

Technician OnTrac

Sample Company

Service Type: ALL
July 1, 2003 -- July 31, 2003

	Total	Bruce Durn	Bryant Bryant	Rob Roy	Shawn Kemp
Revenue					
Expected Revenue Goal	\$66,176.00	\$16,544.00	\$16,544.00	\$16,544.00	\$16,544.00
Revenue Goal From Opportunity	\$54,941.44	\$11,702.06	\$15,799.52	\$14,436.52	\$13,003.34
Total Revenue	\$52,352.82	\$12,087.82	\$12,329.11	\$14,895.68	\$13,040.21
Percent Of Revenue Goal From Opportunity	95.29%	103.30%	78.03%	103.18%	100.28%
Average Invoice	\$222.78	\$185.97	\$216.30	\$219.05	\$289.78
Average Diagnostic Charge	\$71.01	\$72.00	\$72.00	\$71.43	\$67.76
Average Revenue Per Day	\$638.45	\$575.61	\$616.46	\$709.32	\$652.01
Average Revenue Per Hour	\$72.29	\$65.99	\$67.67	\$77.05	\$78.79
Expected Revenue Per Billable Hour	\$130.29	\$130.29	\$130.29	\$130.29	\$130.29
Average Revenue Per Billable Hour	\$107.49	\$130.83	\$80.56	\$100.12	\$123.50
Billable Index	83	100	62	77	95
Call Back Impact					
Call Back Percentage	6.38%	6.15%	5.26%	10.29%	2.22%
Percent Of Service Department Call Backs	--	26.67%	20.00%	46.67%	6.67%
Possible Revenue Lost	\$2,270.31	\$828.15	\$282.77	\$1,159.39	\$0.00
Percent Of Revenue Lost To Call Backs	4.34%	6.85%	2.29%	7.78%	0.00%
Key Indicators					
Performance Indicator - Overall Hours	27	32	22	26	27
Performance Indicator - Billable Hours	17	15	18	19	16
Sales Leads					
Percent Of Service Calls With Lead	8.18%	4.26%	5.71%	10.42%	13.79%
Percent Of Service Calls With Lead - old	16.44%	10.00%	18.18%	13.33%	33.33%
Maintenance Agreements					
Percent Of Tune Up Calls With Sale	13.79%	25.00%	8.33%	22.22%	0.00%
Percent Of All Other Calls With Sale	6.71%	8.70%	3.45%	5.66%	8.33%
Percent Of Service Calls With Renewal	50.00%	0.00%	100.00%	100.00%	100.00%
Time Management					
Productive To Non-Productive Time	14.9 : 1	14.0 : 1	11.6 : 1	22.6 : 1	14.6 : 1
Billed To To Non-Productive Time	12.0 : 1	8.5 : 1	10.4 : 1	20.3 : 1	11.6 : 1
Sick/Personal Hours	34.0	8.0	0.0	14.0	12.0
Sick/Personal Hours Percent Of Total Hours	4.26%	4.02%	0.00%	6.50%	6.20%