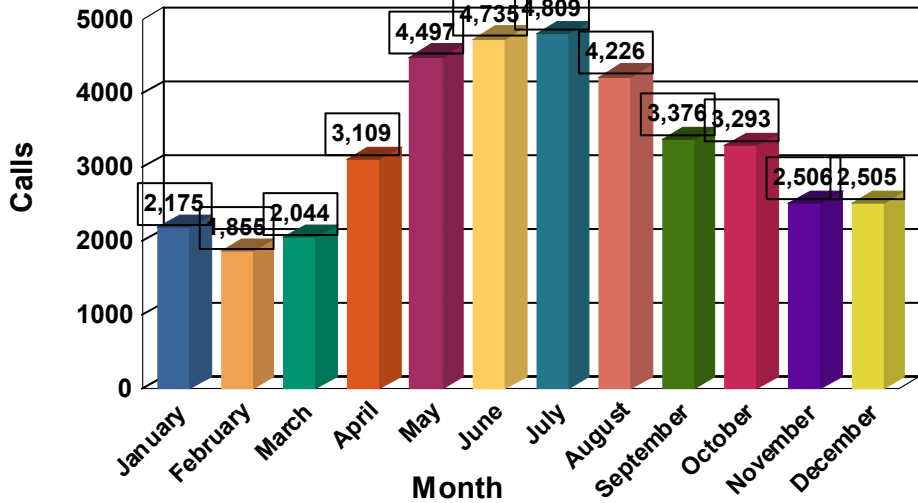




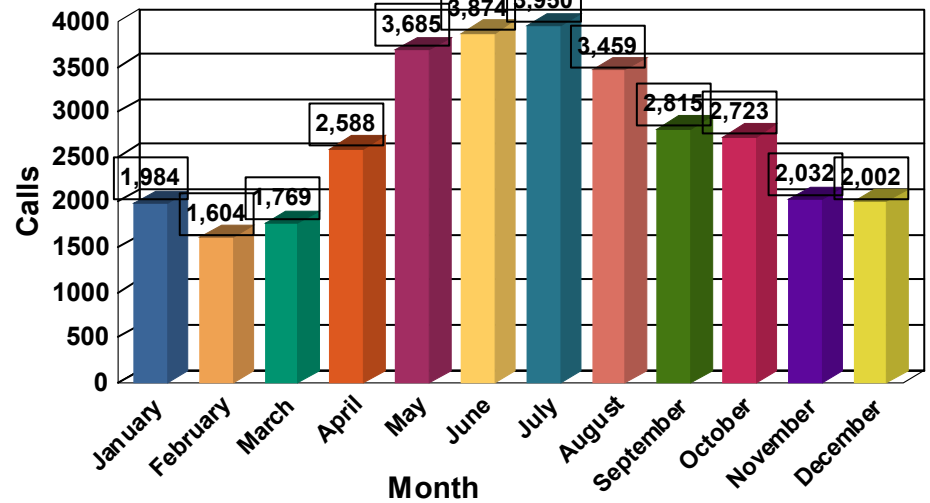
# Inbound Monthly Service Trends

Year 2013

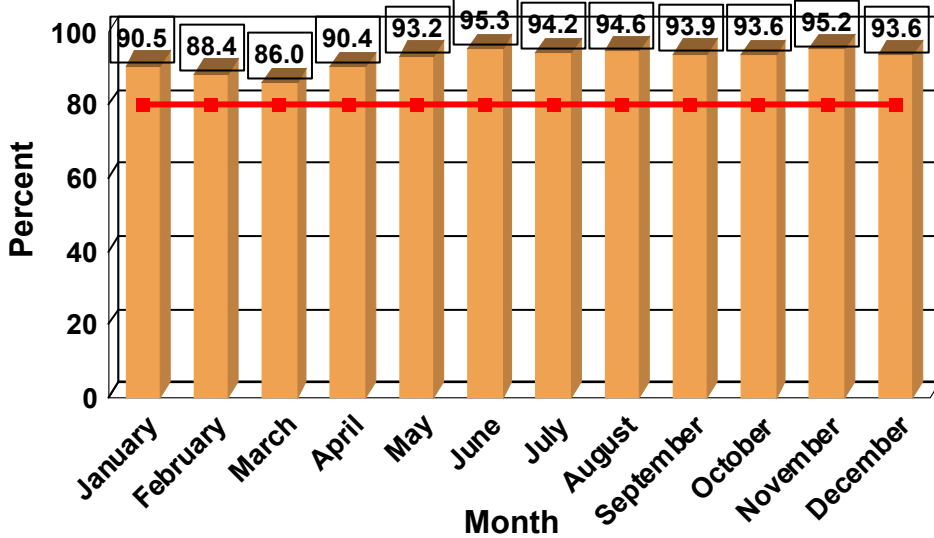
