

# NORTH DAKOTA ONE CALL DASHBOARD

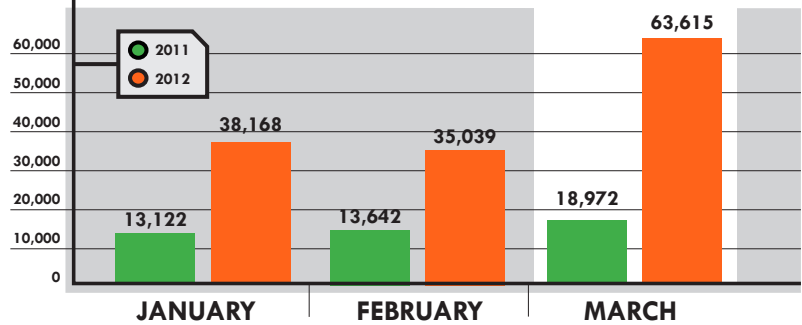
## MAR

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

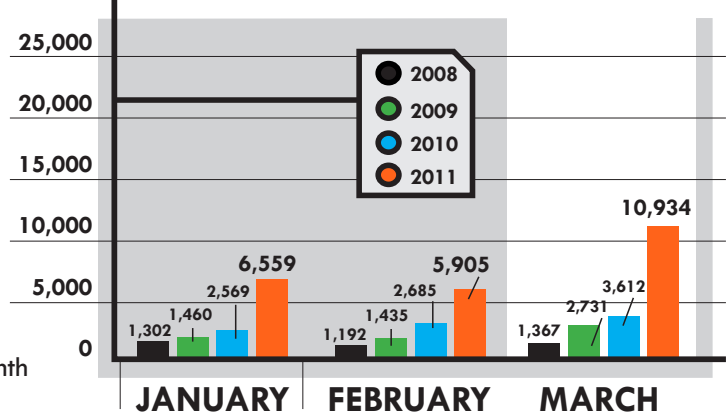
Ticket volume continues to remain above 2011 levels. With the mild winter and increased activity in the western part of the state, the NDOC looks to be headed for another record breaking year.

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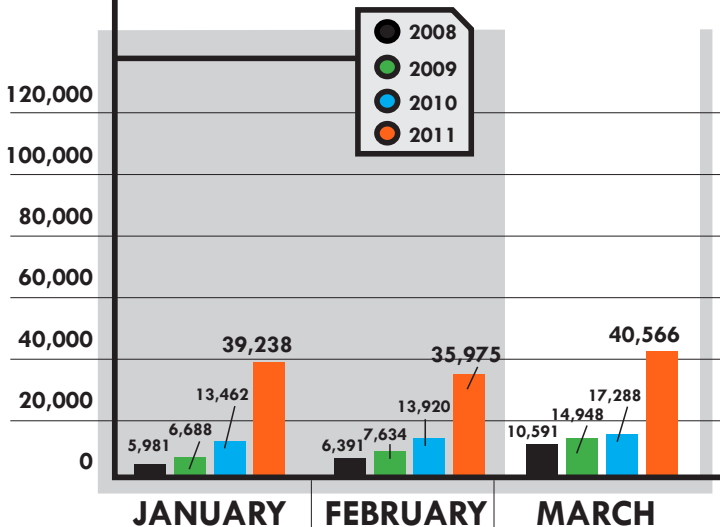
### Billable Tickets



