

# NORTH DAKOTA ONE CALL DASHBOARD

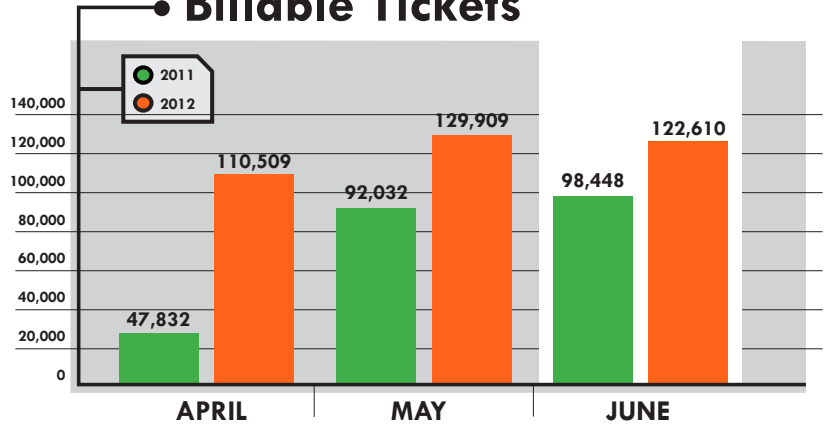
## JUN

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

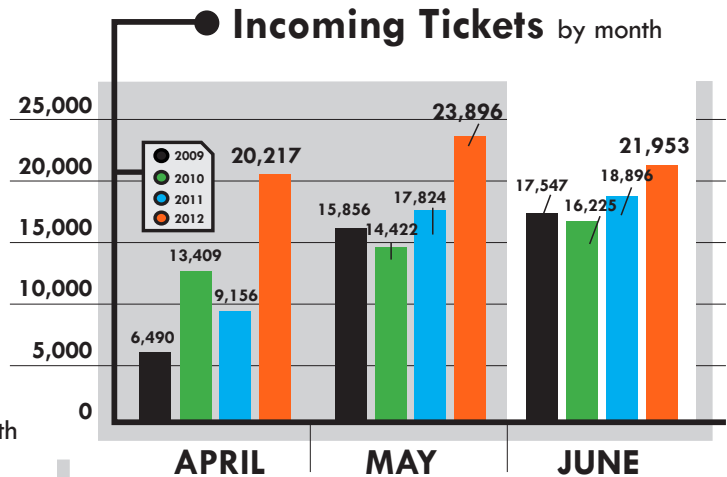
Ticket volume levels remain at an all time high for 2012.

