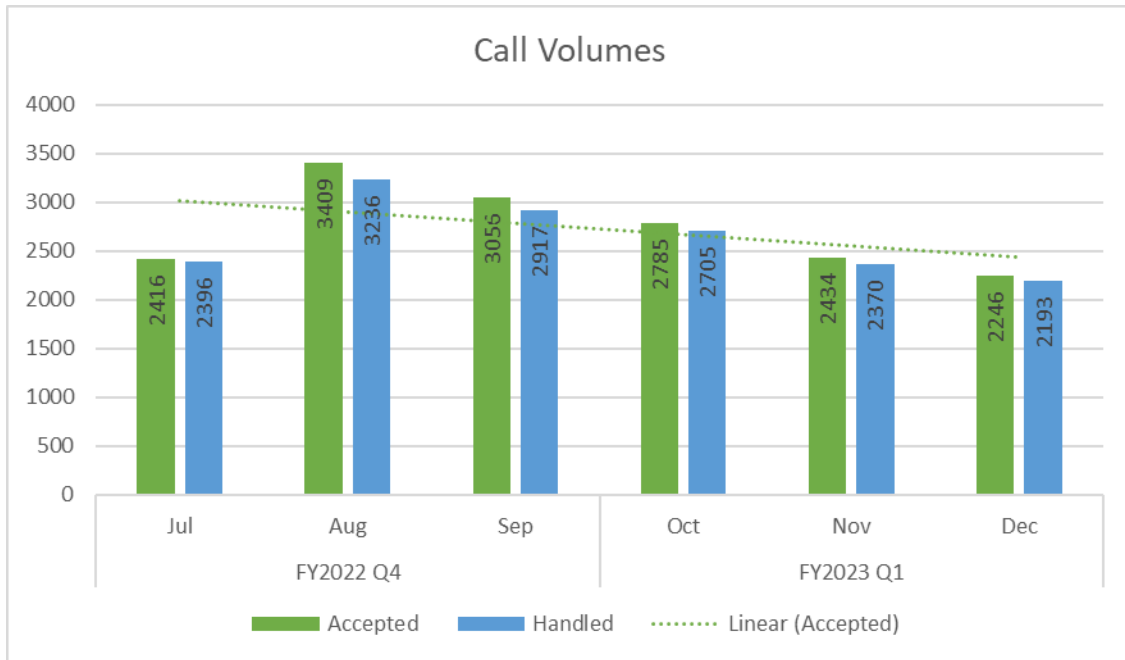
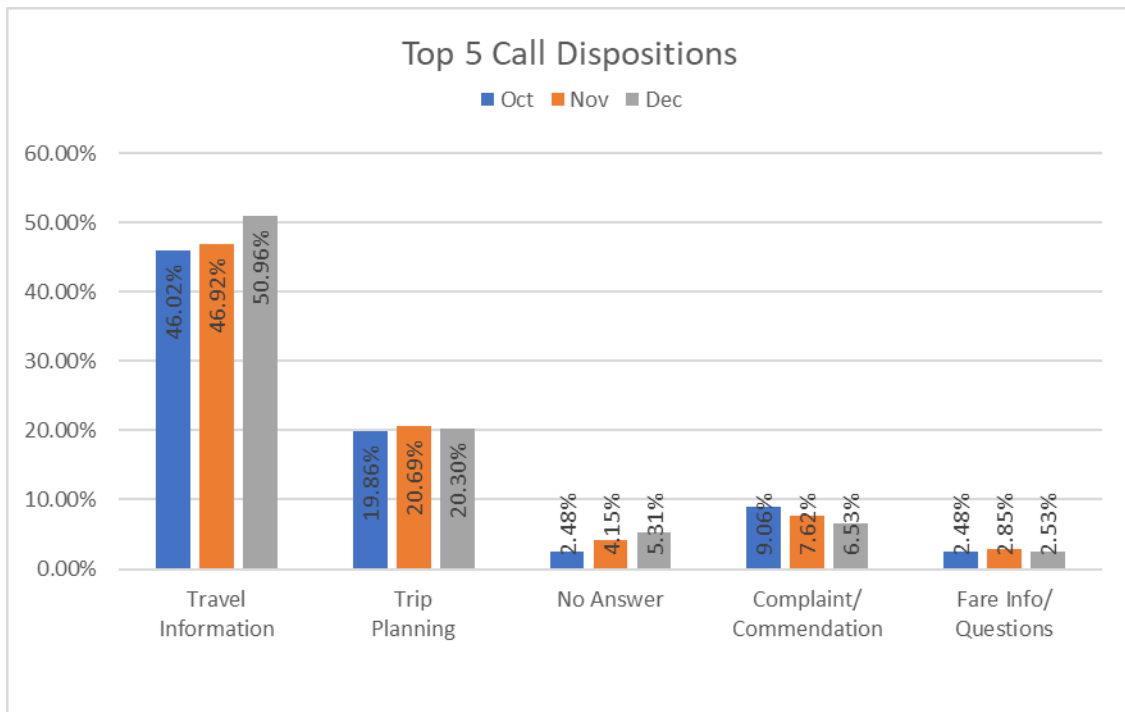


Call Center Update

(A) Call Volumes



(B) Top 5 Call Dispositions



(C) Service Levels

