

# NORTH DAKOTA ONE CALL DASHBOARD

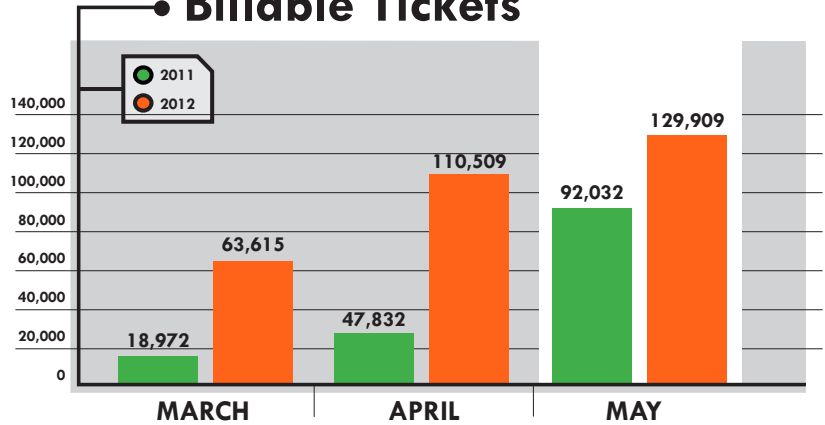
## MAY

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

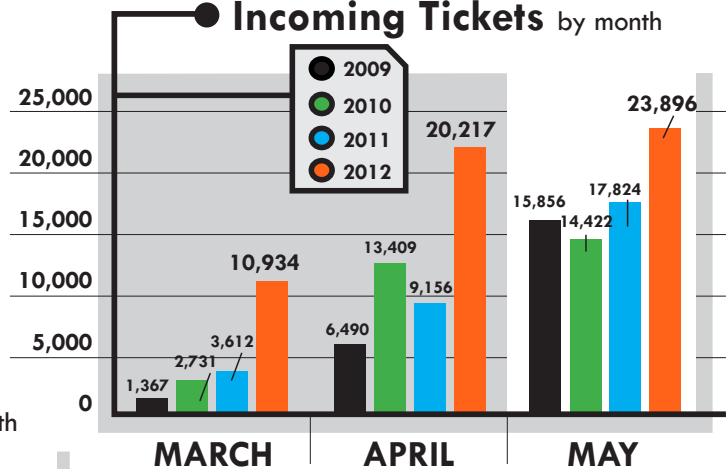
While ticket volumes remain at higher levels than 2011, there seems to be some adjustment for whether. The difference between 2011 and 2012 has "narrowed" in May.

