

AVERAGES and TOTALS PER SHIFT for Contact Center Agents							
Agent Statistics	Average Logged-In Time	Average Customer Talk Time	Average Agent Call Wait Time	Average Not Ready Time	Average Extension Talk Time	Calls Presented	Calls Answered
	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)		
Jan	8:45:39	0:03:08	0:01:42	0:49:51	0:12:24	81	80
Feb	8:15:20	0:03:08	0:01:43	1:26:19	0:09:44	78	77
March	8:38:51	0:03:06	0:01:35	0:51:27	0:10:38	73	72
April	8:39:17	0:02:57	0:02:49	1:07:42	0:19:45	74	73
May	8:53:02	0:02:50	0:02:01	0:42:55	0:13:55	74	73
June	8:35:54	0:02:53	0:01:31	0:57:30	0:14:45	75	74
July	8:46:03	0:02:51	0:01:04	1:19:35	0:21:09	77	76
Aug	8:46:30	0:02:51	0:01:14	1:03:13	0:13:25	85	84
Sept	8:47:11	0:02:56	0:01:04	1:04:53	0:19:30	94	93
Oct							
Nov							
Dec							
<b>Totals &amp; Averages</b>	<b>8:40:52</b>	<b>0:02:58</b>	<b>0:01:38</b>	<b>1:02:36</b>	<b>0:15:02</b>	<b>79</b>	<b>78</b>

Staffing for Joplin & Ozark Contact Ctrs		
Mgrs	Super	Contact Ctr Agts
1	3	34
1	3	34
1	3	32
1	3	33
1	3	36
1	3	35
1	3	34
1	3	33
1	3	31
7 Contact Ctr Agts Work Help Desk Duties, 2 PT		

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
Incoming Call Statistics	Incoming Electric & Gas Calls	Calls Answered Joplin & Ozark	Calls Answered at Ozark	Calls Answered at Joplin	Calls Answered Thru IVR	Calls Answered at Contact Ctrs & IVR	Calls Abandoned by Caller	Percentage Abandoned	Calls Answered 30 Sec/Less	Avg Speed of Answer (min.sec)	Power Outage Calls
Jan	62,230	42,198	12,941	29,257	17,638	59,836	2,394	4%	70%	0:41	1,424
Feb	55,961	36,945	11,702	25,243	16,905	53,850	2,111	4%	74%	0:34	2,452
March	62,758	40,449	13,940	26,509	19,603	60,052	2,706	4%	71%	0:43	4,377
April	63,796	41,800	16,016	25,784	20,044	61,844	1,952	3%	81%	0:24	4,061
May	69,326	45,335	16,448	28,887	21,761	67,096	2,230	3%	83%	0:23	7,575
June	63,725	40,904	14,934	25,970	19,918	60,822	2,903	5%	72%	0:41	5,522
July	66,406	43,520	16,893	26,627	19,175	62,695	3,711	6%	58%	1:06	5,050
Aug	67,612	44,685	14,228	30,457	19,961	64,646	2,966	4%	72%	0:37	6,727
Sept	61,506	41,358	12,105	29,253	17,403	58,761	2,745	4%	66%	0:44	3,244
Oct											
Nov											
Dec											
<b>Totals &amp; Averages</b>	<b>573,320</b>	<b>377,194</b>	<b>129,207</b>	<b>247,987</b>	<b>172,408</b>	<b>549,602</b>	<b>23,718</b>	<b>4%</b>	<b>72%</b>	<b>0:39</b>	<b>40,432</b>

