

# NORTH DAKOTA ONE CALL DASHBOARD

## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

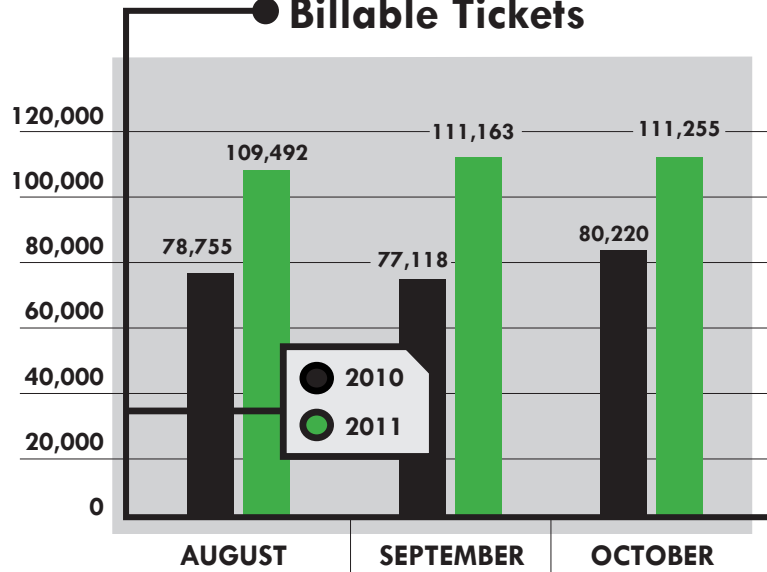
2011 Ticket volume continues to surpass that experienced by the center in 2010.

While the overall ITIC percentage is down when comparing 2010 to 2011 YTD, there has been some growth when comparing October 2010 to October 2011. One area of tremendous growth has been in the percentage of ITIC tickets submitted by users who are entering "text only" tickets with no mapping. This increased by 6% when comparing YTD totals and by 21% when comparing October 2010 to October 2011!

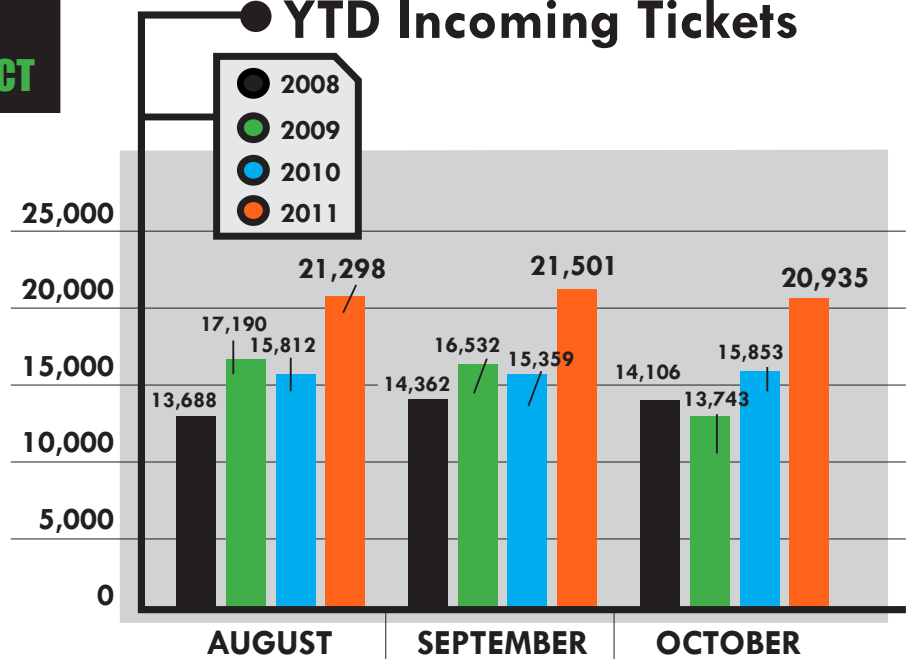
The center continues to meet its service obligation by performing within the limits set by our contract.

