

NORTH DAKOTA ONE CALL DASHBOARD

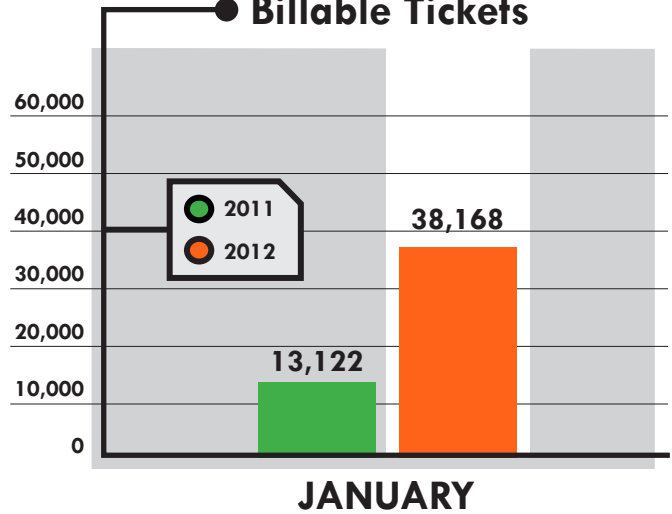
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

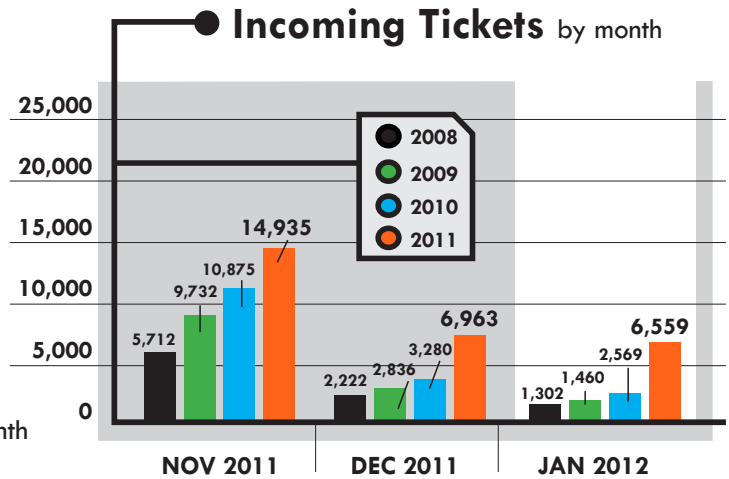
January 2012 ticket volume is nearly TRIPLE that received for the same period in 2011. In spite of that increase, the center performed well within the specifications of the contract.

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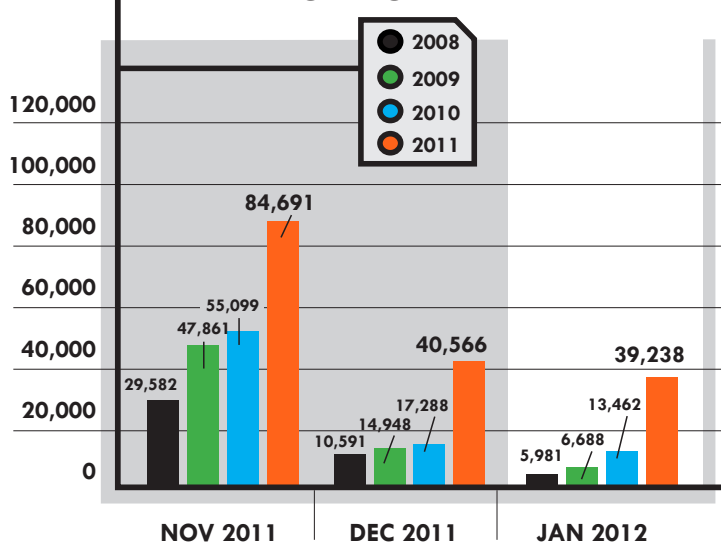
Billable Tickets



