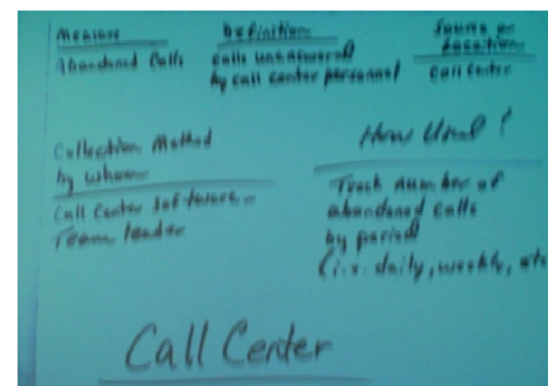


MEASURE

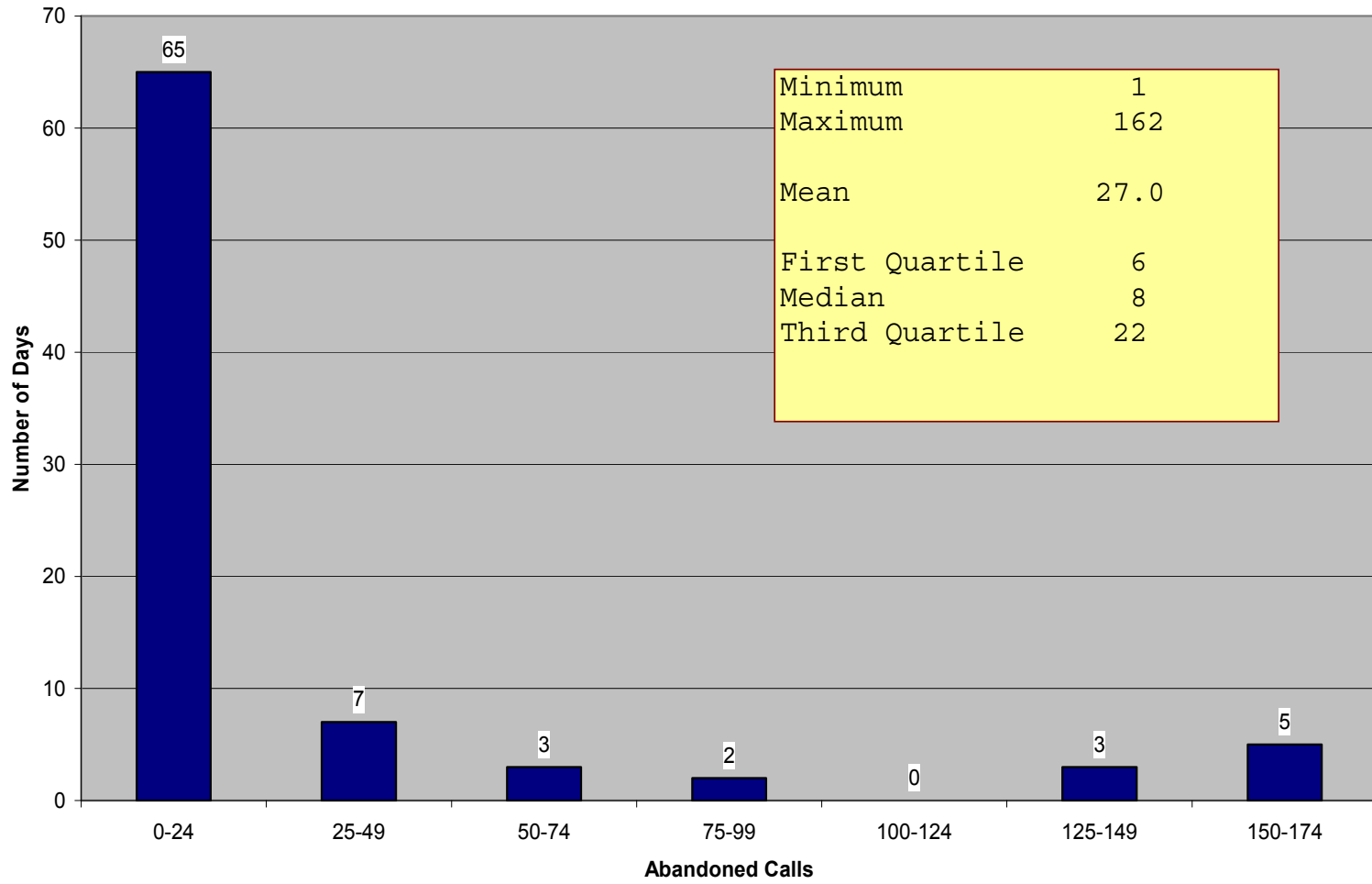
Data Collection Plan

Measure	Definition	Source or Location	Collection Method by Whom	How Used?
Abandoned calls	Calls unanswered by call center personnel	Call center	Call Center Personnel Team Leader	Track number of abandoned calls by period.



