%	42	132	296	55	363	76%
MTD		58,433	2,397	457	67,582	55,138	122,720	5.13%	45	1,376	281	50	336	80%
YTD		845,158	24,672	8,907	933,502	702,855	1,636,357	3.35%	47	18,719	263	43	206	82%

AVG TALK TIME: 281  
 NOT READY TIME: 43  
 DELAY ABAND: 206  
 SERVICE LEVEL: 82%

CALLS PER FTE PER DAY: 69  
 MONTHLY AVERAGE: 74  
 YEAR TO DATE AVERAGE: 74

Monday Dec. 02  
 Tuesday Dec. 03  
 Wednesday Dec. 04  
 Thursday Dec. 05  
 Friday Dec. 06  
 Monday Dec. 09  
 Thursday Dec. 12  
 Monday Dec. 16  
 Tuesday Dec. 17

AM, Lunch hour and PM Overtime was offered to all customer service employees.  
 AM overtime was offered to all fulltime call center employees.  
 AM overtime was offered to full and Part-time call center employees  
 AM overtime was offered to all fulltime call center employees.  
 AM overtime was offered to all fulltime call center employees, PM overtime was offered to all fulltime customer service employees.  
 AM overtime was offered to full and Part-time call center employees  
 AM overtime was offered to full and Part-time call center employees  
 PM overtime was offered to senior consultants.

**MISSOURI GAS ENERGY - CUSTOMER CONTACT CENTER  
December 2013**

Thursday Dec, 26  
Friday Dec, 27  
Monday Dec, 30  
Tuesday Dec, 31

PM overtime was offered to senior consultants.  
PM overtime was offered to all fulltime customer service employees.  
AM and PM Overtime was offered to all customer service employees.  
AM overtime was offered to full and Part-time call center employees



## Activity Code Statistics Activity Code Summary December 2013

Activity Code Type	December 2013		
	Number of Calls	Average Talk Time (seconds)	Percent of Activity-Code Calls
1 Service Order Initiation	6188	330	18.19%
2 Pay Agreements	772	152	2.27%
3 Account Activity Verification	23476	278	68.99%
4 Payment Options	2110	283	6.20%
5 ABC	728	249	2.14%
6 High Bill Concerns	397	287	1.17%
7 Energy Assistance	177	311	0.52%
8 Gas Leak/Emergency	38	180	0.11%
9 Typing Request	13	184	0.04%
10 MGE/SUG General Information	110	208	0.32%
11 Deposits	9	336	0.03%
12 Estimated Bills	9	152	0.03%
<b>Total Calls Coded</b>	<b>34027</b>		<b>100.00%</b>
<b>Average Talk Time (seconds)</b>		<b>289</b>	
<b>Maximum Talk Time (seconds)</b>		<b>336</b>	
<b>Total Calls Answered this Month</b>	<b>61287</b>		
<b>Percent Coded</b>	<b>55.5%</b>		

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

2000

January	6.84%
February	7.51%
March	6.65%
YTD - Q1	6.99%
April	3.46%
May	2.21%
June	1.60%
YTD - Q1&2	4.99%
July	1.95%
August	4.57%
September	6.38%
YTD - Q1-3	4.82%
October	4.84%
November	5.56%
December	16.34%
<b>Calendar Year 2000</b>	<b>6.08%</b>
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%
<b>Calendar Year 2001</b>	<b>9.69%</b>
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%
<b>Calendar Year 2002</b>	<b>4.48%</b>
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%
<b>Calendar Year 2003</b>	<b>8.52%</b>
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%
<b>Calendar Year 2004</b>	<b>14.32%</b>
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%
<b>Calendar Year 2005</b>	<b>8.06%</b>
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%
<b>Calendar Year 2006</b>	<b>6.67%</b>
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%
<b>Calendar Year 2007</b>	<b>6.98%</b>
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%
<b>Calendar Year 2008</b>	<b>5.93%</b>
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%
<b>Calendar Year 2009</b>	<b>5.59%</b>
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%
<b>Calendar Year 2010</b>	<b>6.20%</b>
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%
<b>Calendar Year 2011</b>	<b>5.14%</b>
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%
<b>Calendar Year 2012</b>	<b>2.72%</b>
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%
<b>Calendar Year 2013</b>	<b>3.35%</b>
Maximum Allowable	8.50%

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

**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

**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

**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

**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

**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

**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

**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

**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

**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

**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

**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

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

---

Rae Lewis (816) 360-5528  
Carlotta Roberts (816) 360-5556  
Sherri Hahn (816) 676-6212  
Shaylyn Dean (816) 360-5759

**After hours contact personnel**

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

**Customer service management personnel**

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

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

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



**Missouri Gas Energy  
Missouri Jurisdictional Bad Debt Write-off  
2013**

January			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(217,041)	4,298	52,821,788
SGSM	(2,818)	575	12,521,462
LGSM	15,975	7	7,927,961
LVM	-	-	1,746,061
Non-Service	-	-	-
<b>Total</b>	<b>(203,884)</b>	<b>4,880</b>	<b>75,017,272</b>

