

# NORTH DAKOTA ONE CALL DASHBOARD

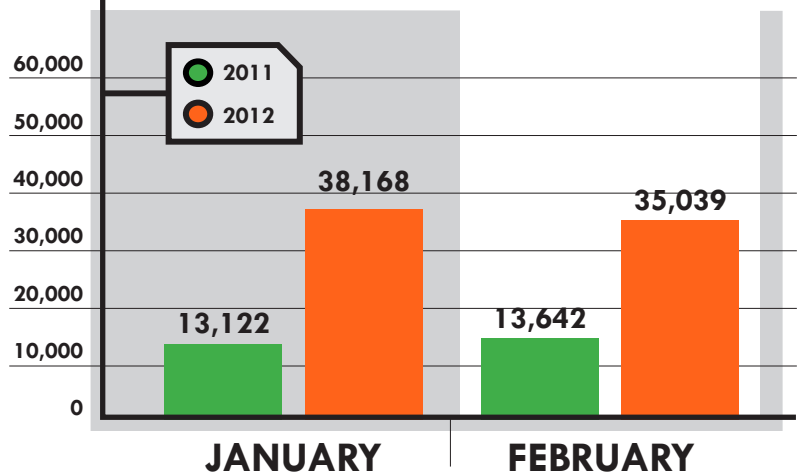
## FEB

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

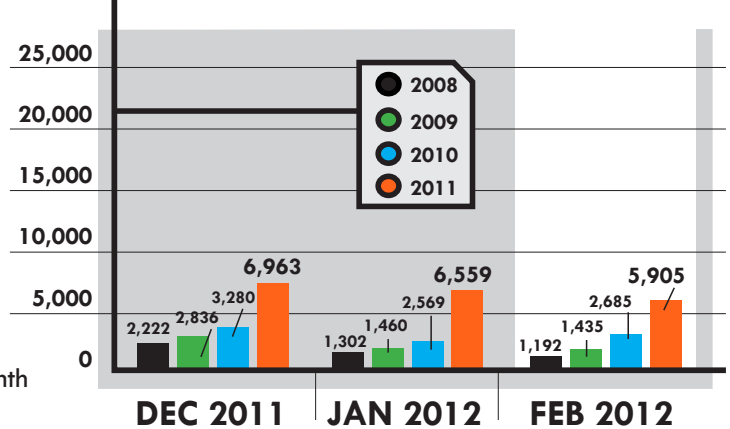
February ticket volume is following the pattern established in January. With the mild winter and increased activity in the western part of the state, the NDOC looks to be headed for another record breaking year.

