

NORTH DAKOTA ONE CALL DASHBOARD

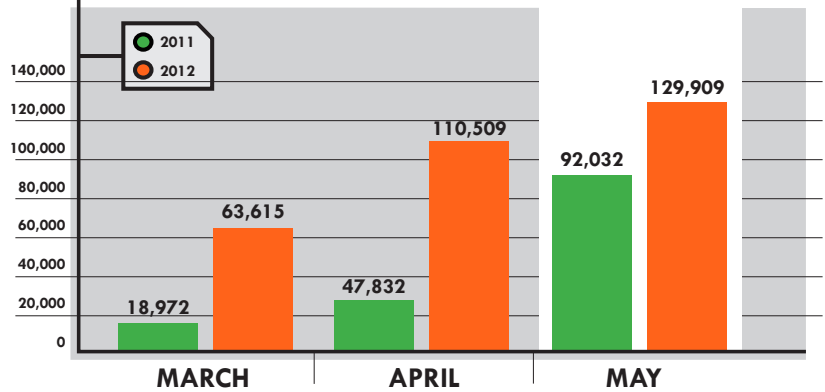
MAY

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

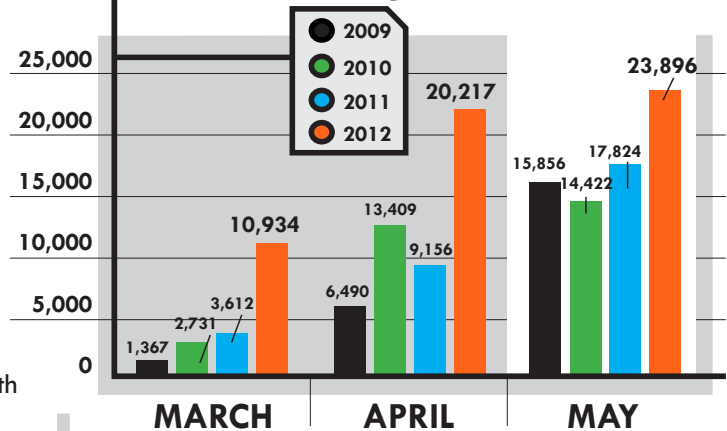
While ticket volumes remain at higher levels than 2011, there seems to be some adjustment for whether. The difference between 2011 and 2012 has "narrowed" in May.

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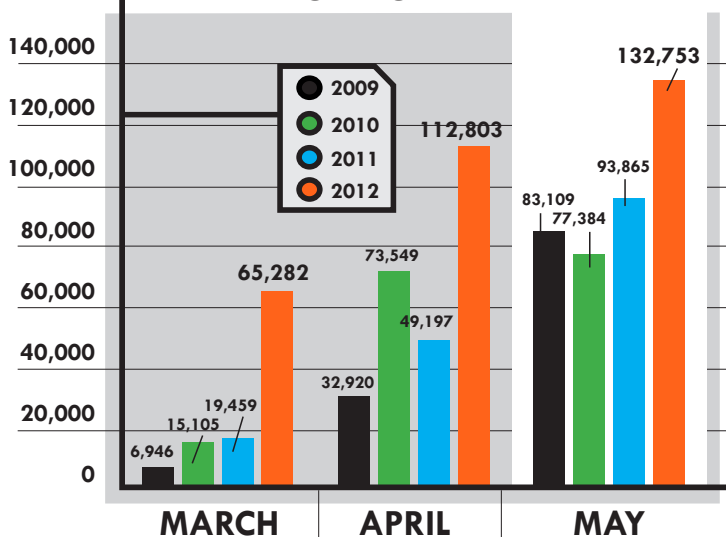
Billable Tickets



