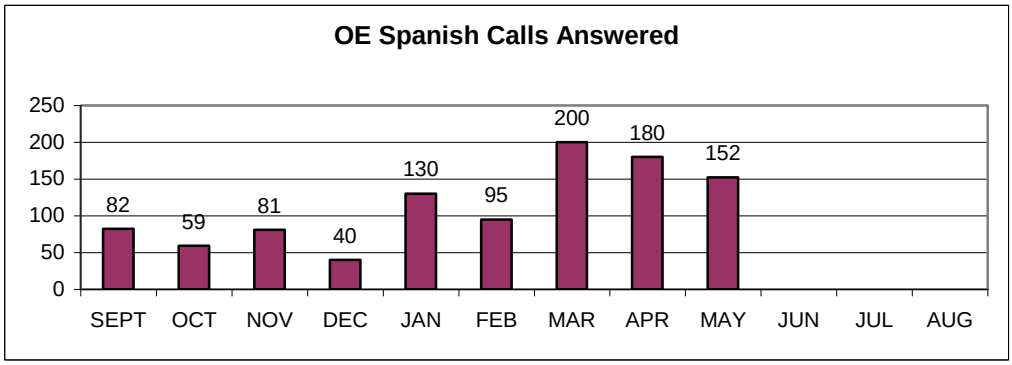
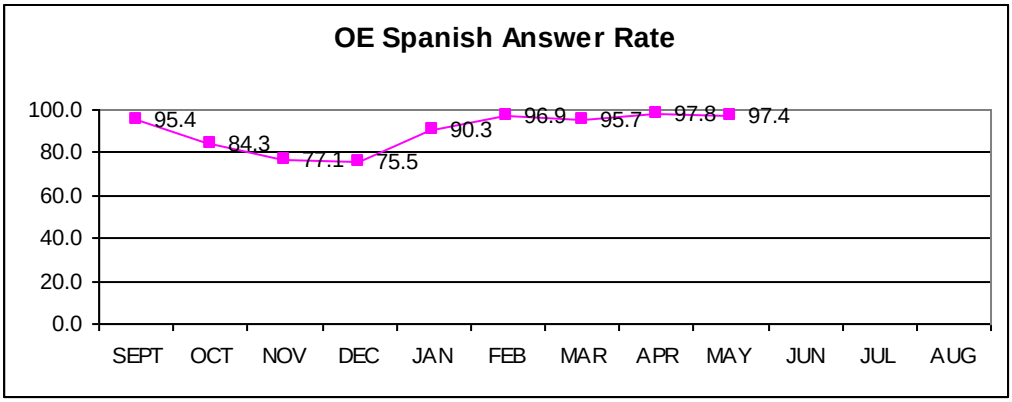
Online Enrollment Spanish @ Life Care Performance Dashboard (September 2010 - May 2011)

The OE Spanish call unit was implemented on September 7, 2010.
Due to inclement weather, all call units were closed on Feb. 1st, 2nd and Feb 9th.
Life Care was unable to take calls April 26 due to Cap outage.
Due to severe weather, all call units closed at 3:30pm on May 24th

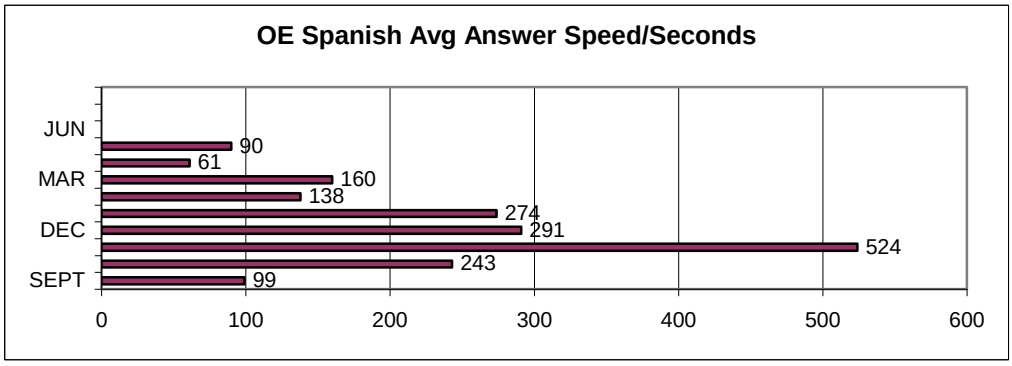
Calls Answered – The number of ACD calls queued to this unit and answered



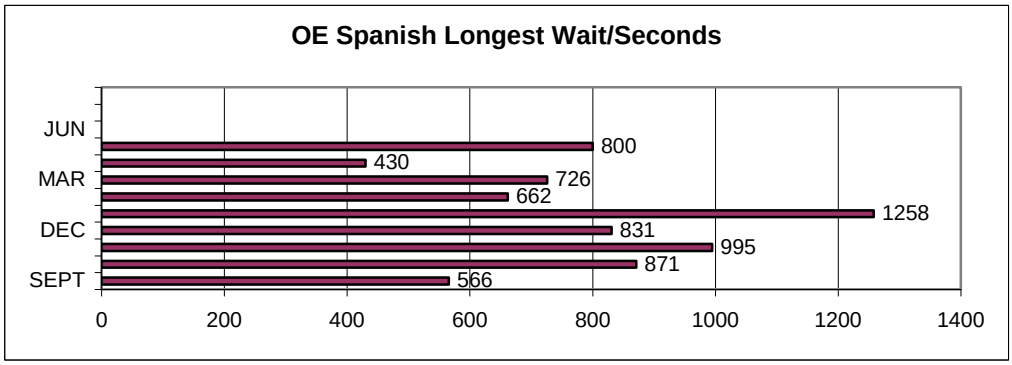
Answer rate average – Compilation of answered calls/offered calls for the month



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
9:26m	14:31m	16:35m	13:51m	20:58m	11:02m	12:06m	7:10m	13:20m			