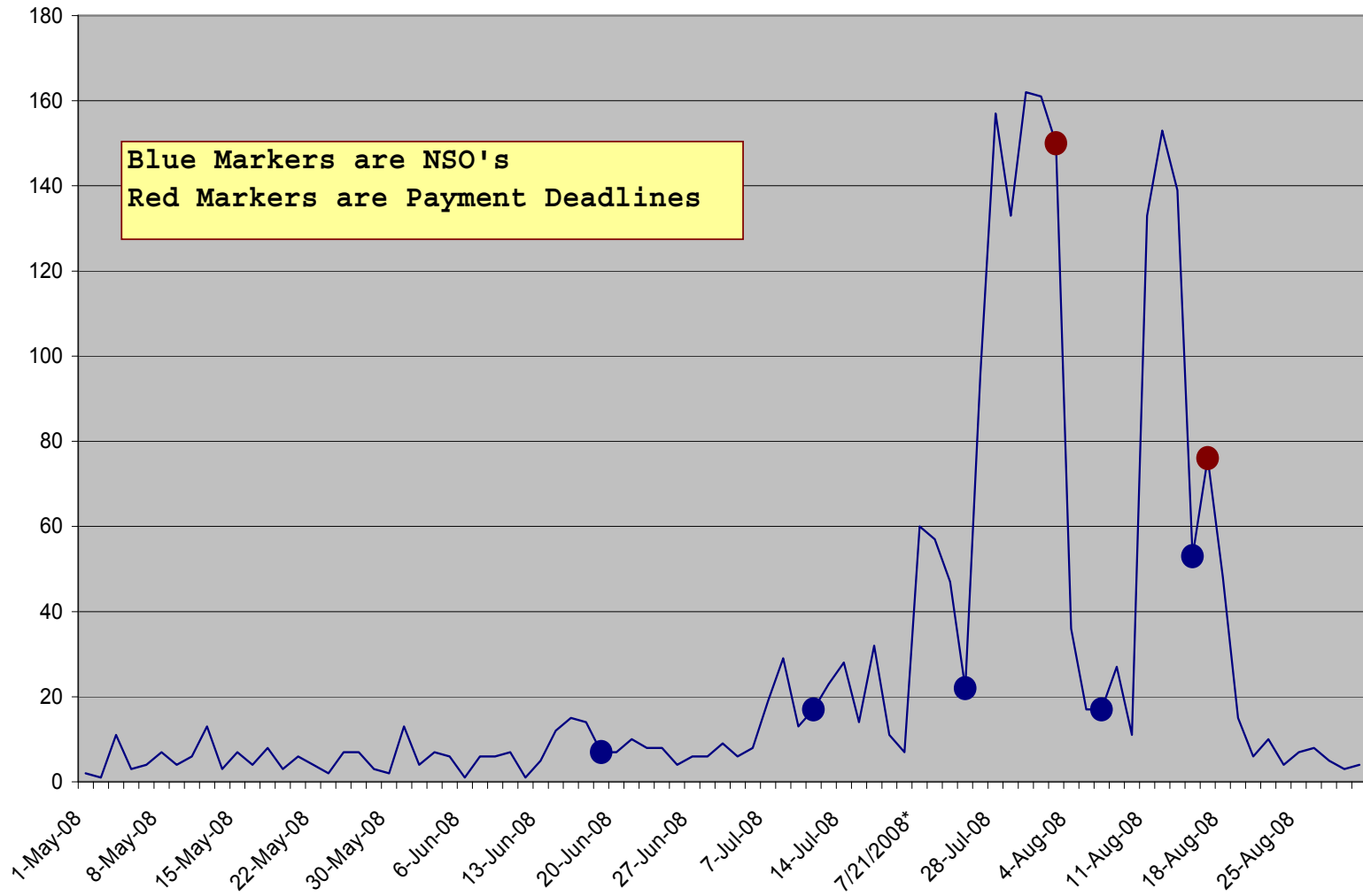
MEASURE

Abandoned Calls per Day

