----Original Message----
From: [REDACTED]
Sent: Sunday, June 22, 2008 10:48 AM
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: Weekend TSOC Schedule for OCC

Close out update. [REDACTED] is here to transition. He gets extra points for showing up early.

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From: [REDACTED]
Sent: Sun 6/22/2008 10:12 AM
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: Weekend TSOC Schedule for OCC

All: An update on this mornings activity.

TSOC ID VERIFICATION REPORT
22 Jun 08
0500-0800

HOUR
MAX QUEUE WAIT
AVG CALL DURATION
NUMBER OF ID CHECKS
ID CHECKS NOT VERIFIED
DENIALS
0500-0559
1
All: Good morning. Quiet night for the program people here. Summary of the action is below. More later. Best, [Name]

ID VERIFICATION SUMMARY

21-22 Jun 08

1700-0500 HRS
1. TOTAL # ID CHECKS: 74
2. TOTAL # UNVERIFIABLE IDS: 18
3. TOTAL # DENIALS: 7
4. AVERAGE CALL DURATION: 8.5 MINUTES

SUMMARY OF DENIALS:

<table>
<thead>
<tr>
<th>HOUR</th>
<th>MAX QUEUE WAIT</th>
<th>AVG CALL DURATION</th>
<th># ID CHECKS</th>
<th>ID CHECKS NOT VERIFIED</th>
<th>DENIALS</th>
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<td>1700-1759</td>
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<tr>
<td>1800-1859</td>
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<td>18</td>
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