February			
	Dollar amount written off	Number of accounts written off	Revenue
	(202,726)	4,032	46,756,230
	5,922	640	11,116,014
	(4,704)	2	7,230,815
	-	-	2,000,343
	-	-	-
	(201,507)	4,674	67,103,402

March			
	Dollar amount written off	Number of accounts written off	Revenue
	56,425	4,777	46,602,225
	45,928	755	10,792,582
	5,103	3	7,210,492
	-	-	1,233,579
	(12)	2	-
	107,445	5,537	65,838,878

Year to Date - Q1			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(363,342)	13,107	146,180,242
SGSM	49,032	1,970	34,430,059
LGSM	16,375	12	22,369,268
LVM	-	-	4,979,983
Non-Service	(12)	2	-
<b>Total</b>	<b>(297,947)</b>	<b>15,091</b>	<b>207,959,552</b>

April			
	Dollar amount written off	Number of accounts written off	Revenue
	311,360	4,189	33,135,118
	44,193	707	7,548,058
	1,064	4	4,633,103
	-	-	1,010,944
	146	-	-
	356,762	4,900	46,327,224

May			
	Dollar amount written off	Number of accounts written off	Revenue
	1,767,774	10,357	23,622,898
	126,996	1,171	5,085,130
	61	1	2,883,543
	-	-	906,502
	56	2	-
	1,894,886	11,531	32,498,073

June			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	1,834,394	10,926	15,999,120
SGSM	100,785	1,004	3,456,315
LGSM	13,182	3	1,703,017
LVM	-	-	846,651
Non-Service	(147)	-	-
<b>Total</b>	<b>1,948,214</b>	<b>11,933</b>	<b>22,005,104</b>

Year to Date - Q1 & Q2			
	Dollar amount written off	Number of accounts written off	Revenue
	3,550,185	38,579	218,937,379
	321,006	4,852	50,519,563
	30,682	20	31,588,931
	-	-	7,744,081
	43	4	-
	3,901,916	43,455	308,789,954

July			
	Dollar amount written off	Number of accounts written off	Revenue
	1,313,030	13,883	14,960,805
	32,254	2,154	3,176,927
	2,072	3	1,472,790
	-	-	842,247
	(36)	-	-
	1,347,320	16,040	20,452,768

August			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	998,368	10,325	14,577,258
SGSM	33,792	1,088	3,089,669
LGSM	(1,392)	11	1,476,338
LVM	-	-	1,068,178
Non-Service	54	3	-
<b>Total</b>	<b>1,030,821</b>	<b>11,427</b>	<b>20,211,443</b>

September			
	Dollar amount written off	Number of accounts written off	Revenue
	550,032	9,545	14,663,489
	46,945	831	3,120,676
	2,347	7	1,383,929
	-	-	622,653
	-	-	-
	599,324	10,383	19,790,747

Year to Date - Q1 - Q3			
	Dollar amount written off	Number of accounts written off	Revenue
	6,411,614	72,332	263,138,931
	433,997	8,925	59,906,835
	33,708	41	35,921,988
	-	-	10,277,158
	61	7	-
	6,879,380	81,305	369,244,912

October			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	(403,932)	10,903	16,090,675
SGSM	3,784	1,003	3,407,629
LGSM	(16,668)	2	1,821,425
LVM	-	1	950,149
Non-Service	1,011	-	-
<b>Total</b>	<b>(415,805)</b>	<b>11,909</b>	<b>22,269,879</b>

November			
	Dollar amount written off	Number of accounts written off	Revenue
	(1,219,346)	10,053	25,380,372
	(41,186)	922	5,274,602
	(11,825)	7	3,317,678
	-	-	1,959,763
	(33)	-	-
	(1,272,390)	10,982	35,932,415

December			
	Dollar amount written off	Number of accounts written off	Revenue
	(696,319)	5,995	45,454,704
	(33,315)	645	10,762,353
	-	-	6,592,306
	-	-	1,373,482
	(15)	1	-
	(729,649)	6,641	64,182,846

Calendar Year 2013			
	Dollar amount written off	Number of accounts written off	Revenue
RSM	4,092,017	99,283	350,064,683
SGSM	363,280	11,495	79,351,420
LGSM	5,216	50	47,653,398
LVM	-	1	14,560,551
Non-Service	1,024	8	-
<b>Total</b>	<b>4,461,537</b>	<b>110,837</b>	<b>491,630,052</b>

Note:  
Revenue amounts shown do not include delayed payment charges or miscellaneous service charge revenue.  
Negative write-off amounts indicate net recovery.  
September 2013 Report: Revenue amounts were adjusted from January through August

## **Virtual Hold Executive Summary**

Dates: 1/1/2013 12:00:00 AM  
thru  
1/31/2013 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

