

Presidium Weekly Support Totals

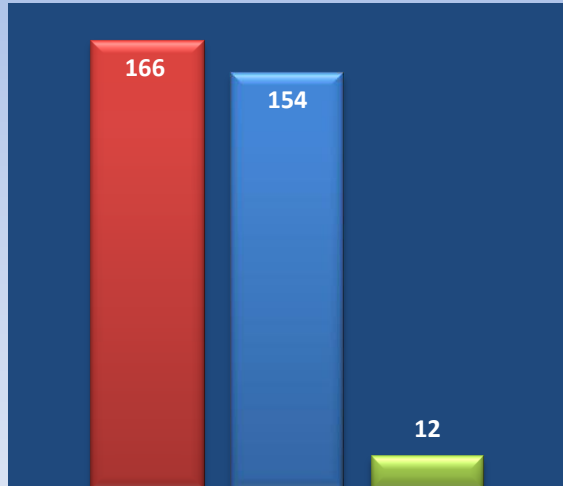
Date	Inbound Calls	Calls Answered	Avg Speed Ans	Aban Calls	Avg Aban Time	% Aban	Avg VDN Time
Totals BlackBoard	1	1	2:49	0	2:18	0%	0:00
Totals Support	165	153	3:31	12	2:22	7%	7:49
Totals	166	154	3:10	12	2:20	4%	3:54

Presidium Weekly Support Statistics

05/11/2009 - 05/17/2009

Weekly Calls Statistics

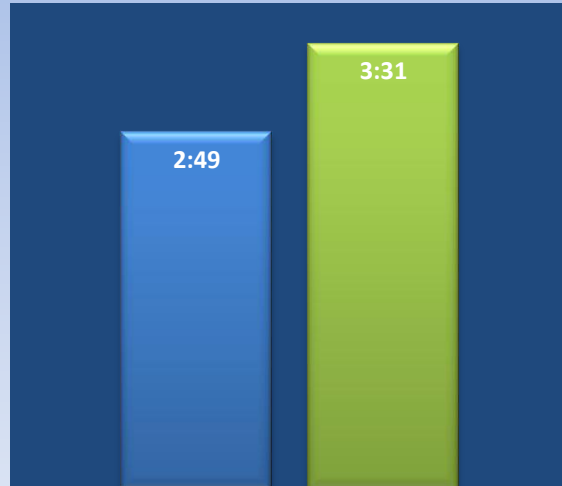
- Inbound Calls
- Answered Calls
- Abandoned Calls



1

Avg. Speed of Answer

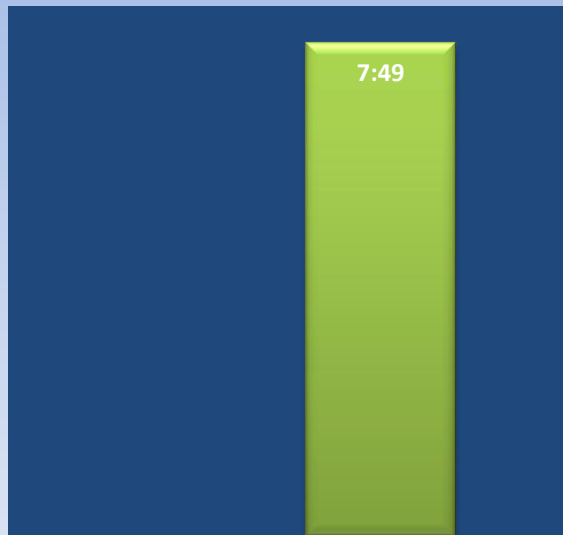
- Avg. Answer Speed - BB
- Avg. Answer Speed - Support



2

Duration of Calls

- Avg. Call Time - BB
- Avg. Call Time - Support

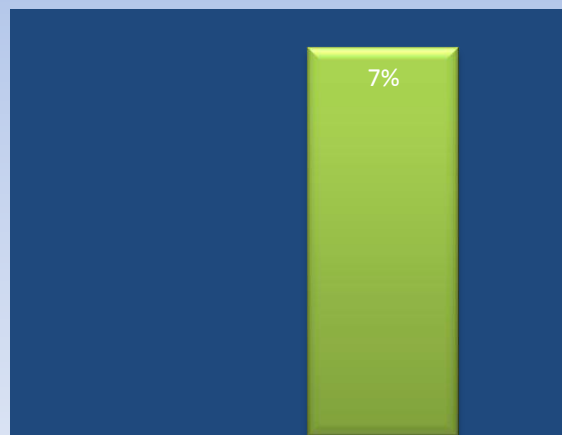


0:00

3

Abandoned Percentage of Calls

- Percentage Abandoned - BB
- Percentage Abandoned - Support



0%

4