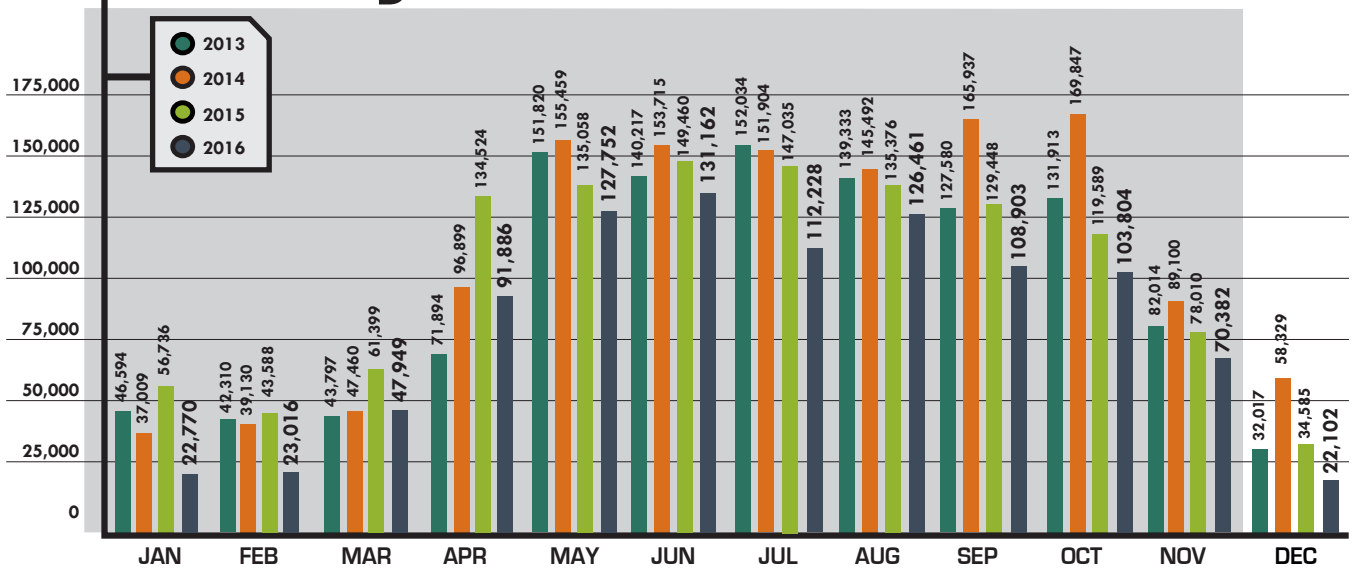
NORTH DAKOTA ONE CALL

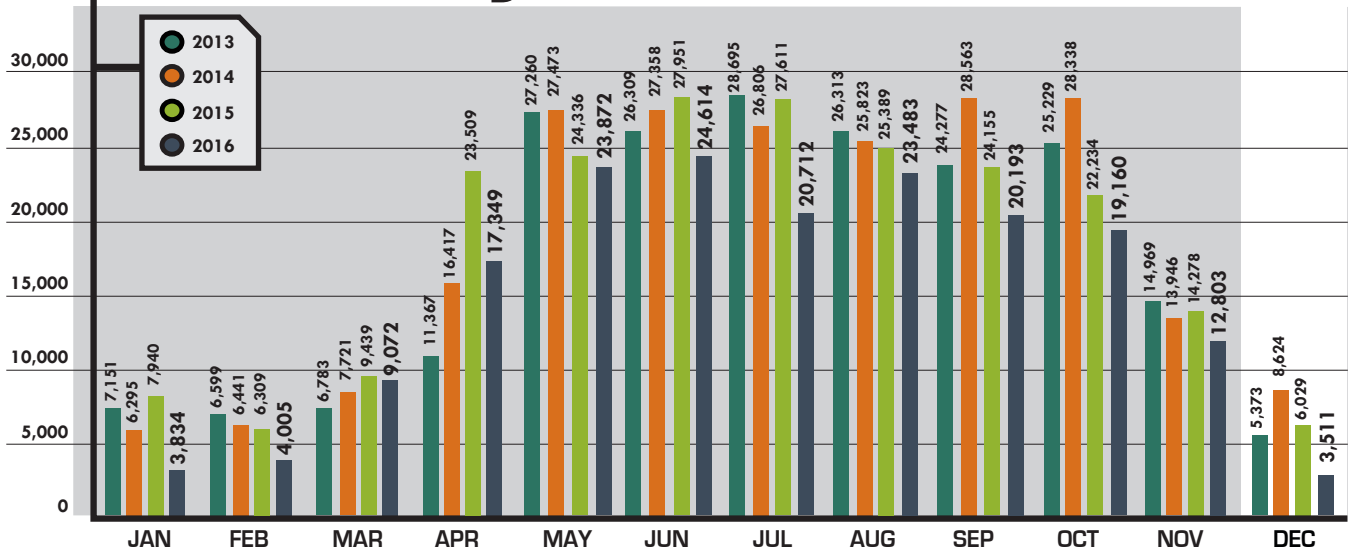
# DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | DECEMBER

