

Call center volume report.

The dates are for the weeks requested.

April-26-20	3754
May-03-20	3549
May-10-20	3501
May-17-20	2960
May-24-20	3597
May-31-20	4018
June-07-20	3562
June-14-20	3160

Dispute Category by Applicant type

	Week of start_date								Grand Total
	26 April, 2020	3 May, 2020	10 May, 2020	17 May, 2020	24 May, 2020	31 May, 2020	7 June, 2020	14 June, 2020	
Emergency	9	26	31	21	29	50	49	27	242
Regular	24	112	90	75	91	78	85	66	621
Deferred	21	107	127	87	86	90	103	71	692
Unknown	2	1	1	4	3	2	1	2	16
Grand Total	56	246	249	187	209	220	238	166	1,571

Please note the data is partial in the week of Apr 26 and June 14th.