## OCT

### Billable Tickets



### YTD Incoming Tickets



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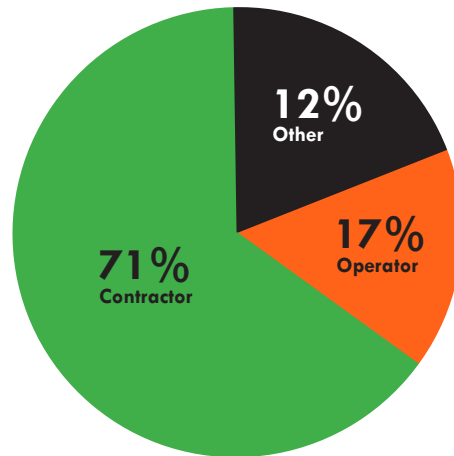
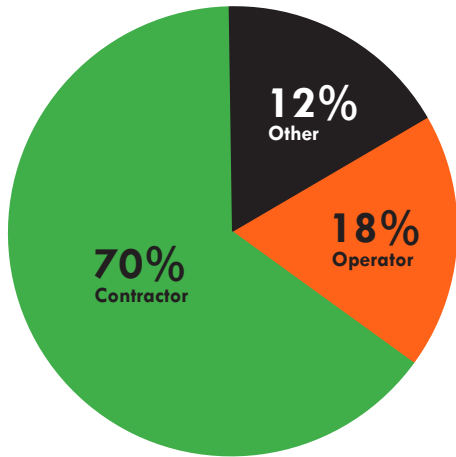
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### Sources of Incoming NDOC tickets

OCTOBER 2010

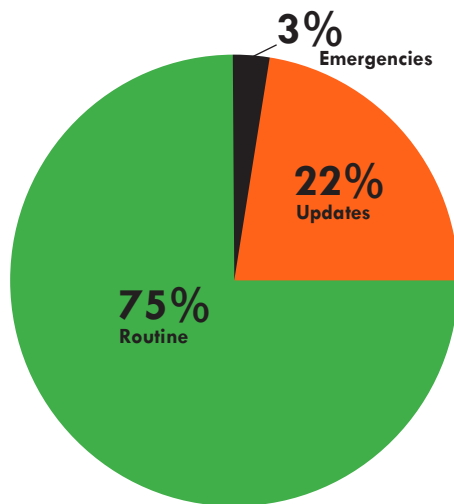
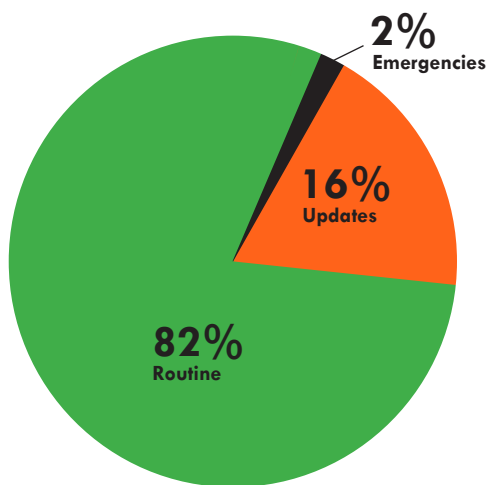
OCTOBER 2011