## Chargeable Outbound Tickets




## Incoming Tickets



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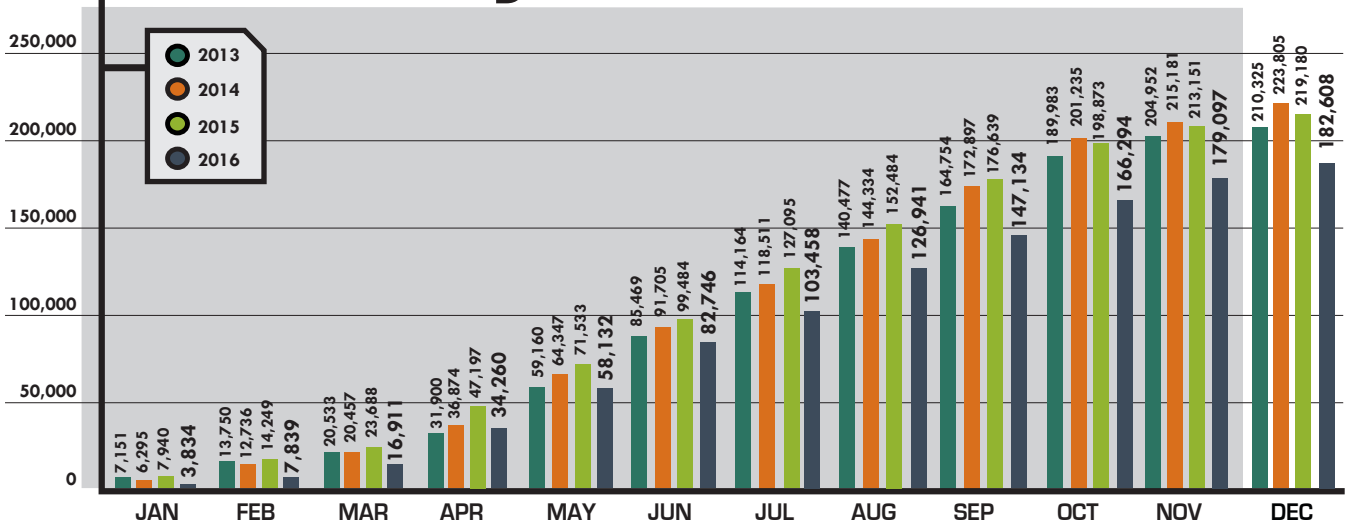
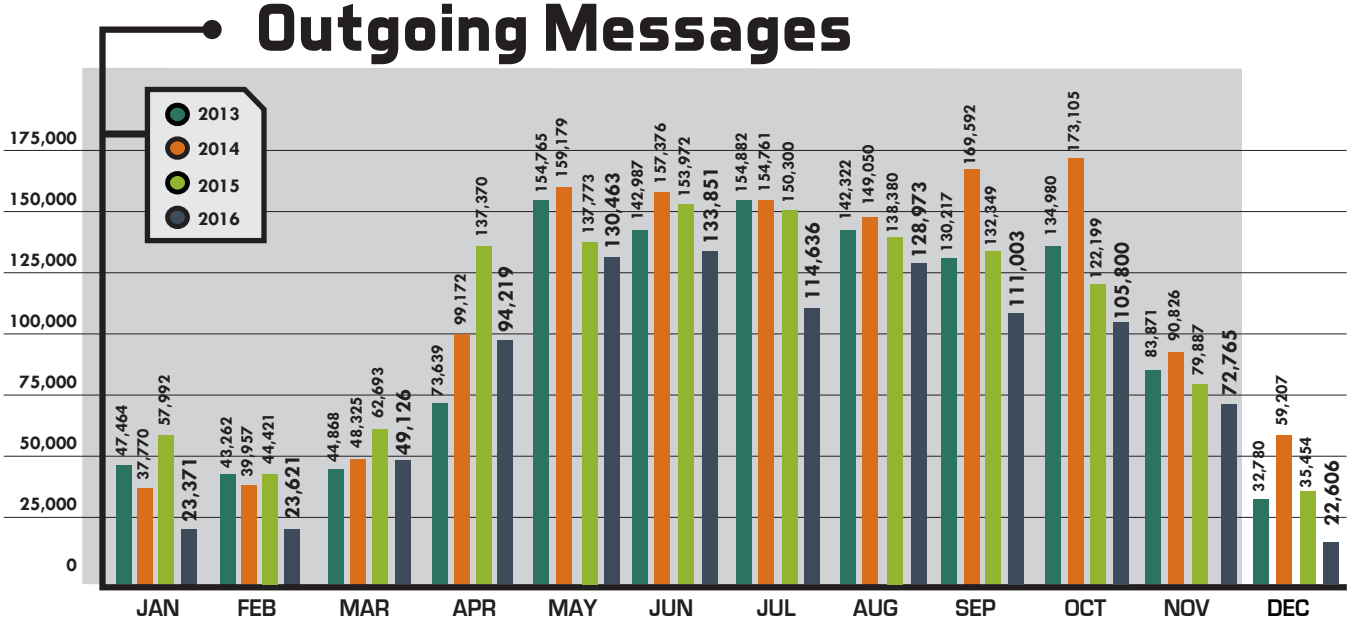
## Incoming Tickets Y-T-D




