

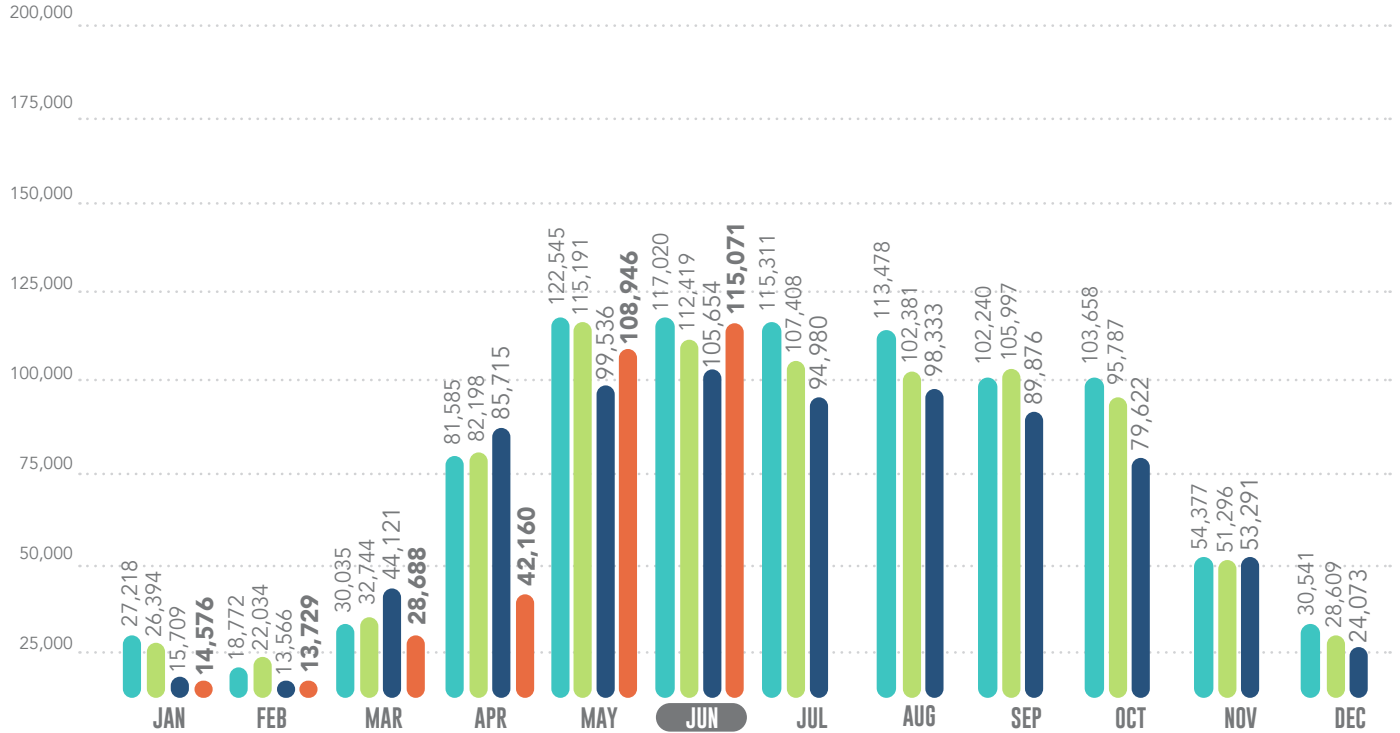


# DASHBOARD REPORT - JUNE 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

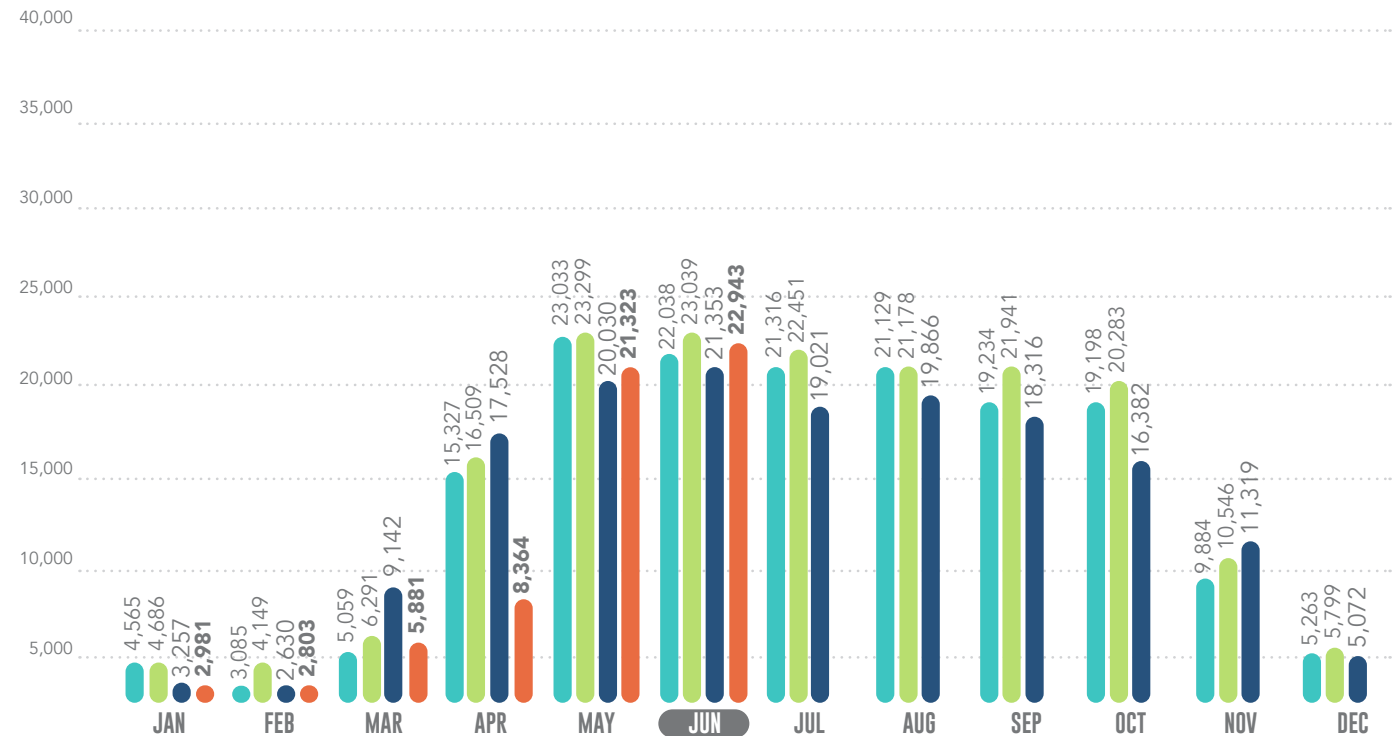