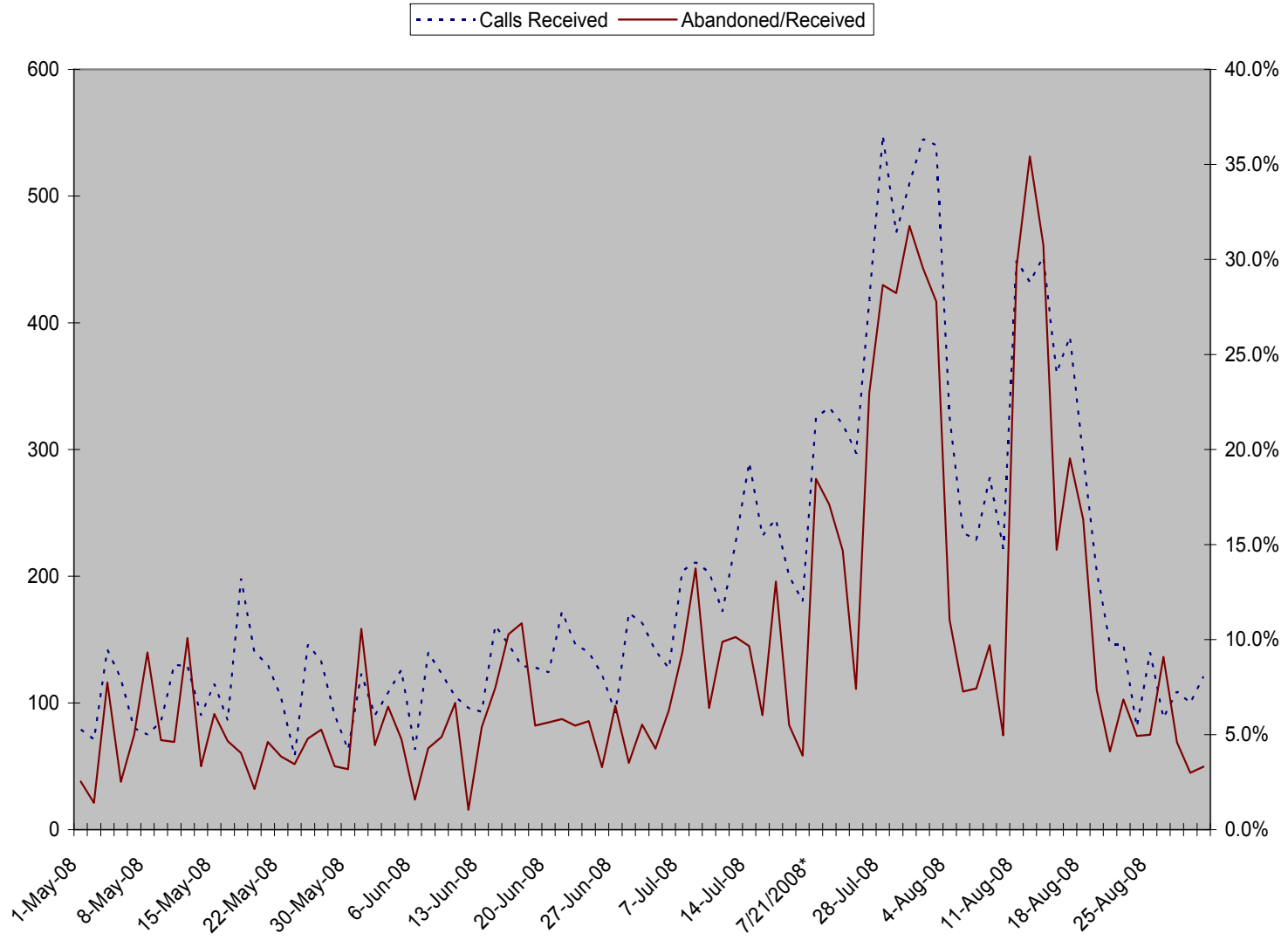


MEASURE

