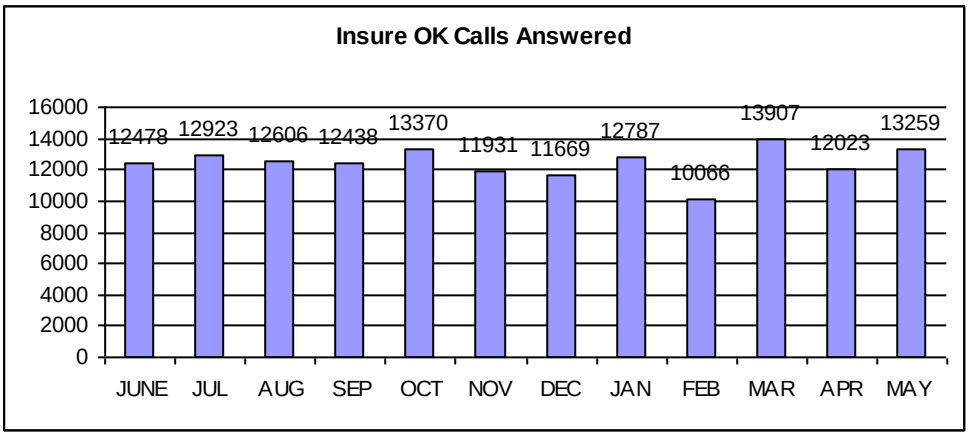
Insure Oklahoma/O-EPIC Performance Dashboard (June 2010 through May 2011))

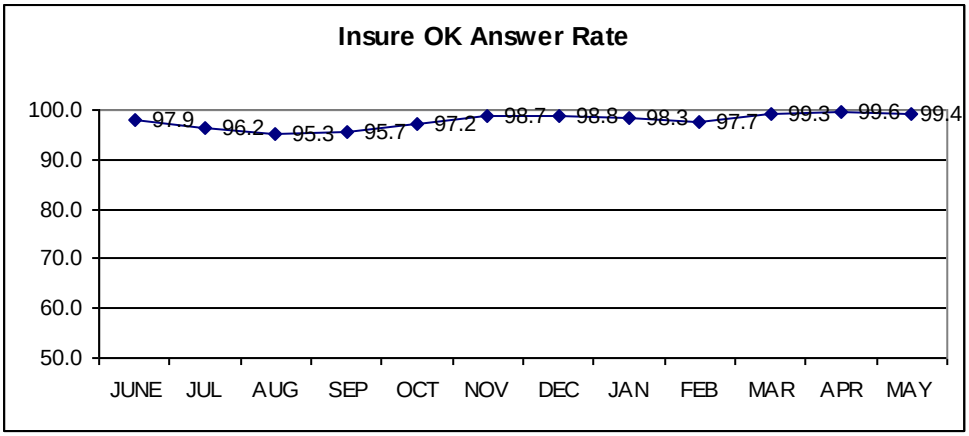
- **June 2010: Call unit impacted by OHCA move.**
- **July 2010: Call units impacted by continuing OHCA move**
- **Sept 2010: OE goes live**
- **Feb 2 & 3 2011: Call units were down due to inclement weather.**
- **May 24: All call units closed at 3:30pm due to inclement weather.**

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

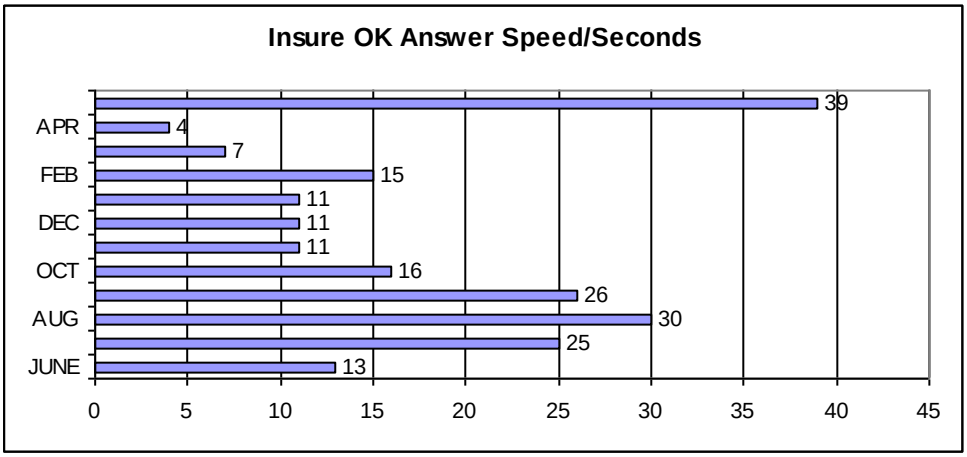
Calls Answered – The number of ACD calls queued to this unit and answered



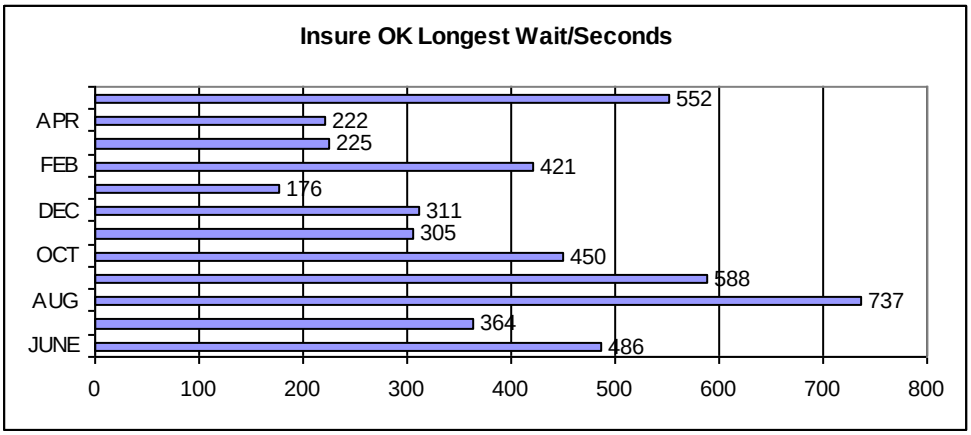
Answer rate average – Compilation of answered calls/offered calls for the month*



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
8:06m	6:04m	12:17m	9:48	7:32	5:05	5:11	2:56	7:01	3:45	3:42	9:12