

NORTH DAKOTA ONE CALL DASHBOARD

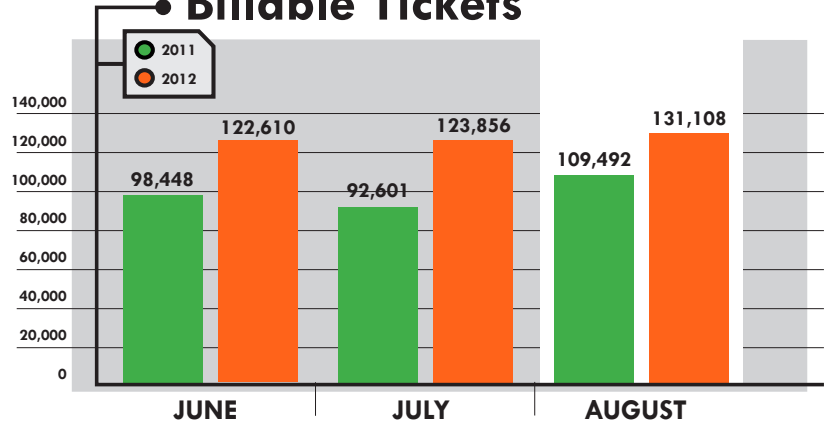
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

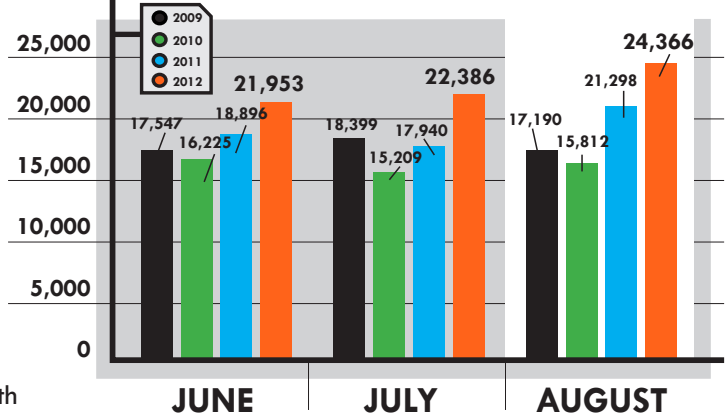
Ticket volume levels remain at an all time high for 2012.

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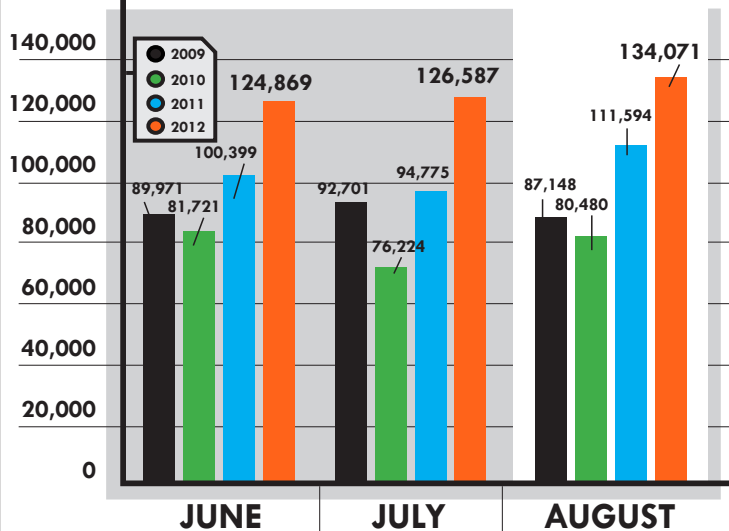
Billable Tickets



Incoming Tickets by month



Outgoing Tickets by month



NORTH DAKOTA ONE CALL DASHBOARD

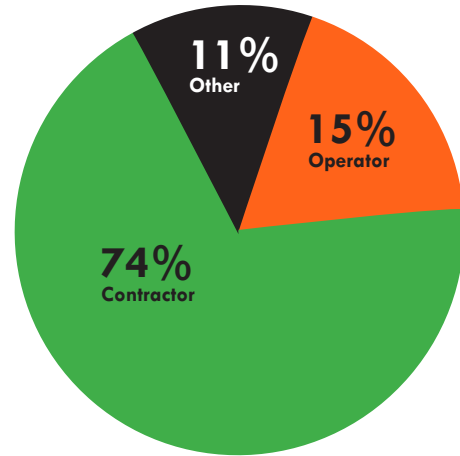
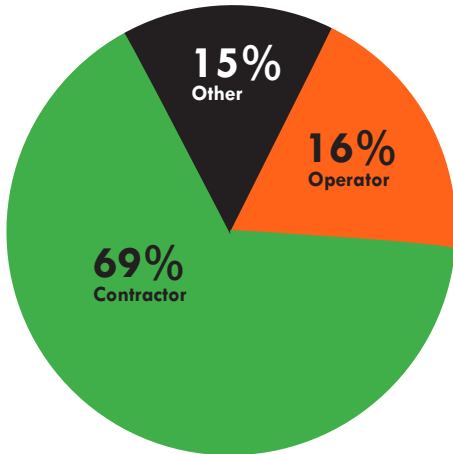
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Sources of Incoming NDOC tickets