### Inbound Calls



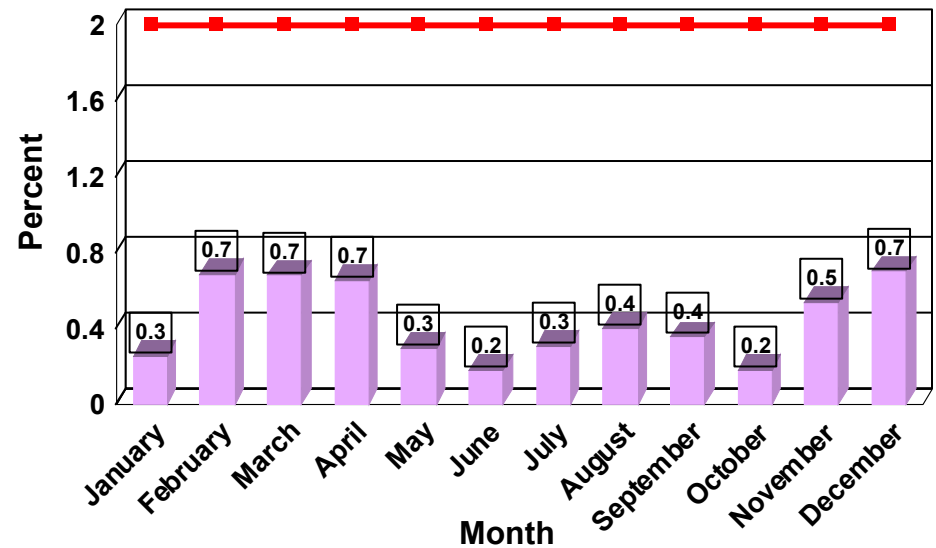
### Calls Routed to Agents



### Service Level (Objective: 80% <= 30 sec)

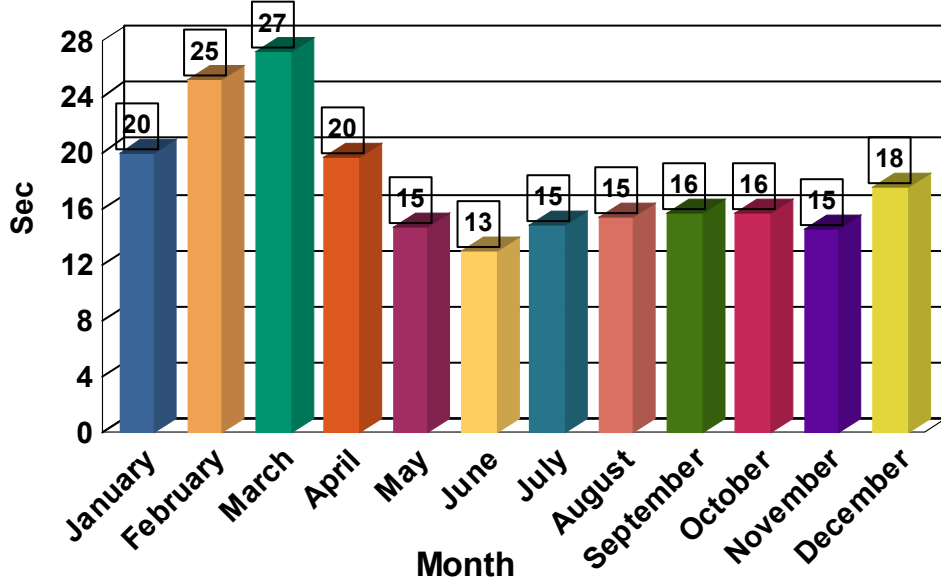


