

NORTH DAKOTA ONE CALL DASHBOARD

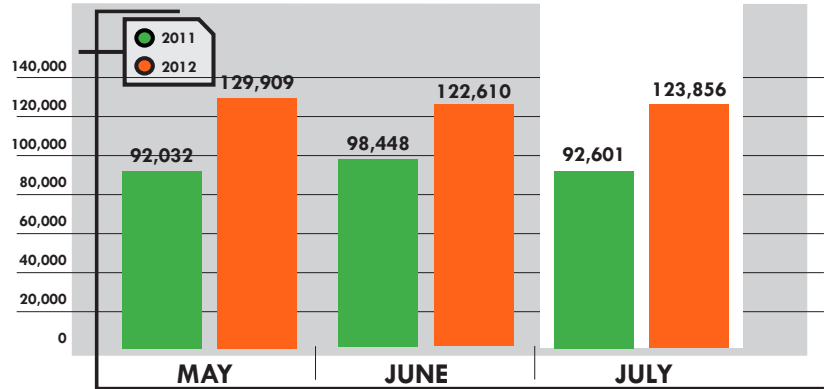
JULY

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

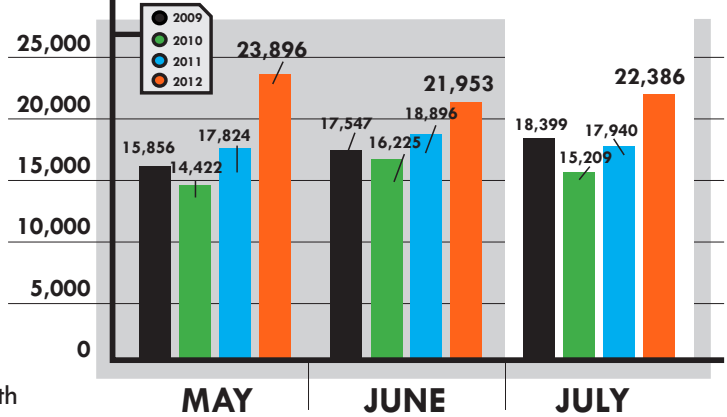
Ticket volume levels remain at an all time high for 2012.

JULY

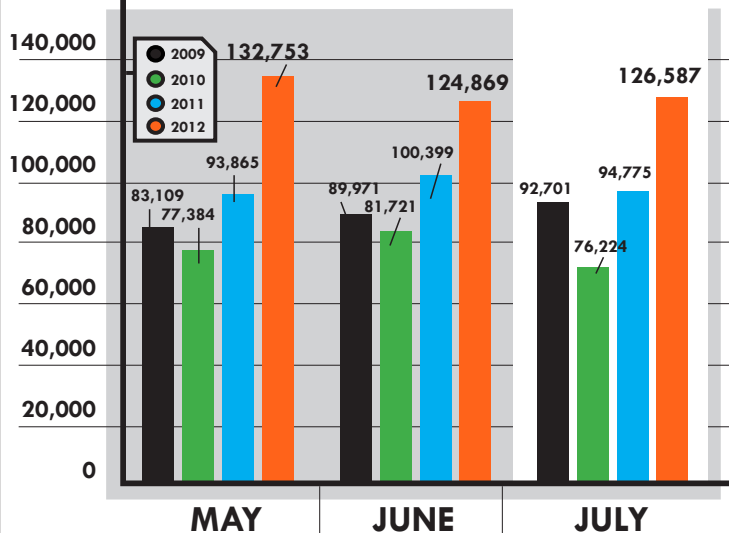
• Billable Tickets



• Incoming Tickets by month



• Outgoing Tickets by month



NORTH DAKOTA ONE CALL DASHBOARD

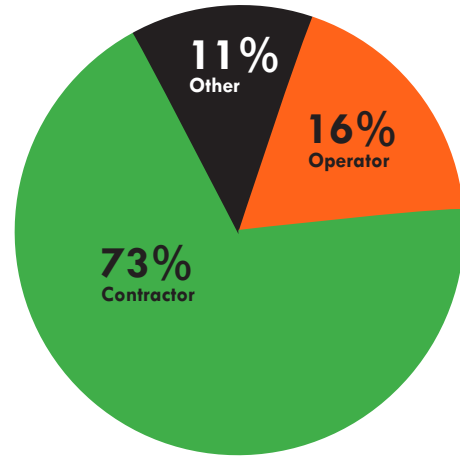
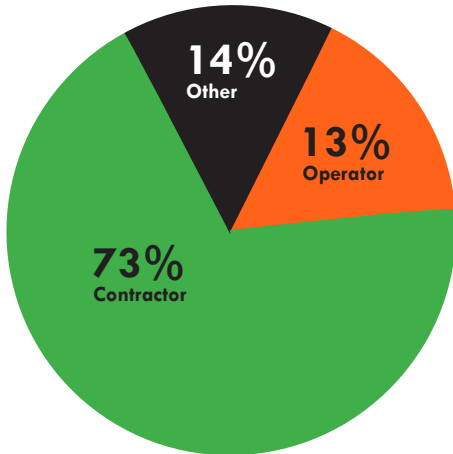
JULY