Incoming Tickets by month



Outgoing Tickets by month



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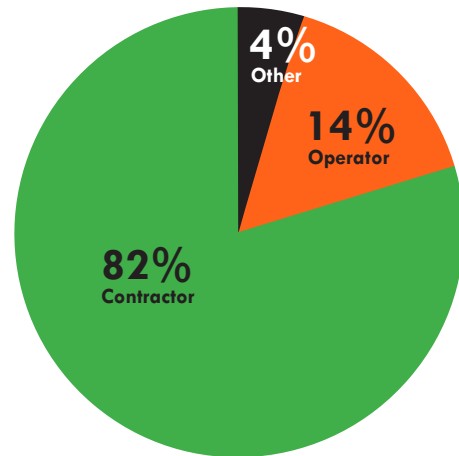
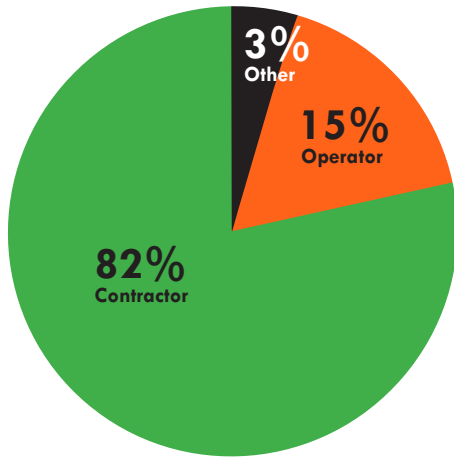
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Sources of Incoming NDOC tickets

JANUARY 2011

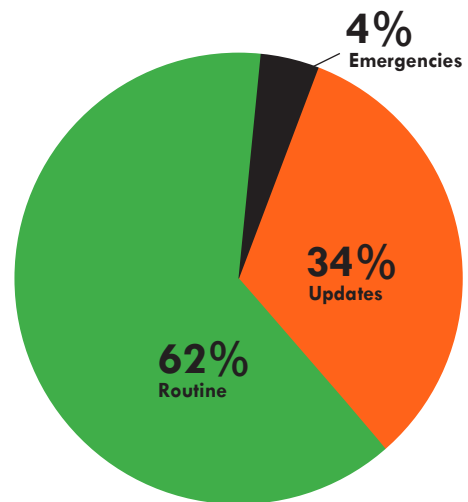
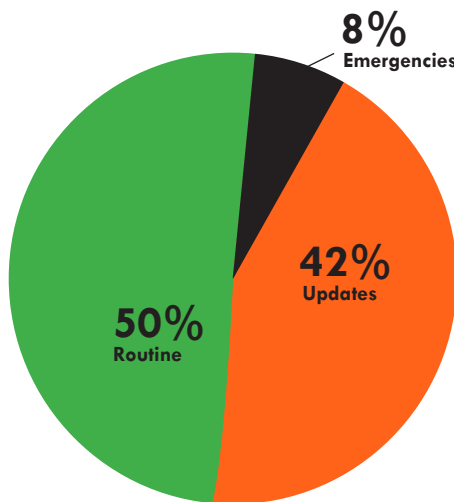
JANUARY 2012