### Types of Incoming NDOC tickets

OCTOBER 2010

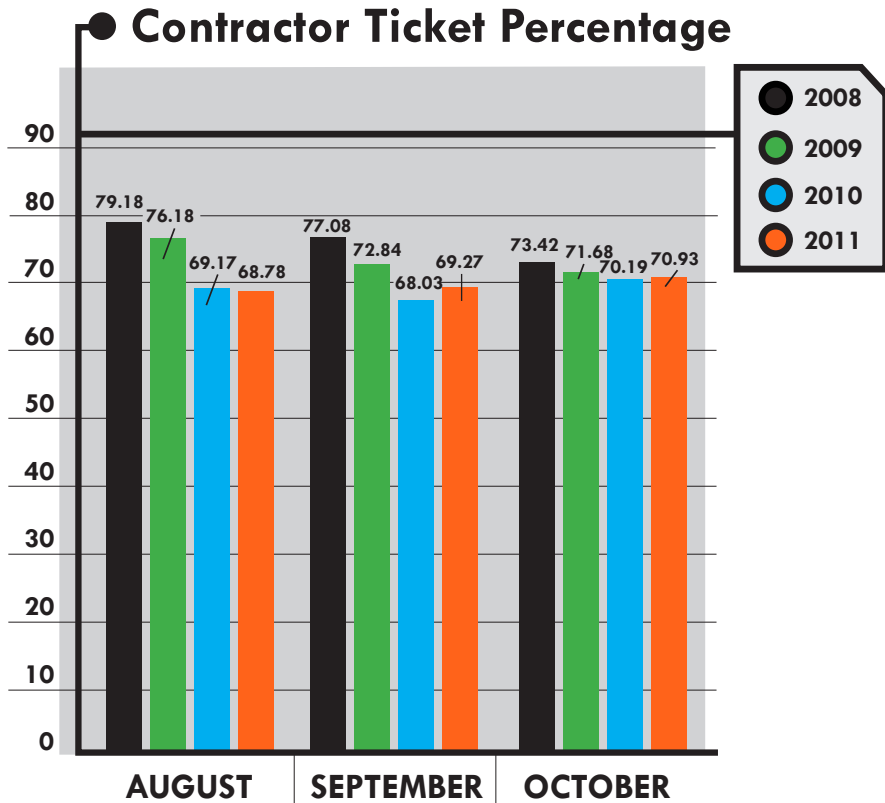
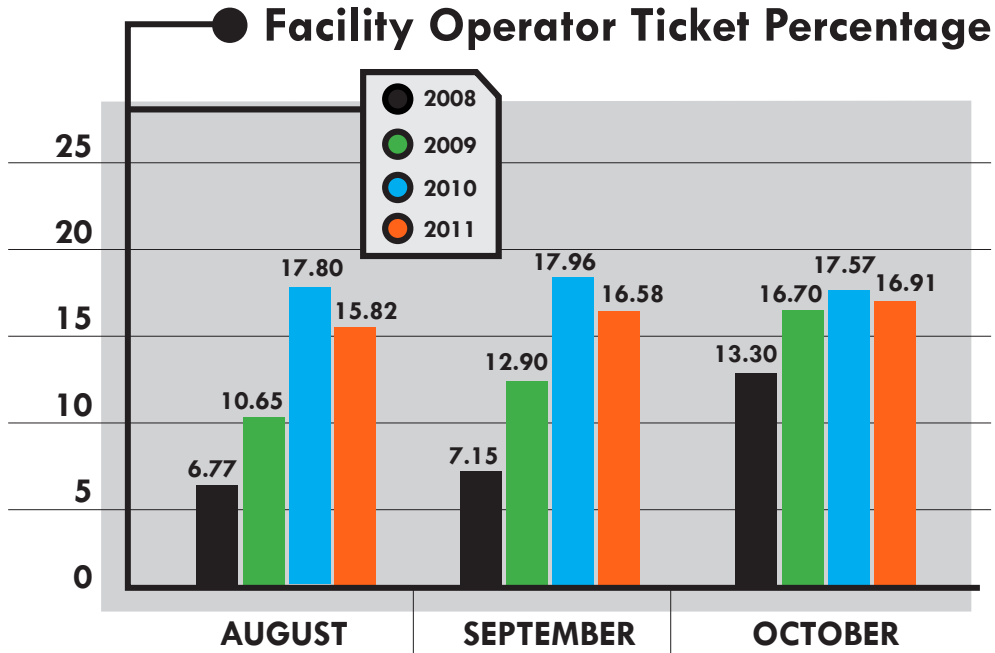
OCTOBER 2011