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Sources of Incoming NDOC tickets

JULY 2011

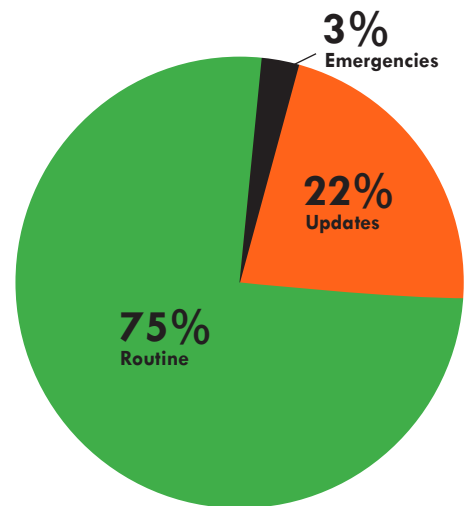
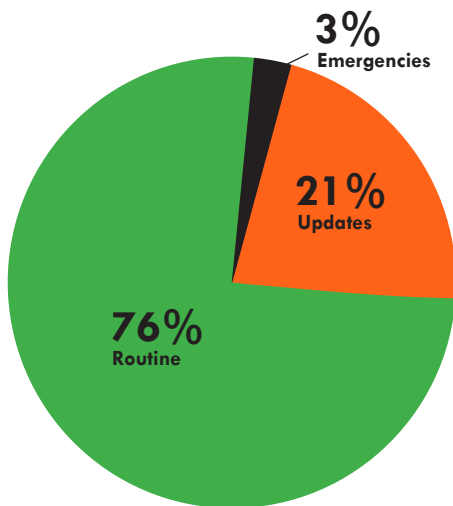
JULY 2012