## FEB

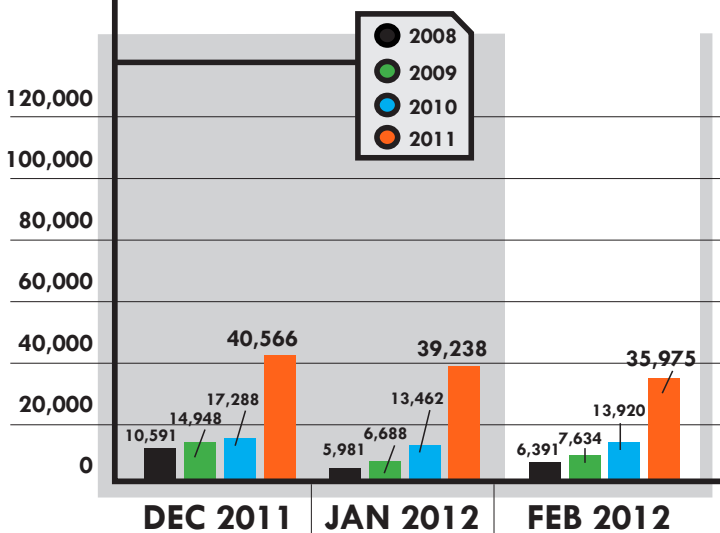
### Billable Tickets



### Incoming Tickets by month



### Outgoing Tickets by month



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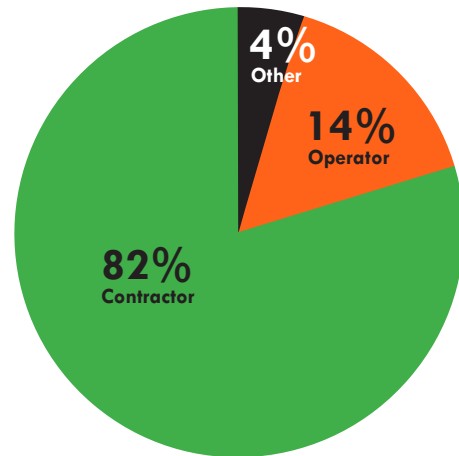
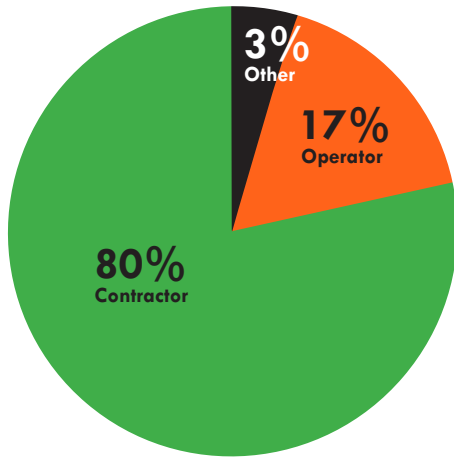
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### Sources of Incoming NDOC tickets

FEBRUARY 2011

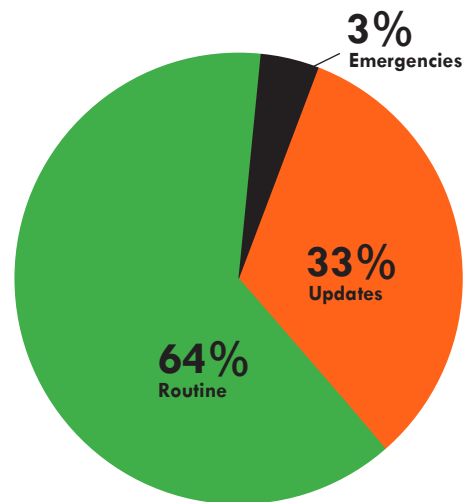
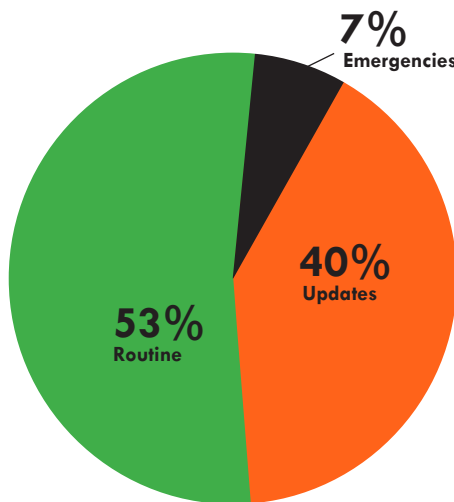
FEBRUARY 2012



