

Customer Interaction Center Scorecard

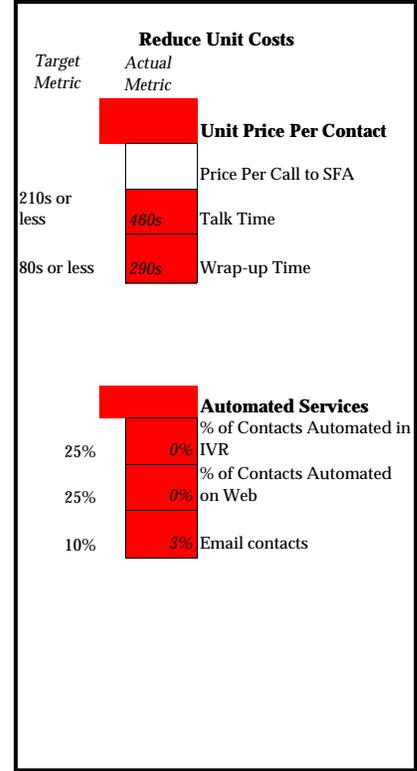
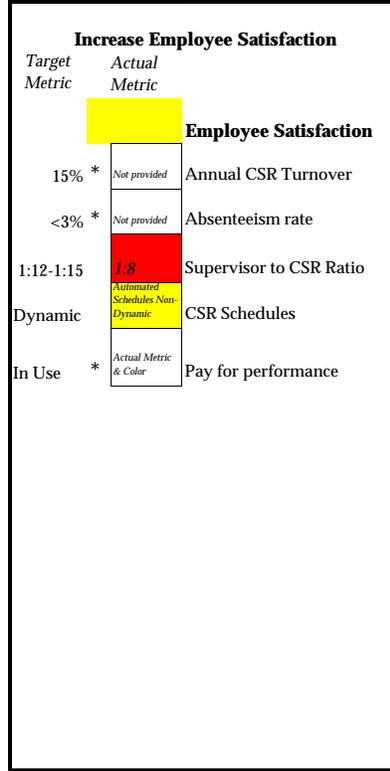
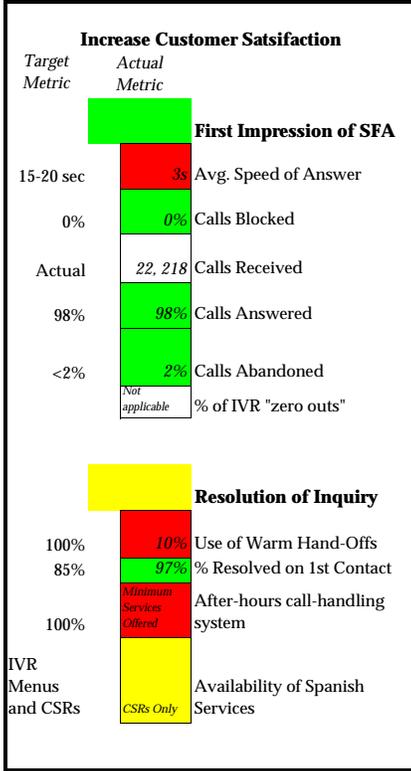
Operating Partner NCS Pearson
Location(s) Iowa City, IA
 Lawrence, KS

Contract Price to SFA

CPS/WAN

Call Volume (4/01-6/01) 22, 218
Email Volume (4/01-6/01) 742
Fax Volume (4/01-6/01) 0
Written Corr. Volume (4/01-6/01) 0
Web Volume (4/01-6/01) 0
"Other" Volume (4/01-6/01) 0

***All CPS WAN Volumes reflect the three month time period of April 2001 through June 2001.**



The information in the above section is not available to the Consistent Answers Team; however, for a complete picture, the Operating Partner and the SFA office in charge of the contract should complete these metrics.