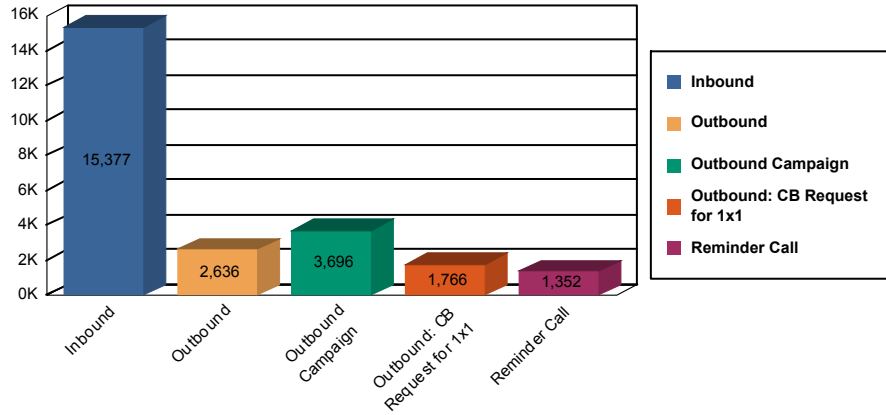


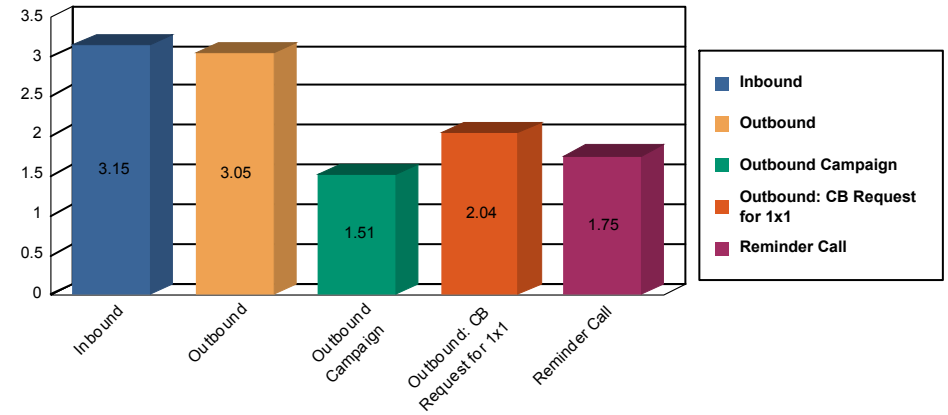
Call Volumes Summary

Date Range: less than or equal to 1/17/2014

Call Volume



Avg Call Length, Min



Totals

	Calls	Call Min
Inbound	15,377	71,064
Outbound	2,636	9,425
Outbound Campaign	3,696	5,704
Outbound: CB Request for 1x1	1,766	4,509
Reminder Call	1,352	2,545
Total	24,827	93,246

Avg Min

	Avg Min
Inbound	3.15
Outbound	3.05
Outbound Campaign	1.51
Outbound: CB Request for 1x1	2.04
Reminder Call	1.75
Total	2.82