### Types of Incoming NDOC tickets

FEBRUARY 2011

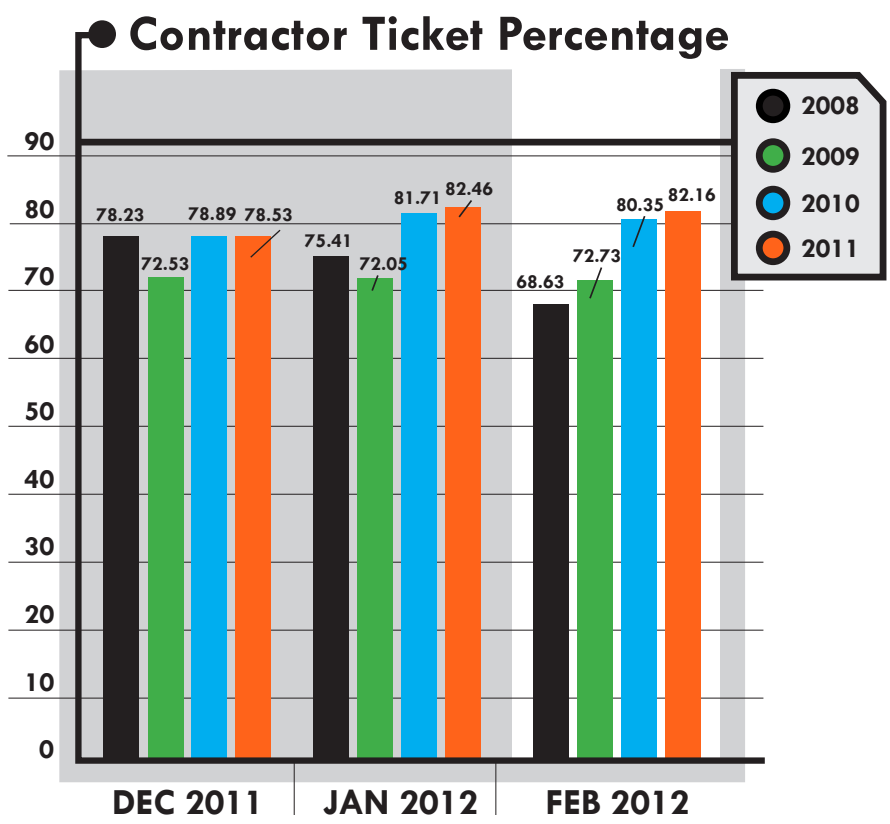
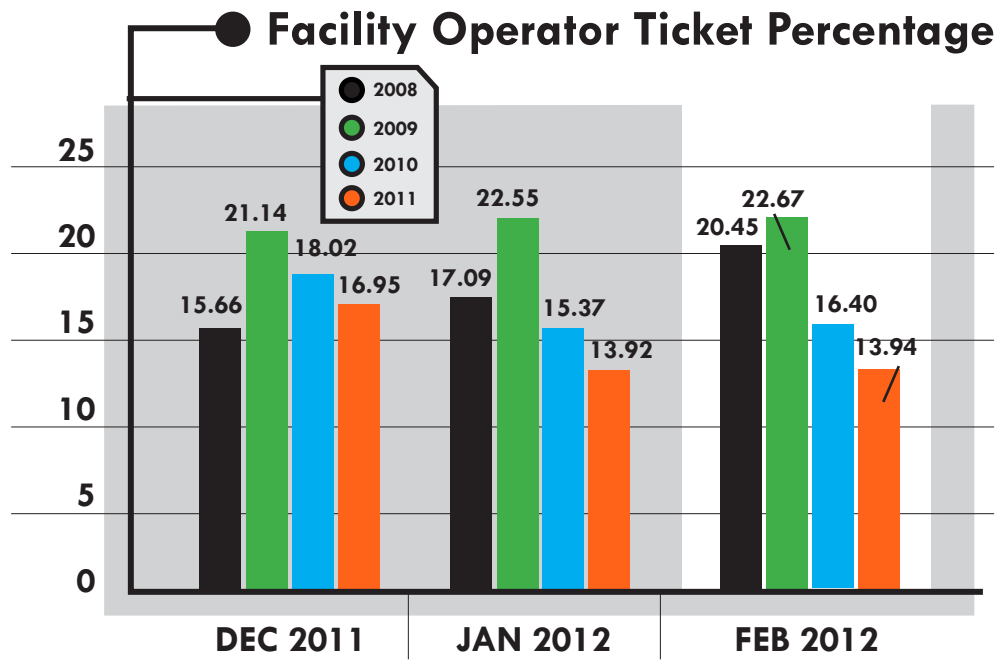
FEBRUARY 2012



