

ISG Instant Reporting: VOC Function Usage Report

Date	Total VOC Calls	Total VOC Inquiries	Member is Eligible	No Record Found	Member is Ineligible	Request Fax Back	Transfer Call	Interface Error
Sunday, March 14, 2004	92	111	50	20	41	14	0	0
Monday, March 15, 2004	955	1392	1086	105	201	229	54	0
Tuesday, March 16, 2004	843	1353	1045	129	179	246	45	0
Wednesday, March 17, 2004	836	1122	882	92	148	183	36	0
Thursday, March 18, 2004	876	1413	1109	104	200	283	40	0
Friday, March 19, 2004	749	1026	791	75	159	183	34	1
Saturday, March 20, 2004	144	305	197	35	73	33	2	0
Grand Totals:	4495	6722	5160	560	1001	1171	211	1
Averages:	642	960	737	80	143	167	30	0

Statistics

Verification Results Breakdown

Other Percentages

Request Fax Back	26.05%
Call Transferred	4.69%
IVR Error	0.02%

