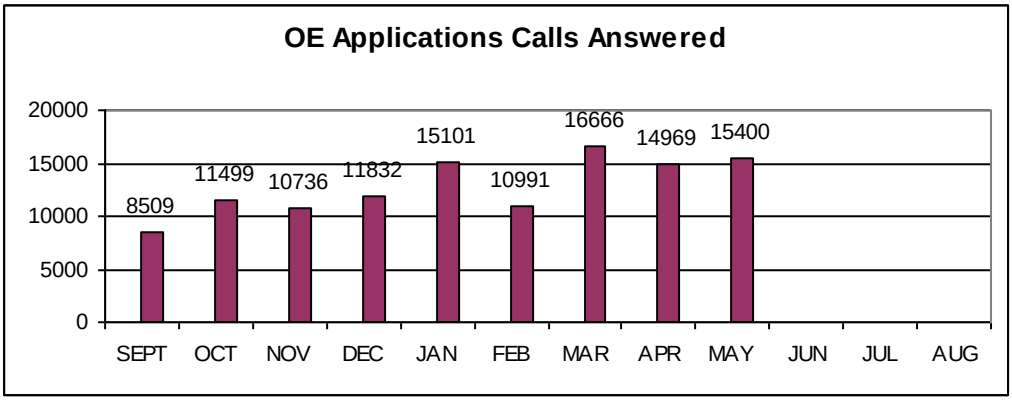
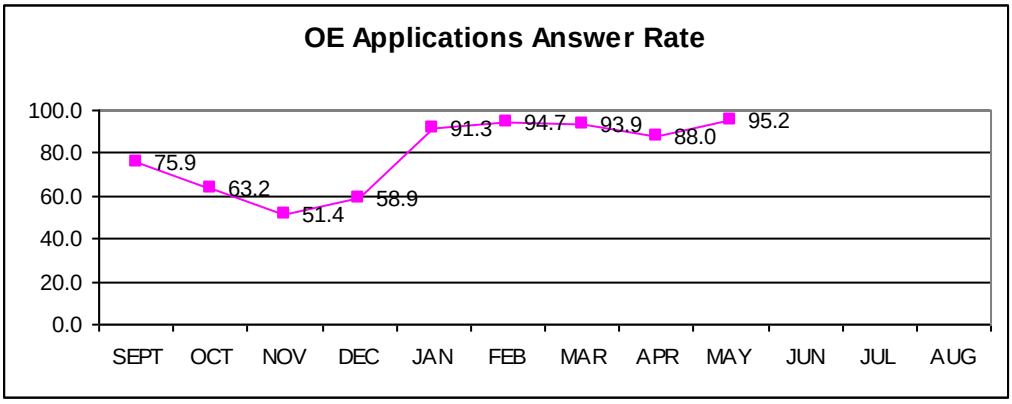
Online Enrollment Applications @ OHCA Performance Dashboard (September 2010 – May 2011)

The OE Applications call unit was implemented on September 7, 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

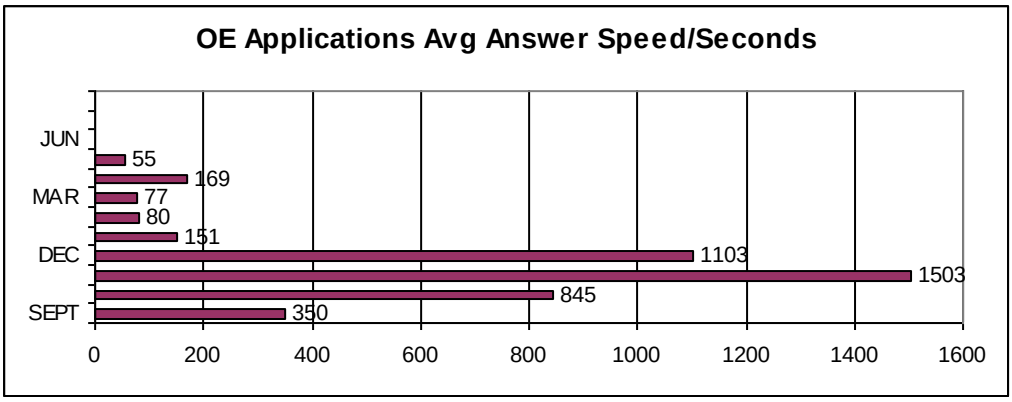
Calls Answered – The number of ACD calls queued to this unit and answered



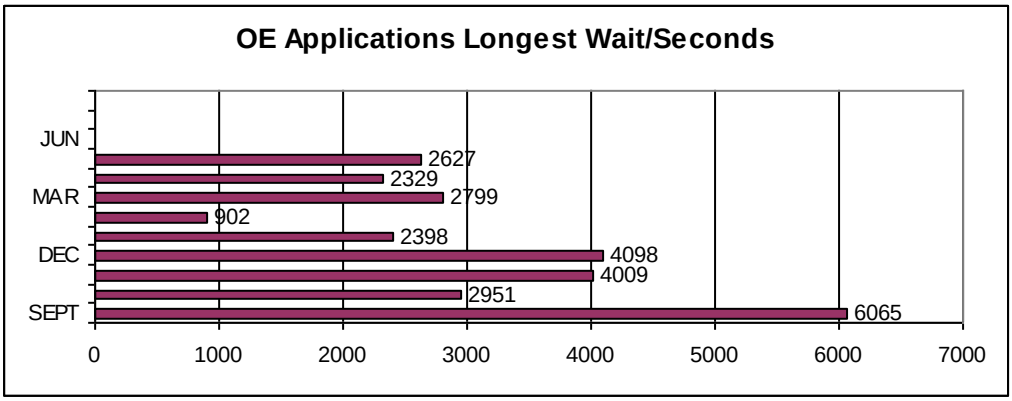
Answer rate average – Compilation of answered calls/offered calls for the month



Answer speed average – Answer speed average for month



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



Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug
101:05m	49:11m	66:49m	68:18m	39:58m	15:02m	46:39	38:49	43:47			