## CHARGEABLE OUTBOUND TICKETS

2019 2020 2021 2022



## INCOMING TICKETS

2019 2020 2021 2022



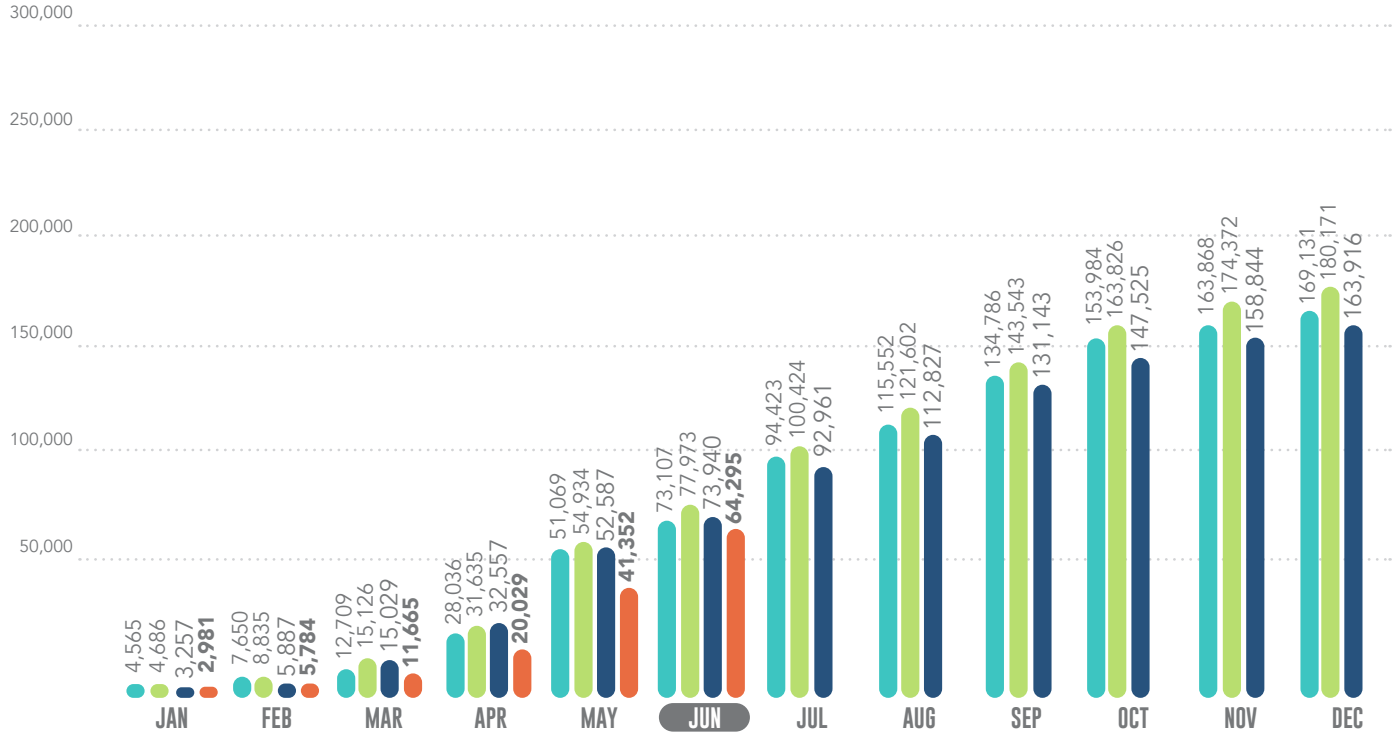