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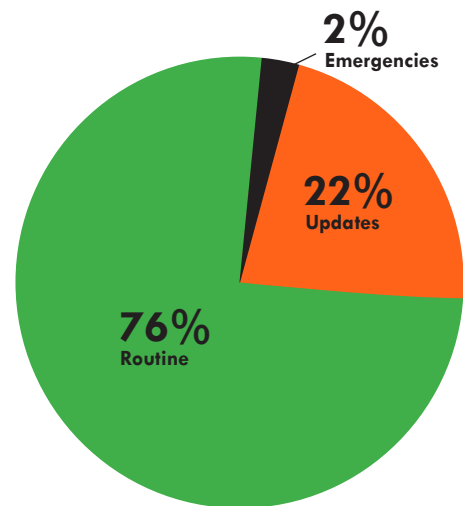
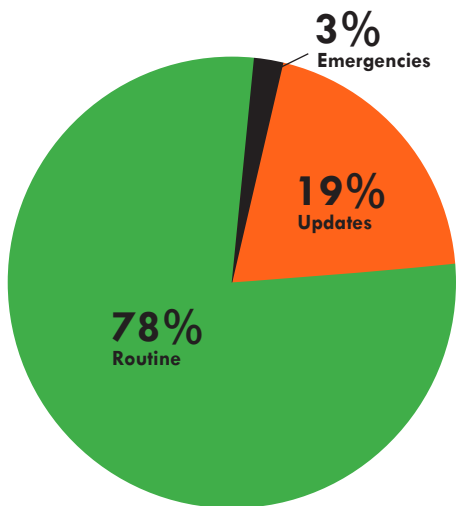
● AUG 2012