AVERAGES and TOTALS PER SHIFT for Contact Center Agents							
Agent Statistics	Average Logged-In Time	Average Customer Talk Time	Average Agent Call Wait Time	Average Not Ready Time	Average Extension Talk Time	Calls Presented	Calls Answered
	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)		
Jan	8:50:32	0:03:26	0:01:48	0:41:00	0:08:13	78	76
Feb	8:53:16	0:03:54	0:01:07	0:45:43	0:11:26	88	87
March	8:45:15	0:03:32	0:01:36	0:55:37	0:11:51	84	82
April	8:34:08	0:03:08	0:01:48	0:37:08	0:11:31	79	78
May	8:45:48	0:04:02	0:01:32	0:52:24	0:11:07	76	75
June	8:49:44	0:03:06	0:01:53	1:11:13	0:17:29	82	81
July	8:58:45	0:03:11	0:00:59	0:51:01	0:12:54	91	90
Aug	8:45:53	0:03:10	0:00:54	1:16:37	0:12:32	89	88
Sept	8:54:51	0:03:04	0:00:57	1:18:32	0:14:03	88	87
Oct	8:49:14	0:03:08	0:00:32	1:22:48	0:16:43	89	88
Nov	8:57:50	0:03:05	0:00:43	1:15:02	0:12:28	90	89
Dec	8:33:01	0:03:05	0:01:48	0:59:03	0:09:30	79	78
<b>Totals &amp; Averages</b>	<b>8:48:11</b>	<b>0:03:19</b>	<b>0:01:18</b>	<b>1:00:31</b>	<b>0:12:29</b>	<b>84</b>	<b>83</b>

Staffing for Joplin & Ozark Contact Ctrs		
Mgrs	Super	Contact Ctr Agts
2	2	34
2	2	33
2	2	33
2	2	34
2	2	34
2	2	33
2	2	32
2	1	31
1	1	30
1	2	29
1	2	32
1	2	34

7 Contact Ctr Agts Work Help Desk Duties, 1 PT

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
Incoming Call Statistics	Incoming Electric & Gas Calls	Calls Answered Joplin & Ozark	Calls Answered at Ozark	Calls Answered at Joplin	Calls Answered Thru IVR	Calls Answered at Contact Ctrs & IVR	Calls Abandoned by Caller	Percentage Abandoned	Calls Answered 30 Sec/Less	Avg Speed of Answer (min.sec)	Power Outage Calls
Jan	65,277	42,680	15,429	27,251	20,174	62,854	2,423	4%	82%	0:27	5,075
Feb	59,700	41,200	14,641	26,559	16,279	57,479	2,221	4%	65%	0:38	1,559
March	63,254	40,684	14,187	26,497	20,380	61,064	2,190	3%	75%	0:33	2,859
April	59,251	41,254	14,604	26,650	16,439	57,693	1,558	3%	82%	0:22	1,641
May	65,634	43,970	14,277	29,693	19,056	63,026	2,608	4%	76%	0:33	4,491
June	64,338	43,689	13,021	30,668	18,250	61,939	2,399	4%	68%	0:38	3,947
July	70,451	46,566	15,991	30,575	20,371	66,937	3,514	5%	61%	0:48	5,522
Aug	78,549	51,708	18,056	33,652	22,410	74,118	4,431	6%	53%	1:06	6,317
Sept	60,187	40,088	14,040	26,048	16,989	57,077	3,110	5%	59%	1:00	2,328
Oct	72,010	45,793	15,409	30,384	18,863	64,656	7,354	10%	37%	2:25	2,615
Nov	66,534	40,955	12,984	27,971	20,091	61,046	5,488	8%	42%	2:00	4,085
Dec	57,336	36,494	11,142	25,352	17,914	54,408	2,928	5%	67%	0:50	4,828
<b>Totals &amp; Averages</b>	<b>782,521</b>	<b>515,081</b>	<b>173,781</b>	<b>341,300</b>	<b>227,216</b>	<b>742,297</b>	<b>40,224</b>	<b>5%</b>	<b>64%</b>	<b>0:56</b>	<b>45,267</b>