Incoming Tickets by month



Outgoing Tickets by month



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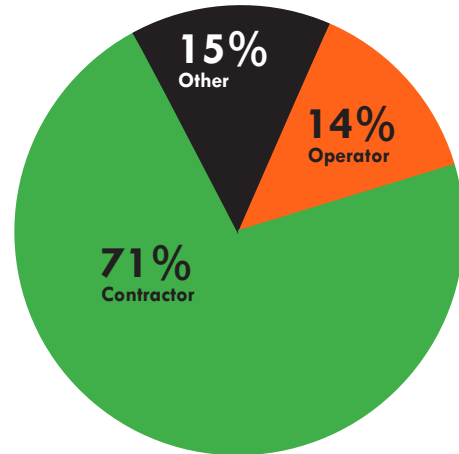
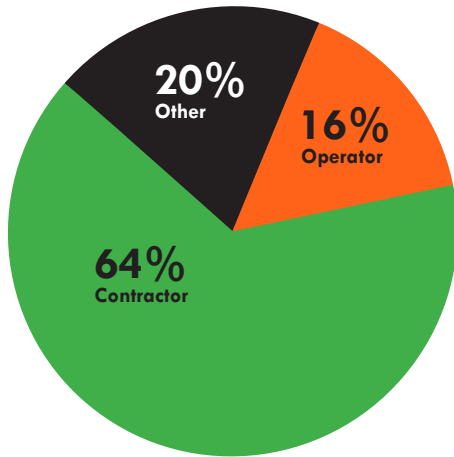
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Sources of Incoming NDOC tickets

MAY 2011

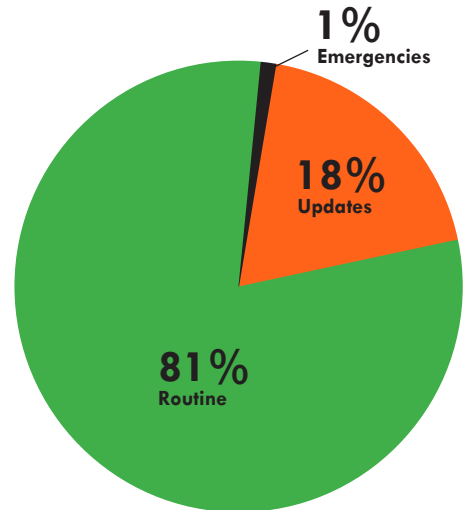
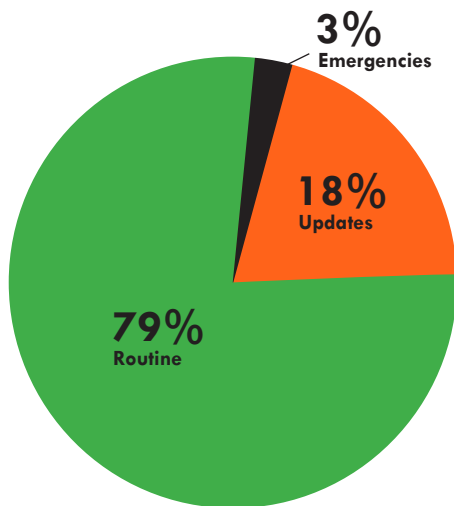
MAY 2012