Generated on: 2/14/2013 9:45:34 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
29,008	18,773	64.7%	10,235	35.3%	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
<b>Total</b>	18,773	15,554	82.9%	81.5%	0.7%	0.6%	0.0%	17.1%
VirtualQueue	18,668	15,487	83.0%	81.6%	0.7%	0.6%	0.0%	17.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	107	67	62.6%	59.8%	1.9%	0.9%	0.0%	35.5%
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
<b>Total</b>	15,554	13,573	1,431	496	54
VirtualQueue	15,487	13,526	1,417	491	53
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	15,487	13,526	1,417	491	53
Appointment	67	47	14	5	1
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	67	47	14	5	1

### Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web Reconnect calls

Successful Reconnect	15,487
<b>Total Saved Minutes</b>	<b>309,576</b>
<b>Average Saved Minutes / Return Call</b>	<b>20</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$6,191.52</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
568	18.5%	81.3%	0.2%	0.0%

### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
15,303	00:00:11	00:00:19



## Executive Summary Results Queue

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### En\_Combo

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
28,936	18,742	64.8%	10,194	35.2%

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	
<b>Total</b>	18,742	15,532	82.9%	81.5%	0.7%	0.6%	0.0%	17.1%	
VirtualQueue	18,637	15,465	83.0%	81.6%	0.7%	0.6%	0.0%	17.0%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	107	67	62.6%	59.8%	1.9%	0.9%	0.0%	35.5%	
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
<b>Total</b>	15,532	13,554	1,429	495	54
VirtualQueue	15,465	13,507	1,415	490	53
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	15,465	13,507	1,415	490	53
Appointment	67	47	14	5	1
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	67	47	14	5	1

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	15,465
<b>Total Saved Minutes</b>	<b>309,573</b>
Average Saved Minutes / Return Call	20
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$6,191.46</b>
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
567	18.5%	81.3%	0.2%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
15,281	00:00:11	00:00:18	



## Executive Summary

Version 4.0

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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
72	31	43.1%	41	56.9%

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	
<b>Total</b>	31	22	71.0%	71.0%	0.0%	0.0%	0.0%	29.0%	
VirtualQueue	31	22	71.0%	71.0%	0.0%	0.0%	0.0%	29.0%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	22	19	2	1	0
VirtualQueue	22	19	2	1	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	22	19	2	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	22
Total Saved Minutes	3
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.06
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	
22	00:01:02	00:01:10	

Production

Dates: 2/1/2013 12:00:00 AM  
 thru  
 2/28/2013 11:59:59 PM

## Executive Summary Results Queue

Version 4.0

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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
36,533	23,993	65.7%	12,540	34.3%	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	
<b>Total</b>	23,993	21,447	89.4%	87.8%	0.9%	0.7%	0.0%	10.6%	
VirtualQueue	23,858	21,344	89.5%	87.9%	0.8%	0.7%	0.0%	10.5%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	136	103	75.7%	71.3%	3.7%	0.7%	0.0%	23.5%	
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
<b>Total</b>	21,447	18,876	1,921	560	90
VirtualQueue	21,344	18,793	1,913	549	89
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	21,344	18,793	1,913	549	89
Appointment	103	83	8	11	1
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	103	83	8	11	1

Saved Minutes Summary	
<small>Only VirtualQueue and VirtualQueue via Web Reconnect calls</small>	
Successful Reconnect	21,344
<b>Total Saved Minutes</b>	<b>417,076</b>
<b>Average Saved Minutes / Return Call</b>	<b>20</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$8,341.52</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
618	16.5%	82.8%	0.6%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
21,064	00:00:14	00:00:19



## Executive Summary Results Queue

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### En\_Combo

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
36,391	23,935	65.8%	12,456	34.2%

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	
<b>Total</b>	23,935	21,393	89.4%	87.8%	0.9%	0.7%	0.0%	10.6%	
VirtualQueue	23,800	21,290	89.5%	87.9%	0.8%	0.7%	0.0%	10.5%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	136	103	75.7%	71.3%	3.7%	0.7%	0.0%	23.5%	
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
<b>Total</b>	21,393	18,827	1,918	558	90
VirtualQueue	21,290	18,744	1,910	547	89
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	21,290	18,744	1,910	547	89
Appointment	103	83	8	11	1
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	103	83	8	11	1

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	21,290
Total Saved Minutes	417,064
Average Saved Minutes / Return Call	20
Total Dollar Savings @ 0.02 (\$/minute)	\$8,341.28
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
618	16.5%	82.8%	0.6%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
21,011	00:00:14	00:00:19	

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### Sp\_Main

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
142	58	40.8%	84	59.2%

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	
<b>Total</b>	58	54	93.1%	91.4%	0.0%	1.7%	0.0%	6.9%	
VirtualQueue	58	54	93.1%	91.4%	0.0%	1.7%	0.0%	6.9%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	54	49	3	2	0
VirtualQueue	54	49	3	2	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	54	49	3	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
<b>Successful Reconnect</b>	54
<b>Total Saved Minutes</b>	11
<b>Average Saved Minutes / Return Call</b>	0
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	\$0.22
<b>Average Dollar Savings / Return Call</b>	\$0.00