## Outgoing Messages



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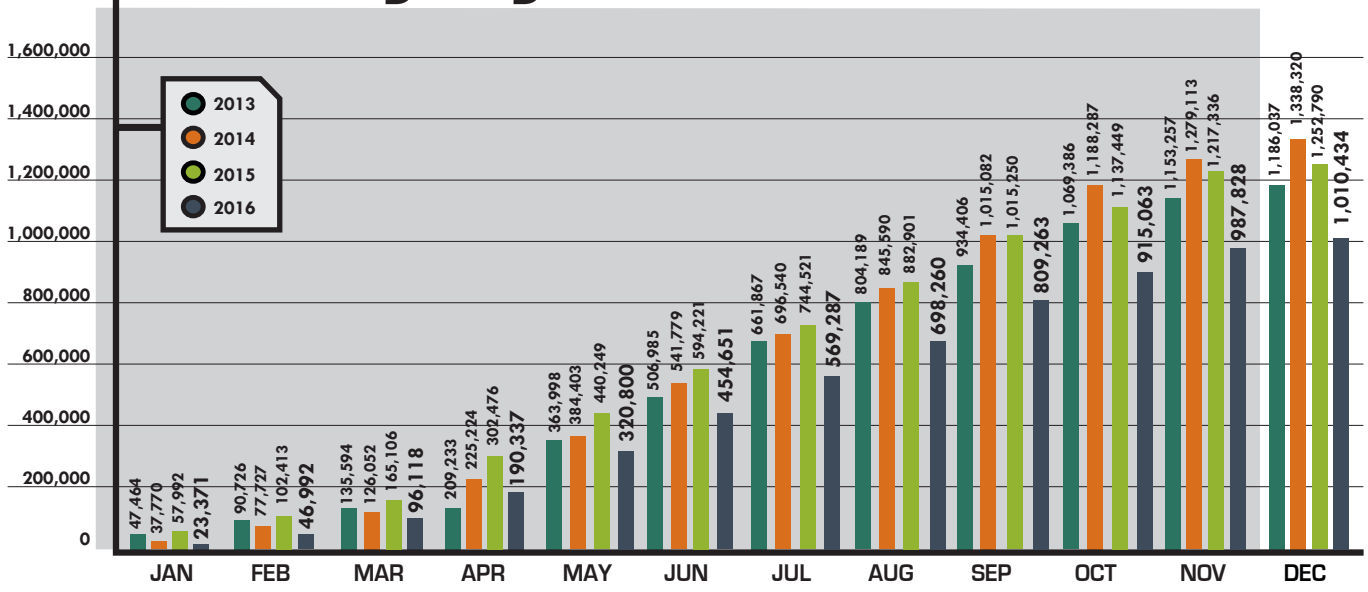
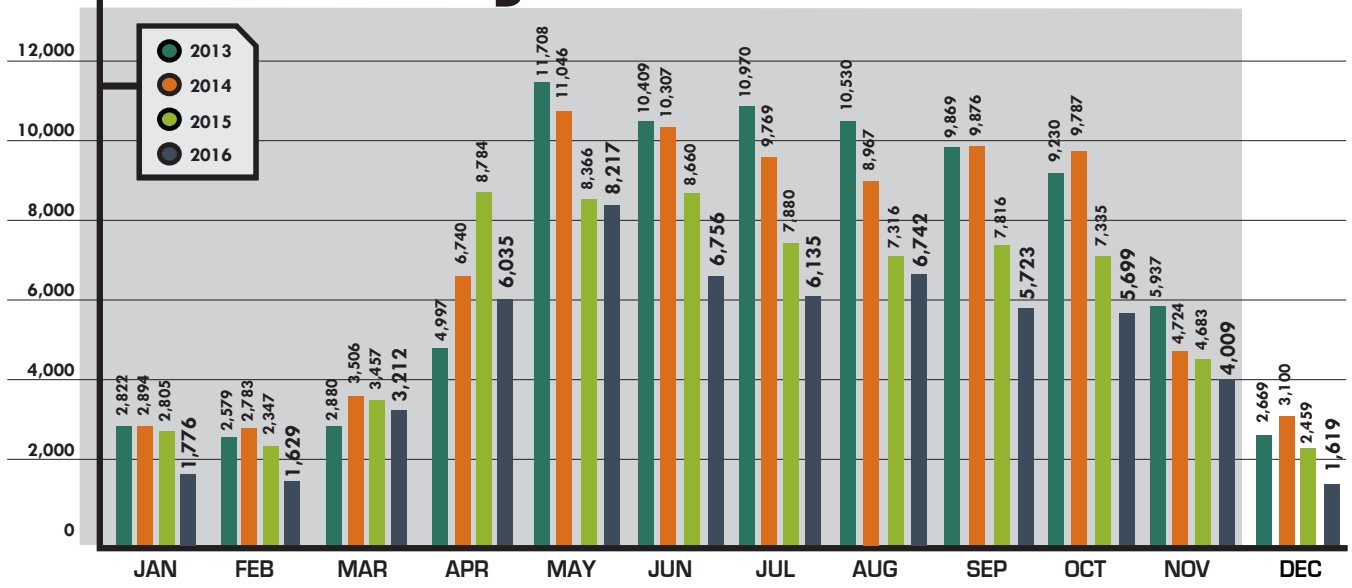
## Outgoing Tickets Y-T-D