## JUN

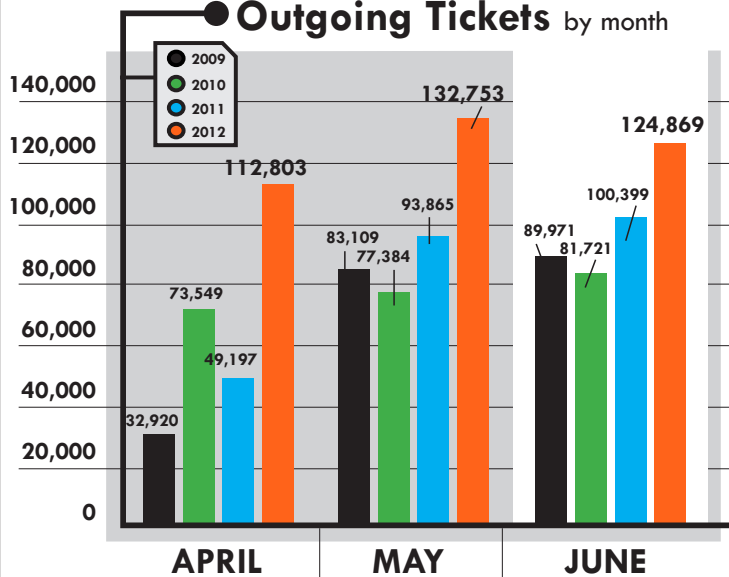
### Billable Tickets



### Incoming Tickets by month



### Outgoing Tickets by month



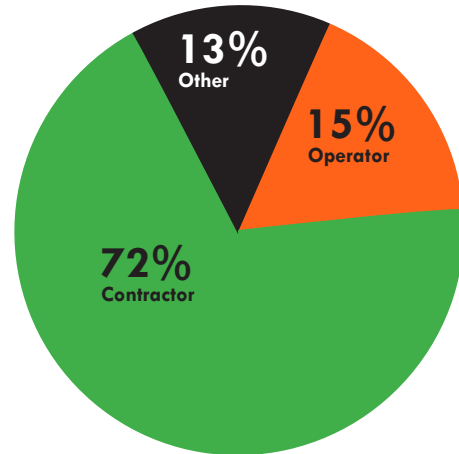
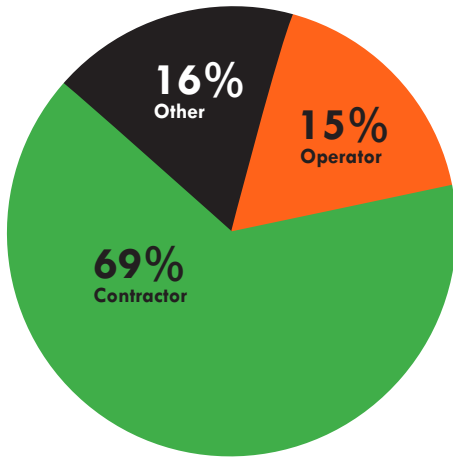
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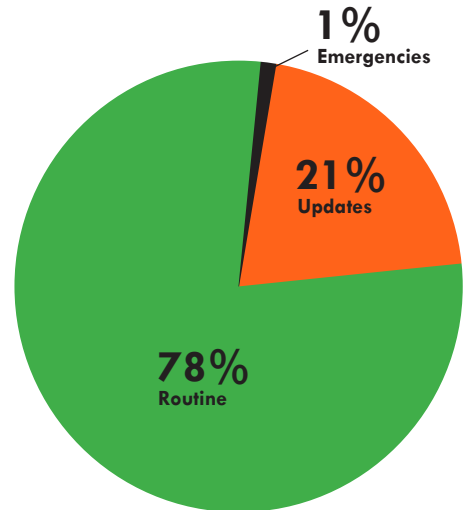
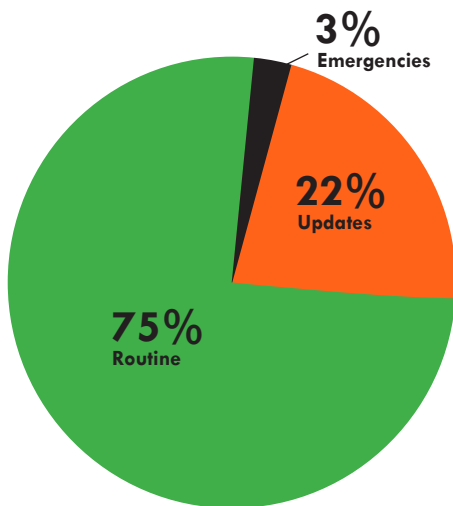
### Sources of Incoming NDOC tickets JUNE 2011