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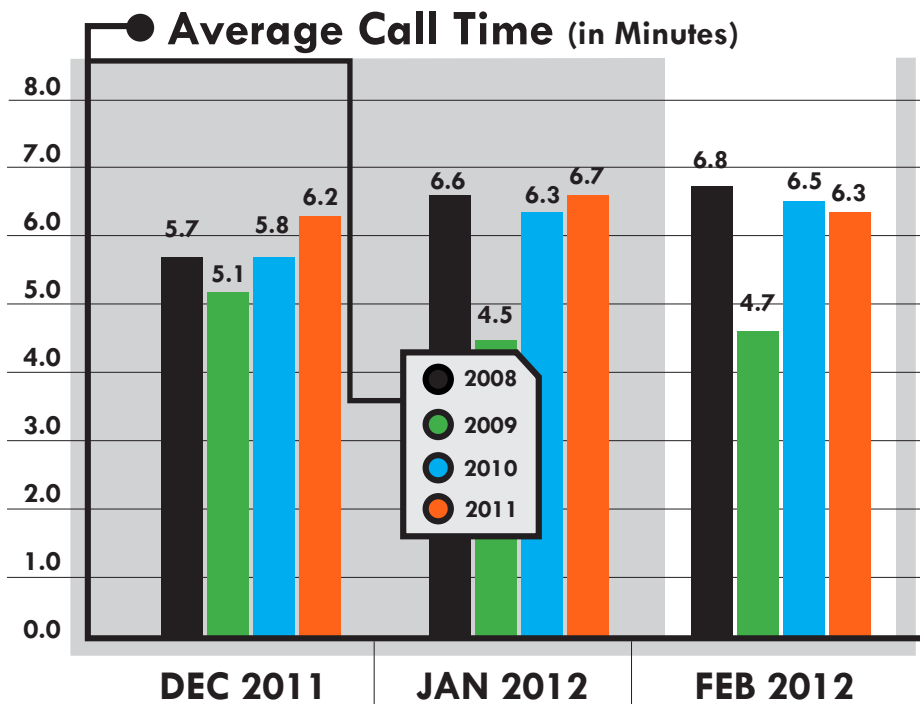
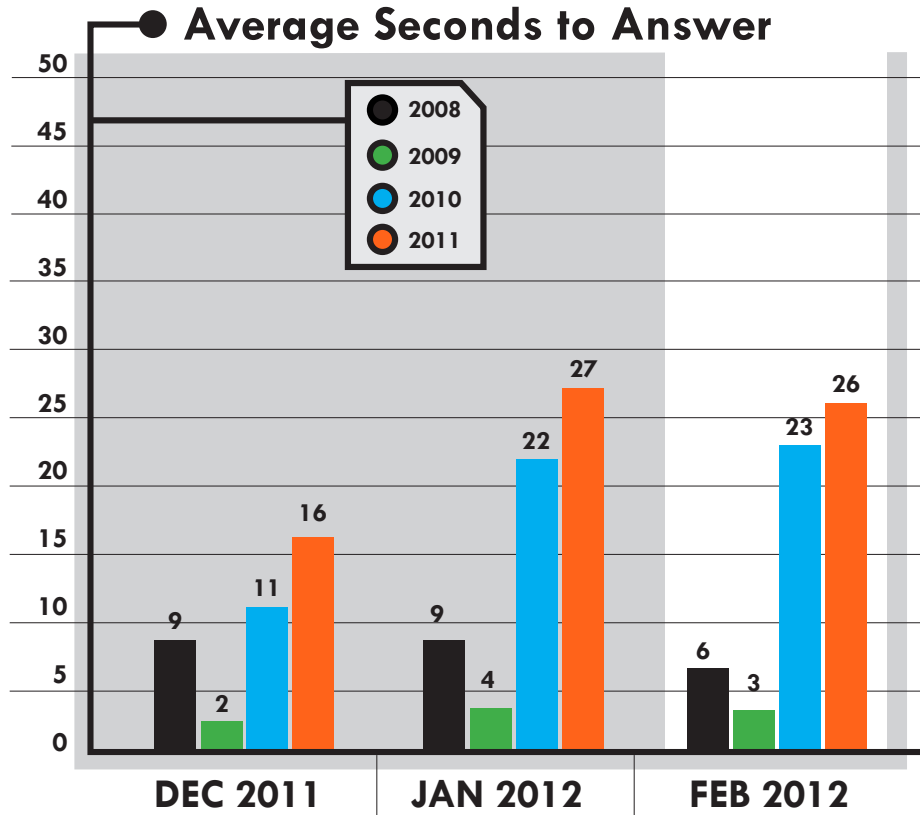
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL