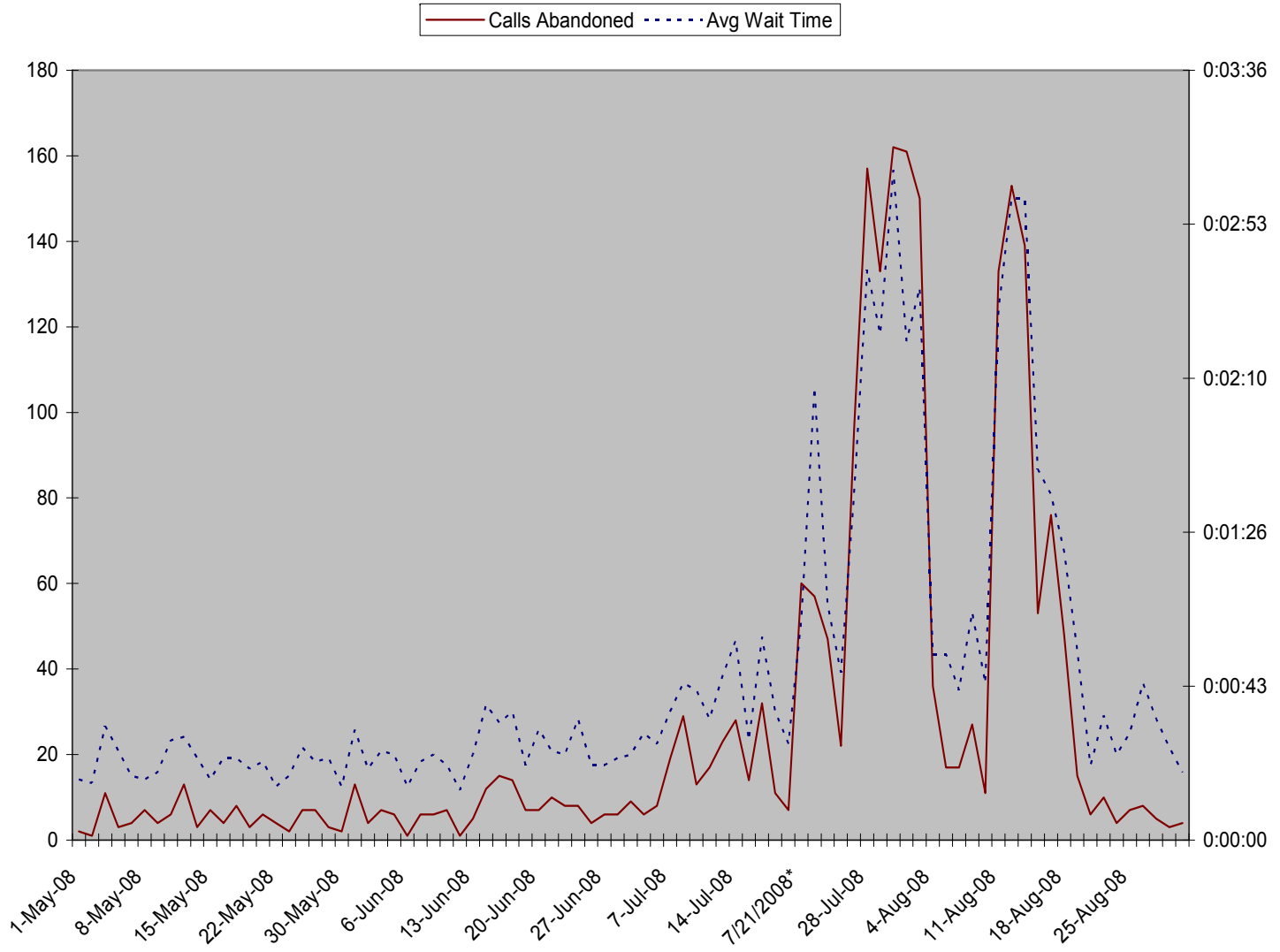
Abandoned Calls



MEASURE



MEASURE



MEASURE