MAY

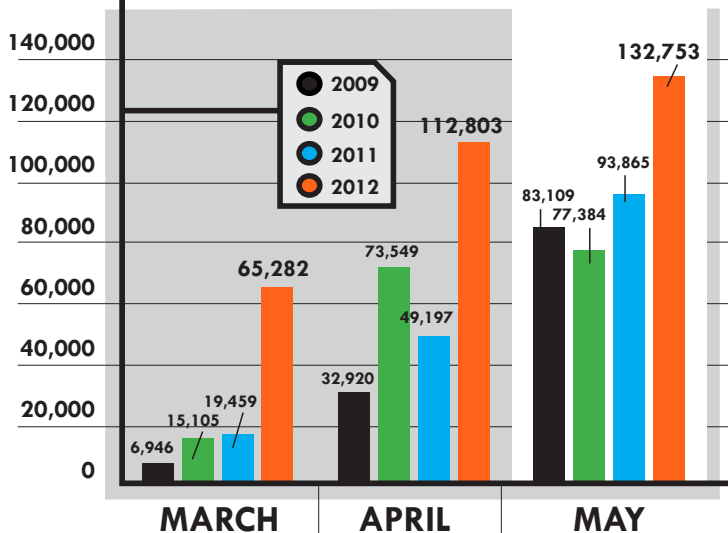
### Billable Tickets



### Incoming Tickets by month



### Outgoing Tickets by month



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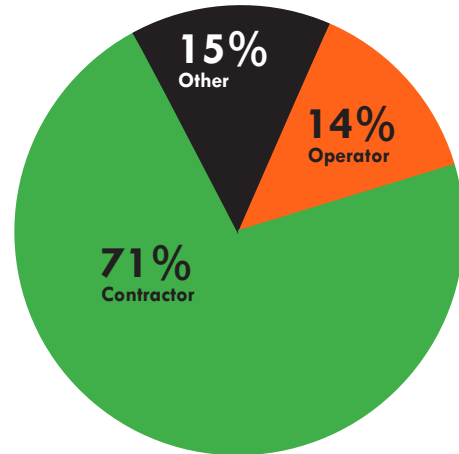
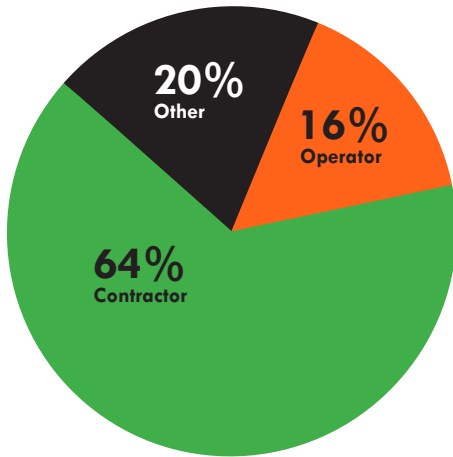
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### Sources of Incoming NDOC tickets

MAY 2011

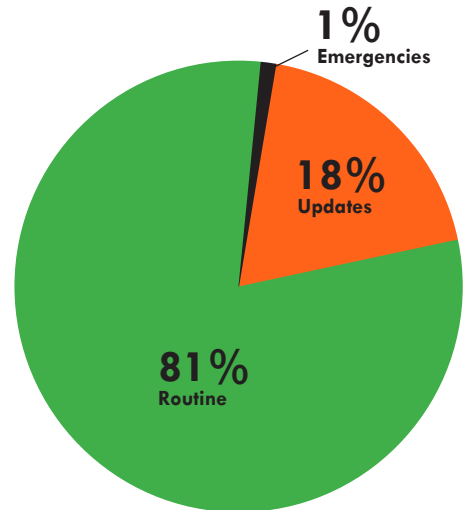
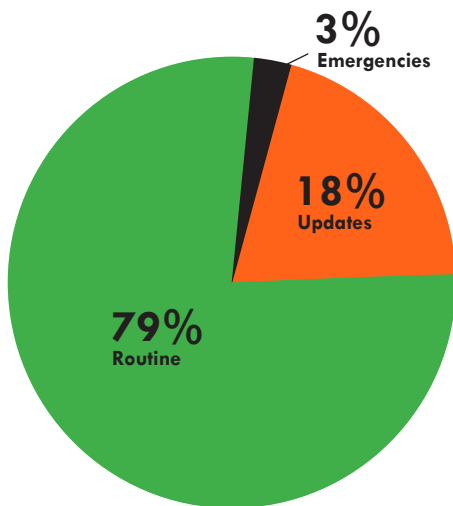
MAY 2012



