

Call Center Inventory Change History Log

Suggested Changes	Page	Author	Date	Change Made Y/N	Comment
Executive Summary					
Simplify the list of participants and include meeting schedule Move to Appendix		Mike Figgins	9/28/00		
Added a page with survey response facts at a glance	11	James Phillips	9/28/00	Y	
Added current environment graph	40	Mike Figgins	9/28/00	Y	
Added call center transfer graph	53	Mike Figgins	9/25/00	Y	
Appendix					
Delete repeat after page 75	75-	Mike Figgins	9/8/00	Y	
Added a sample of the survey used to collect call centers information by the current state sub team		Mike Kinfu	9/29/00	Y	
Best in Business					
Added Best Practices sub team meeting schedule	37	Mike Figgins	9/28/00	Y	Requested by Jeanne Van Vlandren