

BAYOU HEALTH
Callback Request Summary
Reporting Month: January 2016

| Date | Received | Returned ≤1 Business Day | Returned >1 Business Day | % In Compliance |
|--------------|------------|--------------------------|--------------------------|-----------------|
| Total | 403 | 403 | 0 | 100.00% |
| 1/1/2016 | 11 | 11 | 0 | 100.00% |
| 1/2/2016 | 16 | 16 | 0 | 100.00% |
| 1/3/2016 | 5 | 5 | 0 | 100.00% |
| 1/4/2016 | 21 | 21 | 0 | 100.00% |
| 1/5/2016 | 12 | 12 | 0 | 100.00% |
| 1/6/2016 | 10 | 10 | 0 | 100.00% |
| 1/7/2016 | 15 | 15 | 0 | 100.00% |
| 1/8/2016 | 9 | 9 | 0 | 100.00% |
| 1/9/2016 | 15 | 15 | 0 | 100.00% |
| 1/10/2016 | 5 | 5 | 0 | 100.00% |
| 1/11/2016 | 17 | 17 | 0 | 100.00% |
| 1/12/2016 | 12 | 12 | 0 | 100.00% |
| 1/13/2016 | 12 | 12 | 0 | 100.00% |
| 1/14/2016 | 11 | 11 | 0 | 100.00% |
| 1/15/2016 | 8 | 8 | 0 | 100.00% |
| 1/16/2016 | 9 | 9 | 0 | 100.00% |
| 1/17/2016 | 9 | 9 | 0 | 100.00% |
| 1/18/2016 | 67 | 67 | 0 | 100.00% |
| 1/19/2016 | 14 | 14 | 0 | 100.00% |
| 1/20/2016 | 5 | 5 | 0 | 100.00% |
| 1/21/2016 | 9 | 9 | 0 | 100.00% |
| 1/22/2016 | 10 | 10 | 0 | 100.00% |
| 1/23/2016 | 11 | 11 | 0 | 100.00% |
| 1/24/2016 | 6 | 6 | 0 | 100.00% |
| 1/25/2016 | 18 | 18 | 0 | 100.00% |
| 1/26/2016 | 13 | 13 | 0 | 100.00% |
| 1/27/2016 | 13 | 13 | 0 | 100.00% |
| 1/28/2016 | 13 | 13 | 0 | 100.00% |
| 1/29/2016 | 10 | 10 | 0 | 100.00% |
| 1/30/2016 | 17 | 17 | 0 | 100.00% |
| 1/31/2016 | 8 | 8 | 0 | 100.00% |

Description: This report presents service delivery statistics for the live inbound agent queue calls.

Note: Shaded rows indicate weekend days and holidays.