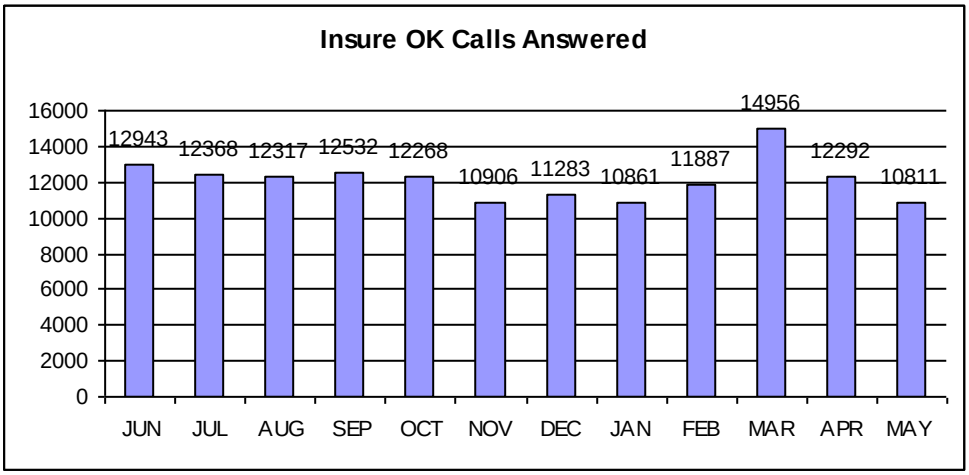
Premium Asst. Unit (Insure Oklahoma/O-EPIC) Performance Dashboard (June 2009 through May 2010)

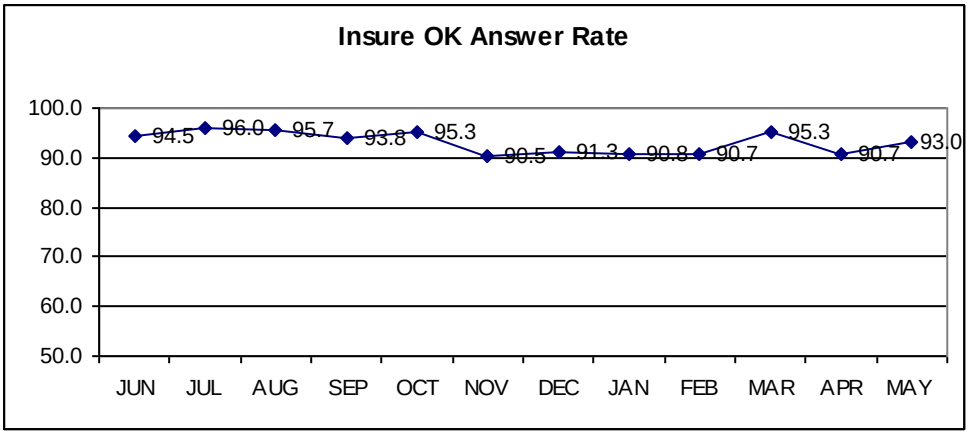
Calls were impacted by inclement weather closures Dec. 24, 2009, and Jan. 28 and 29, 2010.
iCE CTI/Call Tracking was implemented Mar. 26, 2010.

***Insure OK has been directed to take time necessary to answer questions, rather than focusing on call answer rate.**

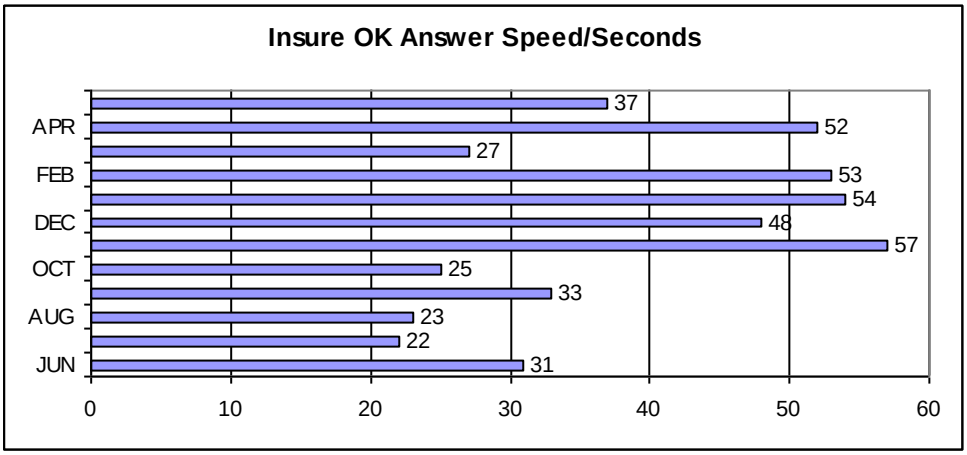
Calls Answered – The number of ACD calls queued to this unit and answered



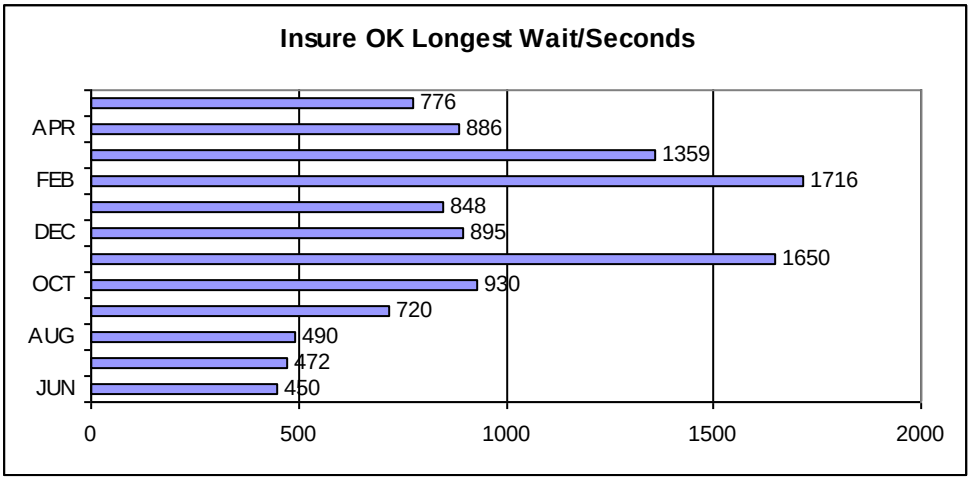
Answer rate average – Compilation of answered calls/offered calls for the month*



Answer speed average – Answer speed average for month*



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



June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May
7:30m	7:52m	8:10m	12:00m	15:30m	27:30m	14:55m	14:08m	28:36m	22:39m	14:46m	12:56m