Types of Incoming NDOC tickets

JULY 2011

JULY 2012

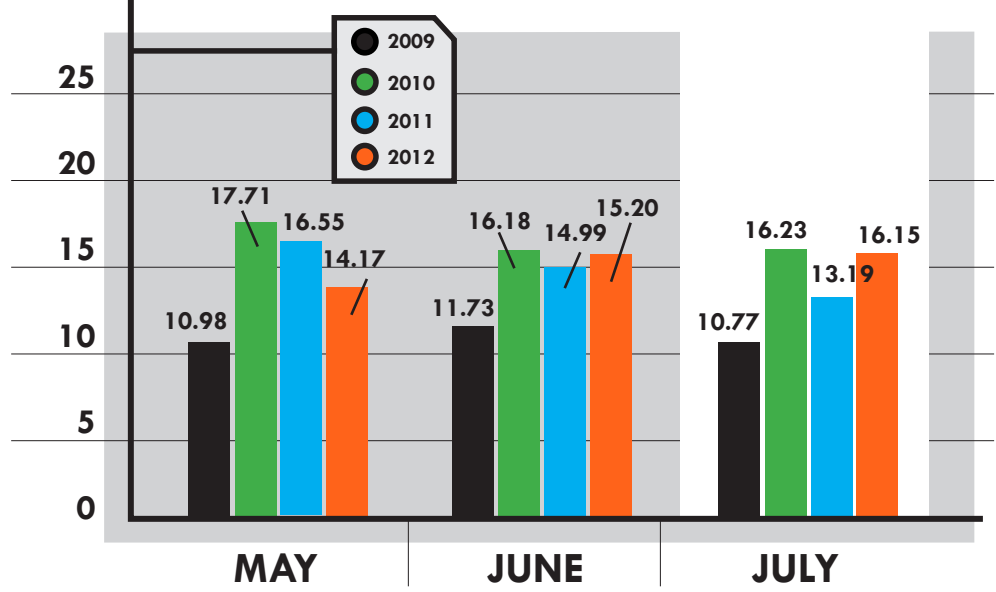


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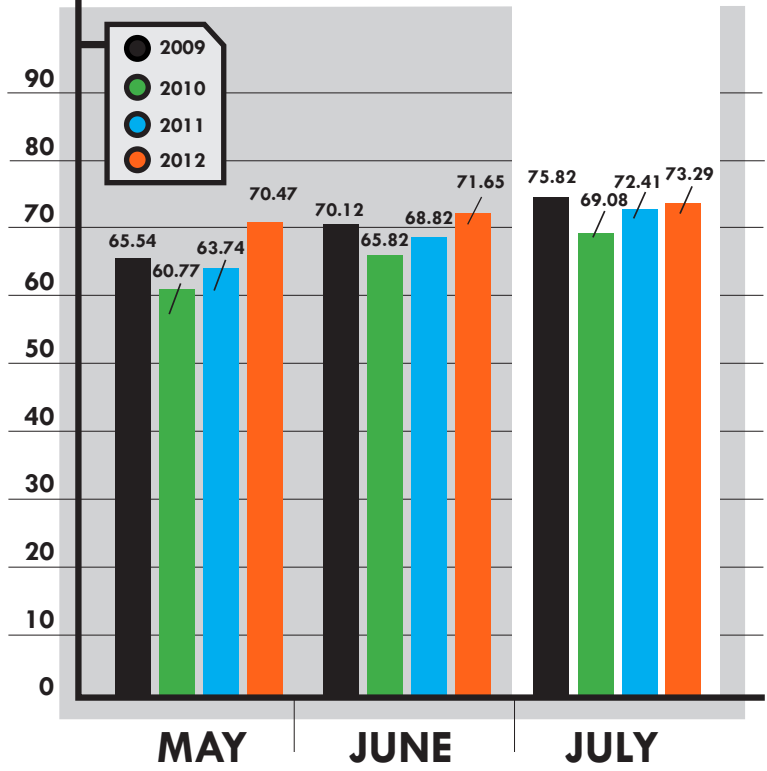
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● Facility Operator Ticket Percentage



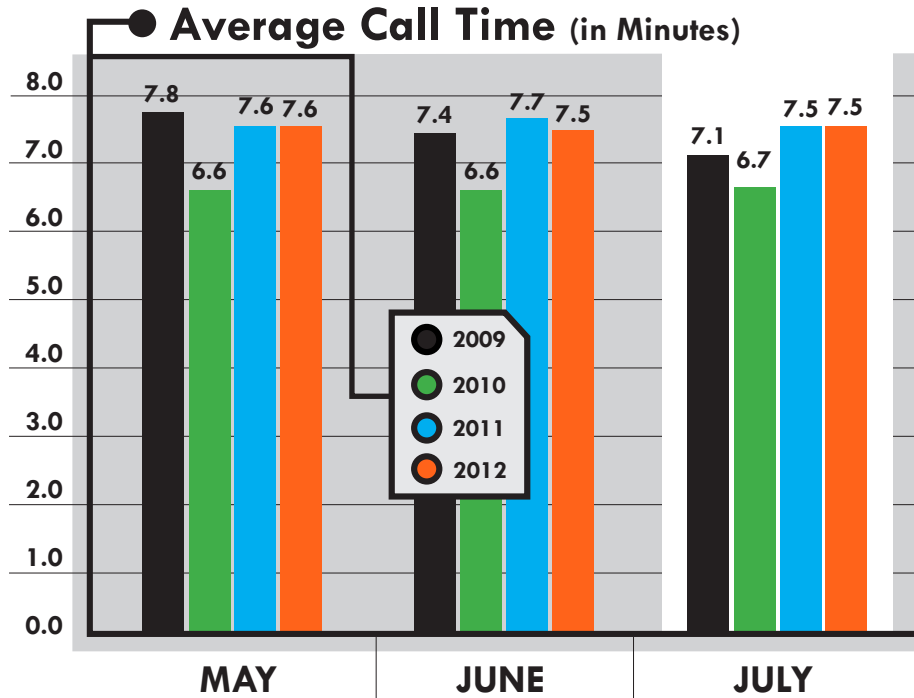
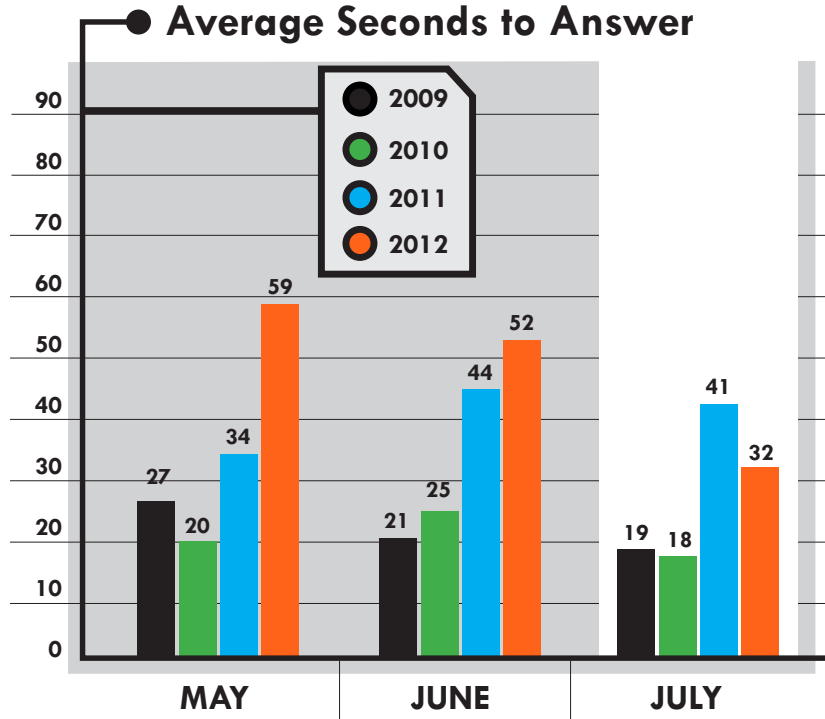
● Contractor Ticket Percentage