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

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
53	00:00:55	00:01:12

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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
50,180	32,509	64.8%	17,671	35.2%	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	
<b>Total</b>	32,509	29,368	90.3%	88.7%	0.9%	0.7%	0.0%	9.7%	
VirtualQueue	32,384	29,273	90.4%	88.8%	0.9%	0.7%	0.0%	9.6%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	126	95	75.4%	72.2%	2.4%	0.8%	0.0%	23.8%	
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
<b>Total</b>	29,368	25,812	2,653	862	41
VirtualQueue	29,273	25,734	2,643	857	39
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	29,273	25,734	2,643	857	39
Appointment	95	78	10	5	2
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	95	78	10	5	2

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	29,273
<b>Total Saved Minutes</b>	<b>583,311</b>
<b>Average Saved Minutes / Return Call</b>	<b>20</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$11,666.22</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
1,020	19.4%	79.6%	0.7%	0.3%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
28,835	00:00:12	00:00:17



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### Results Queue

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### En\_Combo

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
50,029	32,461	64.9%	17,568	35.1%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	32,461	29,326	90.3%	88.7%	0.9%	0.7%	0.0%	9.7%	
VirtualQueue	32,336	29,231	90.4%	88.8%	0.9%	0.7%	0.0%	9.6%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	126	95	75.4%	72.2%	2.4%	0.8%	0.0%	23.8%	
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
<b>Total</b>	29,326	25,776	2,648	861	41
VirtualQueue	29,231	25,698	2,638	856	39
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	29,231	25,698	2,638	856	39
Appointment	95	78	10	5	2
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	95	78	10	5	2

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	29,231
<b>Total Saved Minutes</b>	<b>583,303</b>
Average Saved Minutes / Return Call	20
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$11,666.06</b>
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
1,018	19.4%	79.6%	0.7%	0.3%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
28,795	00:00:12	00:00:17	

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### Sp\_Main

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
151	48	31.8%	103	68.2%	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		
<b>Total</b>	48	42	87.5%	83.3%	2.1%	2.1%	0.0%	12.5%		
VirtualQueue	48	42	87.5%	83.3%	2.1%	2.1%	0.0%	12.5%		
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	42	36	5	1	0
VirtualQueue	42	36	5	1	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	42	36	5	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	42
Total Saved Minutes	8
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.16
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	
40	00:01:05	00:01:27	

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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
44,394	28,184	63.5%	16,210	36.5%	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	
<b>Total</b>	28,184	25,110	89.1%	86.9%	1.0%	1.2%	0.0%	10.9%	
VirtualQueue	28,052	25,007	89.1%	86.9%	1.0%	1.2%	0.0%	10.9%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	135	103	76.3%	73.3%	2.2%	0.7%	0.0%	21.5%	
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
<b>Total</b>	25,110	22,195	2,196	718	1
VirtualQueue	25,007	22,106	2,188	712	1
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	25,007	22,106	2,188	712	1
Appointment	103	89	8	6	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	103	89	8	6	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	25,007
<b>Total Saved Minutes</b>	<b>562,673</b>
<b>Average Saved Minutes / Return Call</b>	<b>23</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$11,253.46</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.50</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
954	23.0%	76.1%	0.7%	0.2%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
24,479	00:00:14	00:00:19





## Executive Summary

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### Results Queue

#### En\_Combo

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
44,169	28,115	63.7%	16,054	36.3%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	28,115	25,052	89.1%	86.9%	1.0%	1.2%	0.0%	10.9%	
VirtualQueue	27,983	24,949	89.2%	87.0%	1.0%	1.2%	0.0%	10.8%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	135	103	76.3%	73.3%	2.2%	0.7%	0.0%	21.5%	
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
<b>Total</b>	25,052	22,152	2,184	715	1
VirtualQueue	24,949	22,063	2,176	709	1
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	24,949	22,063	2,176	709	1
Appointment	103	89	8	6	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	103	89	8	6	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	24,949
Total Saved Minutes	562,628
Average Saved Minutes / Return Call	23
Total Dollar Savings @ 0.02 (\$/minute)	\$11,252.56
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
954	23.0%	76.1%	0.7%	0.2%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
24,431	00:00:14	00:00:18	

## Executive Summary

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### Results Queue

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### Sp\_Main

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
225	69	30.7%	156	69.3%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only file									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	69	58	84.1%	69.6%	4.3%	10.1%	0.0%	15.9%	
VirtualQueue	69	58	84.1%	69.6%	4.3%	10.1%	0.0%	15.9%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	58	43	12	3	0
VirtualQueue	58	43	12	3	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	58	43	12	3	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
<b>Successful Reconnect</b>	58
<b>Total Saved Minutes</b>	45
<b>Average Saved Minutes / Return Call</b>	1
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	\$0.90
<b>Average Dollar Savings / Return Call</b>	\$0.00

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

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
48	00:00:50	00:01:11	

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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
40,962	26,464	64.6%	14,498	35.4%	0	0	0	0