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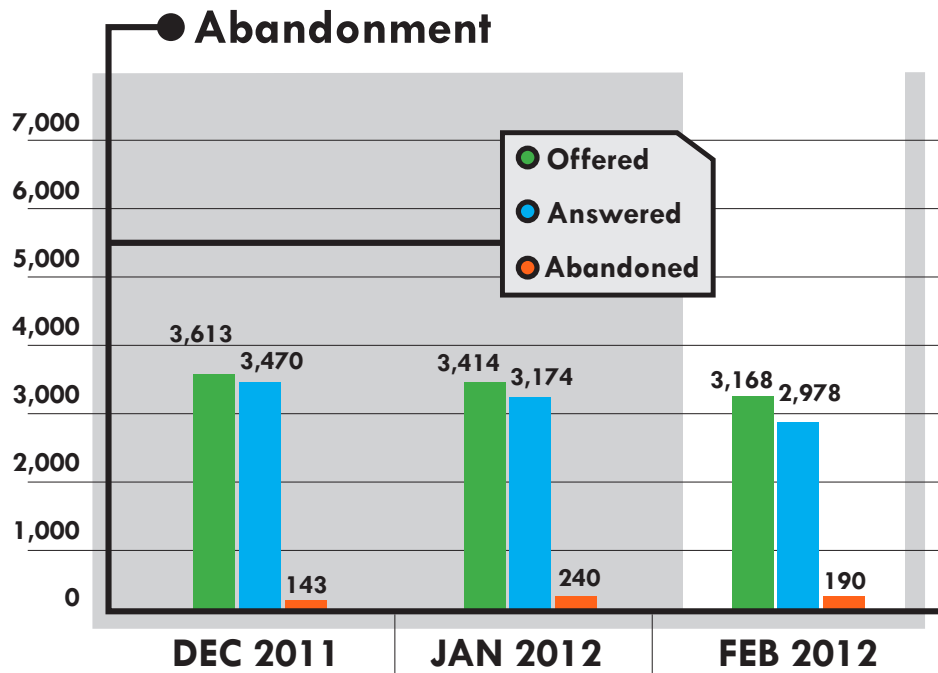
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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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# NORTH DAKOTA ONE CALL DASHBOARD

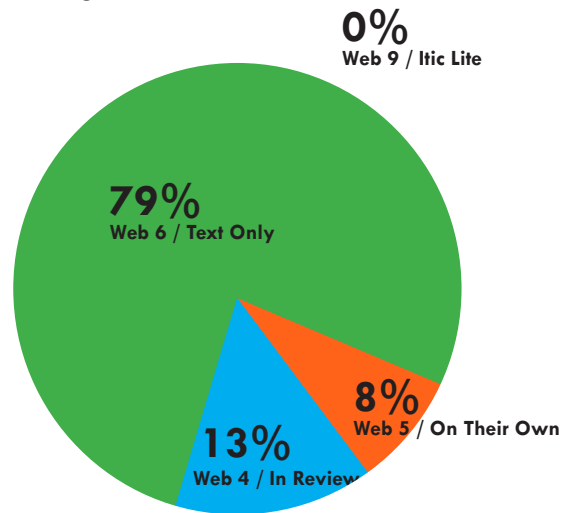
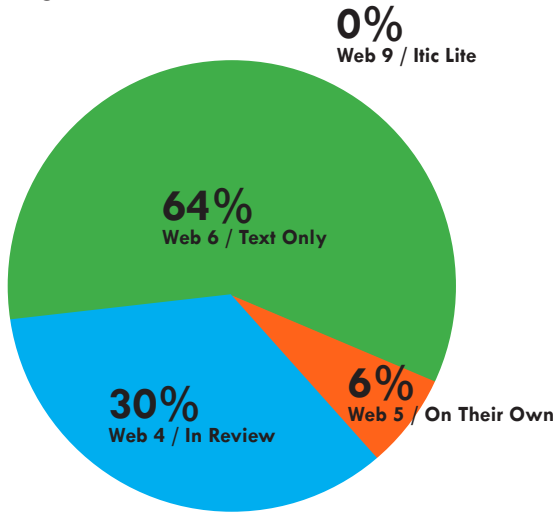
## FEB

