

| DATA ITEM DESCRIPTION   |  |   | FORM APPROVED<br>OMB NO. 0704-0188 |  |
|---|--|---|------------------------------------|--|
| Public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22204-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0188), Washington, DC 20503.   |  |   |                                    |  |
| 1. TITLE<br>Call Director Report  |  | 2. IDENTIFICATION NUMBER<br>DI-MISC-81365 |                                    |  |
| 3. DESCRIPTION/PURPOSE<br>3.1. This report data will provide a statistical profile of the telephone service provided by the contractor in dispensing commercial travel services.  |  |   |                                    |  |
| 4. APPROVAL DATE<br>930901  | 5. OFFICE OF PRIMARY RESPONSIBILITY (OPR)<br>F/USAF-LGTT | 6a. DTIC APPLICABLE                       | 6b. GIDEP APPLICABLE               |  |
| 7. APPLICATION/INTERRELATIONSHIP<br>7.1. This Data Item Description (DID) contains the format and content preparation instructions for the data product generated by the specific and discrete task requirement as delineated in the contract.  |  |   |                                    |  |
| 8. APPROVAL LIMITATION  |  | 9a. APPLICABLE FORMS                      | 9b. AMSC NUMBER<br>F6961           |  |
| 10. PREPARATION INSTRUCTIONS<br>10.1. <u>Content and format.</u> All report data below shall be gathered for one-half-hour periods for the entire work day.<br>10.1.1. Total number of incoming telephone calls.<br>10.1.1.1. Total number of incoming telephone calls answered within standard response time defined by the contract.<br>10.1.1.2. Total number of incoming telephone calls abandoned by customers.<br>10.1.1.3. Total number of incoming telephone calls overflowed to be answered by supervisor.<br>10.1.2. Percentage of incoming telephone calls abandoned by customers.<br>10.1.3. Percentage of incoming telephone calls overflowed to be answered by supervisor.<br>10.1.4. Average wait time before call is answered.<br>10.1.5. Average transaction time customer is on the telephone being serviced. |  |   |                                    |  |
| 11. DISTRIBUTION STATEMENT<br>DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.   |  |   |                                    |  |