### Incoming Tickets by month



### Outgoing Tickets by month



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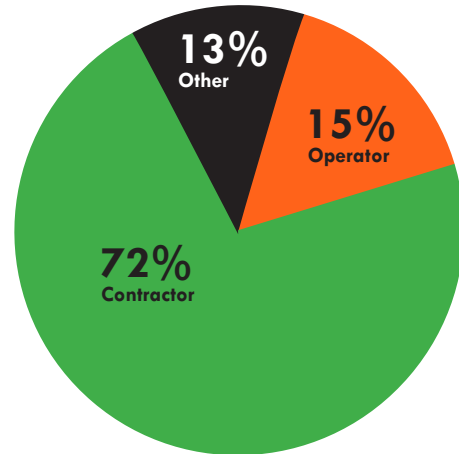
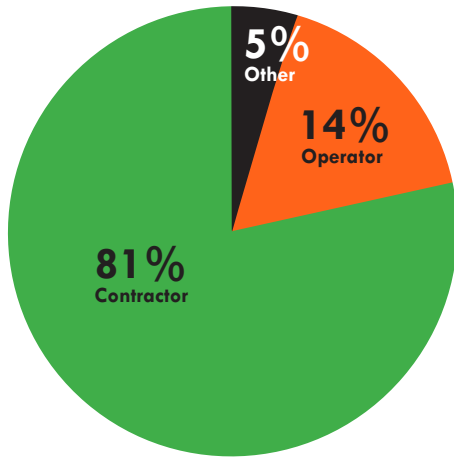
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### Sources of Incoming NDOC tickets

MARCH 2011

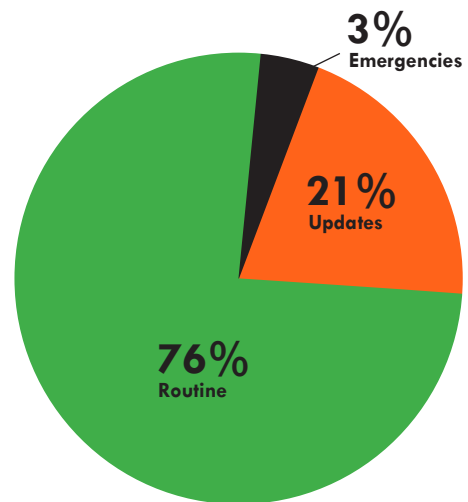
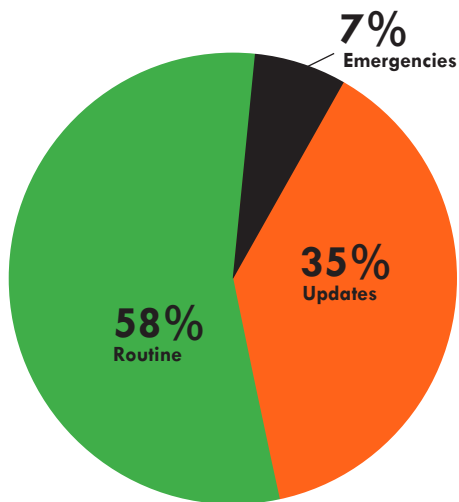
MARCH 2012



