

Customer Interaction Center Scorecard

Operating Partner  
Location(s)

NCS Pearson  
Iowa City, IA  
Lawrence, KS

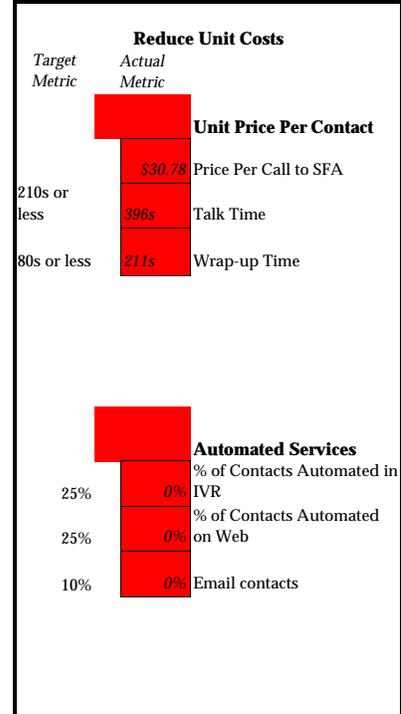
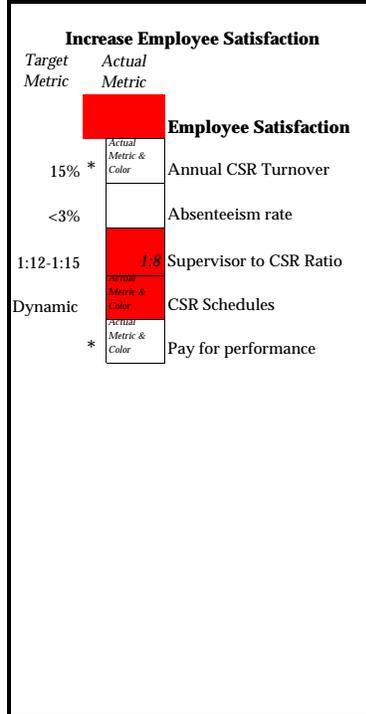
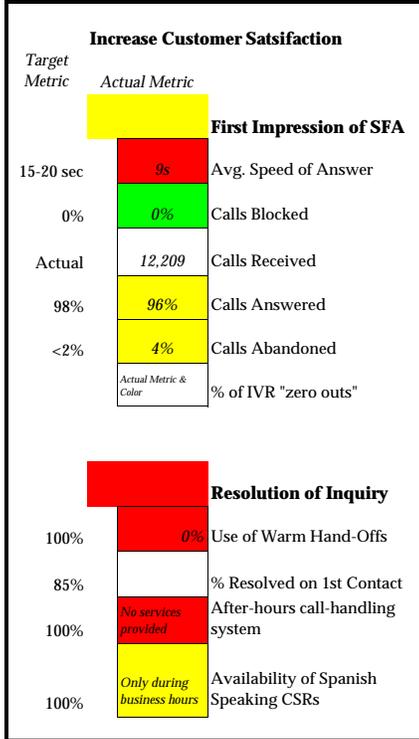
Contract Price to SFA

Ombudsman

Annual Call Volume (4/00-3/01)  
Annual email Volume (4/00-3/01)  
Annual Fax Volume (4/00-3/01)  
Annual Written Corr. Volume (4/00-3/01)  
Annual Web Volume (4/00-3/01)  
Annual "Other" Volume (4/00-3/01)



12,209  
0  
0  
0  
0  
0



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.