Types of Incoming NDOC tickets

MAY 2011

MAY 2012

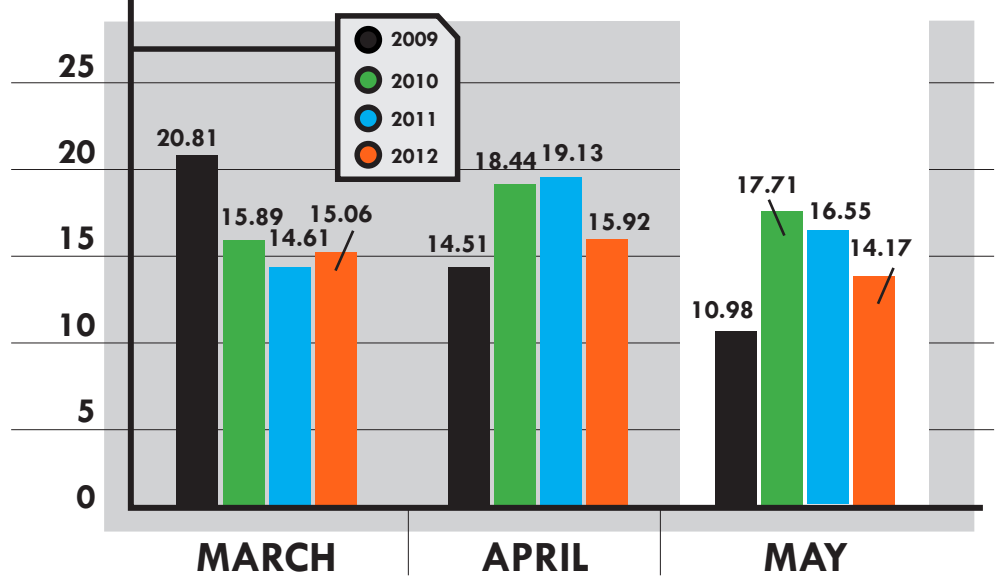


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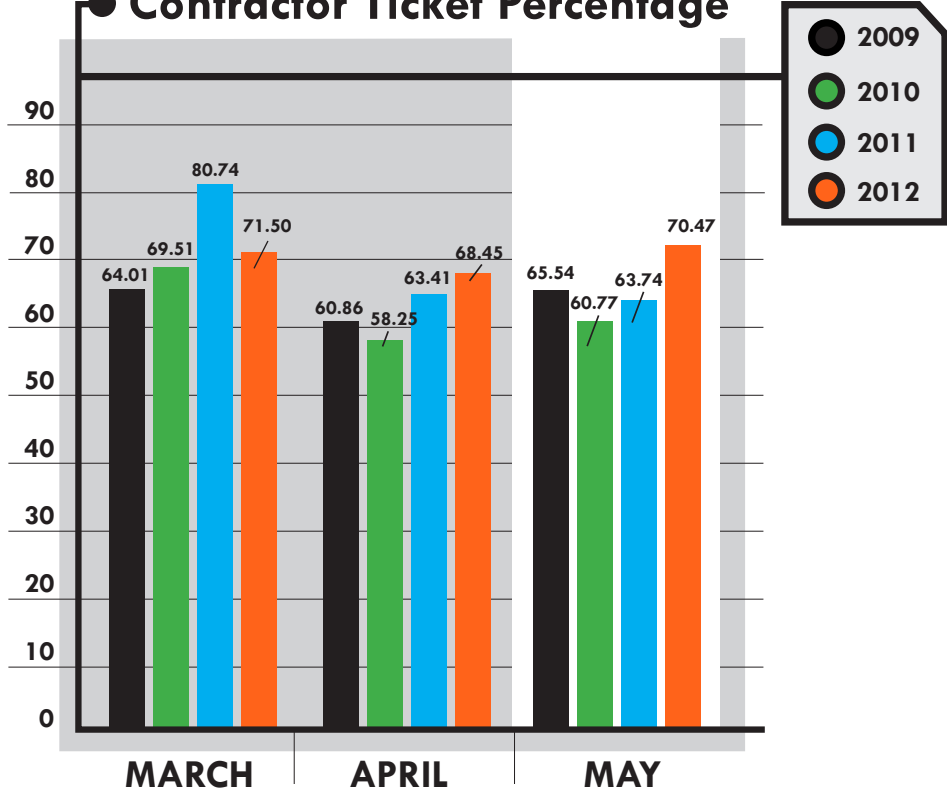
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● Facility Operator Ticket Percentage



