

B	I	N	G	O
WHEELS	APH	3 DAY WINDO W	EXTRA HOURS	SHOW RATE
NO SHOW	DEFERRAL FORM	TRIPLE	QUEUE	THANK YOU
CALL LIST	IDLE TIME	FREE	CPH	INBOUND CALL
STATS	METRICS	REMINDER CALLS	TELEPHONE	HEARTLAND BC
GOAL MAKERS	PLASMA	CLOUDS	PLATELETS	APPOINTMENT

B	I	N	G	O
THANK YOU	CLOUDS	SPIF	IDLE TIME	CALL LIST
INBOUND CALL	TRIPLE	APH	WHEELS	QUEUE
SHOW RATE	PLASMA	FREE	APPOINTMENT	PLATELETS
DEFERRAL FORM	EXTRA HOURS	REBUTTAL	WHOLE BLOOD	STATS
CPH	REMINDER CALLS	3 DAY WINDO W	NO SHOW	URGENCY

B	I	N	G	O
CLOUDS	WOW FACTOR	WHOLE BLOOD	DEFERRAL FORM	APPOINTMENT
SPIF	QUEUE	ELIGIBL E	APH	WHEELS
NO SHOW	CPH	FREE	SHOW RATE	INBOUND CALL
EXTRA HOURS	PLATELETS	IDLE TIME	GOAL MAKERS	REMINDER CALLS
URGENCY	DOUBLE	STATS	METRICS	3 DAY WINDO W