AVERAGES and TOTALS PER SHIFT for Contact Center Agents							
Agent Statistics	Average Logged-In Time	Average Customer Talk Time	Average Agent Call Wait Time	Average Not Ready Time	Average Extension Talk Time	Calls Presented	Calls Answered
	(hr.min.sec)	(hr.min.sec)	(min.sec)	(hr.min.sec)	(min.sec)		
Jan	8:33:14	0:03:30	0:01:50	0:41:10	0:12:35	81	80
Feb	8:40:14	0:03:57	0:00:52	1:02:42	0:13:50	86	85
March	8:44:51	0:03:49	0:01:04	1:08:17	0:15:13	85	84
April	8:54:38	0:03:35	0:02:43	0:35:46	0:11:26	77	75
May	8:43:46	0:03:24	0:02:38	0:15:48	0:12:48	82	81
June	8:43:31	0:03:03	0:02:40	0:20:47	0:13:01	79	77
July	8:47:49	0:03:24	0:02:47	0:22:46	0:14:10	79	78
Aug	8:28:06	0:03:26	0:02:12	0:28:07	0:10:56	73	72
Sept	8:43:00	0:03:38	0:01:50	0:30:16	0:09:46	86	85
Oct	8:43:42	0:03:39	0:01:03	0:50:00	0:13:00	94	93
Nov	9:01:02	0:03:42	0:01:12	0:51:51	0:10:13	94	93
Dec	8:30:56	0:03:19	0:01:44	0:25:34	0:12:04	92	90
<b>Totals &amp; Averages</b>	<b>8:42:54</b>	<b>0:03:32</b>	<b>0:01:53</b>	<b>0:37:45</b>	<b>0:12:25</b>	<b>84</b>	<b>83</b>

Staffing for Joplin & Ozark Contact Ctrs		
Mgrs	Super	Contact Ctr Agts
2	2	29
2	2	26
2	2	28
2	2	28
2	2	33
2	2	36
2	2	36
2	2	33
2	2	32
2	2	27
2	2	29
2	2	30

Six Contact Ctr Agts Work Help Desk Duties

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
Incoming Call Statistics	Incoming Electric & Gas Calls	Calls Answered Joplin & Ozark	Calls Answered at Ozark	Calls Answered at Joplin	Calls Answered Thru IVR	Calls Answered at Contact Ctrs & IVR	Calls Abandoned by Caller	Percentage Abandoned	Calls Answered 30 Sec/Less	Avg Speed of Answer (min.sec)	Power Outage Calls
Jan	56,393	41,378	11,361	30,017	13,135	54,513	1,880	3%	78%	0:24	2,278
Feb	53,816	39,188	11,858	27,330	12,308	51,496	2,320	4%	59%	0:43	1,147
March	63,435	44,606	10,744	33,862	15,946	60,552	2,883	5%	63%	0:42	3,994
April	54,197	37,277	9,321	27,956	15,227	52,504	1,693	3%	88%	0:19	5,435
May	63,961	44,908	11,360	33,548	17,006	61,914	2,791	3%	93%	0:18	7,483
June	58,055	42,372	12,563	29,809	14,124	56,496	1,559	3%	90%	0:16	4,399
July	59,000	40,681	10,584	30,097	15,918	56,599	2,401	4%	92%	0:24	5,489
Aug	62,162	45,446	14,652	30,794	15,163	60,609	1,553	2%	89%	0:15	2,897
Sept	57,827	41,490	14,241	27,249	14,531	56,021	1,806	3%	82%	0:23	2,844
Oct	63,944	44,473	14,894	29,579	16,436	60,909	3,035	5%	61%	0:53	2,688
Nov	59,455	38,226	12,852	25,374	18,305	56,531	2,924	5%	64%	0:56	2,985
Dec	52,117	34,272	11,125	23,147	16,024	50,296	1,821	3%	71%	0:35	2,394
<b>Totals &amp; Averages</b>	<b>704,362</b>	<b>494,317</b>	<b>145,555</b>	<b>348,762</b>	<b>184,123</b>	<b>678,440</b>	<b>26,666</b>	<b>4%</b>	<b>78%</b>	<b>0:30</b>	<b>44,033</b>