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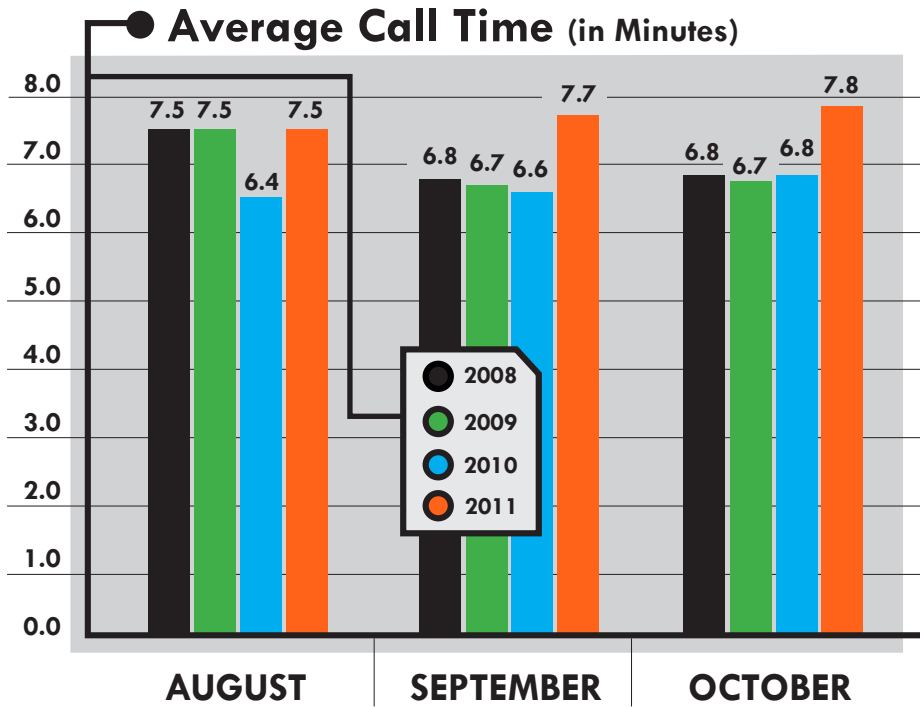
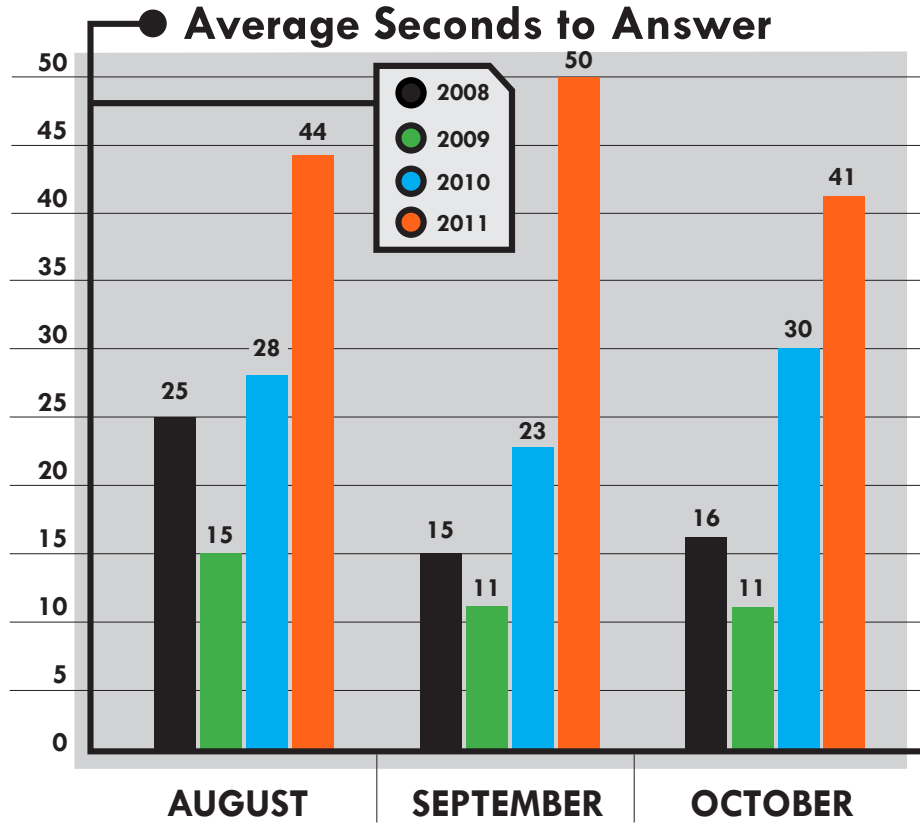
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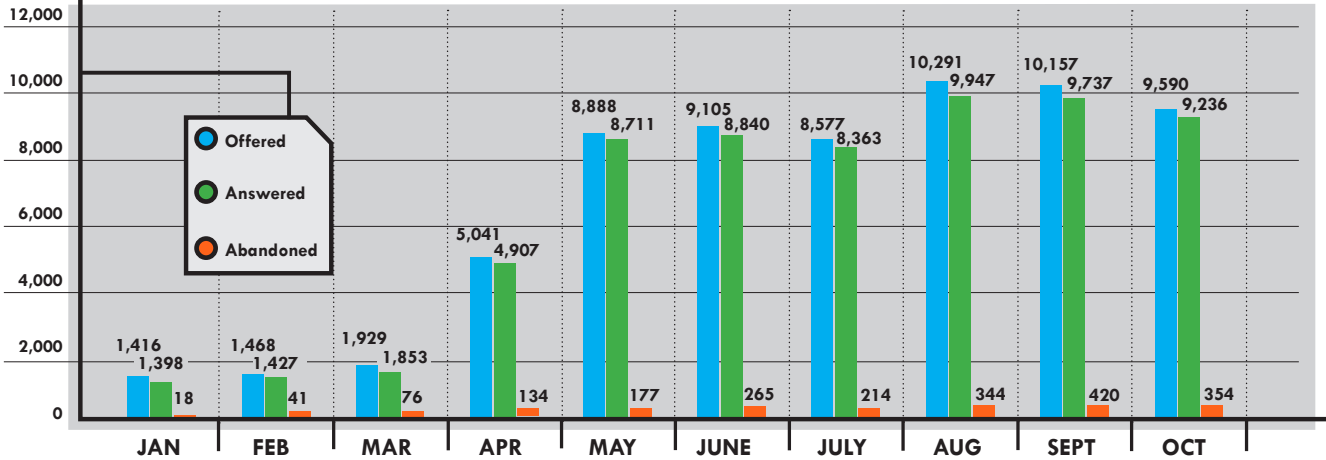
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As the Board has asked, we are including information regarding caller abandonment in our report. This chart shows the total number of calls offered through the phone system and the number that were answered. The difference is the total number of calls 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. Please let us know if more information is needed to help understand what these numbers indicate.