# DASHBOARD REPORT - JUNE 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

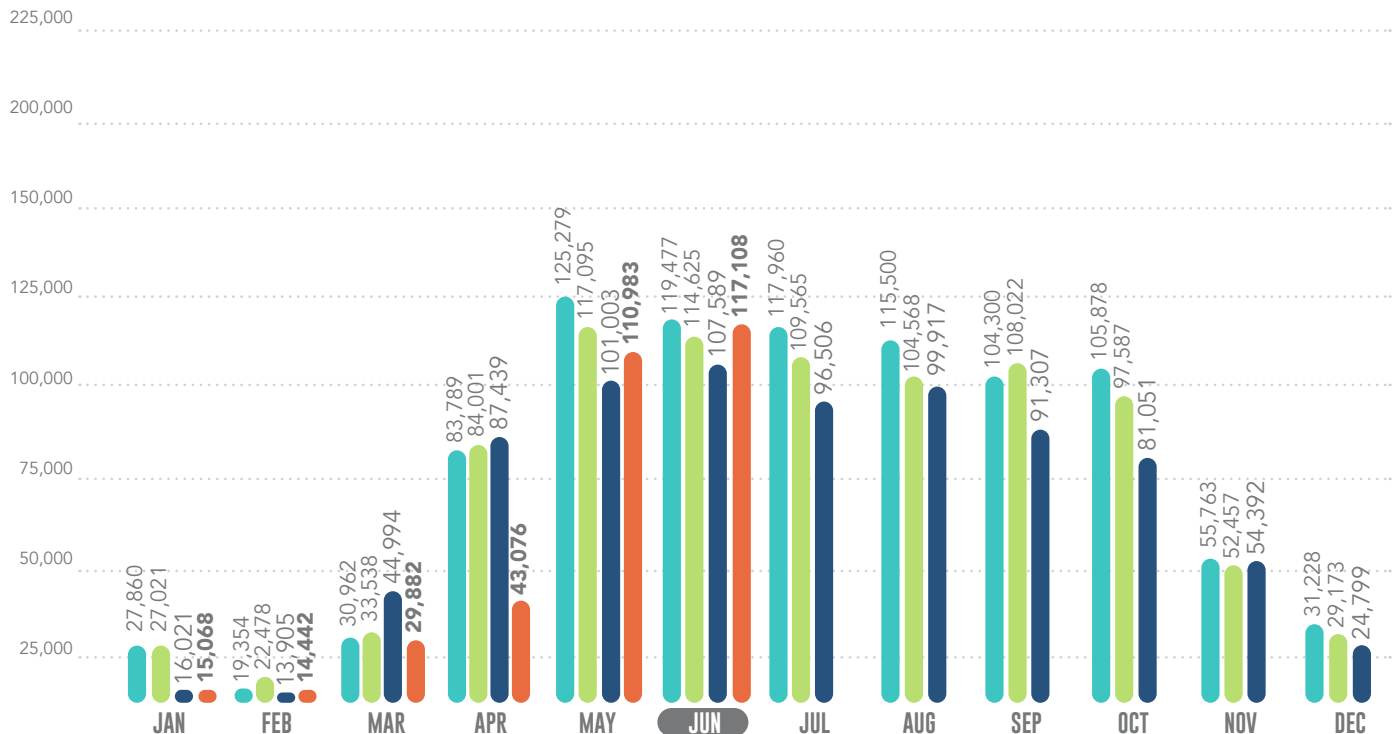
## INCOMING TICKETS Y-T-D

2019 2020 2021 2022