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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

2011

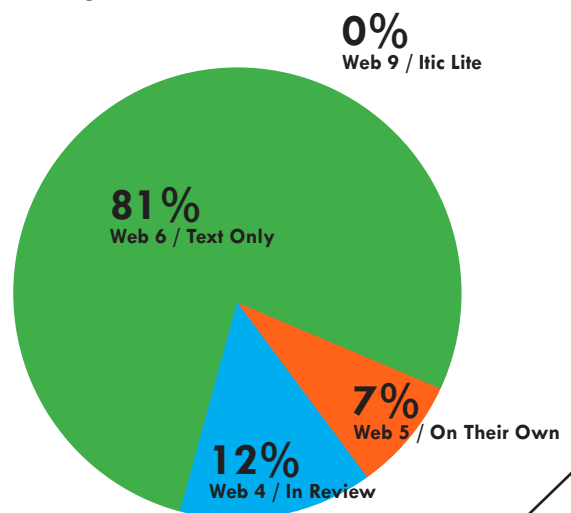
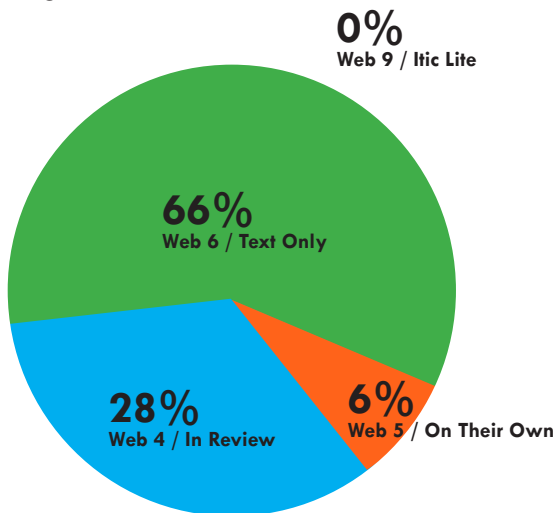
2012



### ITIC Analysis (February)

2011

2012



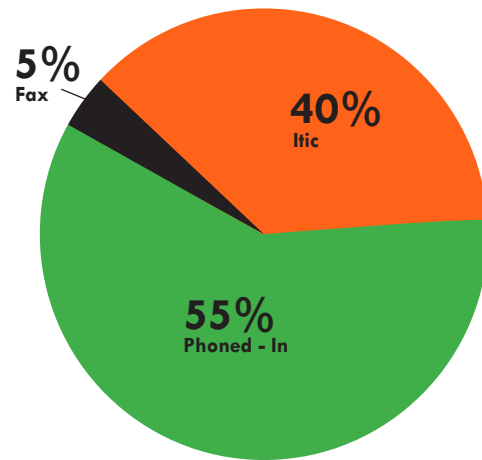
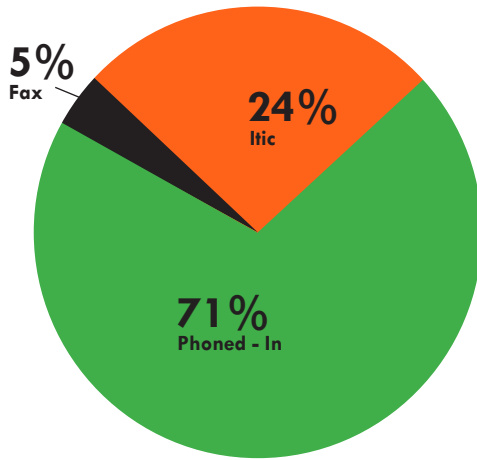
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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

2011 — 2012



### Methods of Ticket Receipt (February)

2011 — 2012