● JUNE 2012



### Types of Incoming NDOC tickets JUNE 2011

● JUNE 2012

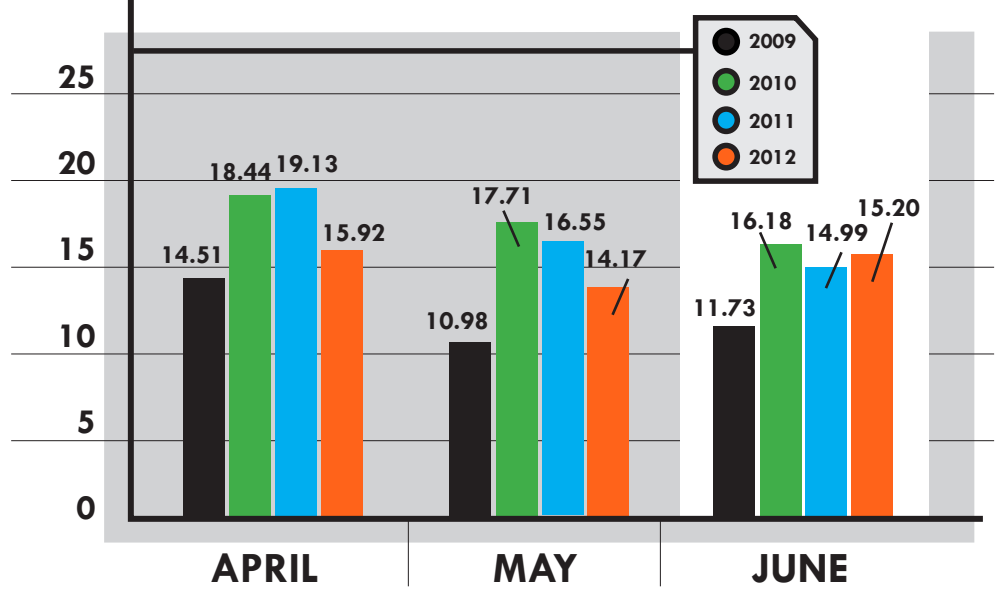


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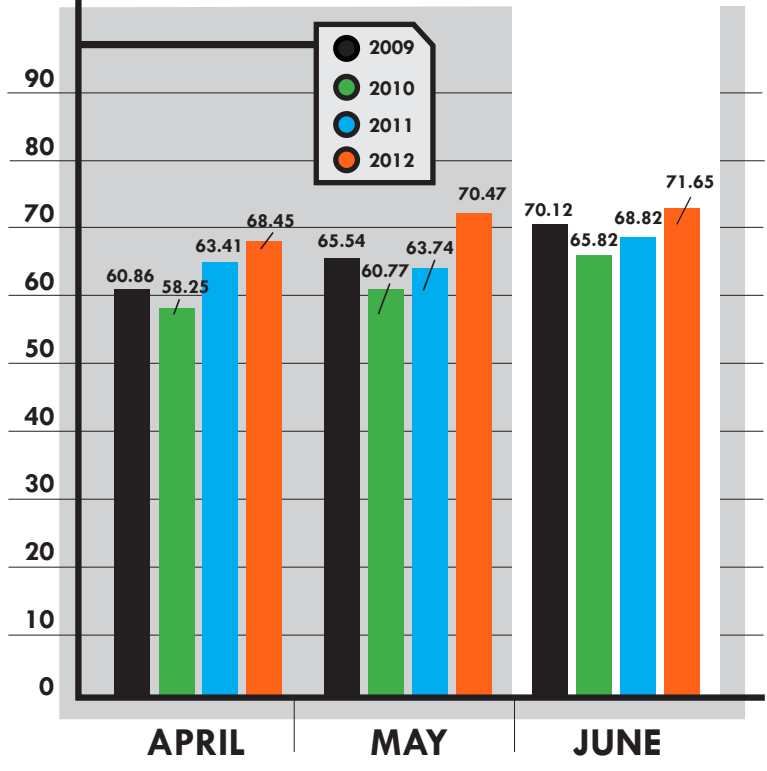
## JUN

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### ● Facility Operator Ticket Percentage