## OUTGOING MESSAGES

2019 2020 2021 2022



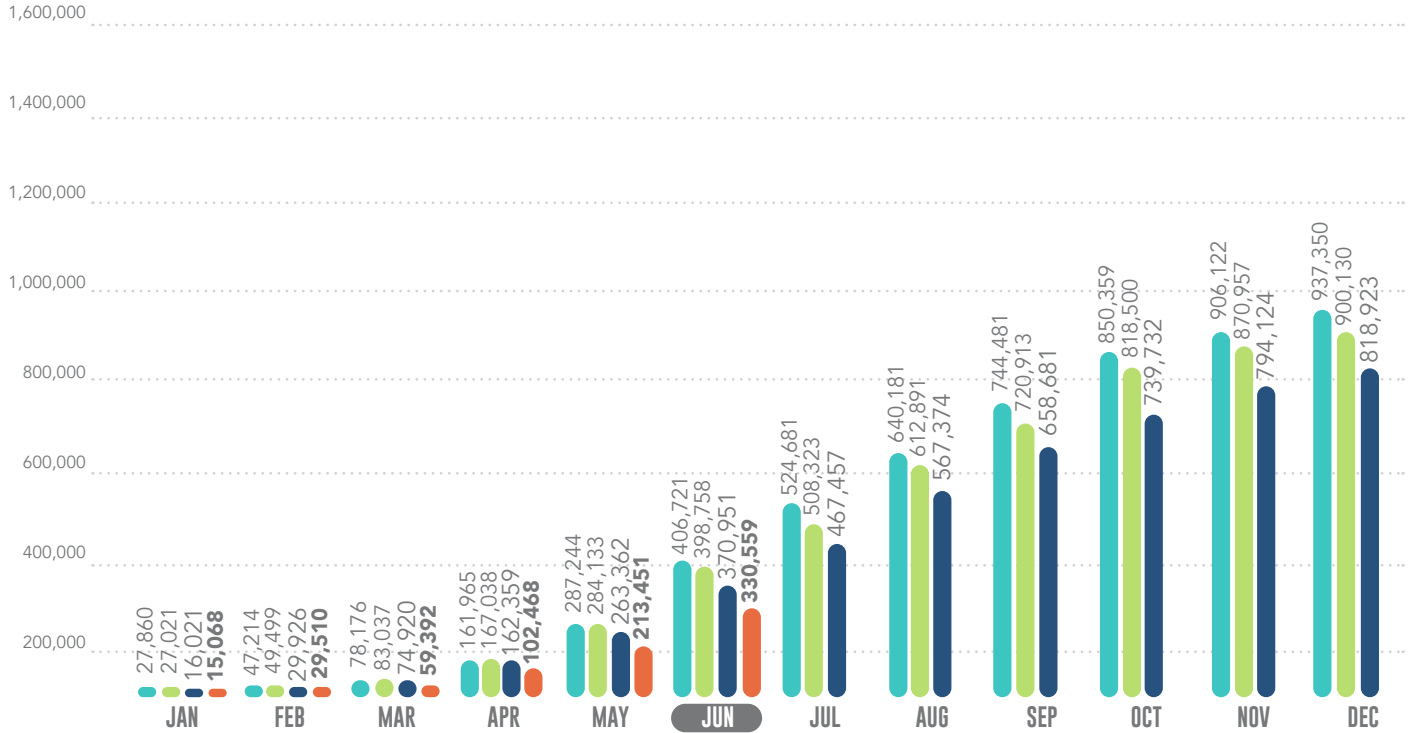


# DASHBOARD REPORT - JUNE 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