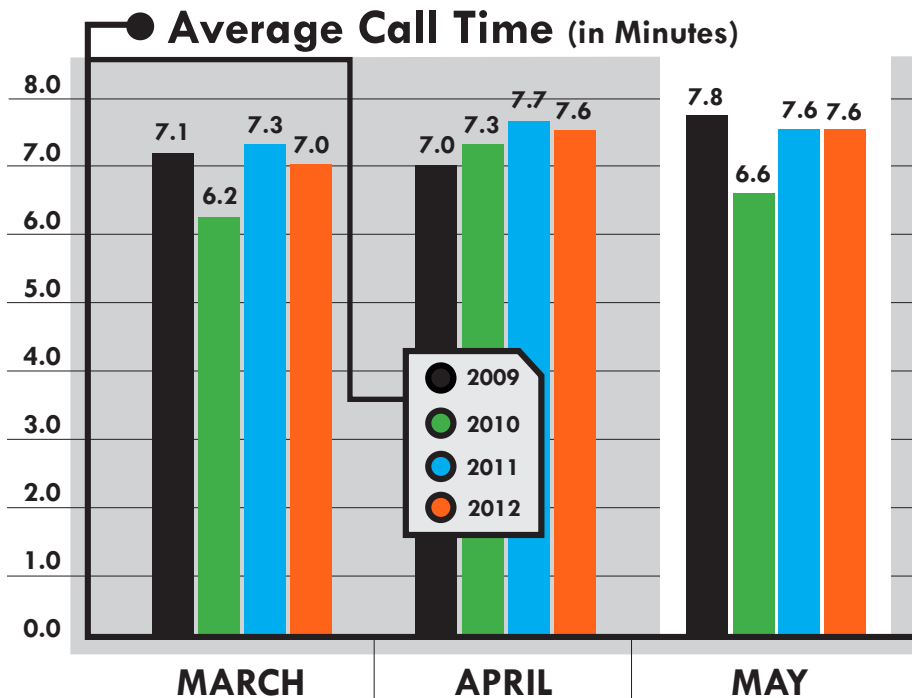
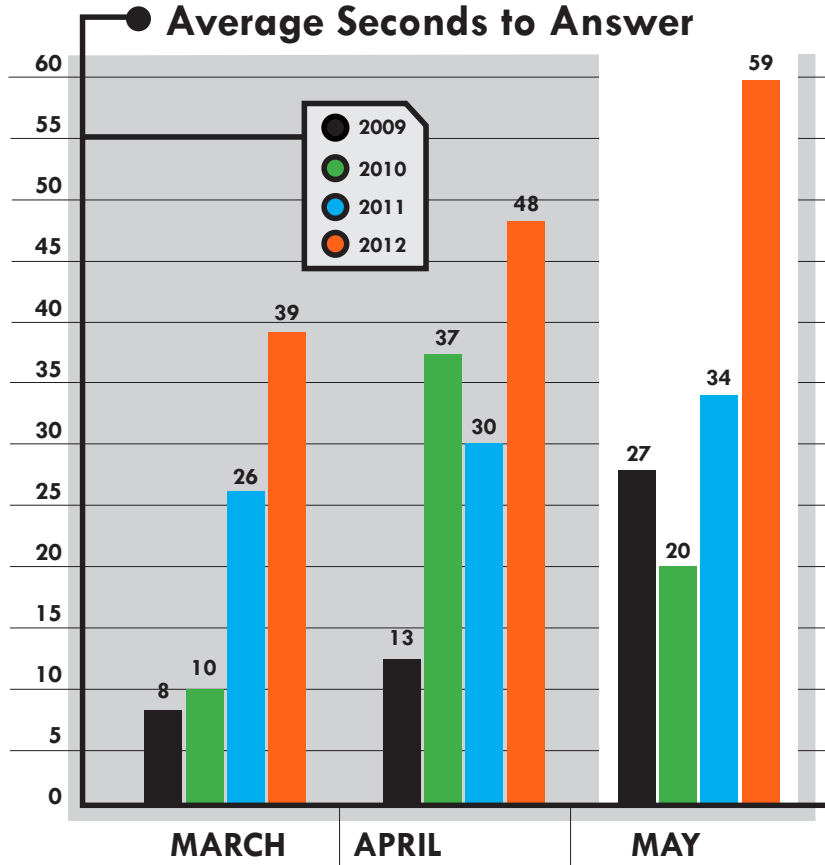
● Contractor Ticket Percentage