Return Call Results by Type Summary - All Return Calls is the sum of Return Calls and the Return Call Only fields									
	All Return Calls	Successful Reconnect	% Successful Reconnect	% Connected to an Agent	% Cancelled	% Abandon	% Call Event Not Received	% Unsuccessful	
<b>Total</b>	26,464	23,571	89.1%	86.9%	1.3%	0.9%	0.0%	10.9%	
VirtualQueue	26,332	23,474	89.1%	87.0%	1.2%	0.9%	0.0%	10.9%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	133	97	72.9%	69.2%	3.8%	0.0%	0.0%	26.3%	
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
<b>Total</b>	23,571	20,524	2,267	779	1
VirtualQueue	23,474	20,453	2,248	772	1
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	23,474	20,453	2,248	772	1
Appointment	97	71	19	7	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	97	71	19	7	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	23,474
<b>Total Saved Minutes</b>	<b>713,330</b>
<b>Average Saved Minutes / Return Call</b>	<b>30</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$14,266.60</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.60</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
874	27.1%	72.1%	0.5%	0.3%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
22,991	00:00:15	00:00:21



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### Results Queue

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### En\_Combo

#### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
37,545	24,861	66.2%	12,684	33.8%

#### 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
<b>Total</b>	24,861	22,099	88.9%	86.6%	1.3%	1.0%	0.0%	11.1%
VirtualQueue	24,729	22,002	89.0%	86.7%	1.3%	1.0%	0.0%	11.0%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	133	97	72.9%	69.2%	3.8%	0.0%	0.0%	26.3%
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
<b>Total</b>	22,099	19,232	2,121	745	1
VirtualQueue	22,002	19,161	2,102	738	1
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	22,002	19,161	2,102	738	1
Appointment	97	71	19	7	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	97	71	19	7	0

#### Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web Reconnect calls

<b>Successful Reconnect</b>	22,002
<b>Total Saved Minutes</b>	707,272
<b>Average Saved Minutes / Return Call</b>	32
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	\$14,145.44
<b>Average Dollar Savings / Return Call</b>	\$0.60

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
850	27.5%	71.6%	0.5%	0.4%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
21,539	00:00:15	00:00:20





## Executive Summary Results Queue

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### En\_Payments

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
3,323	1,569	47.2%	1,754	52.8%

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	
<b>Total</b>	1,569	1,440	91.8%	90.7%	0.8%	0.3%	0.0%	8.2%	
VirtualQueue	1,569	1,440	91.8%	90.7%	0.8%	0.3%	0.0%	8.2%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	1,440	1,264	142	34	0
VirtualQueue	1,440	1,264	142	34	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	1,440	1,264	142	34	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
<b>Successful Reconnect</b>	1,440
<b>Total Saved Minutes</b>	6,037
<b>Average Saved Minutes / Return Call</b>	4
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	\$120.74
<b>Average Dollar Savings / Return Call</b>	\$0.10

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
22	13.6%	86.4%	0.0%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
1,423	00:00:20	00:00:28	



## Executive Summary

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
94	34	36.2%	60	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	
<b>Total</b>	34	32	94.1%	85.3%	0.0%	8.8%	0.0%	5.9%	
VirtualQueue	34	32	94.1%	85.3%	0.0%	8.8%	0.0%	5.9%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	32	28	4	0	0
VirtualQueue	32	28	4	0	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	32	28	4	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
<b>Successful Reconnect</b>	32
<b>Total Saved Minutes</b>	21
<b>Average Saved Minutes / Return Call</b>	1
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$0.42</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.00</b>

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	
29	00:01:49	00:01:53	

Production

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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
43,297	28,096	64.9%	15,201	35.1%	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	
<b>Total</b>	28,096	24,851	88.5%	86.5%	1.0%	0.9%	0.0%	11.5%	
<b>VirtualQueue</b>	27,954	24,741	88.5%	86.5%	1.0%	0.9%	0.0%	11.5%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
<b>Appointment</b>	143	110	76.9%	73.4%	2.1%	1.4%	0.0%	22.4%	
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
<b>Total</b>	24,851	21,774	2,288	785	4
<b>VirtualQueue</b>	24,741	21,689	2,271	777	4
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	24,741	21,689	2,271	777	4
<b>Appointment</b>	110	85	17	8	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	110	85	17	8	0

Saved Minutes Summary	
<small>Only VirtualQueue and VirtualQueue via Web Reconnect calls</small>	
<b>Successful</b>	24,741
<b>Total Saved Minutes</b>	546,395
<b>Average Saved Minutes / Return Call</b>	22
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	\$10,927.90
<b>Average Dollar Savings / Return Call</b>	\$0.40

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
986	20.5%	79.2%	0.3%	0.0%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
24,299	00:00:17	00:00:22



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### En\_Combo

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
42,494	27,726	65.2%	14,768	34.8%