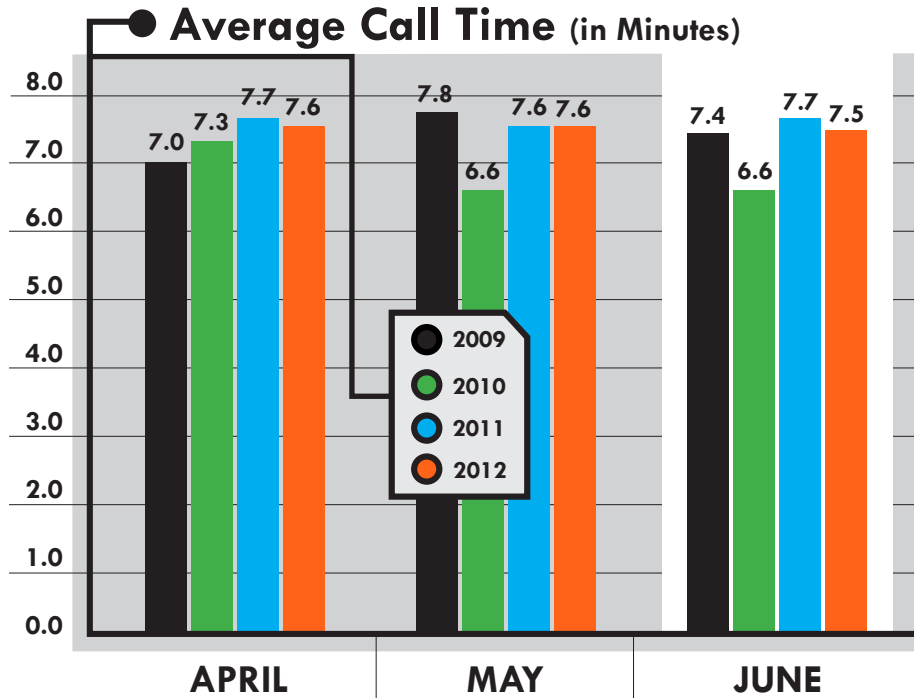
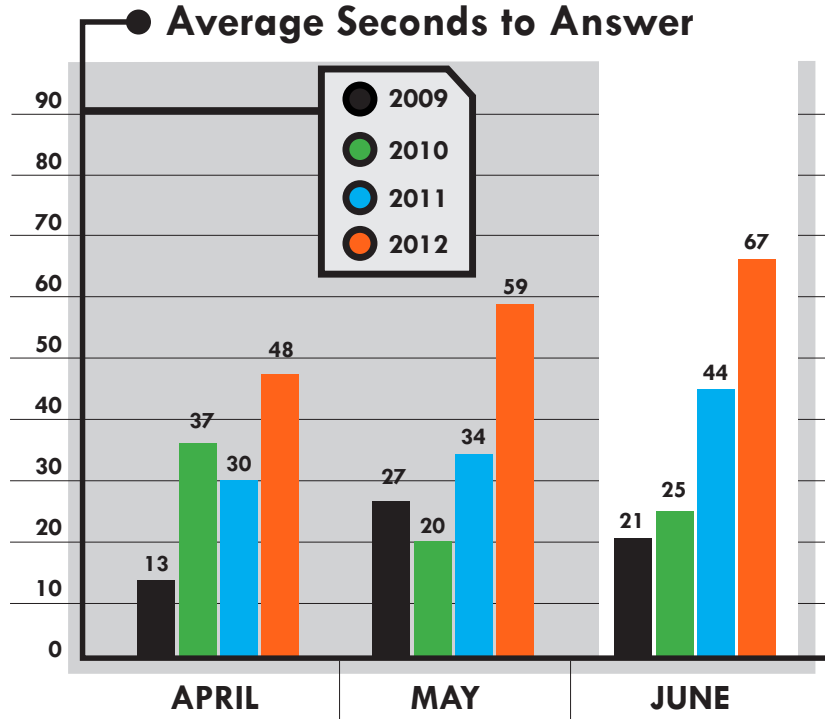
### ● Contractor Ticket Percentage



