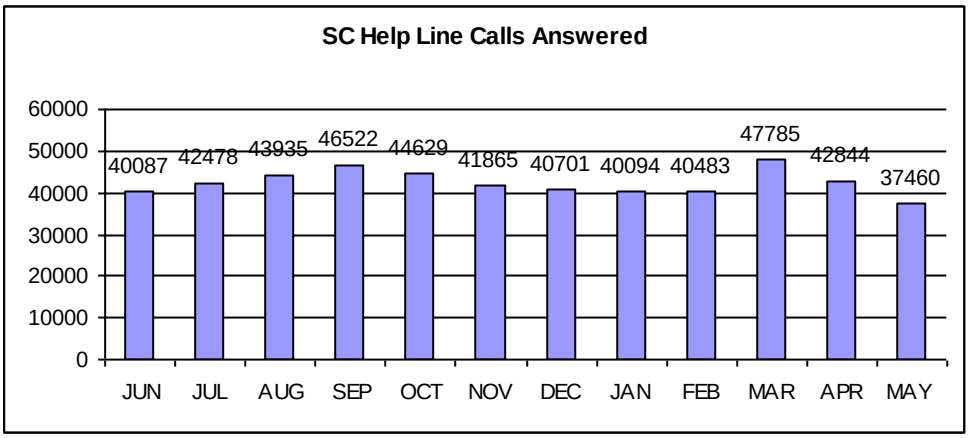
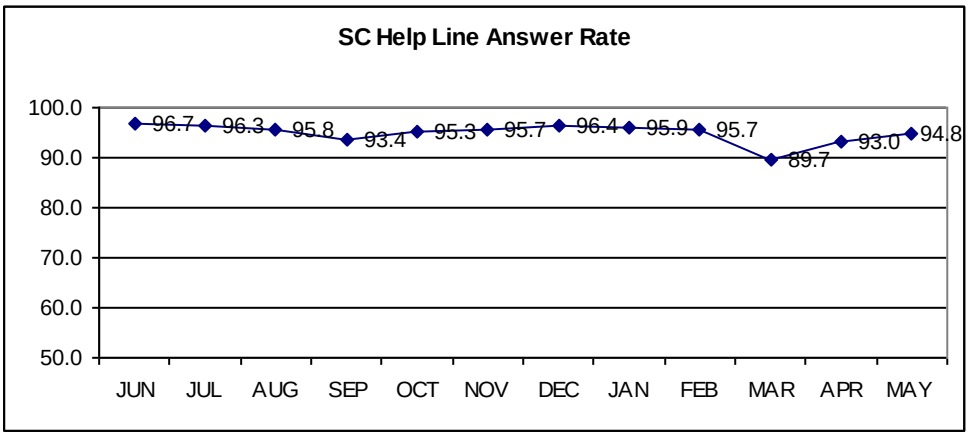
SonnerCare Help Line Performance Dashboard (June 2009 through May 2010)

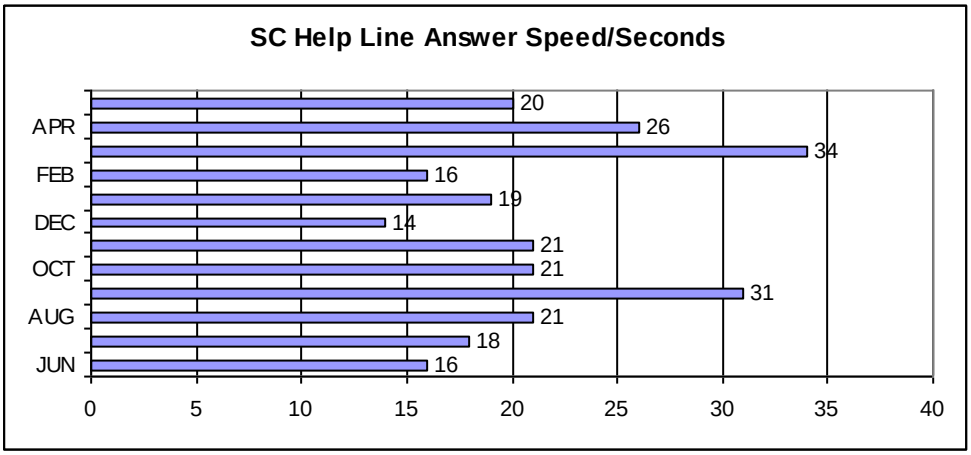
- **Calls were impacted by inclement weather closures Dec. 24, 2009, and Jan. 28 and 29, 2010.**
- **iCE CTI/Call Tracking was implemented Mar. 26, 2010.**



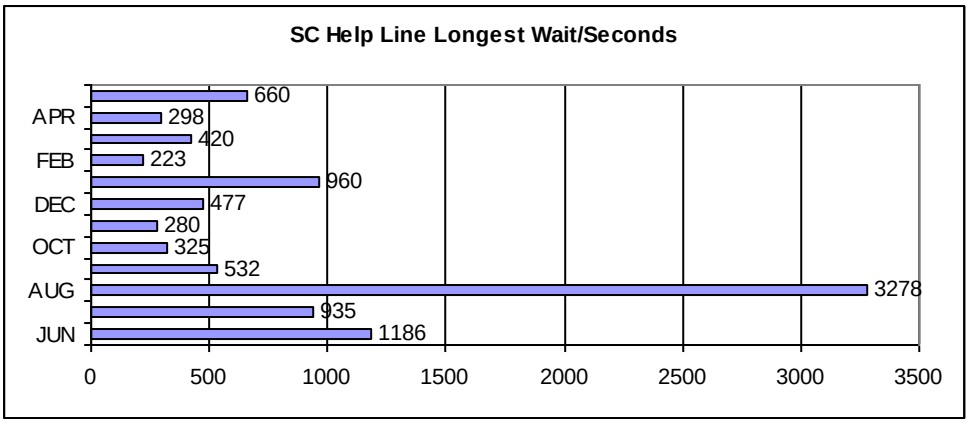
Answer rate average – Compilation of answered calls/offered calls for the month



Answer speed average – Answer speed average for month



Identified calls each month with longest wait or abandon time…



June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
19:46 m	15:35 m	54:38 m	8:52 m	5:25 m	4:40 m	7:57 m	16:00 m	3:43 m	7:00 m	4:58 m	11:00 m