### Types of Incoming NDOC tickets

MAY 2011

MAY 2012

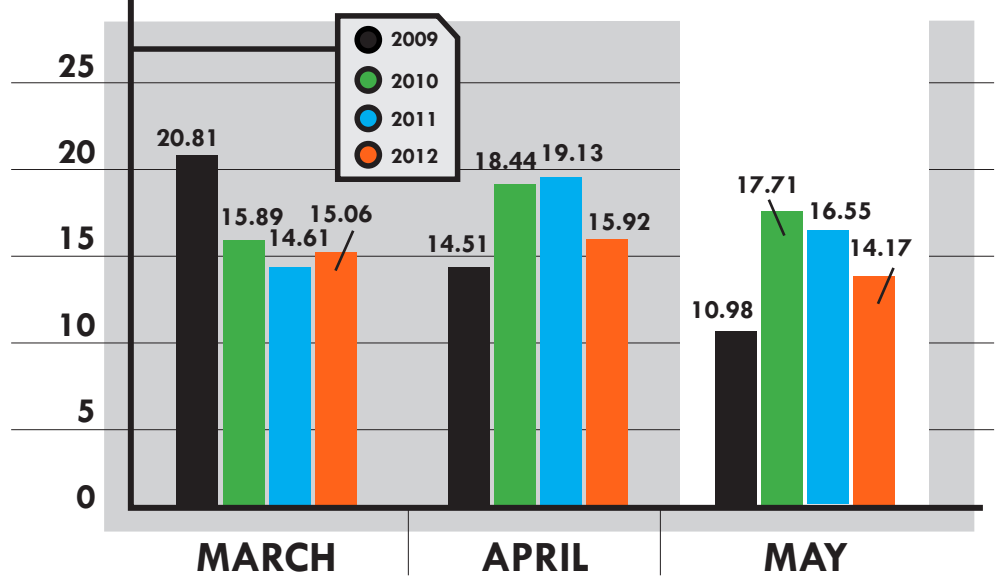


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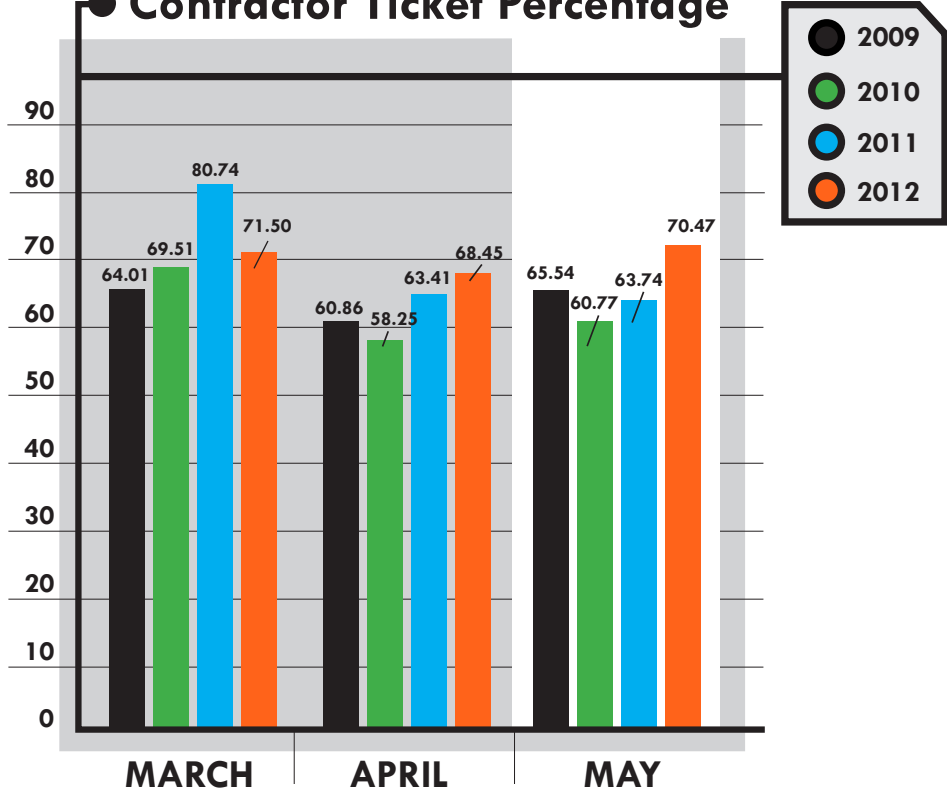
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### ● Facility Operator Ticket Percentage