Types of Incoming NDOC tickets

JANUARY 2011

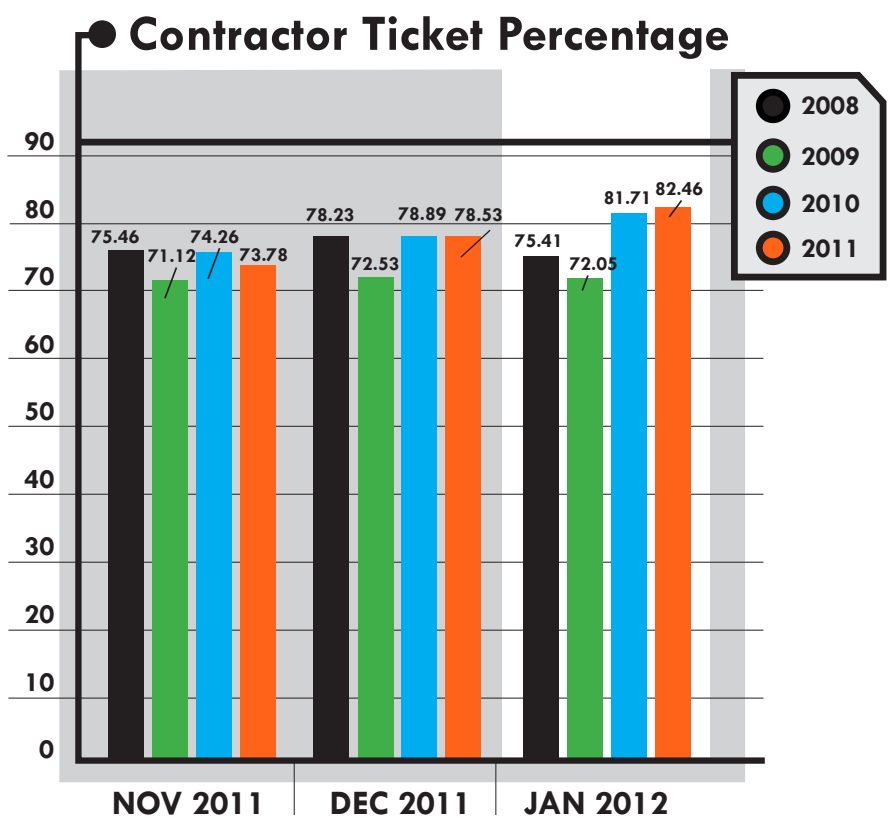
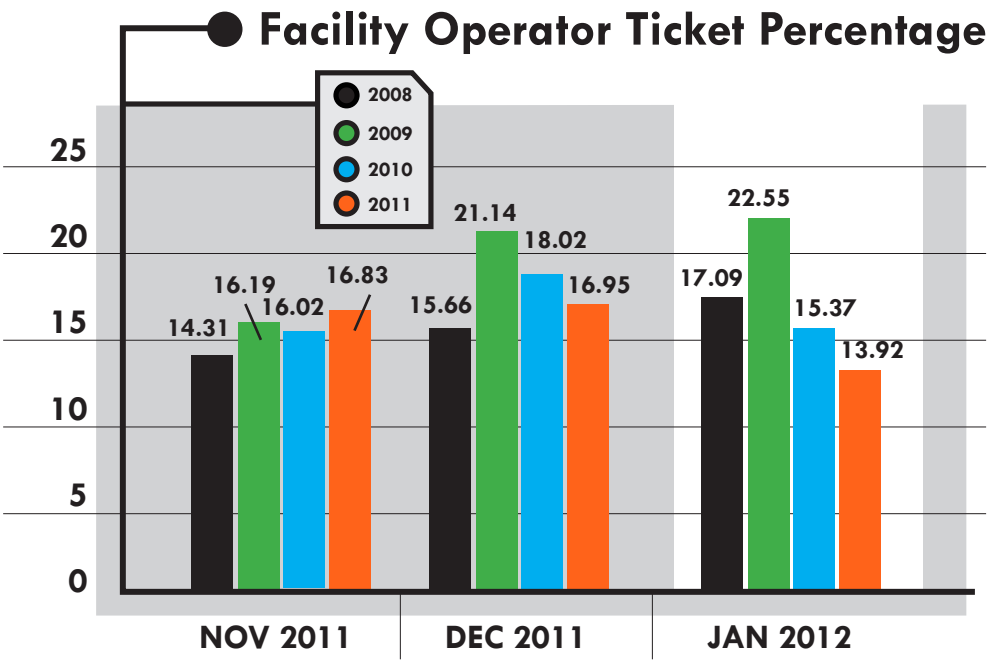
JANUARY 2012