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	
<b>Total</b>	27,726	24,505	88.4%	86.4%	1.0%	0.9%	0.0%	11.6%	
VirtualQueue	27,584	24,395	88.4%	86.5%	1.0%	0.9%	0.0%	11.6%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	143	110	76.9%	73.4%	2.1%	1.4%	0.0%	22.4%	
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
<b>Total</b>	24,505	21,463	2,261	777	4
VirtualQueue	24,395	21,378	2,244	769	4
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	24,395	21,378	2,244	769	4
Appointment	110	85	17	8	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	110	85	17	8	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
<b>Successful Reconnect</b>	24,395
<b>Total Saved Minutes</b>	545,460
<b>Average Saved Minutes / Return Call</b>	22
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$10,909.20</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
983	20.5%	79.1%	0.3%	0.0%

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
23,958	00:00:17	00:00:22	



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### En\_Payments

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
699	341	48.8%	358	51.2%

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	
<b>Total</b>	341	323	94.7%	94.1%	0.0%	0.6%	0.0%	5.3%	
VirtualQueue	341	323	94.7%	94.1%	0.0%	0.6%	0.0%	5.3%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	323	291	24	8	0
VirtualQueue	323	291	24	8	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	323	291	24	8	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
<b>Successful Reconnect</b>	323
<b>Total Saved Minutes</b>	932
<b>Average Saved Minutes / Return Call</b>	3
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$18.64</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.10</b>

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	
321	00:00:18	00:00:23	



## Executive Summary

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### Results Queue

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### Sp\_Main

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
104	29	27.9%	75	72.1%

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	
<b>Total</b>	29	23	79.3%	69.0%	0.0%	10.3%	0.0%	20.7%	
VirtualQueue	29	23	79.3%	69.0%	0.0%	10.3%	0.0%	20.7%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	23	20	3	0	0
VirtualQueue	23	20	3	0	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	23	20	3	0	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	23
Total Saved Minutes	2
Average Saved Minutes / Return Call	0
Total Dollar Savings @ 0.02 (\$/minute)	\$0.04
Average Dollar Savings / Return Call	\$0.00

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

Return Call - Hold Time Summary			
Connected to an Agent	Median	Average	
20	00:01:02	00:01:18	

Production



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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	DataBook	After Hours
32,711	21,382	65.4%	11,329	34.6%	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	
<b>Total</b>	21,382	19,261	90.1%	88.1%	0.9%	1.1%	0.0%	9.9%	
VirtualQueue	21,291	19,190	90.1%	88.1%	0.9%	1.1%	0.0%	9.9%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	92	71	77.2%	71.7%	3.3%	2.2%	0.0%	21.7%	
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
<b>Total</b>	19,261	16,887	1,741	630	3
VirtualQueue	19,190	16,830	1,729	628	3
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	19,190	16,830	1,729	628	3
Appointment	71	57	12	2	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	71	57	12	2	0

Saved Minutes Summary	
<small>Only VirtualQueue and VirtualQueue via Web Reconnect calls</small>	
Successful Reconnect	19,190
<b>Total Saved Minutes</b>	<b>465,621</b>
<b>Average Saved Minutes / Return Call</b>	<b>24</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$9,312.42</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.50</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
763	24.4%	75.2%	0.1%	0.3%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
18,832	00:00:18	00:00:25



## Executive Summary

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### En\_Combo

#### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
32,617	21,351	65.5%	11,266	34.5%

#### 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
<b>Total</b>	21,351	19,231	90.1%	88.1%	0.9%	1.0%	0.0%	9.9%
VirtualQueue	21,260	19,160	90.1%	88.1%	0.9%	1.0%	0.0%	9.9%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	92	71	77.2%	71.7%	3.3%	2.2%	0.0%	21.7%
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
<b>Total</b>	19,231	16,860	1,739	629	3
VirtualQueue	19,160	16,803	1,727	627	3
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	19,160	16,803	1,727	627	3
Appointment	71	57	12	2	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	71	57	12	2	0

#### Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web Reconnect calls

Successful Reconnect	19,160
<b>Total Saved Minutes</b>	<b>465,597</b>
<b>Average Saved Minutes / Return Call</b>	<b>24</b>
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$9,311.94</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.50</b>

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
762	24.4%	75.2%	0.1%	0.3%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
18,805	00:00:18	00:00:25



## Executive Summary

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### Results Queue

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### Sp\_Main

#### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
94	31	33.0%	63	67.0%

#### 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
<b>Total</b>	31	30	96.8%	87.1%	0.0%	9.7%	0.0%	3.2%
VirtualQueue	31	30	96.8%	87.1%	0.0%	9.7%	0.0%	3.2%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

#### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	30	27	2	1	0
VirtualQueue	30	27	2	1	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	30	27	2	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	0	0	0	0	0

#### Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web Reconnect calls

Successful Reconnect	30
Total Saved Minutes	24
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$0.48
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
27	00:01:48	00:02:10

Production

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## Executive Summary Results Queue

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Generated on: 9/3/2013 10:50:19 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
26,205	16,468	62.8%	9,737	37.2%	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	
<b>Total</b>	16,468	15,059	91.4%	89.7%	0.8%	1.0%	0.0%	8.6%	
VirtualQueue	16,404	15,008	91.5%	89.8%	0.8%	1.0%	0.0%	8.5%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	65	51	78.5%	70.8%	4.6%	3.1%	0.0%	20.0%	
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
<b>Total</b>	15,059	13,399	1,255	403	2
VirtualQueue	15,008	13,358	1,249	399	2
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	15,008	13,358	1,249	399	2
Appointment	51	41	6	4	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	51	41	6	4	0