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● Abandoned Calls (JAN - OCT 2011)



# NORTH DAKOTA ONE CALL DASHBOARD

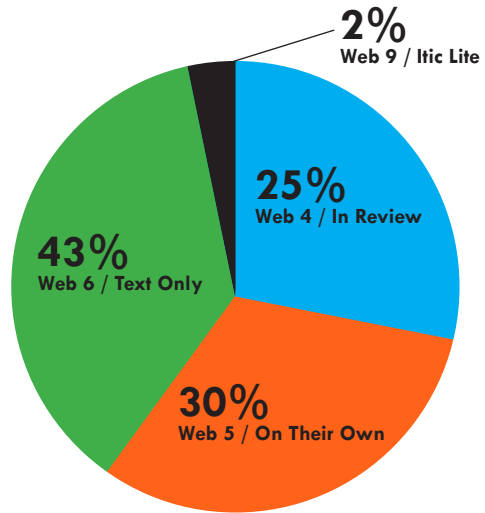
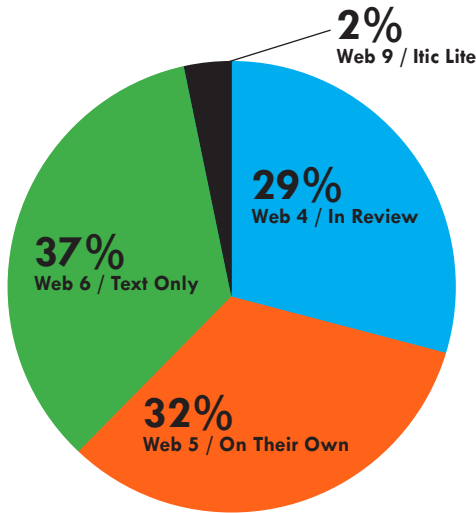
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### ITIC YTD Analysis