## Incoming Calls



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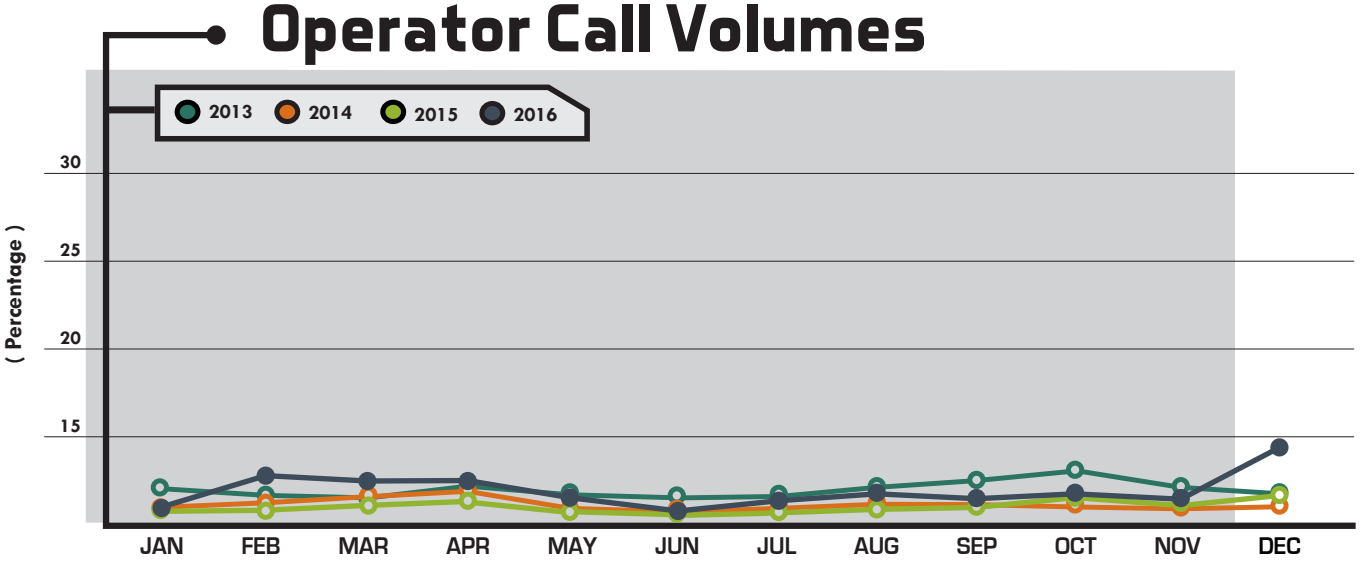
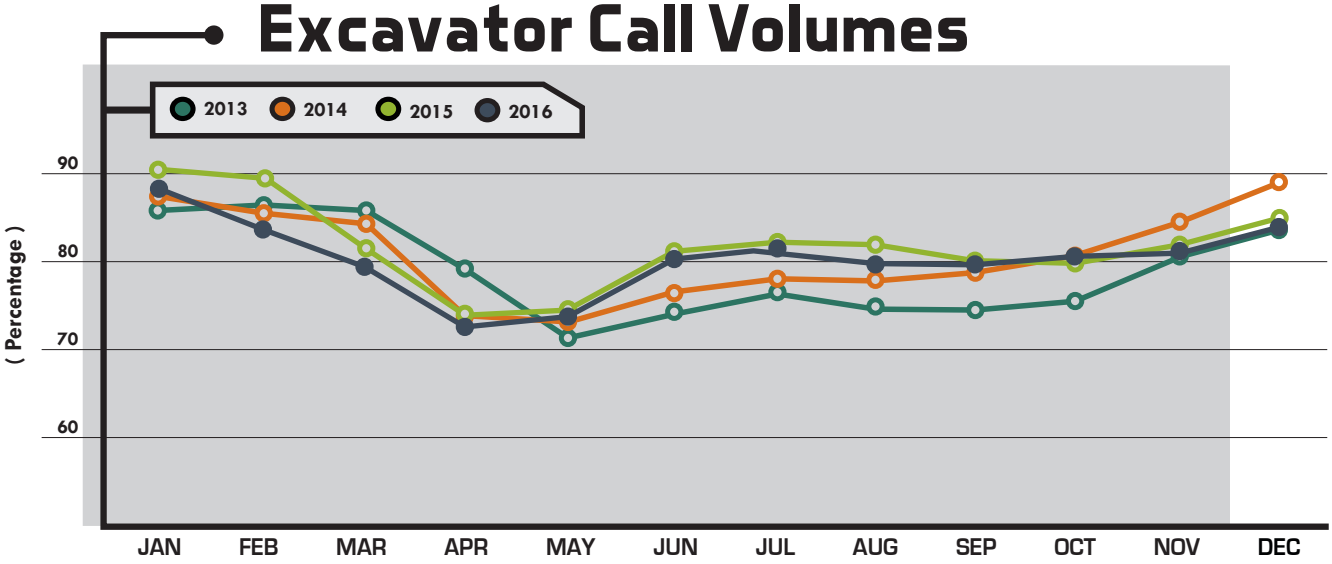
## Operator Call Volumes