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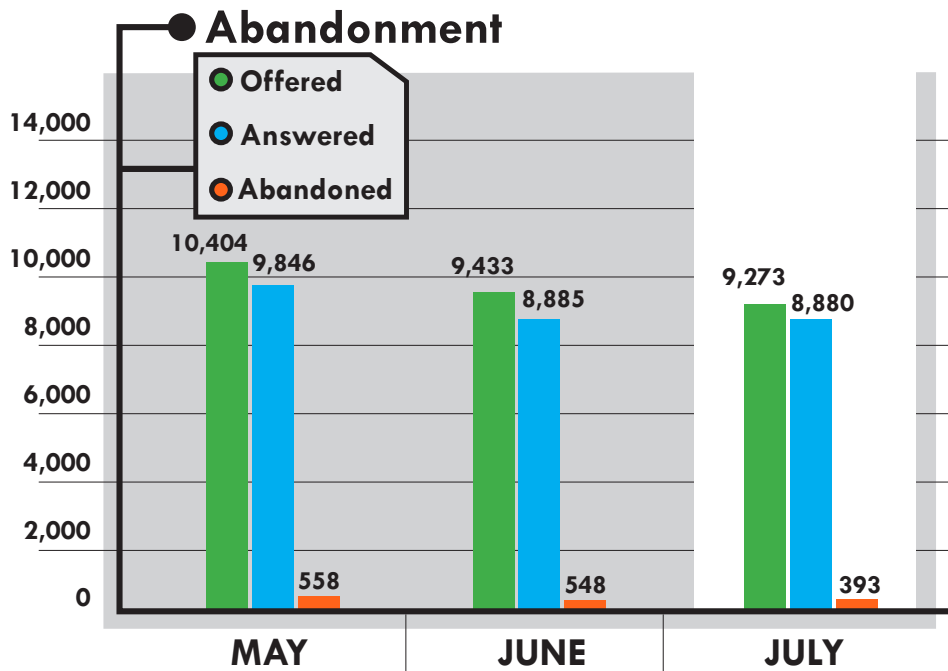
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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.

JULY



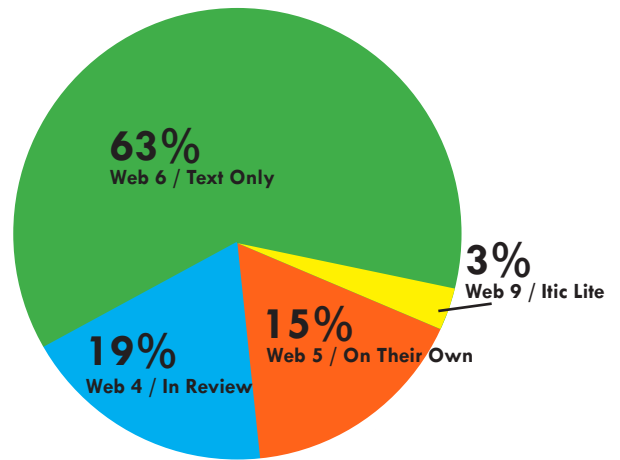
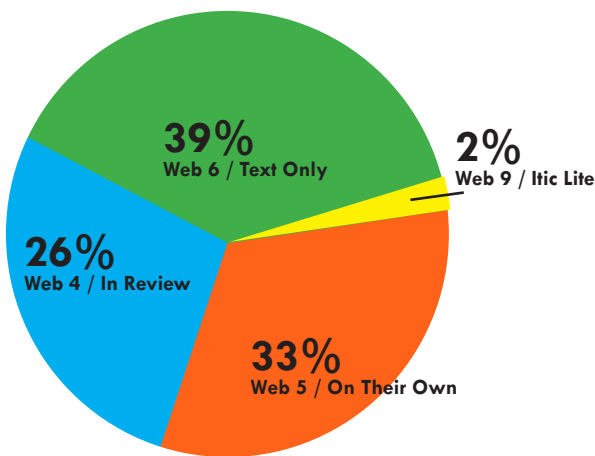
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JULY