Types of Incoming NDOC tickets

AUG 2011

● AUG 2012

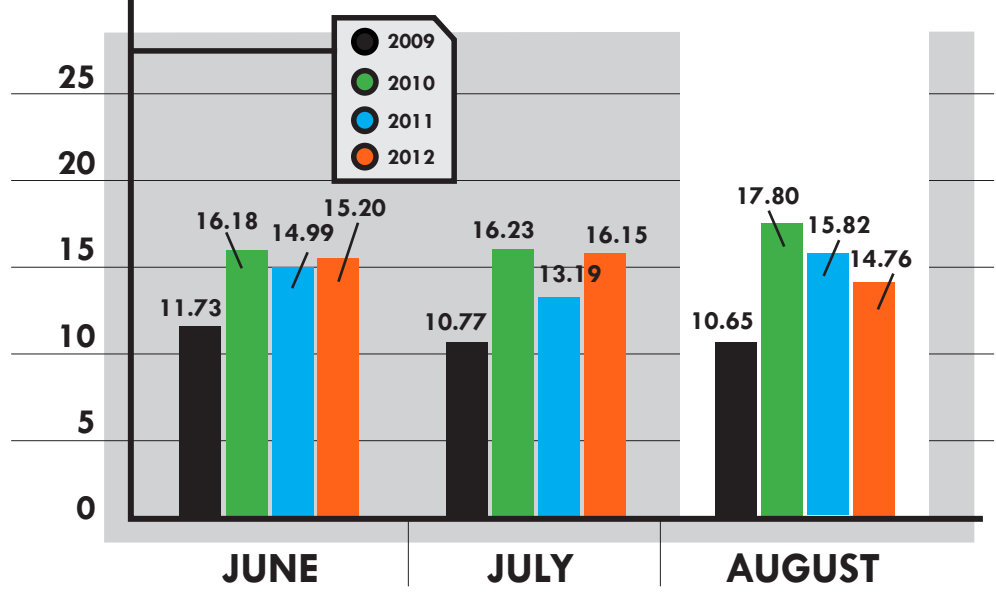


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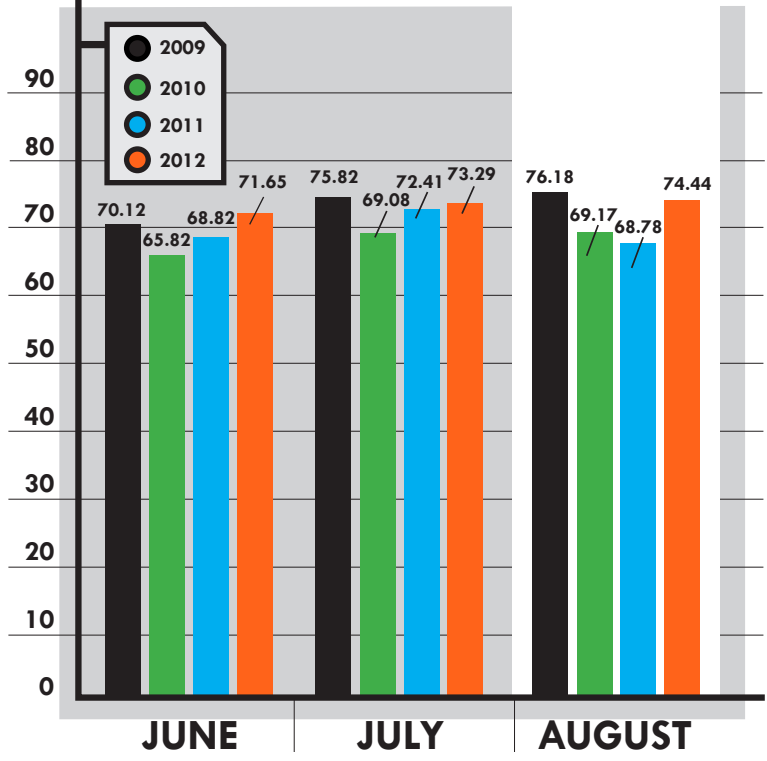
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● Facility Operator Ticket Percentage



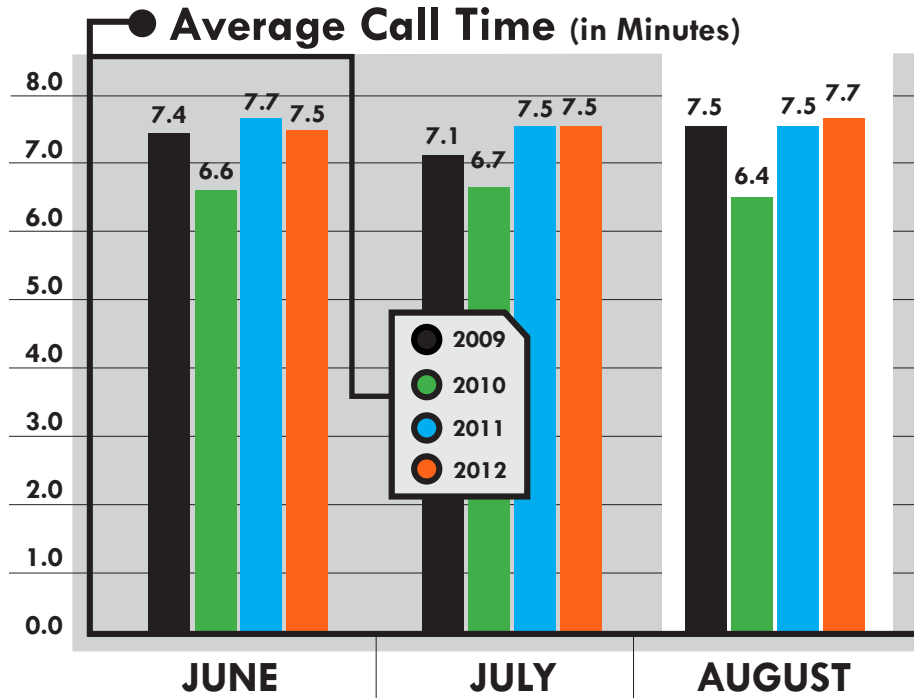
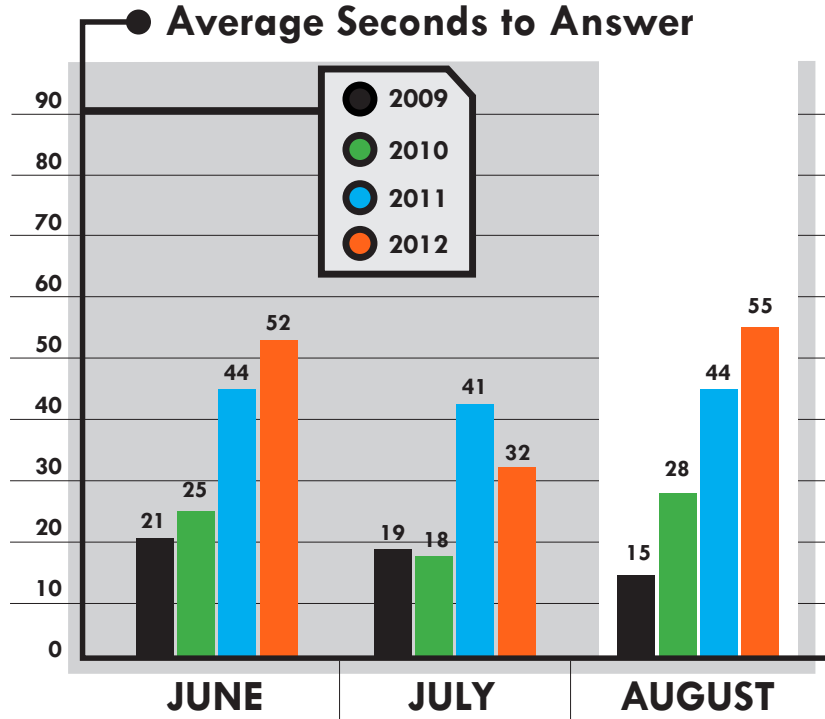
● Contractor Ticket Percentage