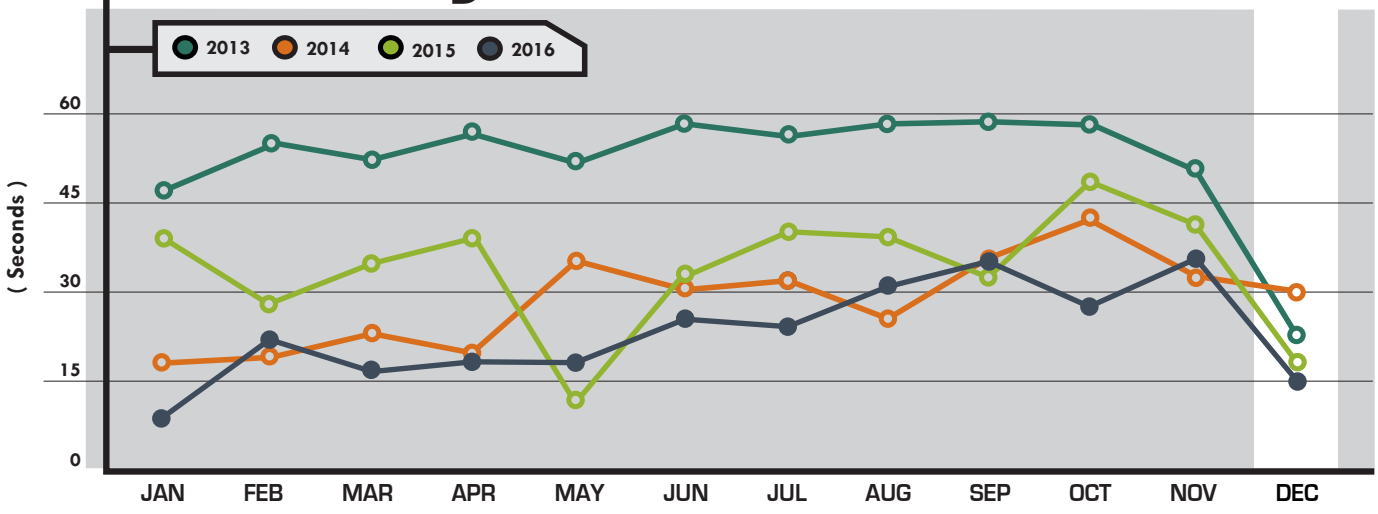

| | 2013 | 2014 | 2015 | 2016 |
|---|---|---|---|---|
| JANUARY | 12.01 | 9.91 | 7.00 | 9.60 |
| FEBRUARY | 11.30 | 10.63 | 7.69 | 12.68 |
| MARCH | 10.88 | 11.46 | 8.50 | 10.60 |
| APRIL | 12.45 | 12.26 | 9.65 | 12.02 |
| MAY | 11.96 | 9.71 | 7.87 | 9.56 |
| JUNE | 11.63 | 8.94 | 7.11 | 8.42 |
| JULY | 11.33 | 9.33 | 7.52 | 10.38 |
| AUGUST | 12.04 | 10.03 | 7.81 | 11.28 |
| SEPTEMBER | 12.15 | 9.80 | 8.18 | 10.53 |
| OCTOBER | 13.70 | 8.67 | 9.64 | 10.99 |
| NOVEMBER | 12.04 | 7.60 | 10.05 | 10.47 |
| DECEMBER | 11.22 | 7.94 | 11.16 | 14.53 |

## Excavator Call Volumes




| | 2013 | 2014 | 2015 | 2016 |
|---|---|---|---|---|
| JANUARY | 86.62 | 87.74 | 90.93 | 88.68 |
| FEBRUARY | 86.95 | 86.01 | 89.84 | 84.37 |
| MARCH | 86.58 | 83.22 | 82.99 | 79.06 |
| APRIL | 79.04 | 74.06 | 74.40 | 73.14 |
| MAY | 71.24 | 73.25 | 75.95 | 74.64 |
| JUNE | 74.75 | 77.13 | 80.66 | 80.07 |
| JULY | 76.56 | 78.38 | 82.80 | 80.60 |
| AUGUST | 74.47 | 78.93 | 82.56 | 79.64 |
| SEPTEMBER | 74.24 | 79.25 | 80.32 | 79.67 |
| OCTOBER | 75.65 | 81.68 | 80.28 | 80.77 |
| NOVEMBER | 80.08 | 85.75 | 82.35 | 81.99 |
| DECEMBER | 84.84 | 89.56 | 85.07 | 83.31 |

## Average Hold Time




| | 2013 | 2014 | 2015 | 2016 |
|---|---|---|---|---|
| JANUARY | 47 | 19 | 39 | 9 |
| FEBRUARY | 55 | 21 | 28 | 24 |
| MARCH | 49 | 24 | 35 | 16 |
| APRIL | 56 | 20 | 38 | 18 |
| MAY | 52 | 35 | 13 | 18 |
| JUNE | 58 | 31 | 33 | 26 |
| JULY | 56 | 32 | 37 | 25 |
| AUGUST | 58 | 25 | 36 | 31 |
| SEPTEMBER | 59 | 36 | 32 | 35 |
| OCTOBER | 57 | 42 | 47 | 24 |
| NOVEMBER | 51 | 33 | 41 | 36 |
| DECEMBER | 23 | 30 | 18 | 15 |