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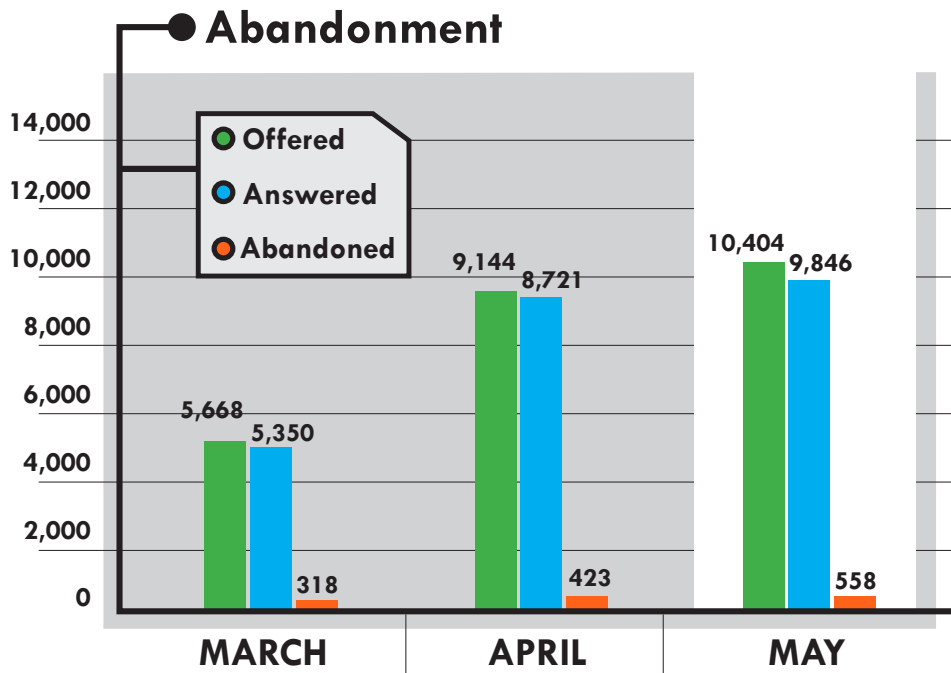
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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.

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NORTH DAKOTA ONE CALL DASHBOARD

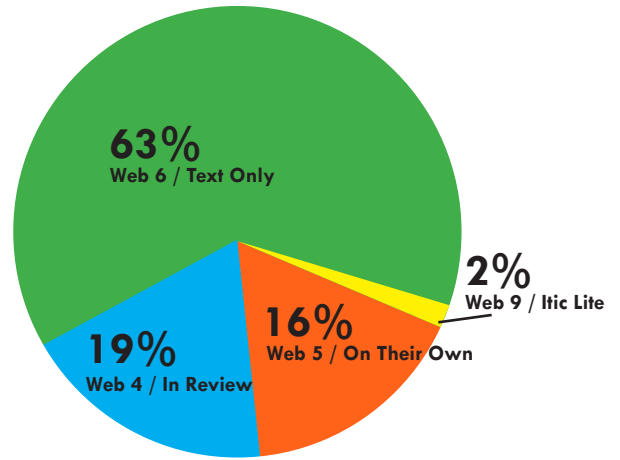
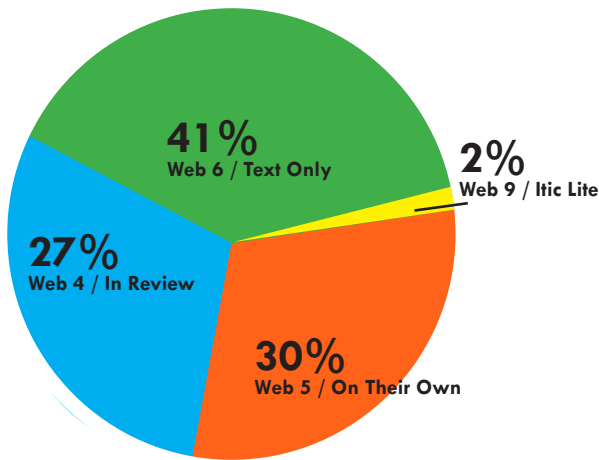
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