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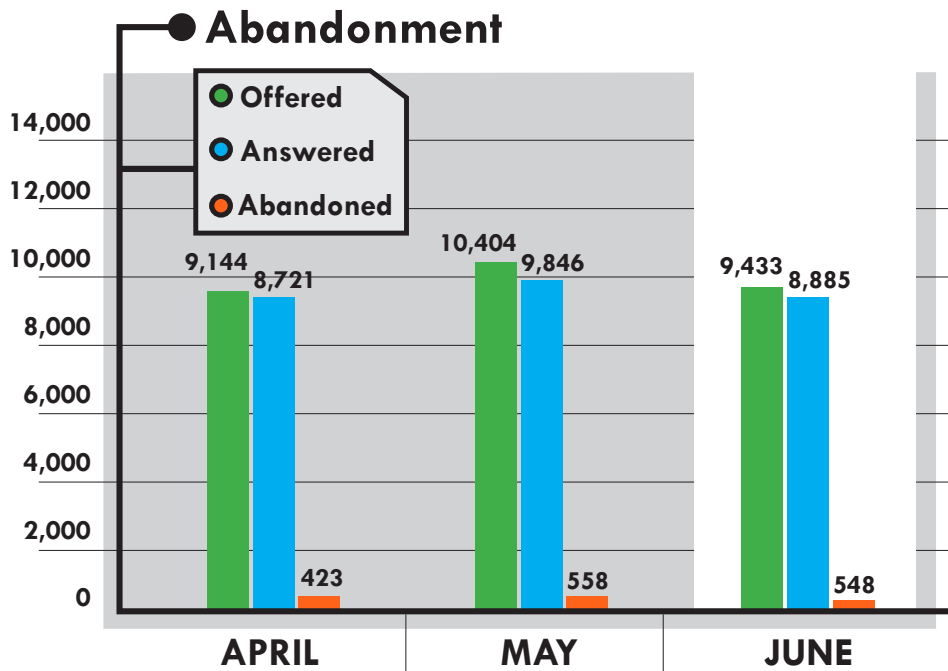
# NORTH DAKOTA ONE CALL DASHBOARD

## JUN

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.

## JUN



# NORTH DAKOTA ONE CALL DASHBOARD

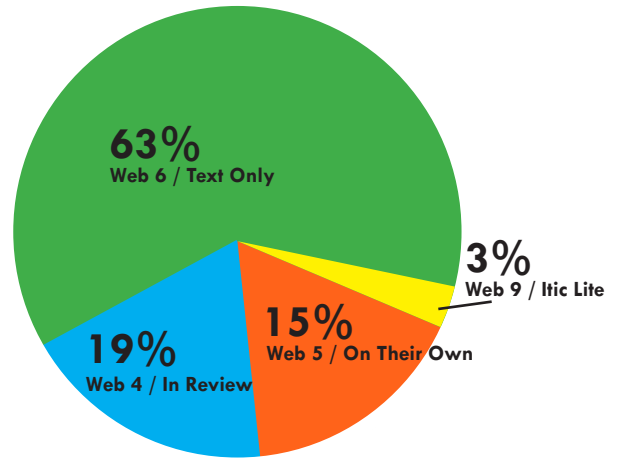
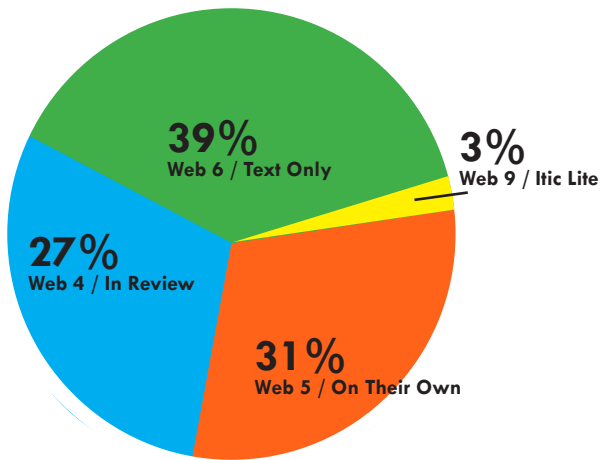
## JUN