AGENT STATISTICS							
AVERAGES and TOTALS PER SHIFT for Contact Center Agents							
Agent Statistics	Average Logged-In Time (hr.min.sec)	Average Customer Talk Time (hr.min.sec)	Average Agent Call Wait Time (min.sec)	Average Not Ready Time (hr.min.sec)	Average Extension Talk Time (min.sec)	Calls Presented	Calls Answered
Jan	8:26:02	0:02:57	0:02:21	0:21:36	0:10:09	85	83
Feb	8:35:08	0:03:02	0:01:40	0:23:51	0:09:33	95	94
March	8:33:24	0:03:01	0:01:50	0:24:56	0:13:10	88	86
April	8:41:38	0:03:05	0:01:42	0:36:51	0:12:50	88	86
May	8:59:55	0:03:26	0:01:41	0:36:18	0:14:25	90	87
June	8:32:08	0:03:17	0:01:47	0:32:02	0:15:04	87	85
July	8:43:59	0:03:16	0:01:52	0:36:49	0:15:41	91	88
Aug	8:44:49	0:03:36	0:01:43	0:37:50	0:15:01	86	83
Sept	8:38:55	0:03:35	0:01:30	0:46:06	0:14:54	88	86
Oct	8:53:25	0:03:32	0:01:22	0:44:09	0:14:26	92	90
Nov	9:02:39	0:03:34	0:01:08	0:50:16	0:13:44	96	94
Dec	8:55:42	0:03:24	0:02:14	0:45:49	0:12:40	82	80
<b>Totals &amp; Averages</b>	<b>8:43:59</b>	<b>0:03:19</b>	<b>0:01:44</b>	<b>0:36:23</b>	<b>0:13:28</b>	<b>89</b>	<b>87</b>

Staffing for Joplin & Ozark Contact Ctrs		
Mgrs	Super	Contact Ctr Agts
2	2	34
2	2	32
2	1	31
2	1	29
2	1	32
2	1	32
2	1	32
2	1	29
2	1	29
2	1	30
2	1	27
2	1	29

Six Contact Ctr Agts Work Help Desk Duties

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
Incoming Call Statistics	Incoming Electric & Gas Calls	Calls Answered Joplin & Ozark	Calls Answered at Ozark	Calls Answered at Joplin	Calls Answered Thru IVR	Calls Answered at Contact Ctrs & IVR	Calls Abandoned by Caller	Percentage Abandoned	Calls Answered 30 Sec/Less	Avg Speed of Answer (min.sec)	Power Outage Calls
Jan	55,638	37,721	11,568	26,153	16,129	53,850	1,788	3%	91%	0:19	3,370
Feb	56,556	40,416	13,549	26,867	14,699	55,115	1,441	3%	83%	0:19	1,979
March	59,739	41,243	11,636	29,607	16,831	58,074	1,665	3%	84%	0:19	2,543
April	53,112	39,428	11,476	27,952	12,118	51,546	1,566	3%	82%	0:22	2,474
May	54,507	40,129	10,886	29,243	12,726	52,855	1,652	3%	81%	0:22	3,501
June	57,990	42,627	11,287	31,340	13,585	56,212	1,778	3%	83%	0:21	5,115
July	57,489	41,103	13,055	28,048	14,134	55,237	2,252	4%	84%	0:23	5,759
Aug	64,207	46,267	15,277	30,990	15,037	61,304	2,903	5%	79%	0:29	4,858
Sept	58,964	42,990	14,203	28,787	14,106	57,096	1,868	3%	76%	0:26	2,791
Oct	58,266	43,154	12,789	30,365	12,897	56,051	2,215	4%	71%	0:32	3,438
Nov	52,634	37,521	9,726	27,795	13,219	50,740	1,894	4%	66%	0:36	2,196
Dec	49,379	34,846	9,503	25,343	13,019	47,865	1,514	3%	77%	0:25	2,938
<b>Totals &amp; Averages</b>	<b>678,481</b>	<b>487,445</b>	<b>144,955</b>	<b>342,490</b>	<b>168,500</b>	<b>655,945</b>	<b>22,536</b>	<b>3%</b>	<b>80%</b>	<b>0:24</b>	<b>40,962</b>