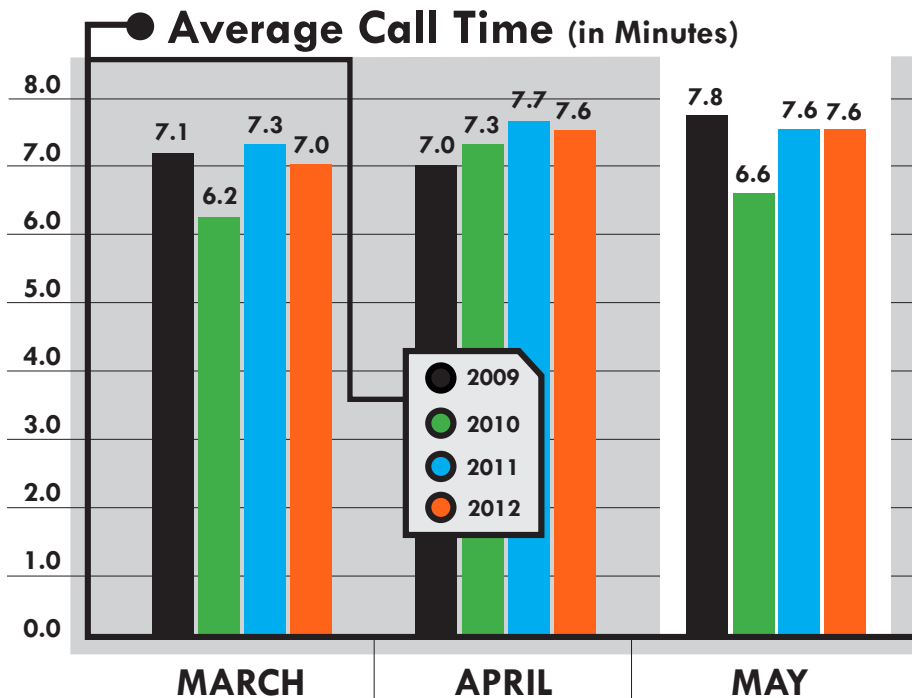
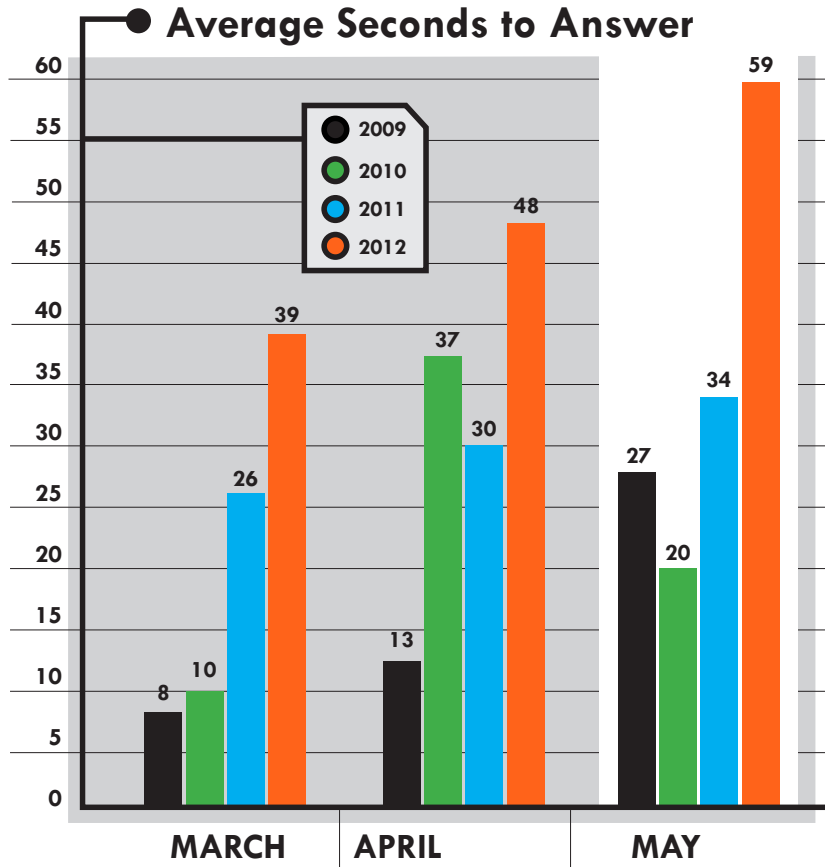
### ● Contractor Ticket Percentage



