

Approximate Savings Realized by a Sampling of Customers Using Fuze.

Assumes an approximate average cost to handle phone and email of: **\$3.00**



	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Annualized Savings
All City Credit Union \$39M 6,430 members						
1) Questions requiring staff assistance	11	15	22	13	10	
2) Questions answered by knowledge base (KB)	2,631	2,288	3,004	4,187	5,371	
3) Pct. answered by KB. Computation: 2/(2+1)	99.58%	99.35%	99.27%	99.69%	99.81%	
4) Approximate Savings	\$7,893	\$6,864	\$9,012	\$12,561	\$16,113	\$125,863
Perfect Circle Credit Union \$48M 7,213 members						
1) Questions requiring staff assistance	7	10	8	7	6	
2) Questions answered by knowledge base (KB)	2,242	2,601	2,315	2,602	6,728	
3) Pct. answered by KB.	99.69%	99.62%	99.66%	99.73%	99.91%	
4) Approximate Savings	\$6,726	\$7,803	\$6,945	\$7,806	\$20,184	\$118,714
HAPO Community Credit Union \$430M 58,880 members						
1) Questions requiring staff assistance	159	136	143	128	121	
2) Questions answered by knowledge base (KB)	3,125	3,230	3,565	3,990	5,641	
3) Pct. answered by KB.	95.16%	95.96%	96.14%	96.89%	97.90%	
4) Approximate Savings	\$9,375	\$9,690	\$10,695	\$11,970	\$16,923	\$140,767
Wright-Patt Credit Union \$991M 150,397 members						
1) Questions requiring staff assistance	520	591	592	606	651	
2) Questions answered by knowledge base (KB)	4,369	5,368	8,026	9,387	8,920	
3) Pct. answered by KB.	89.36%	90.08%	93.13%	93.94%	93.20%	
4) Approximate Savings	\$13,107	\$16,104	\$24,078	\$28,161	\$26,760	\$259,704
WA State Employees Credit Union \$1.1B 127,094 members						
1) Questions requiring staff assistance	<i>July Launch</i>		557	998	874	
2) Questions answered by knowledge base (KB)			6,305	9,916	8,920	
3) Pct. answered by KB.			91.88%	90.86%	91.08%	
4) Approximate Savings			\$18,915	\$29,748	\$26,760	\$301,692
AAA Arizona						
1) Questions requiring staff assistance	<i>June Launch</i>		265	682	607	652
2) Questions answered by knowledge base (KB)			6,482	15,836	12,061	4,672
3) Pct. answered by KB.			96.07%	95.87%	95.21%	87.75%
4) Approximate Savings			\$19,446	\$47,508	\$36,183	\$14,016
Turbine Entertainment						
1) Questions requiring staff assistance	1,240	1,440	1,585	1,350	1,284	
2) Questions answered by knowledge base (KB)	22,514	23,781	28,842	23,623	22,485	
3) Pct. answered by KB.	94.78%	94.29%	94.79%	94.59%	94.60%	
4) Approximate Savings	\$67,542	\$71,343	\$86,526	\$70,869	\$67,455	\$872,964