NORTH DAKOTA ONE CALL DASHBOARD

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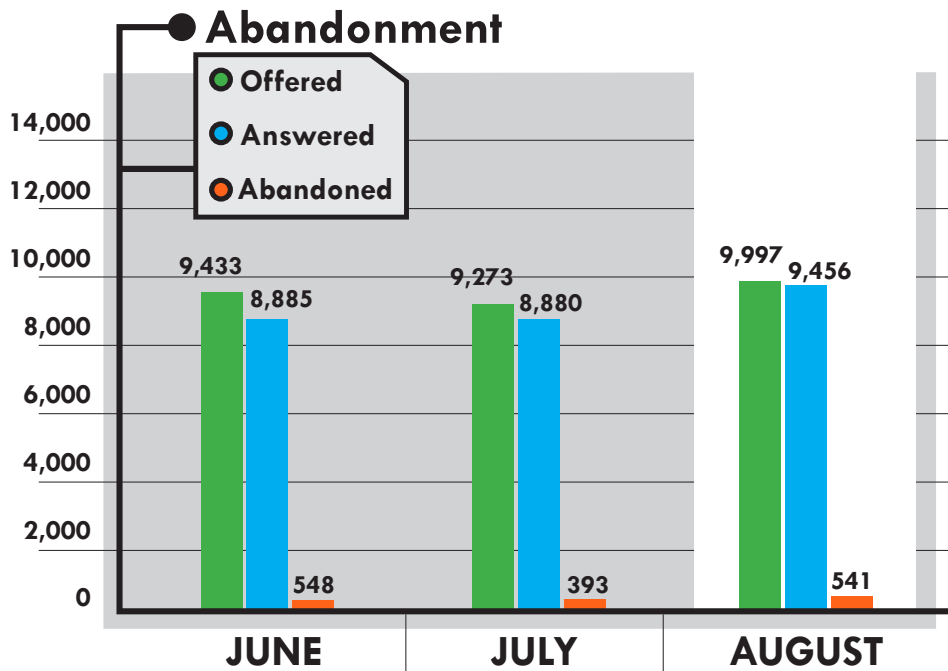
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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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NORTH DAKOTA ONE CALL DASHBOARD

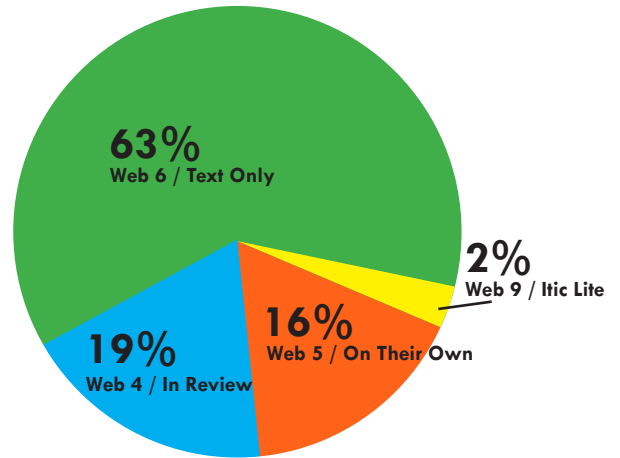
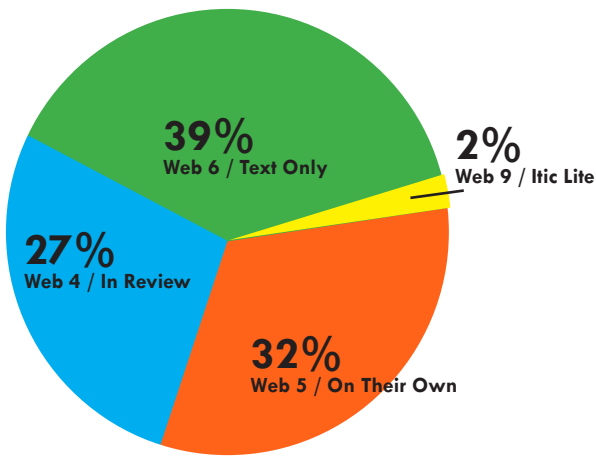
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