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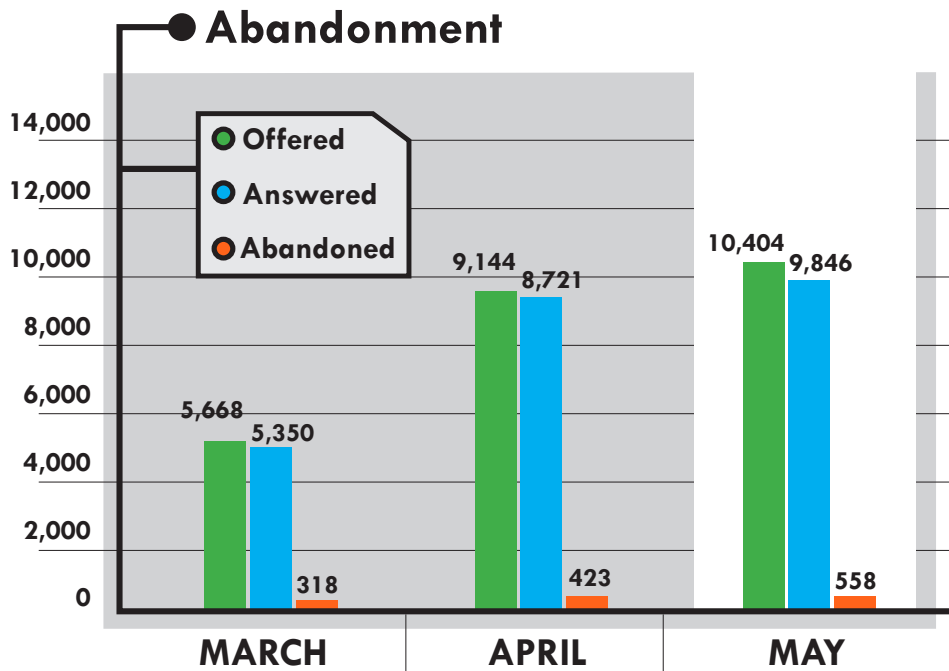
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As the Board has asked, we are including information regarding caller abandonment in our report. This chart shows the total number of calls offered through the phone system and the number that were answered. The difference is the total number of calls 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.

## MAY



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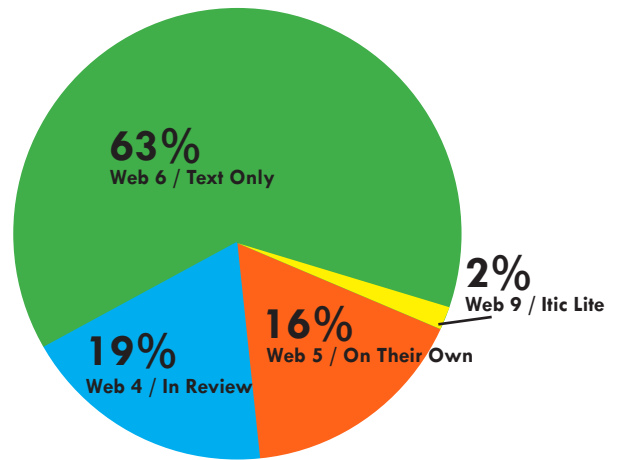
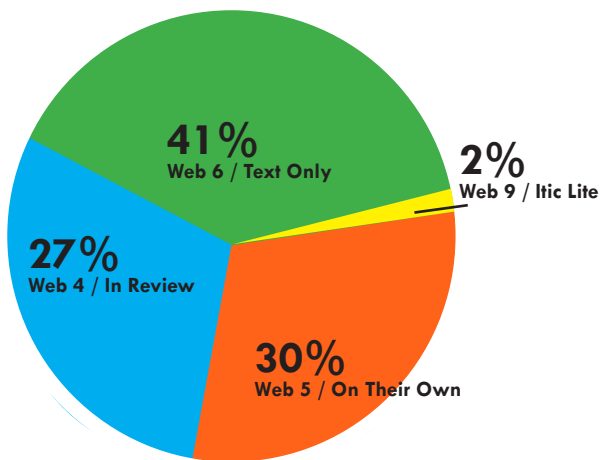
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### ITIC YTD Analysis (Year-To-Date)