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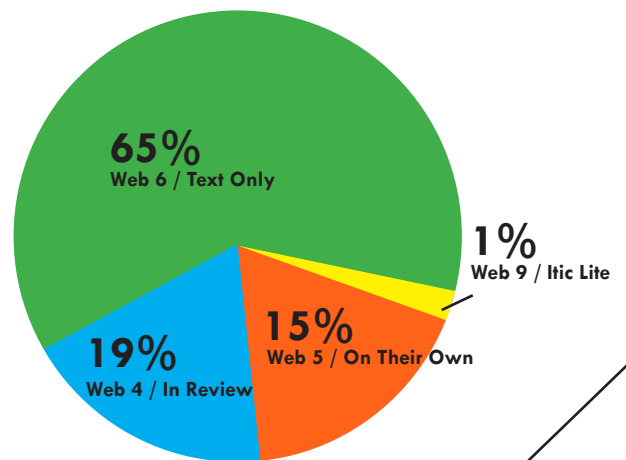
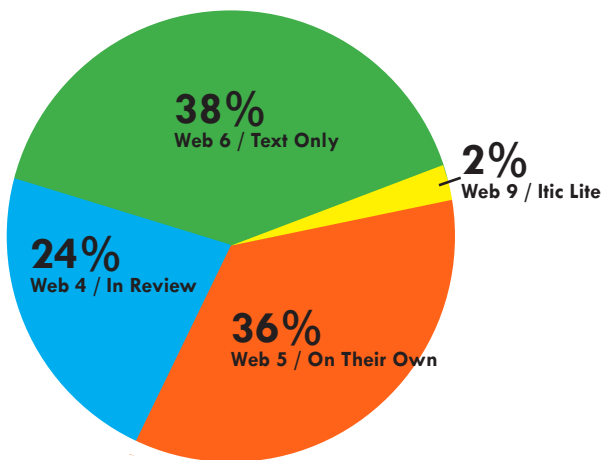
ITIC YTD Analysis (Year-To-Date)

2011 ● 2012



ITIC Analysis (JULY)

2011 ● 2012



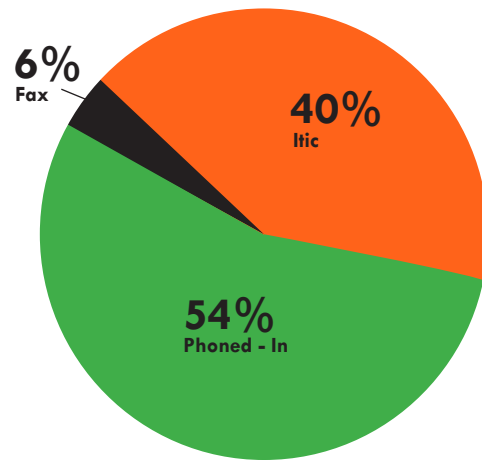
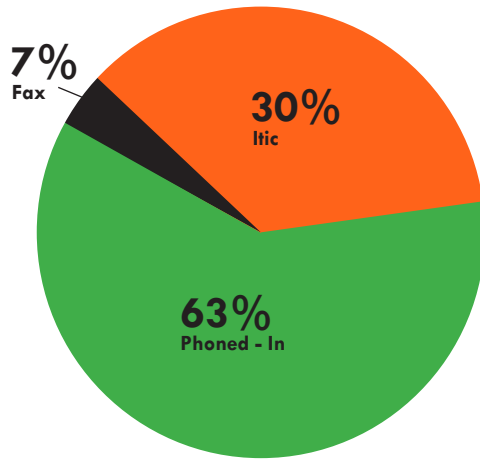
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JULY

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

Methods of Ticket Receipt (Year-To-Date)

2011 — 2012



Methods of Ticket Receipt (JULY)

2011 — 2012