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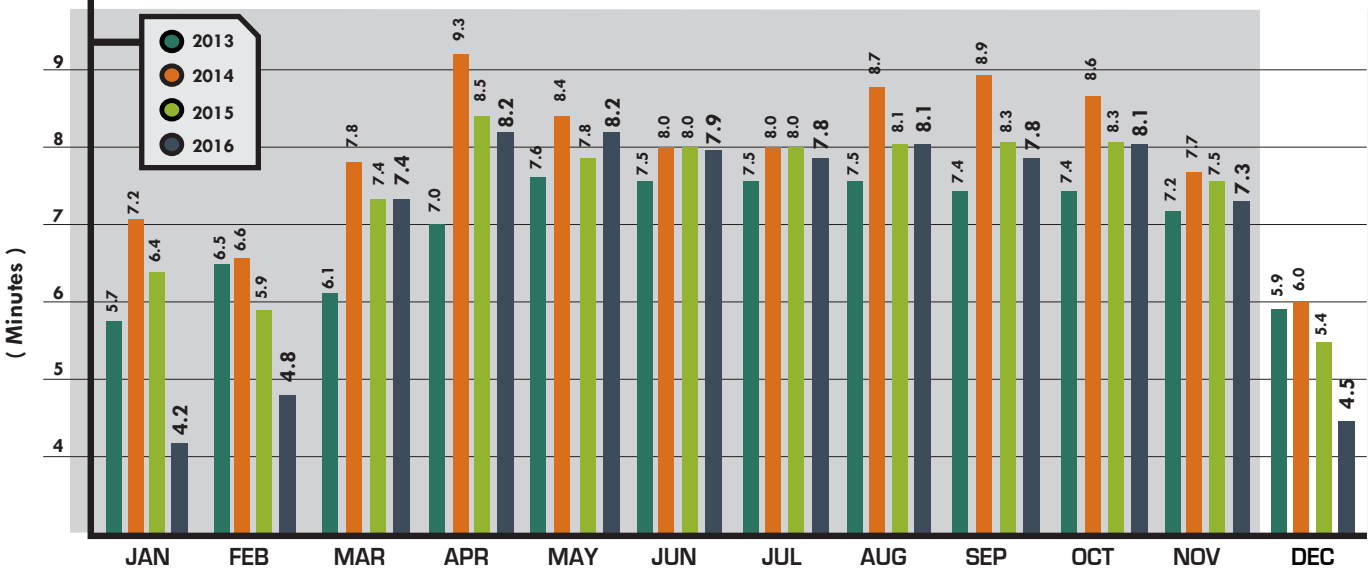
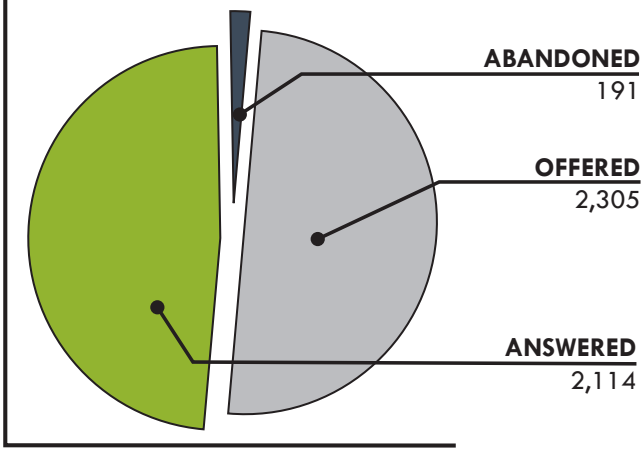
## Average Processing Times