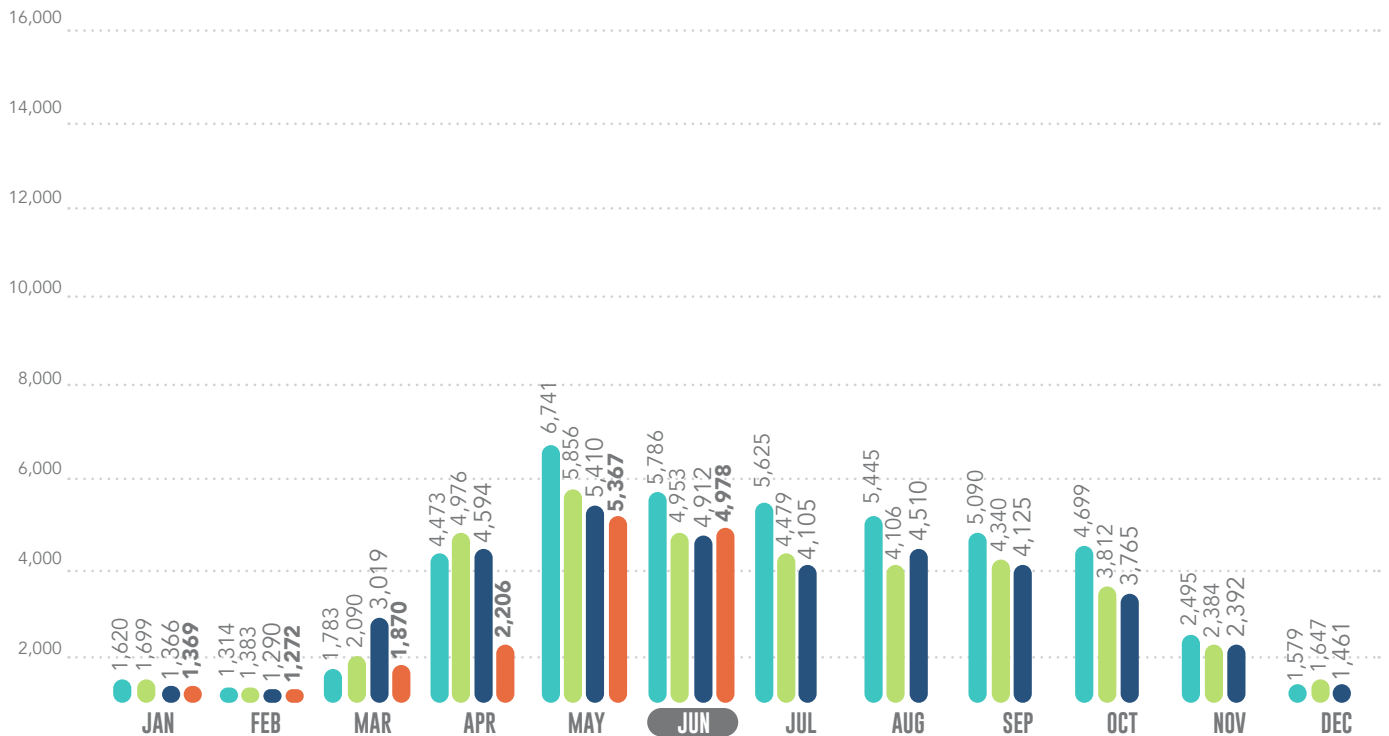
## OUTGOING TICKETS Y-T-D

2019 2020 2021 2022



## INCOMING CALLS

2019 2020 2021 2022