AGENT STATISTICS							
AVERAGES and TOTALS PER SHIFT for Contact Center Agents							
Agent Statistics	Average Logged-In Time (hr.min.sec)	Average Customer Talk Time (hr.min.sec)	Average Agent Call Wait Time (min.sec)	Average Not Ready Time (hr.min.sec)	Average Extension Talk Time (min.sec)	Calls Presented	Calls Answered
Jan	8:35:12	0:02:37	0:02:28	0:23:21	0:12:02	88	85
Feb	8:34:20	0:03:22	0:02:22	0:23:27	0:09:25	82	80
March	8:31:24	0:02:32	0:01:58	0:41:53	0:12:02	105	94
April	8:41:02	0:02:46	0:01:50	0:27:31	0:14:55	98	96
May	8:30:48	0:02:59	0:02:01	0:16:08	0:15:09	91	89
June	8:34:34	0:02:58	0:01:41	0:18:54	0:15:04	95	92
July	8:38:49	0:03:00	0:01:35	0:30:29	0:17:00	93	91
Aug	8:40:21	0:02:47	0:01:24	0:37:11	0:14:13	101	99
Sept	8:43:28	0:02:56	0:01:24	0:31:15	0:15:54	99	96
Oct	9:03:30	0:03:16	0:01:25	0:37:53	0:13:05	103	100
Nov	8:46:13	0:03:20	0:01:10	0:38:45	0:14:51	98	96
Dec	8:47:37	0:03:07	0:02:13	0:22:01	0:13:04	89	87
<b>Totals &amp; Averages</b>	<b>8:40:37</b>	<b>0:02:58</b>	<b>0:01:48</b>	<b>0:29:04</b>	<b>0:13:54</b>	<b>95</b>	<b>92</b>

Staffing for Joplin & Ozark Contact Ctrs		
Mgrs	Super	Contact Ctr Agts
2	2	34
2	2	33
2	2	33
2	2	33
2	2	33
2	2	33
2	2	32
2	2	32
2	2	32
2	2	32
2	2	32
2	2	34

Seven Contact Ctr Agts  
 Work Help Desk Duties

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
Incoming Call Statistics	Incoming Electric & Gas Calls	Calls Answered Joplin & Ozark	Calls Answered at Ozark	Calls Answered at Joplin	Calls Answered Thru IVR	Calls Answered at Contact Ctrs & IVR	Calls Abandoned by Caller	Percentage Abandoned	Calls Answered 30 Sec/Less	Avg Speed of Answer (min.sec)	Power Outage Calls
Jan	58,952	42,463	13,445	29,018	14,809	57,272	1,681	3%	91%	0:16	2,822
Feb	54,771	38,695	13,081	25,614	14,262	52,957	1,814	3%	91%	0:19	2,517
March	60,585	44,254	14,291	29,963	14,760	59,014	1,571	3%	87%	0:18	2,193
April	61,470	44,638	15,513	29,125	15,033	59,671	1,799	3%	86%	0:20	2,517
May	59,196	41,497	13,162	28,335	15,851	57,348	1,848	3%	86%	0:20	4,547
June	61,424	45,344	13,505	31,839	14,276	59,620	1,804	3%	84%	0:20	4,147
July	63,297	44,581	13,098	31,483	16,702	61,283	2,014	3%	85%	0:21	3,571
Aug	66,287	45,946	12,922	33,024	17,674	63,620	2,667	4%	81%	0:27	6,024
Sept	65,322	45,733	13,161	32,572	16,799	62,532	2,790	4%	78%	0:30	4,662
Oct	68,431	47,943	14,621	33,322	17,650	65,593	2,838	4%	73%	0:34	4,346
Nov	60,787	40,692	12,565	28,127	17,887	58,579	2,208	4%	72%	0:31	4,477
Dec	54,292	37,962	11,731	26,231	14,990	52,952	1,340	3%	87%	0:17	3,623
<b>Totals &amp; Averages</b>	<b>734,814</b>	<b>519,748</b>	<b>161,095</b>	<b>358,653</b>	<b>190,693</b>	<b>710,441</b>	<b>24,374</b>	<b>3%</b>	<b>83%</b>	<b>0:22</b>	<b>45,446</b>