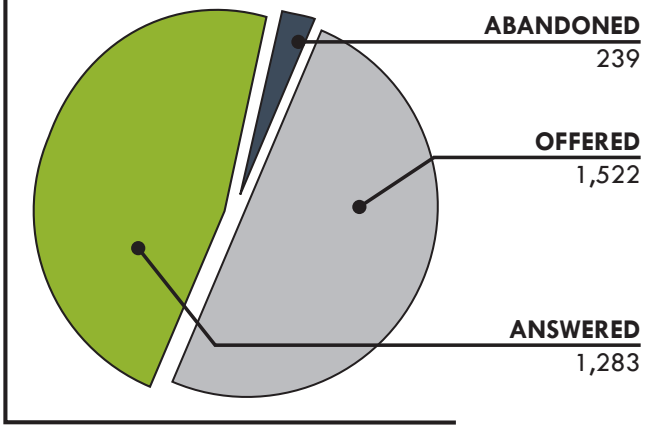

## Abandonment

DEC 2015

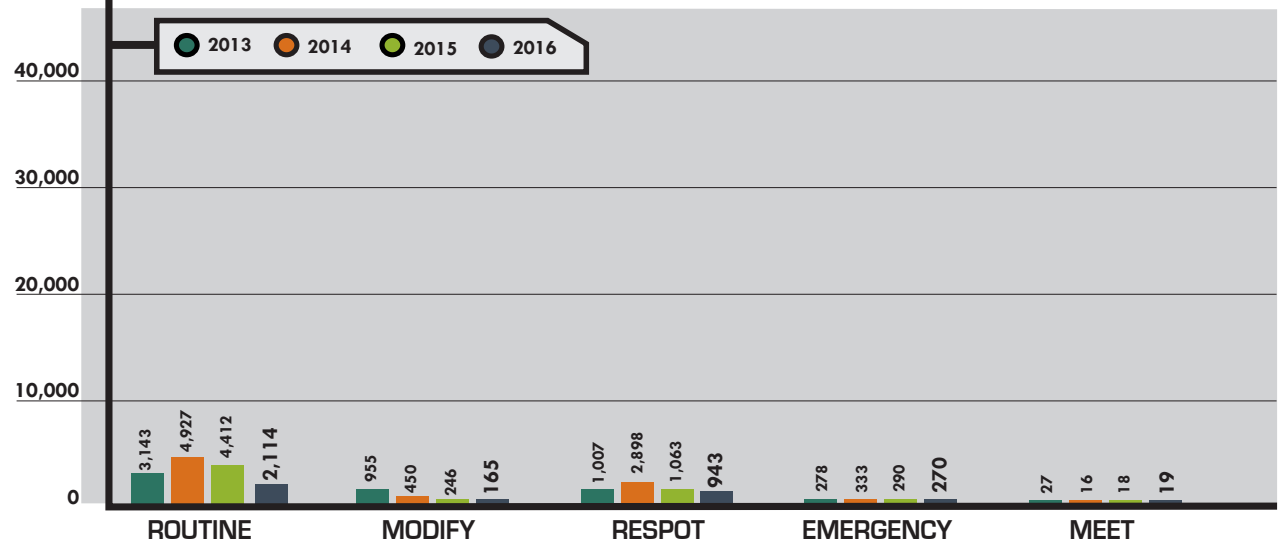



## Abandonment

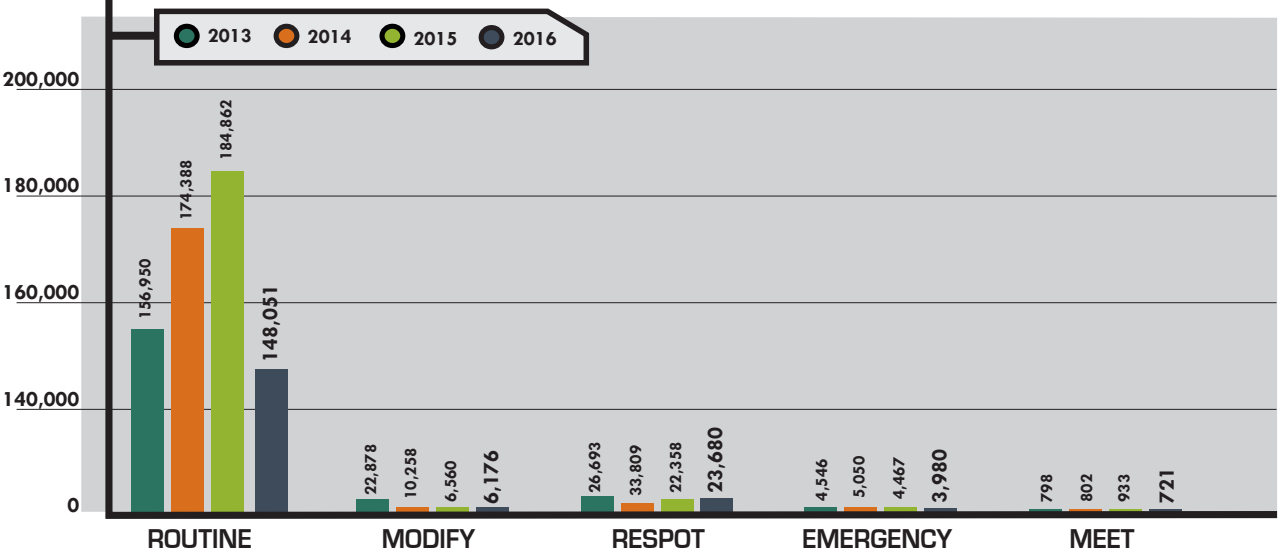
DEC 2016



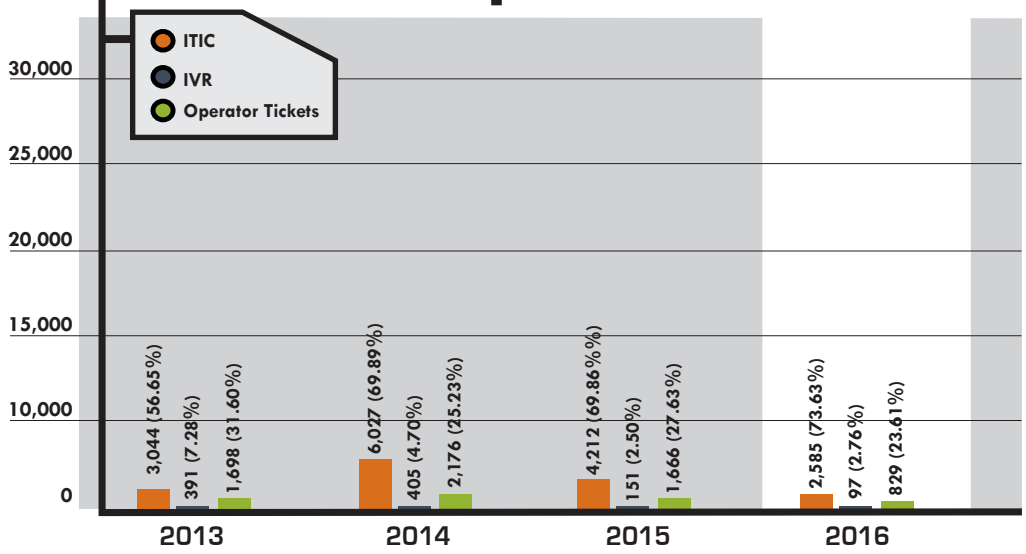
## Incoming Ticket Types - DEC



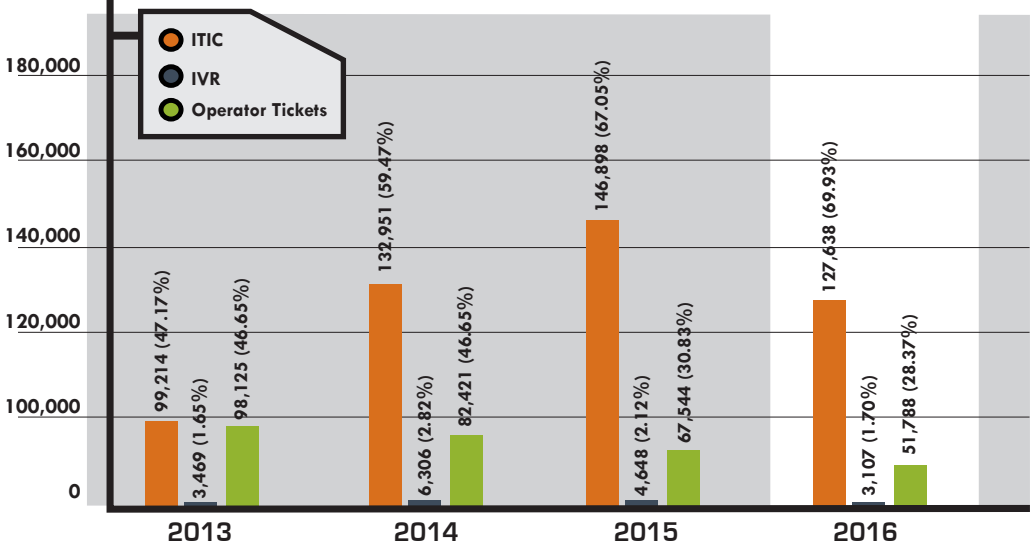

## Incoming Ticket Types - DEC Y-T-D



## Receipt Methods - DEC




## Receipt Methods - DEC Y-T-D



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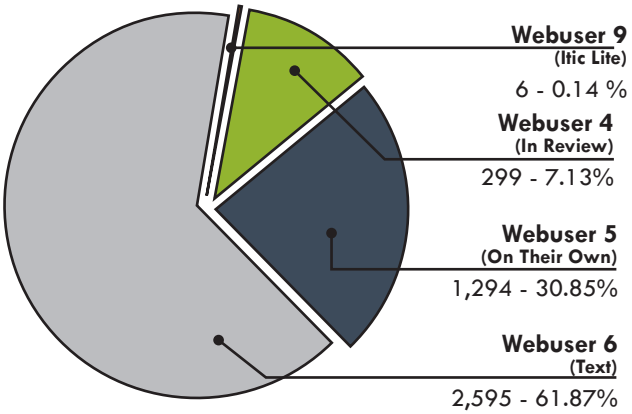
## ITIC Breakdown

DEC 2015



**Webuser 9** (Itic Lite)
6 - 0.14 %

**Webuser 4** (In Review)
299 - 7.13%

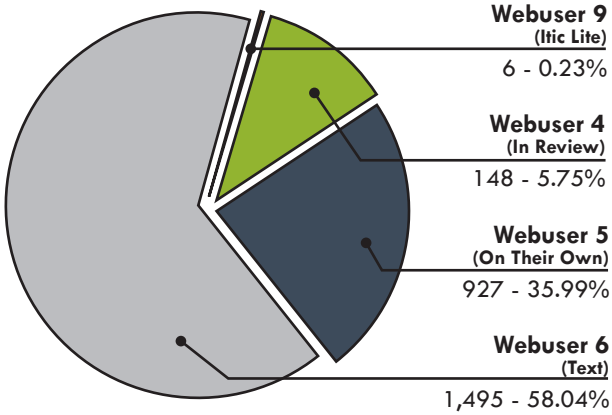
**Webuser 5** (On Their Own)
1,294 - 30.85%

**Webuser 6** (Text)
2,595 - 61.87%

OVERALL ITIC DEC 2015 - 69.86%