### Types of Incoming NDOC tickets

MARCH 2011

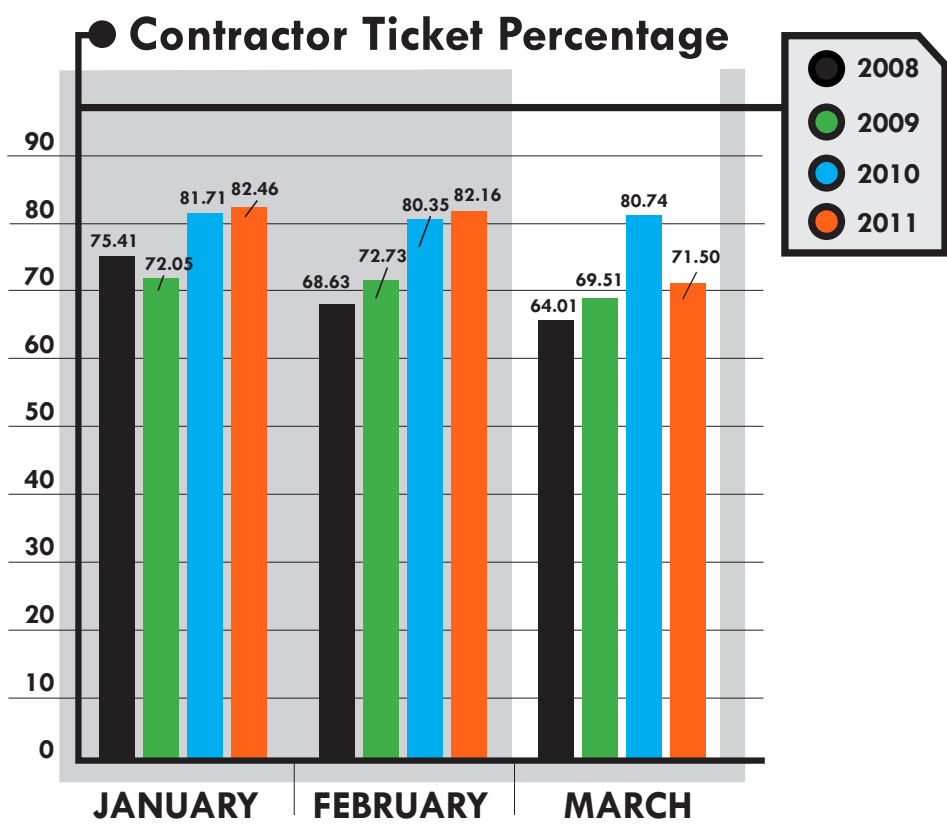
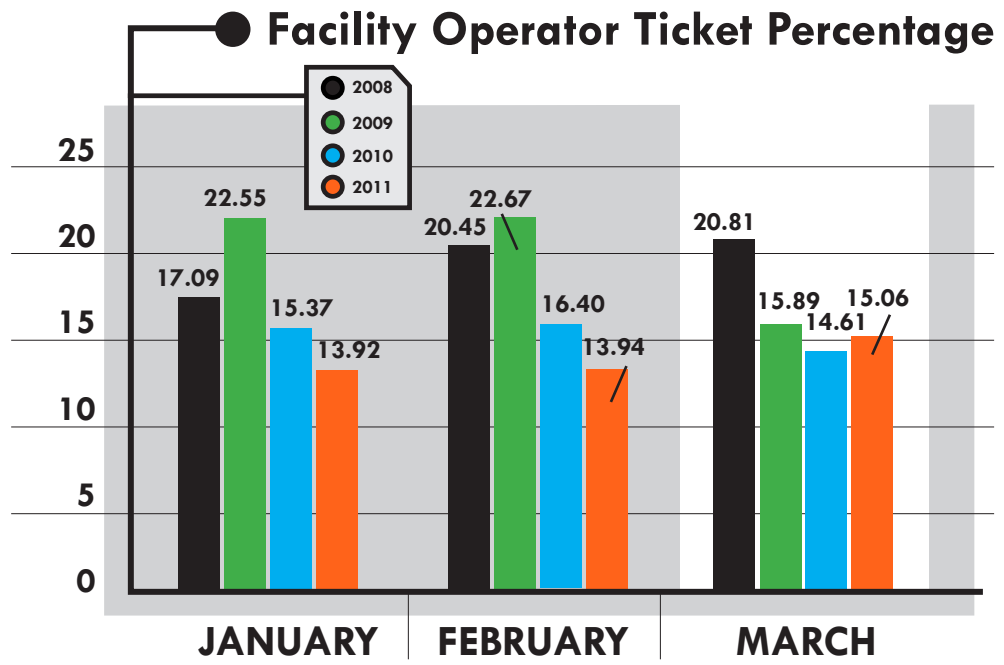
MARCH 2012