2010

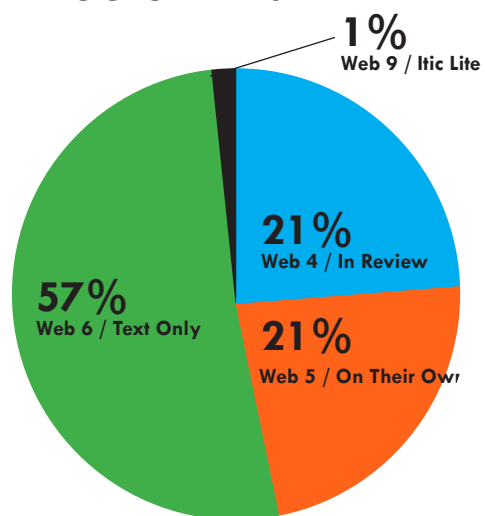
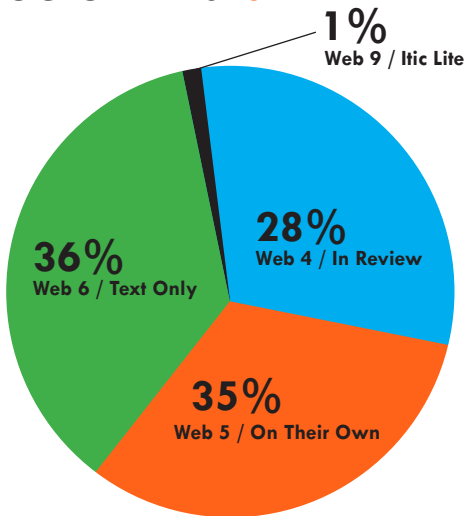
2011



### ITIC Breakdown

OCTOBER 2010

OCTOBER 2011



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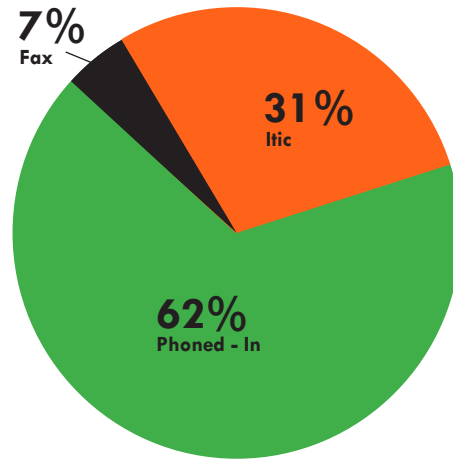
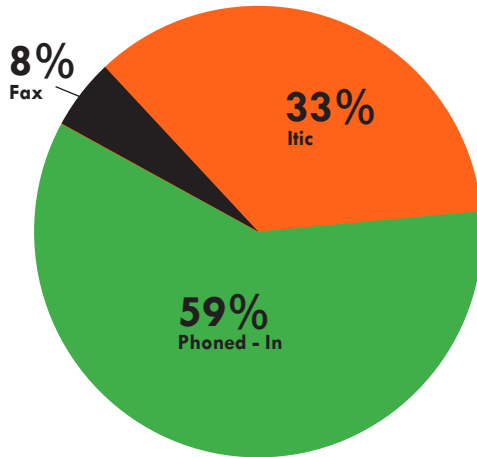
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### YTD Methods of Ticket Receipt

2010

● 2011



### Methods of Ticket Receipt

OCTOBER 2010

● OCTOBER 2011

