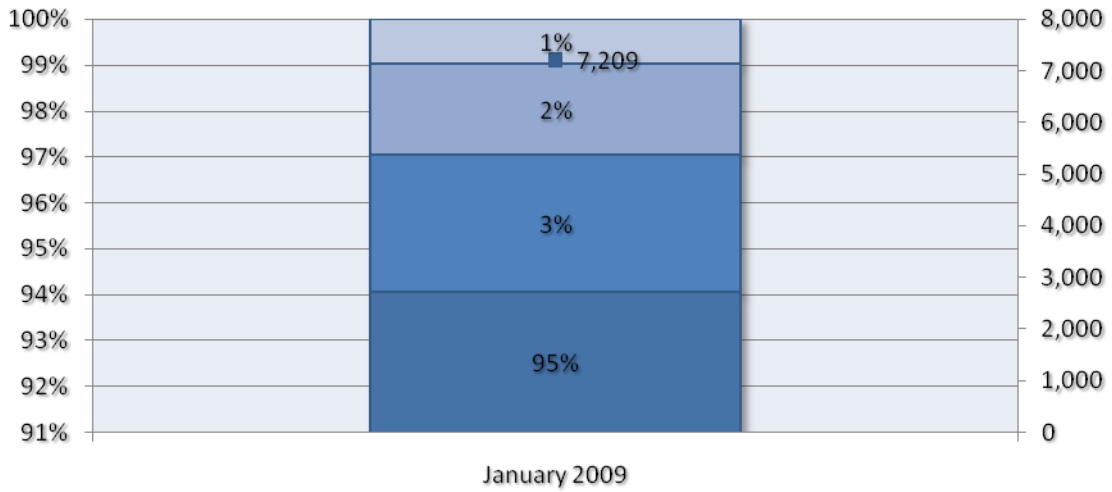


Grade of service is determined as the service rendered to a customer for every call coming into the queue. Once a caller presses zero to be transferred to an operator the call forwards into a waiting queue which alerts the next available operator of a customer call waiting to be answered. There is an allotted threshold time of thirty seconds for the incoming call to be answered at a superior rate of service. Any call either dropped due to customer hang up or answered after the allotted thirty second time frame is considered to be unsatisfactory for the service rendered to the answered call.

Call Wait Times

■ Calls Answered in 30 Sec.
 ■ Calls Waiting After 1 Min.
 ■ Calls Waiting After 2 Min.
 ■ Calls Waiting After 3 Min.
 ■ Calls Answered



Abandoned Calls

■ Abandoned in 30 Sec.
 ■ Abandoned in 1 Min.
 ■ Abandoned in 2 Min.
 ■ Abandoned in 3 Min.
 ■ Abandoned Calls