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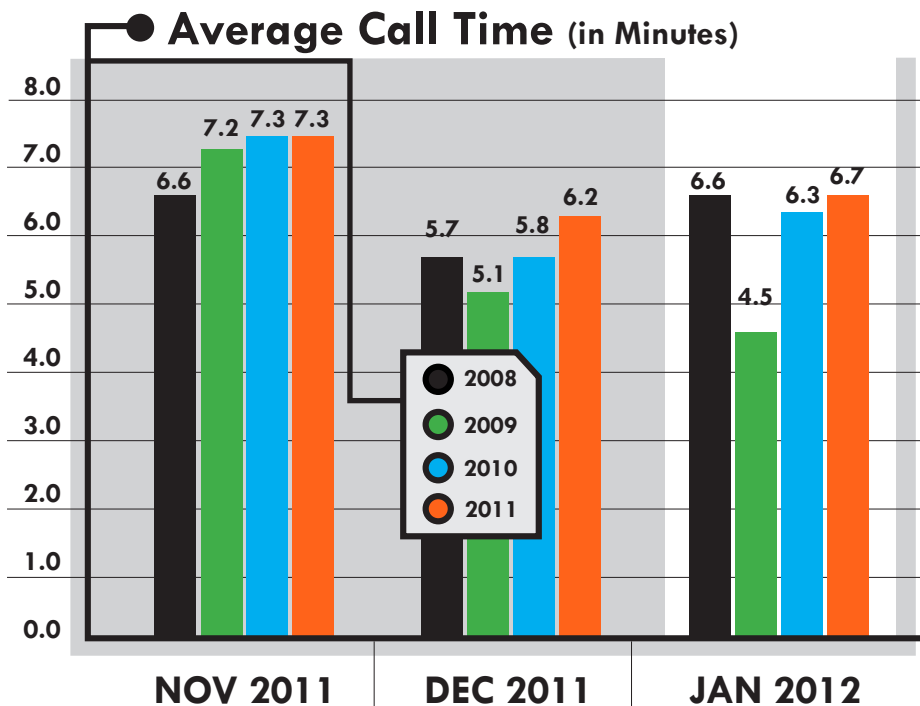
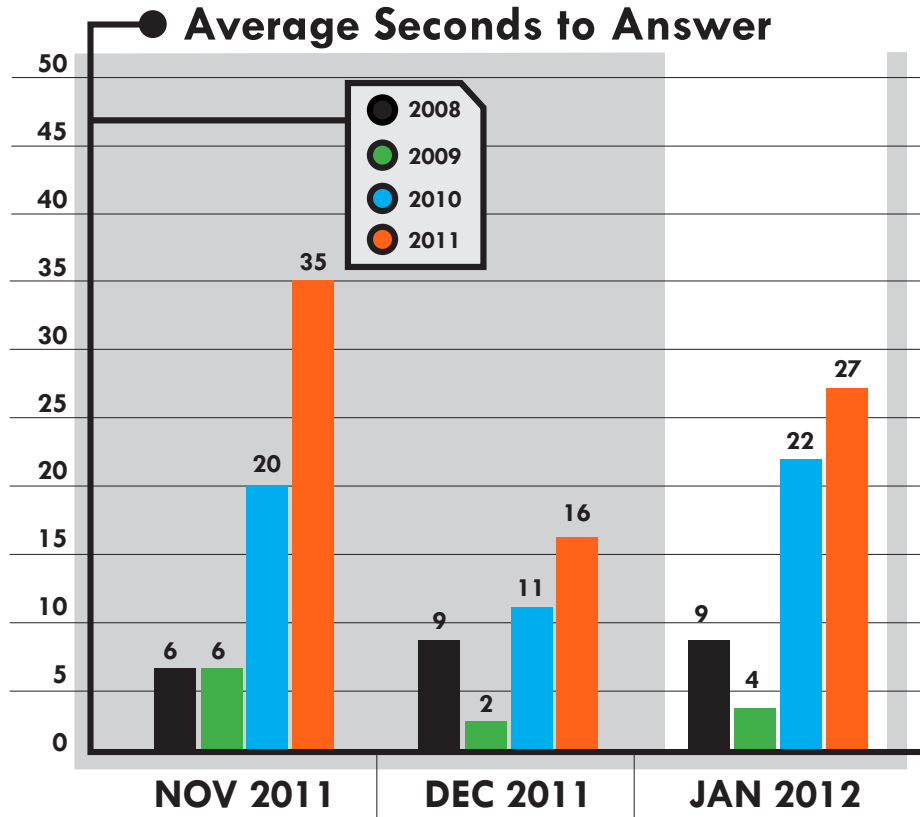
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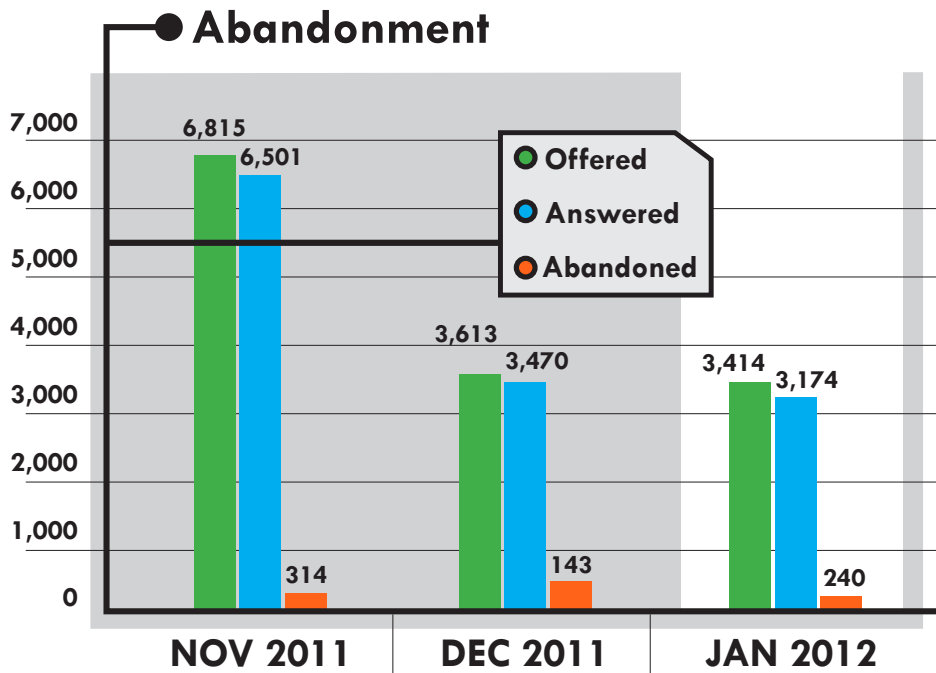
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As the Board has asked, we are including information regarding caller abandonment in our report. This chart shows the total number of calls offered through the phone