ITIC YTD Analysis (Year-To-Date)

2011

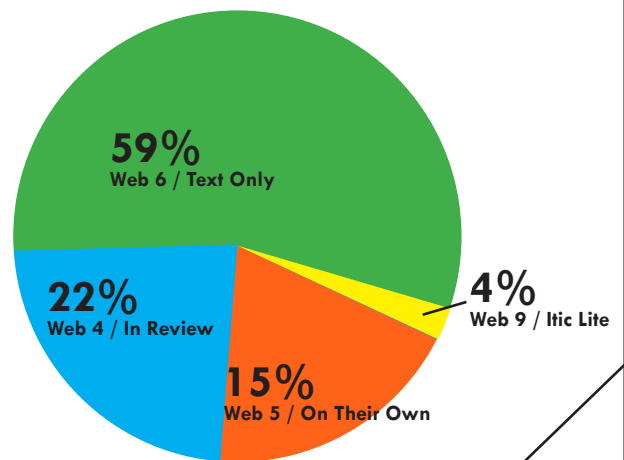
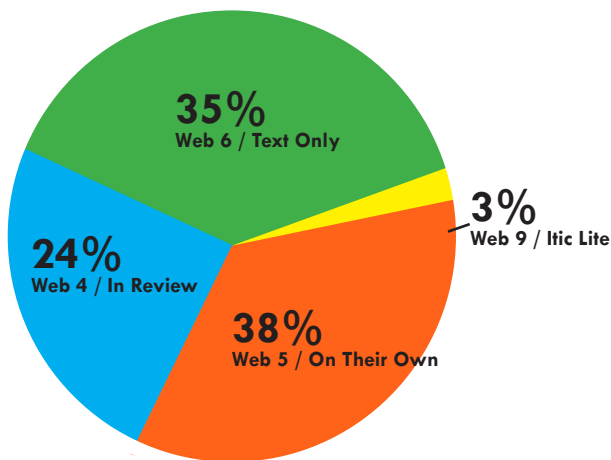
● 2012



ITIC Analysis (MAY)

2011

● 2012



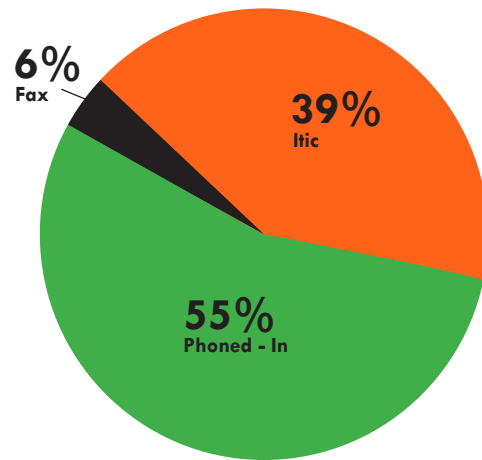
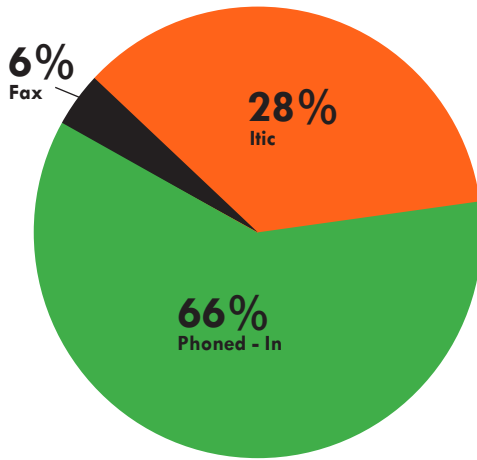
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

Methods of Ticket Receipt (Year-To-Date)

2011 — 2012



Methods of Ticket Receipt (MAY)

2011 — 2012