### % Abandoned (Objective: <= 2%)

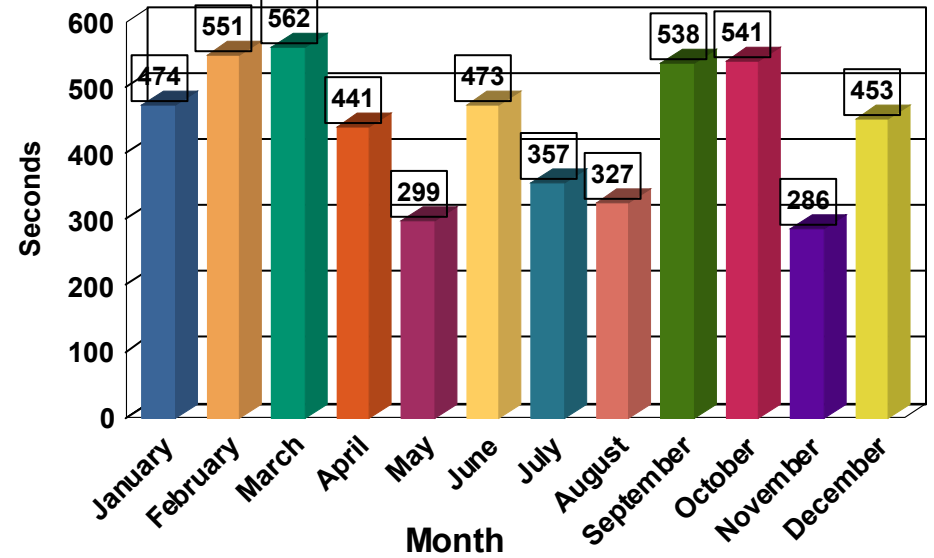




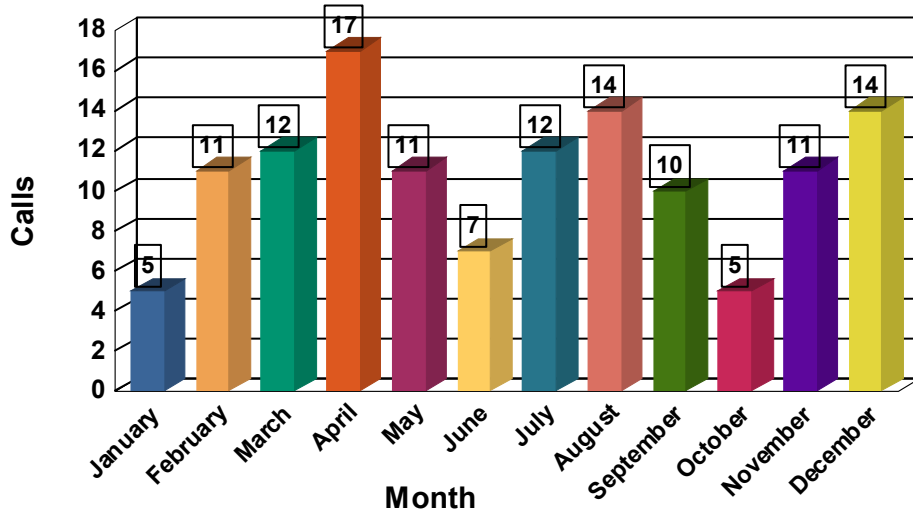
Avg Wait (Sec)



Max Wait (Sec)



Abandoned Calls



Avg. Abandoned Wait (sec)