Saved Minutes Summary	
<small>Only VirtualQueue and VirtualQueue via Web Reconnect calls</small>	
<b>Successful Reconnect</b>	15,008
<b>Total Saved Minutes</b>	157,224
<b>Average Saved Minutes / Return Call</b>	10
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$3,144.48</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.20</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
490	9.4%	90.0%	0.4%	0.2%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
14,770	00:00:18	00:00:24





## Executive Summary

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### Results Queue

Generated on: 9/3/2013 10:50:19 AM

### En\_Combo

#### Calls presented with Return Call & Hold options

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
26,101	16,439	63.0%	9,662	37.0%

#### 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
<b>Total</b>	16,439	15,033	91.4%	89.7%	0.8%	1.0%	0.0%	8.6%
<b>VirtualQueue</b>	16,375	14,982	91.5%	89.8%	0.8%	0.9%	0.0%	8.5%
<b>VirtualQueue via Web</b>	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Appointment</b>	65	51	78.5%	70.8%	4.6%	3.1%	0.0%	20.0%
<b>Appointment via Web</b>	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
<b>Total</b>	15,033	13,376	1,253	402	2
<b>VirtualQueue</b>	14,982	13,335	1,247	398	2
<b>VirtualQueue via Web</b>	0	0	0	0	0
<b>Subtotal   A</b>	14,982	13,335	1,247	398	2
<b>Appointment</b>	51	41	6	4	0
<b>Appointment via Web</b>	0	0	0	0	0
<b>Subtotal   B</b>	51	41	6	4	0

#### Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web Reconnect calls

**Successful Reconnect** 14,982

**Total Saved Minutes** 157,222

**Average Saved Minutes / Return Call** 10

**Total Dollar Savings @ 0.02 (\$/minute)** \$3,144.44

**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
489	9.4%	90.0%	0.4%	0.2%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
14,747	00:00:18	00:00:24

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### Results Queue

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### Sp\_Main

Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
104	29	27.9%	75	72.1%

Calls presented with Return Call only			
Return Calls Only	VirtualQ	DataBook	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
<b>Total</b>	29	26	89.7%	79.3%	0.0%	10.3%	0.0%	10.3%
VirtualQueue	29	26	89.7%	79.3%	0.0%	10.3%	0.0%	10.3%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

#### Successful Reconnect by Type Summary

	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	26	23	2	1	0
VirtualQueue	26	23	2	1	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	26	23	2	1	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	0	0	0	0	0

#### Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web Reconnect calls

Successful Reconnect	26
<b>Total Saved Minutes</b>	<b>2</b>
Average Saved Minutes / Return Call	0
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$0.04</b>
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
23	00:01:02	00:01:27

Production

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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
16,721	10,995	65.8%	5,726	34.2%	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	
<b>Total</b>	10,995	9,861	89.7%	87.7%	0.8%	1.1%	0.0%	10.3%	
VirtualQueue	10,950	9,831	89.8%	87.9%	0.8%	1.1%	0.0%	10.2%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	46	30	65.2%	56.5%	6.5%	2.2%	0.0%	32.6%	
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
<b>Total</b>	9,861	8,685	883	292	1
VirtualQueue	9,831	8,661	879	290	1
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	9,831	8,661	879	290	1
Appointment	30	24	4	2	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	30	24	4	2	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
Successful Reconnect	9,831
<b>Total Saved Minutes</b>	<b>174,883</b>
<b>Average Saved Minutes / Return Call</b>	<b>18</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$3,497.66</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.40</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
372	20.2%	78.8%	0.3%	0.8%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
9,646	00:00:19	00:00:26



## Executive Summary

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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
16,642	10,970	65.9%	5,672	34.1%

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
<b>Total</b>	10,970	9,839	89.7%	87.7%	0.8%	1.1%	0.0%	10.3%
VirtualQueue	10,925	9,809	89.8%	87.9%	0.8%	1.1%	0.0%	10.2%
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	46	30	65.2%	56.5%	6.5%	2.2%	0.0%	32.6%
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
<b>Total</b>	9,839	8,666	882	290	1
VirtualQueue	9,809	8,642	878	288	1
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal I A</b>	9,809	8,642	878	288	1
Appointment	30	24	4	2	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	30	24	4	2	0

#### Saved Minutes Summary

Only VirtualQueue and VirtualQueue via Web Reconnect calls

Successful Reconnect	9,809
<b>Total Saved Minutes</b>	<b>174,880</b>
Average Saved Minutes / Return Call	18
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$3,497.60</b>
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
372	20.2%	78.8%	0.3%	0.8%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
9,625	00:00:19	00:00:26



## Executive Summary

### Results

### Queue

### Sp\_Main

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Calls presented with Return Call & Hold options				
RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
79	25	31.6%	54	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	
<b>Total</b>	25	22	88.0%	84.0%	0.0%	4.0%	0.0%	12.0%	
VirtualQueue	25	22	88.0%	84.0%	0.0%	4.0%	0.0%	12.0%	
VirtualQueue via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