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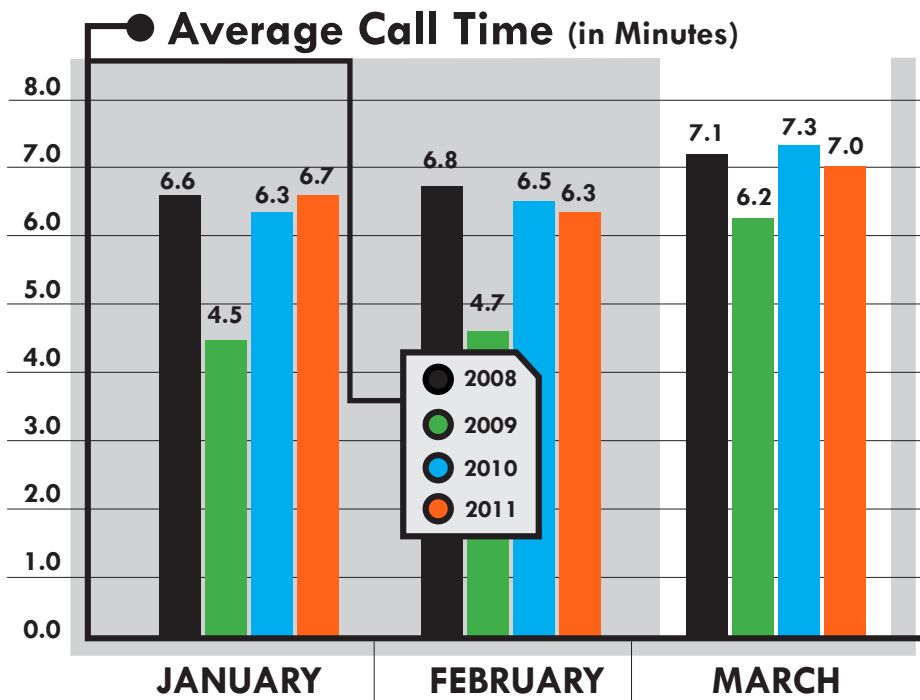
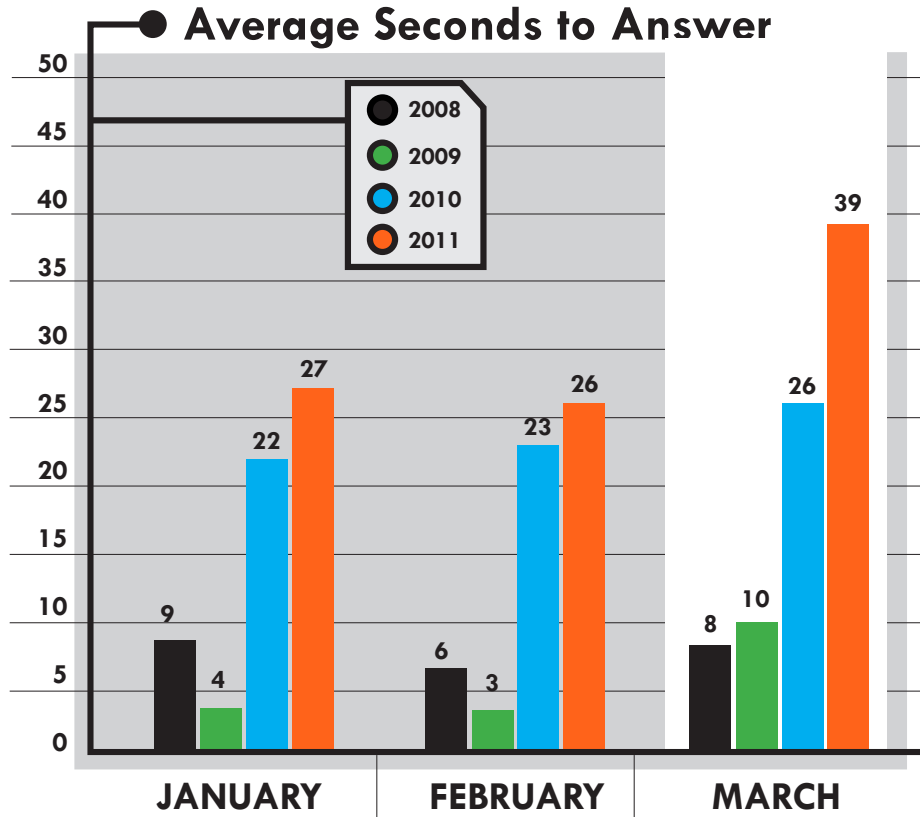
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL



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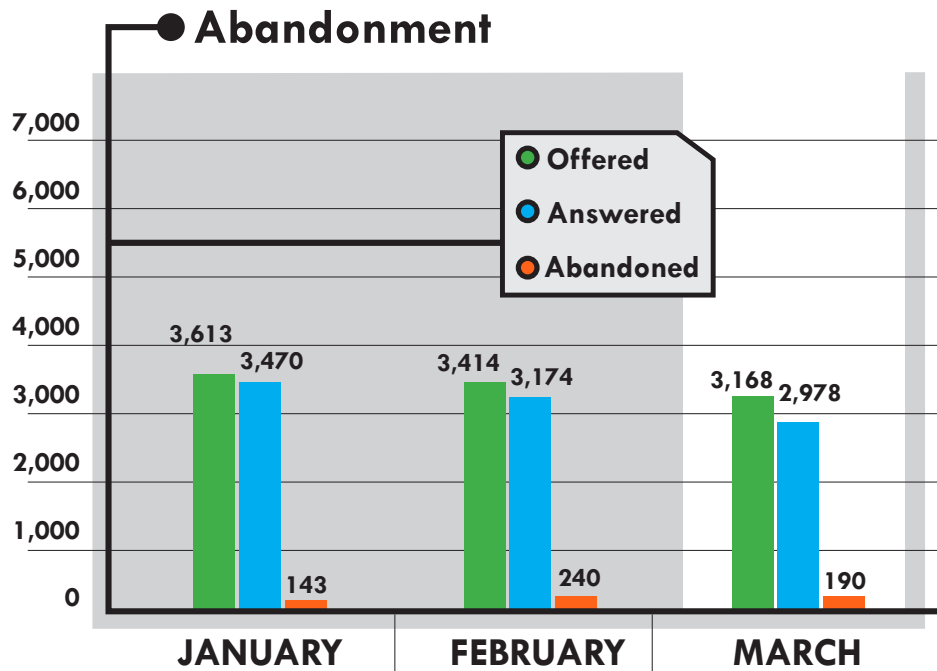
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

As the Board has asked, we are including information regarding caller abandonment in our report. This chart shows the total number of calls offered through the phone system and the number that were answered. The difference is the total number of calls that were abandoned. An abandoned call is one that enters the queue and is terminated by the caller before it is answered by a live CSR.

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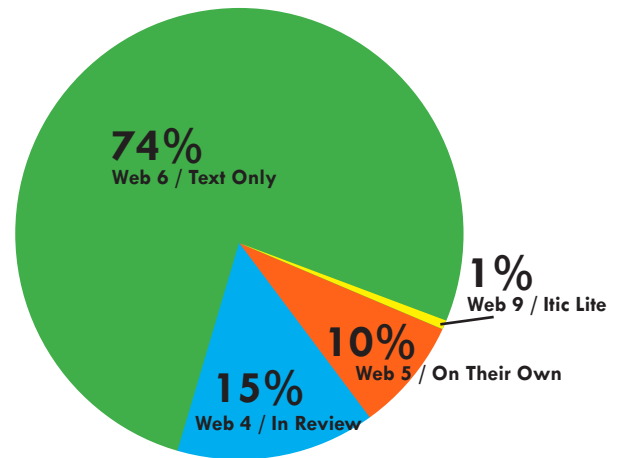
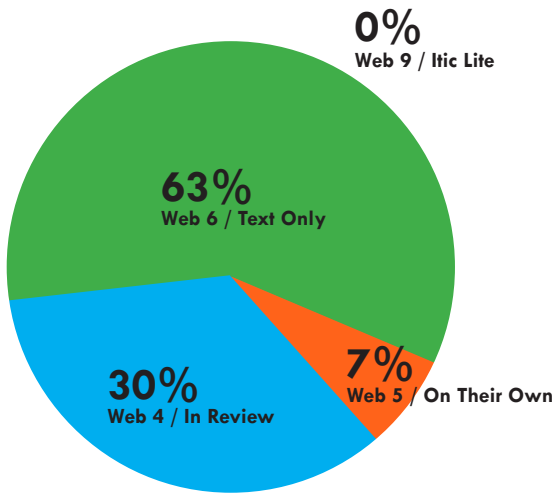
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### ITIC YTD Analysis (Year-To-Date)