2011

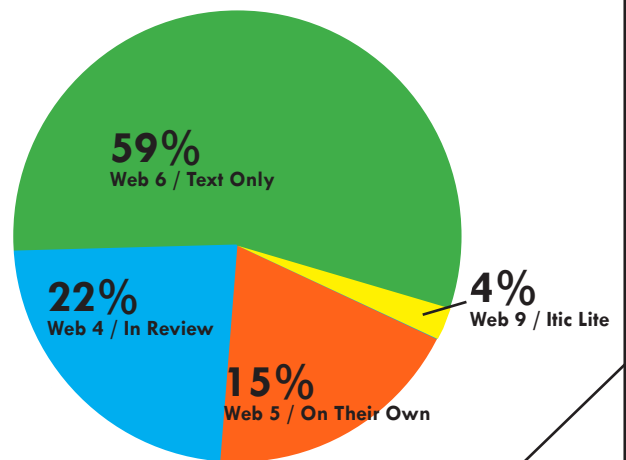
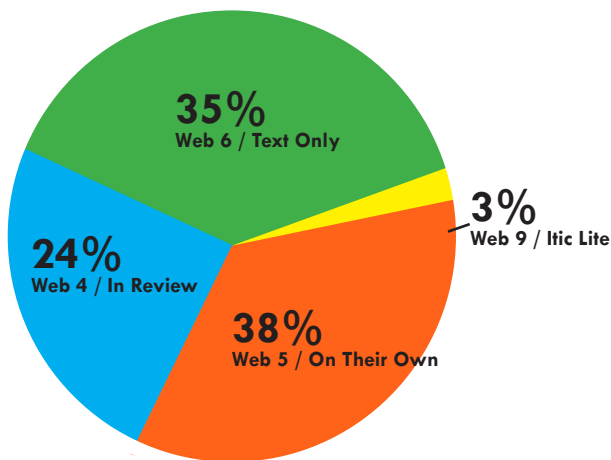
● 2012



### ITIC Analysis (MAY)

2011

● 2012



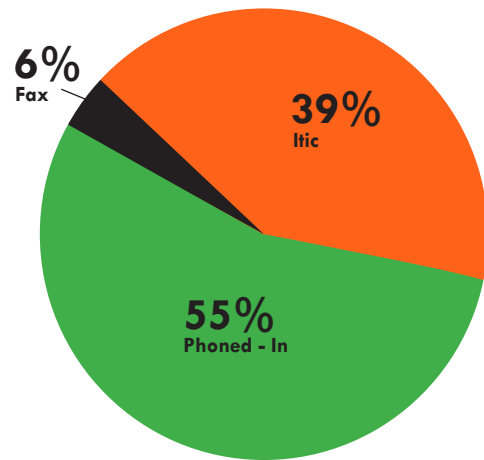
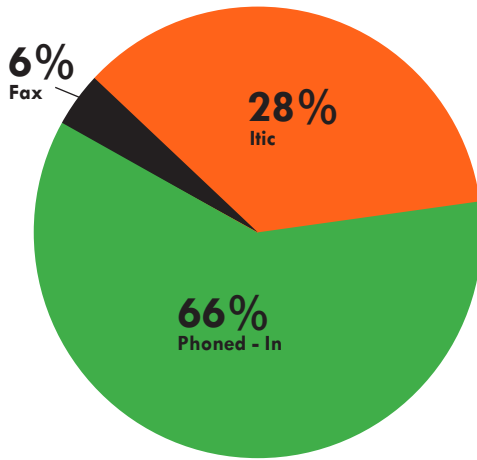
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### Methods of Ticket Receipt (Year-To-Date)

2011 — 2012



### Methods of Ticket Receipt (MAY)

2011 — 2012