AGENT STATISTICS							
AVERAGES and TOTALS PER SHIFT for Contact Center Agents							
Agent Statistics	Average Logged-In Time (hr.min.sec)	Average Customer Talk Time (hr.min.sec)	Average Agent Call Wait Time (min.sec)	Average Not Ready Time (hr.min.sec)	Average Extension Talk Time (min.sec)	Calls Presented	Calls Answered
Jan	8:41:35	0:03:01	0:02:13	0:22:18	0:10:26	90	89
Feb	8:43:35	0:02:46	0:01:41	0:41:43	0:09:18	106	105
March	8:46:20	0:03:20	0:01:17	0:25:54	0:09:28	97	95
April	8:46:06	0:02:56	0:02:07	0:35:29	0:11:44	92	90
May	8:34:37	0:02:52	0:02:24	0:16:05	0:12:01	90	88
June	8:45:10	0:02:47	0:01:38	0:32:23	0:15:04	103	101
July	8:35:36	0:03:02	0:01:51	0:40:37	0:10:20	94	92
Aug	8:39:26	0:02:54	0:02:13	0:34:20	0:10:48	91	89
Sept	8:34:25	0:03:07	0:02:01	0:16:32	0:13:14	88	90
Oct	8:40:25	0:03:02	0:01:46	0:23:40	0:12:24	93	91
Nov	8:35:43	0:03:18	0:02:03	0:17:13	0:13:19	86	84
Dec	8:32:34	0:02:29	0:02:34	0:30:50	0:09:26	88	86
<b>Totals &amp; Averages</b>	<b>8:39:38</b>	<b>0:02:58</b>	<b>0:01:59</b>	<b>0:28:05</b>	<b>0:11:28</b>	<b>93</b>	<b>92</b>

Staffing for Joplin & Ozark Call Ctrs		
Mgrs	Super	Call Ctr Agts
2	1	35
2	1	33
2	1	33
2	1	33
2	1	33
2	1	35
2	1	34
2	1	34
2	1	34
2	1	35
2	1	34
2	2	34

Seven Contact Ctr Agts  
 Work Help Desk Duties

CALL STATISTICS											
CALLS RECEIVED, ANSWERED, & ABANDONED											
Incoming Call Statistics	Incoming Electric & Gas Calls	Calls Answered Joplin & Ozark	Calls Answered at Ozark	Calls Answered at Joplin	Calls Answered Thru IVR	Calls Answered at Contact Ctrs & IVR	Calls Abandoned by Caller	Percentage Abandoned	Calls Answered 30 Sec/Less	Avg Speed of Answer (min.sec)	Power Outage Calls
Jan	65,843	48,176	14,665	33,511	14,993	63,169	2,674	4%	85%	0:23	6,318
Feb	57,388	42,286	14,149	28,137	13,072	55,358	2,030	4%	75%	0:31	4,268
March	61,466	44,713	13,560	31,153	13,640	58,353	3,113	5%	72%	0:43	3,397
April	60,669	43,516	12,729	30,787	15,010	58,526	2,143	4%	86%	0:23	3,907
May	59,983	44,160	13,968	30,192	13,925	58,085	1,898	3%	89%	0:21	5,055
June	70,033	50,344	13,841	36,503	16,910	67,254	2,779	4%	84%	0:25	8,365
July	63,434	46,666	13,325	33,341	14,688	61,354	2,080	3%	86%	0:23	5,130
Aug	62,439	44,547	11,976	32,571	15,529	60,076	2,363	4%	85%	0:24	5,030
Sept	64,579	46,843	14,102	32,741	15,641	62,484	2,095	3%	86%	0:21	5,596
Oct	65,313	49,348	15,385	33,963	13,873	63,221	2,092	3%	86%	0:21	3,553
Nov	53,650	37,874	10,046	27,828	13,690	51,564	2,086	4%	77%	0:32	3,379
Dec	53,285	39,682	11,287	28,395	12,053	51,735	1,550	3%	87%	0:19	2,279
<b>Totals &amp; Averages</b>	<b>738,082</b>	<b>538,155</b>	<b>159,033</b>	<b>379,122</b>	<b>173,024</b>	<b>711,179</b>	<b>26,903</b>	<b>4%</b>	<b>83%</b>	<b>0:25</b>	<b>56,277</b>