2011

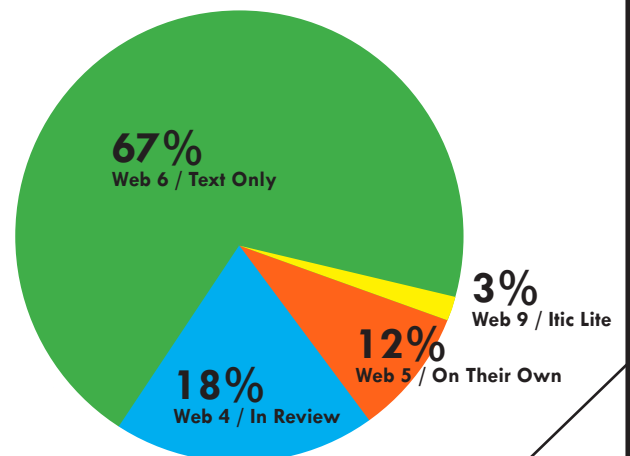
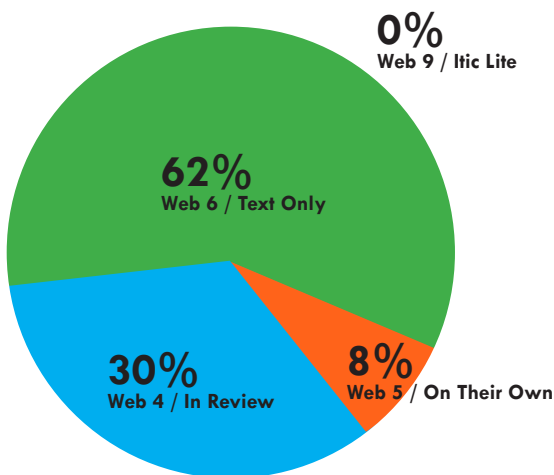
2012



### ITIC Analysis (March)

2011

2012



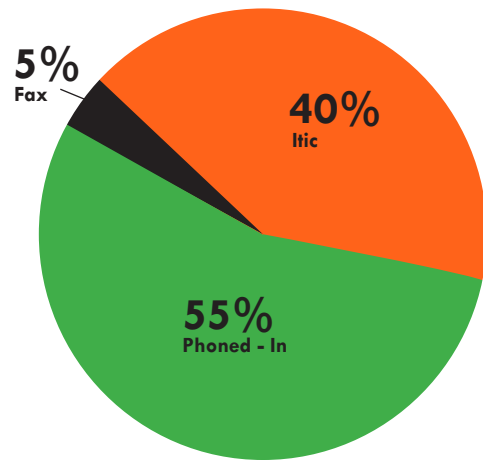
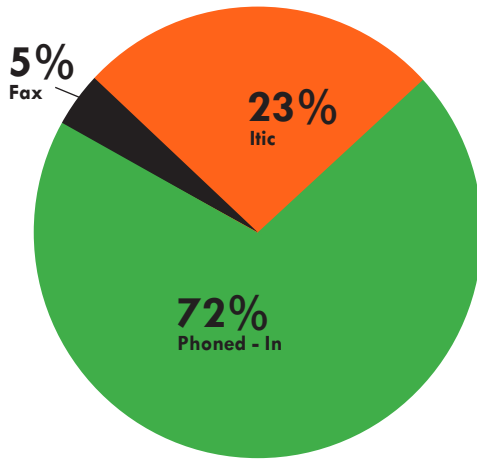
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### Methods of Ticket Receipt (Year-To-Date)

2011 — 2012



### Methods of Ticket Receipt (March)

2011 — 2012