## ITIC Breakdown

DEC 2016



**Webuser 9** (Itic Lite)
6 - 0.23%

**Webuser 4** (In Review)
148 - 5.75%

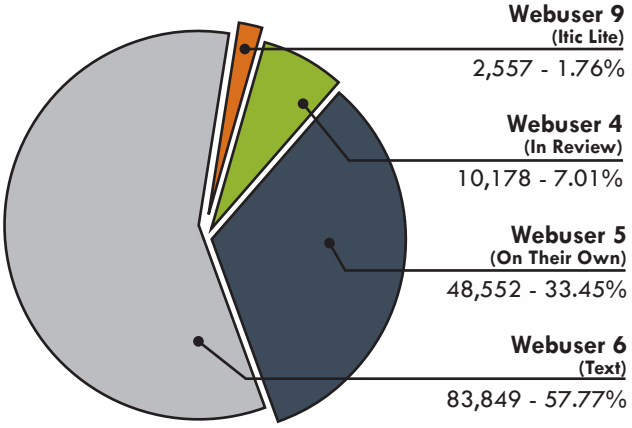
**Webuser 5** (On Their Own)
927 - 35.99%

**Webuser 6** (Text)
1,495 - 58.04%

OVERALL ITIC DEC 2016 - 73.63%

## ITIC Y-T-D Analysis

DEC 2015



**Webuser 9** (Itic Lite)
2,557 - 1.76%

**Webuser 4** (In Review)
10,178 - 7.01%

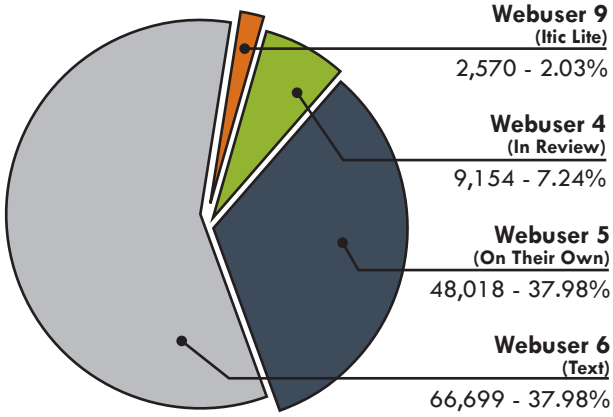
**Webuser 5** (On Their Own)
48,552 - 33.45%

**Webuser 6** (Text)
83,849 - 57.77%

OVERALL ITIC Y-T-D DEC 2015 - 67.05%

## ITIC Y-T-D Analysis

DEC 2016



**Webuser 9** (Itic Lite)
2,570 - 2.03%

**Webuser 4** (In Review)
9,154 - 7.24%

**Webuser 5** (On Their Own)
48,018 - 37.98%

**Webuser 6** (Text)
66,699 - 37.98%

OVERALL ITIC Y-T-D DEC 2016 - 69.93%