Successful Reconnect by Type Summary					
	Successful Reconnect	1st Attempt	2nd Attempt	3rd Attempt	4 or More Attempts
<b>Total</b>	22	19	1	2	0
VirtualQueue	22	19	1	2	0
VirtualQueue via Web	0	0	0	0	0
<b>Subtotal   A</b>	22	19	1	2	0
Appointment	0	0	0	0	0
Appointment via Web	0	0	0	0	0
<b>Subtotal   B</b>	0	0	0	0	0

Saved Minutes Summary	
Only VirtualQueue and VirtualQueue via Web Reconnect calls	
<b>Successful Reconnect</b>	22
<b>Total Saved Minutes</b>	3
<b>Average Saved Minutes / Return Call</b>	0
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	\$0.06
<b>Average Dollar Savings / Return Call</b>	\$0.00

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

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
21	00:01:26	00:01:49

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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
37,549	24,705	65.8%	12,844	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	
<b>Total</b>	<b>24,705</b>	<b>22,630</b>	<b>91.6%</b>	<b>89.9%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>0.0%</b>	<b>8.4%</b>	
ASAP Callbacks	24,615	22,556	91.6%	90.0%	0.6%	1.1%	0.0%	8.4%	
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Appointment	93	74	79.6%	77.4%	0.0%	2.2%	0.0%	17.2%	
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
<b>Total</b>	<b>22,630</b>	<b>20,062</b>	<b>1,955</b>	<b>611</b>	<b>2</b>
ASAP Callbacks	22,556	20,004	1,944	606	2
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	<b>22,556</b>	<b>20,004</b>	<b>1,944</b>	<b>606</b>	<b>2</b>
Appointment	74	58	11	5	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	<b>74</b>	<b>58</b>	<b>11</b>	<b>5</b>	<b>0</b>

Saved Minutes Summary	
<small>Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls</small>	
Successful Reconnect	22,556
<b>Total Saved Minutes</b>	<b>317,377</b>
<b>Average Saved Minutes / Return Call</b>	<b>14</b>
<b>Total Dollar Savings @ 0.02(\$/minute)</b>	<b>\$6,347.54</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.30</b>

Callback Double Check Summary				
Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
768	13.4%	85.5%	0.9%	0.1%

Return Call - Hold Time Summary		
Connected to an Agent	Median	Average
22,217	00:00:22	00:00:29

## Executive Summary

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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
37,270	24,595	66.0%	12,675	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
<b>Total</b>	24,595	22,539	91.6%	90.0%	0.6%	1.0%	0.0%	8.4%
ASAP Callbacks	24,505	22,465	91.7%	90.0%	0.6%	1.0%	0.0%	8.3%
ASAP Callbacks via Web	0	0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Appointment	93	74	79.6%	77.4%	0.0%	2.2%	0.0%	17.2%
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
<b>Total</b>	22,539	19,984	1,944	609	2
ASAP Callbacks	22,465	19,926	1,933	604	2
ASAP Callbacks via Web	0	0	0	0	0
<b>Subtotal I A</b>	22,465	19,926	1,933	604	2
Appointment	74	58	11	5	0
Appointment via Web	0	0	0	0	0
<b>Subtotal I B</b>	74	58	11	5	0

#### Saved Minutes Summary

Only ASAP Callbacks and ASAP Callbacks via Web Reconnect calls

Successful Reconnect	22,465
<b>Total Saved Minutes</b>	<b>317,322</b>
<b>Average Saved Minutes / Return Call</b>	<b>14</b>
<b>Total Dollar Savings @ 0.02 (\$/minute)</b>	<b>\$6,346.44</b>
<b>Average Dollar Savings / Return Call</b>	<b>\$0.30</b>

#### Callback Double Check Summary

Total CBDC Calls	% Kept Original Call	% Xfer to Top	% Xfer to Hold	% Cancel Original and Disconnect
767	13.4%	85.5%	0.9%	0.1%

#### Return Call - Hold Time Summary

Connected to an Agent	Median	Average
22,134	00:00:22	00:00:29

## Executive Summary

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**Results  
Queue**

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**Sp\_Main**
**Calls presented with Return Call & Hold options**

RC & Hold Options Calls	Return Calls	% Return Calls	Hold	% Hold
279	110	39.4%	169	60.6%

**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
<b>Total</b>	110	91	82.7%	75.5%	0.9%	6.4%	0.0%	17.3%
ASAP Callbacks	110	91	82.7%	75.5%	0.9%	6.4%	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
<b>Total</b>	91	78	11	2	0
ASAP Callbacks	91	78	11	2	0
ASAP Callbacks via Web	0	0	0	0	0
Subtotal I A	91	78	11	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	91
Total Saved Minutes	56
Average Saved Minutes / Return Call	1
Total Dollar Savings @ 0.02 (\$/minute)	\$1.12
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
83	00:01:22	00:01:45

Production