ITIC YTD Analysis (Year-To-Date)

2011

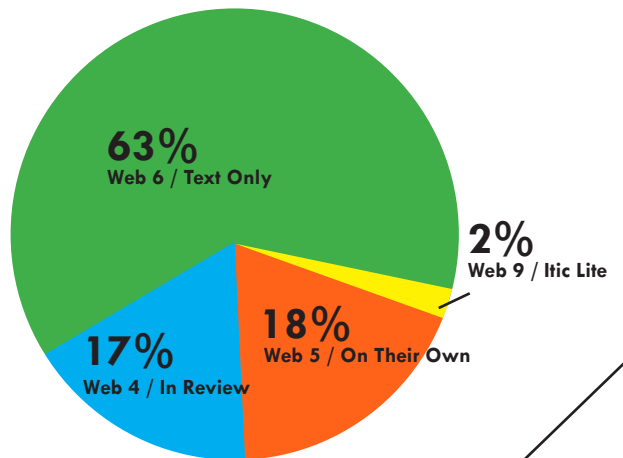
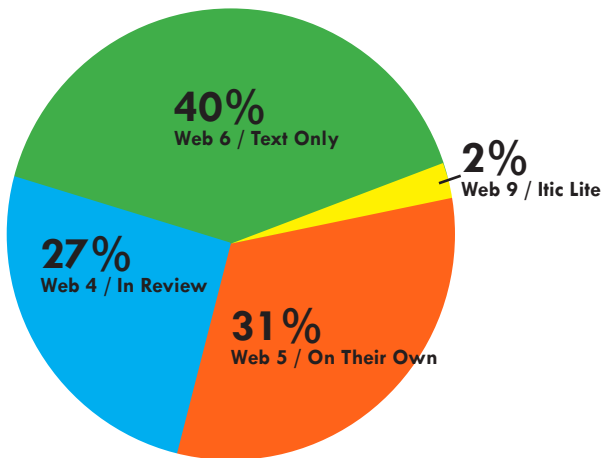
● 2012



ITIC Analysis (AUG)

2011

● 2012



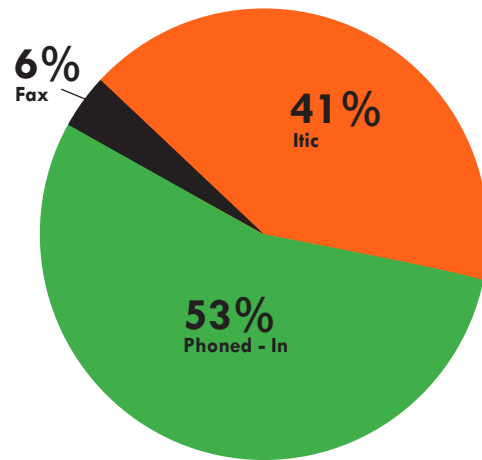
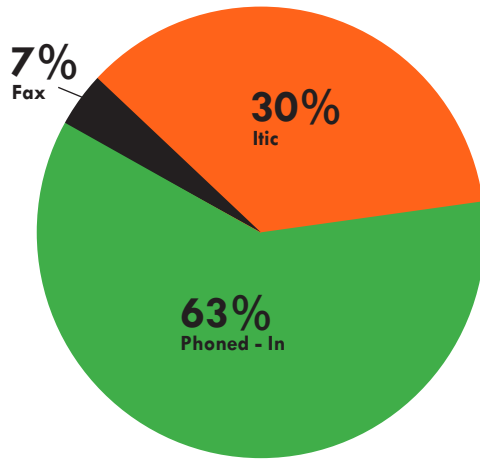
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

Methods of Ticket Receipt (Year-To-Date)

2011 — 2012



Methods of Ticket Receipt (AUG)

2011 — 2012