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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

2011

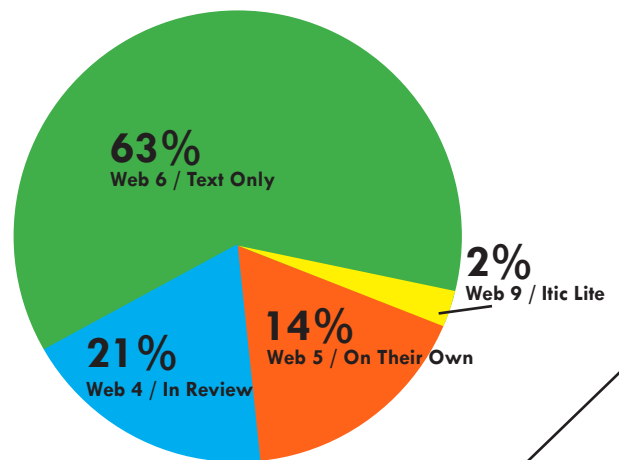
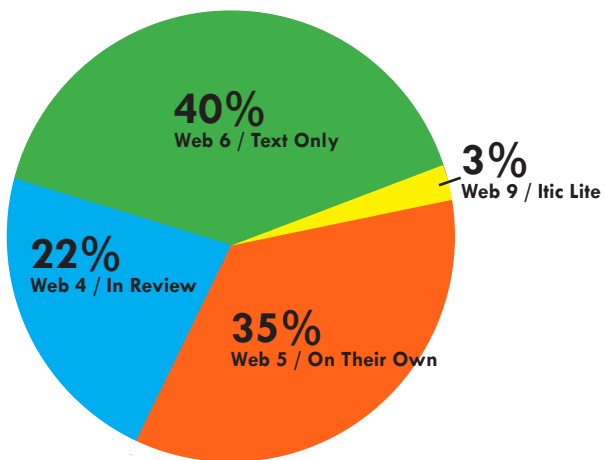
● 2012



### ITIC Analysis (JUNE)

2011

● 2012



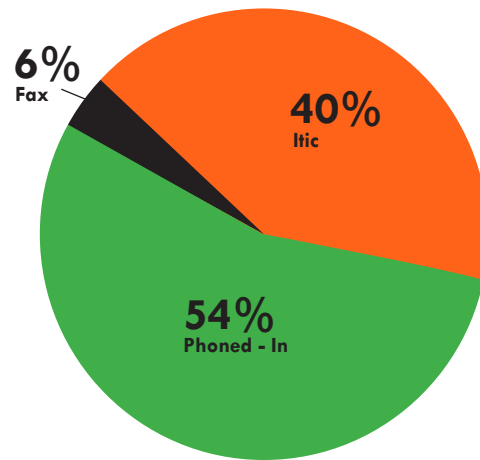
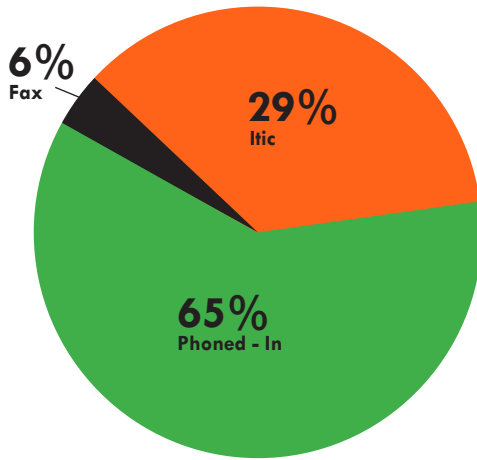
# NORTH DAKOTA ONE CALL DASHBOARD

## JUN

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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

2011 — 2012



### Methods of Ticket Receipt (JUNE)

2011 — 2012

