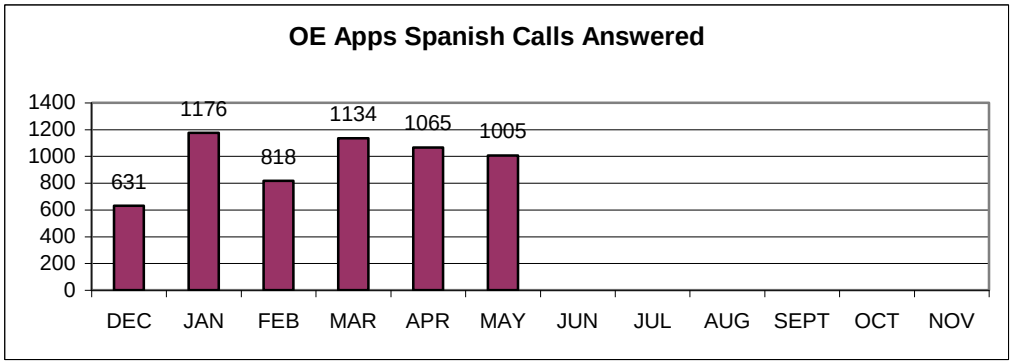
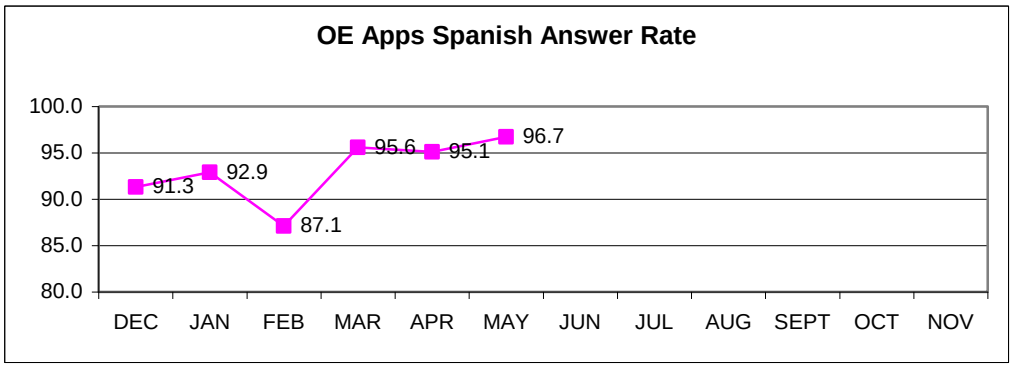
Online Enrollment Applications-Spanish @ OHCA Performance Dashboard (December 2010 – May 2011)

The OE Applications-Spanish call unit was implemented on December 13, 2010.
Due to inclement weather, all call units were closed on Feb. 1st, 2nd and Feb 9th.
Due to severe weather, all call units closed at 3:30pm on May 24th

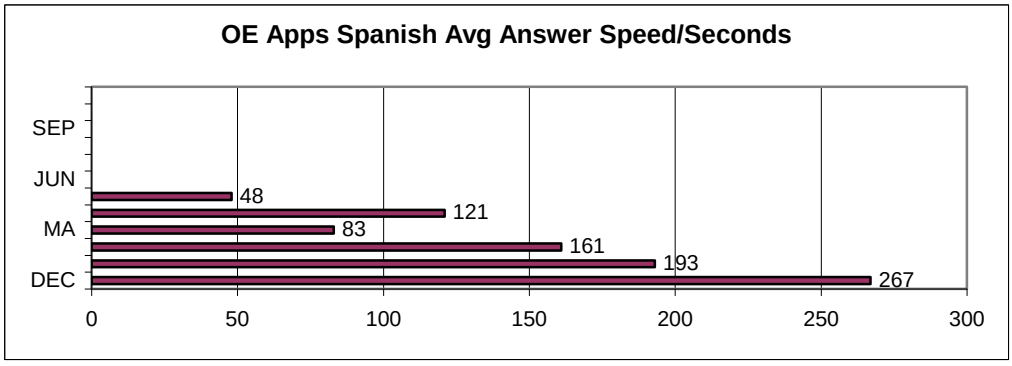
Calls Answered – The number of ACD calls queued to this unit and answered



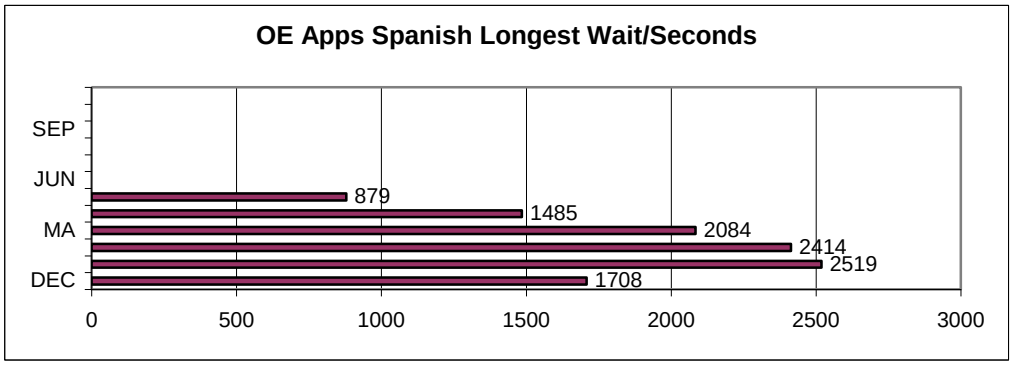
Answer rate average – Compilation of answered calls/offered calls for the month



Answer speed average – Answer speed average for month



Max. Delay - Identifies calls each month with longest wait or abandon time…



Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov
28:28m	41:59m	40:14m	34:44m	24:45m	14:39m						