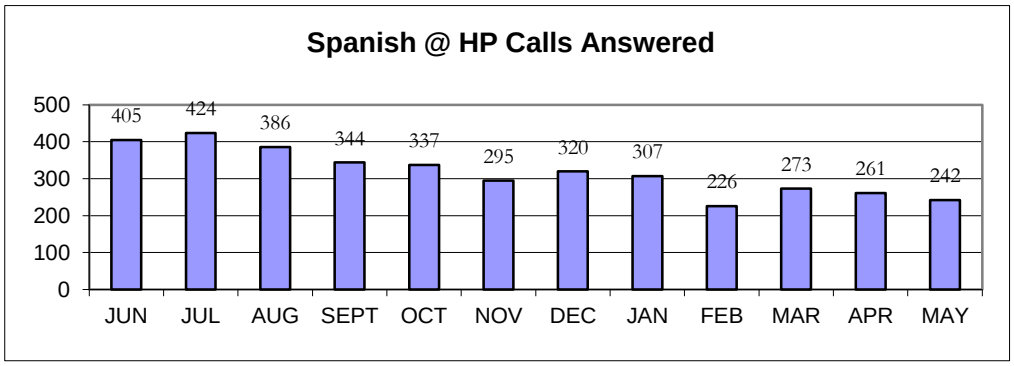
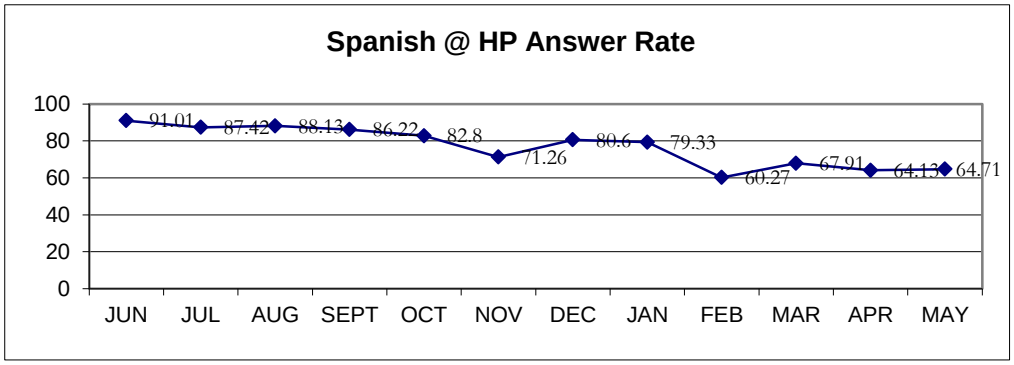
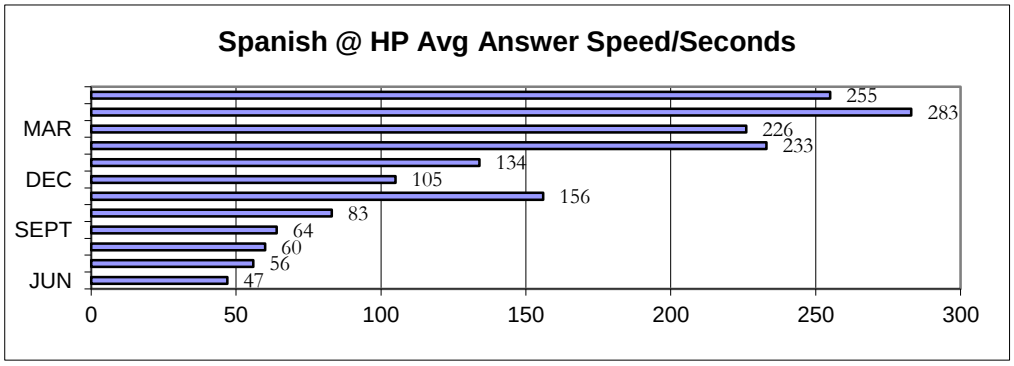
Spanish @ HP Performance Dashboard (June 2009 through May 2010)

iCE CTI/Call Tracking was implemented Mar. 26, 2010.

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