

B	I	N	G	O
Telecommuting	ACD	Coaching	Real-Time Management	Net Staffing
ATT	Spike	Qualitative Data	ACW	Service Level
Utilization	AHT	FREE	Handled Calls	IVR
Scheduling	KPIs	Quantitative Data	FTE	Offered Calls
ASA	Schedule Exception	Attrition	Workforce Management	Calls

B	I	N	G	O
Utilization	Workforce Management	ACW	KPIs	ATT
Real-Time Management	IVR	Coaching	Offered Calls	AHT
Handled Calls	ACD	FREE	FTE	Quantitative Data
Calls	Telecommuting	Attrition	Scheduling	ASA
Net Staffing	Forecasting	Service Level	Qualitative Data	Spike

B	I	N	G	O
Scheduling	FTE	Utilization	Calls	Real-Time Management
Schedule Exception	Service Level	Workforce Management	KPIs	AHT
Quantitative Data	ACW	FREE	Handled Calls	Coaching
Forecasting	Net Staffing	ASA	ACD	Telecommuting
Spike	Qualitative Data	IVR	Offered Calls	Attrition