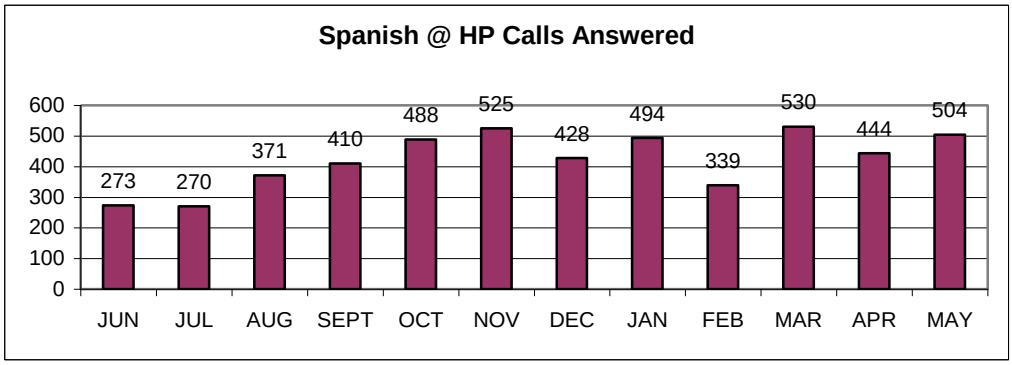
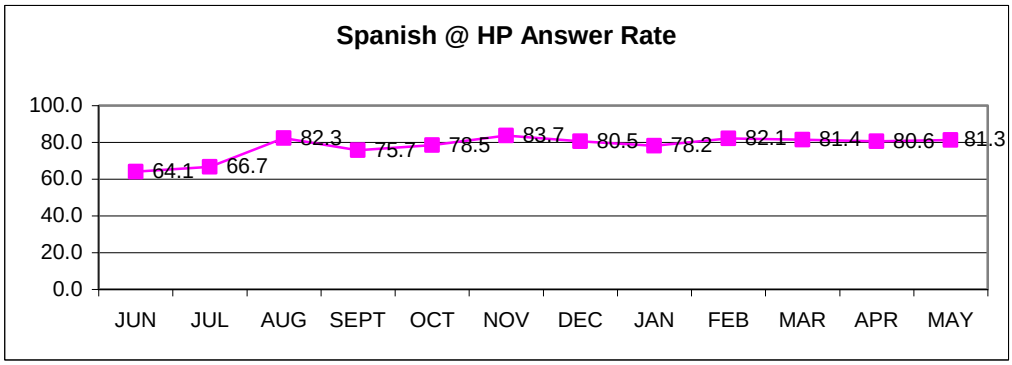
EDS Call Center – Provider/Claims Spanish @ HP Performance Dashboard (June 2010 through May 2011)

iCE CTI/Call Tracking was implemented Mar. 26, 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

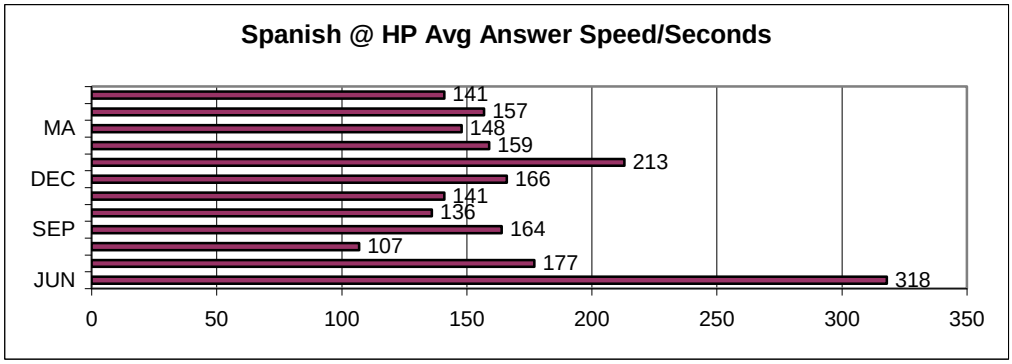
Calls Answered – The number of ACD calls queued to this unit and answered



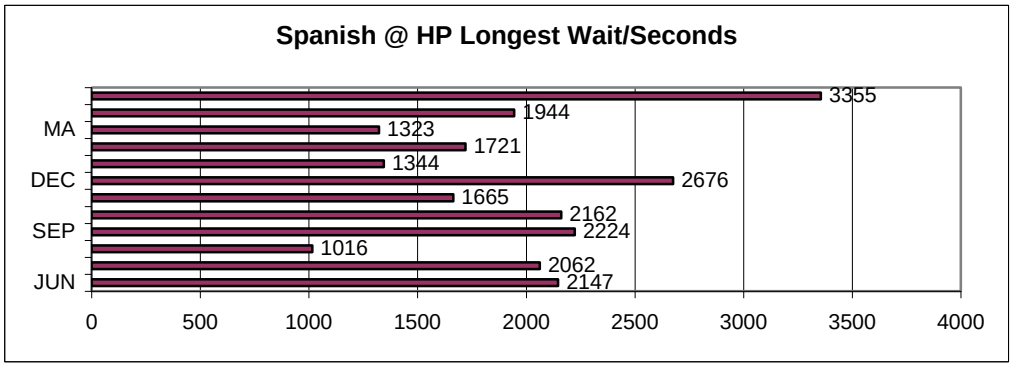
Answer rate average – Compilation of answered calls/offered calls for the month



Answer speed average – Answer speed average for month



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



June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
35:47m	34:22m	16:56m	37:04m	36:02m	27:45m	44:36m	22:24m	28:41m	22:03	32:24	55:55