system and the number that were answered. The difference is the total number of calls 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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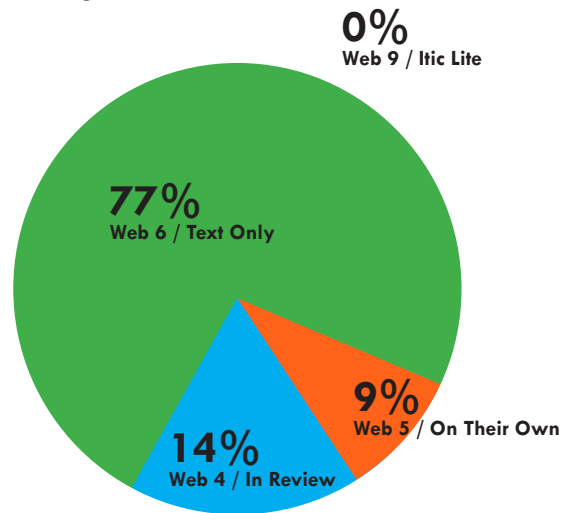
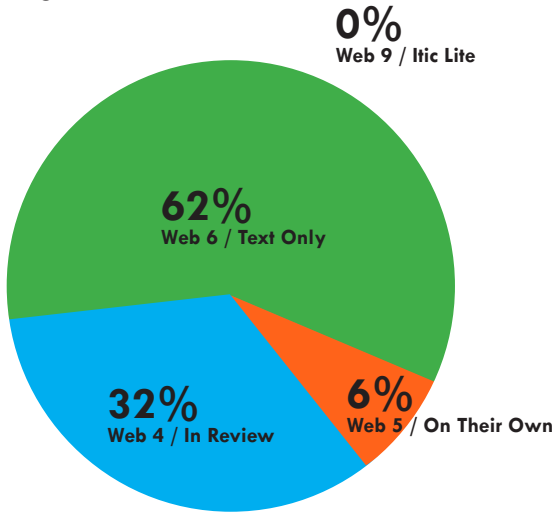
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ITIC YTD Analysis (January/Year-To-Date)

2011

2012



Methods of Ticket Receipt (January/Year-To-Date)

2011

2012