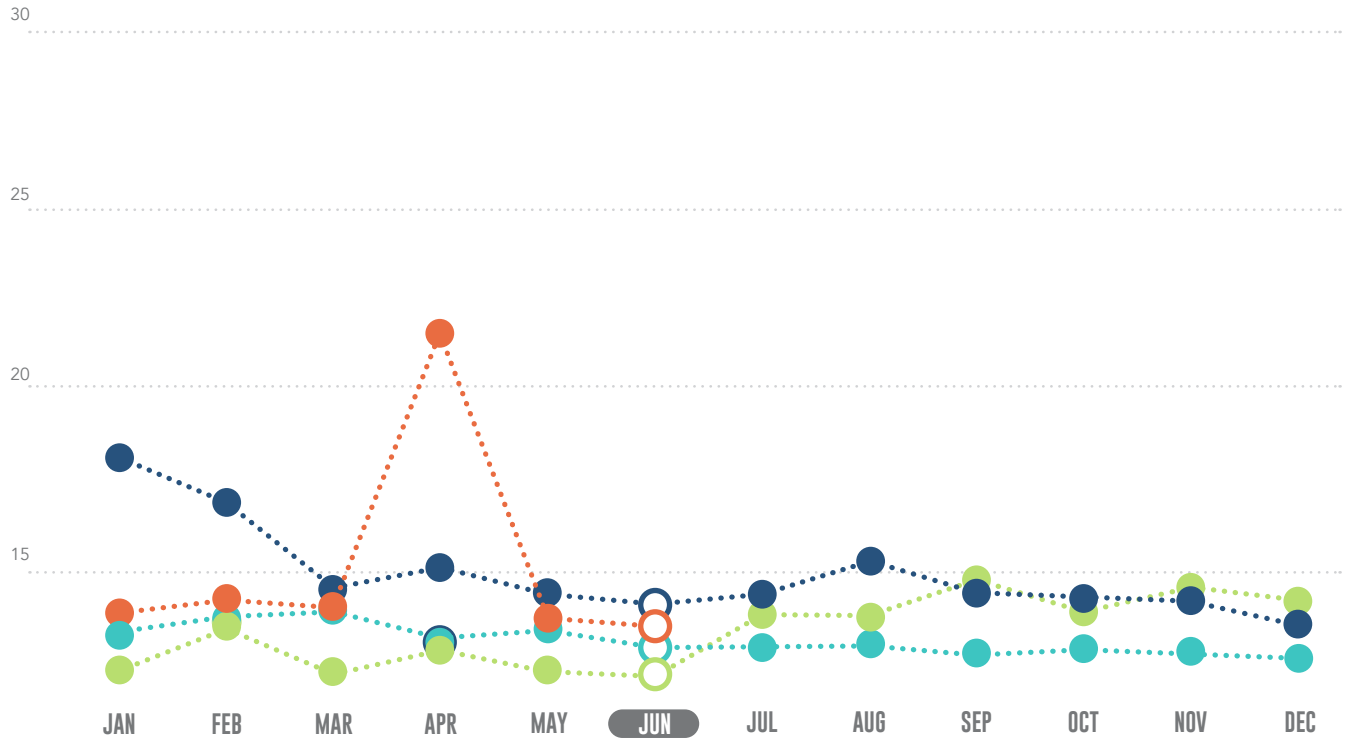


# DASHBOARD REPORT - JUNE 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## OPERATOR CALL VOLUMES

2019 2020 2021 2022

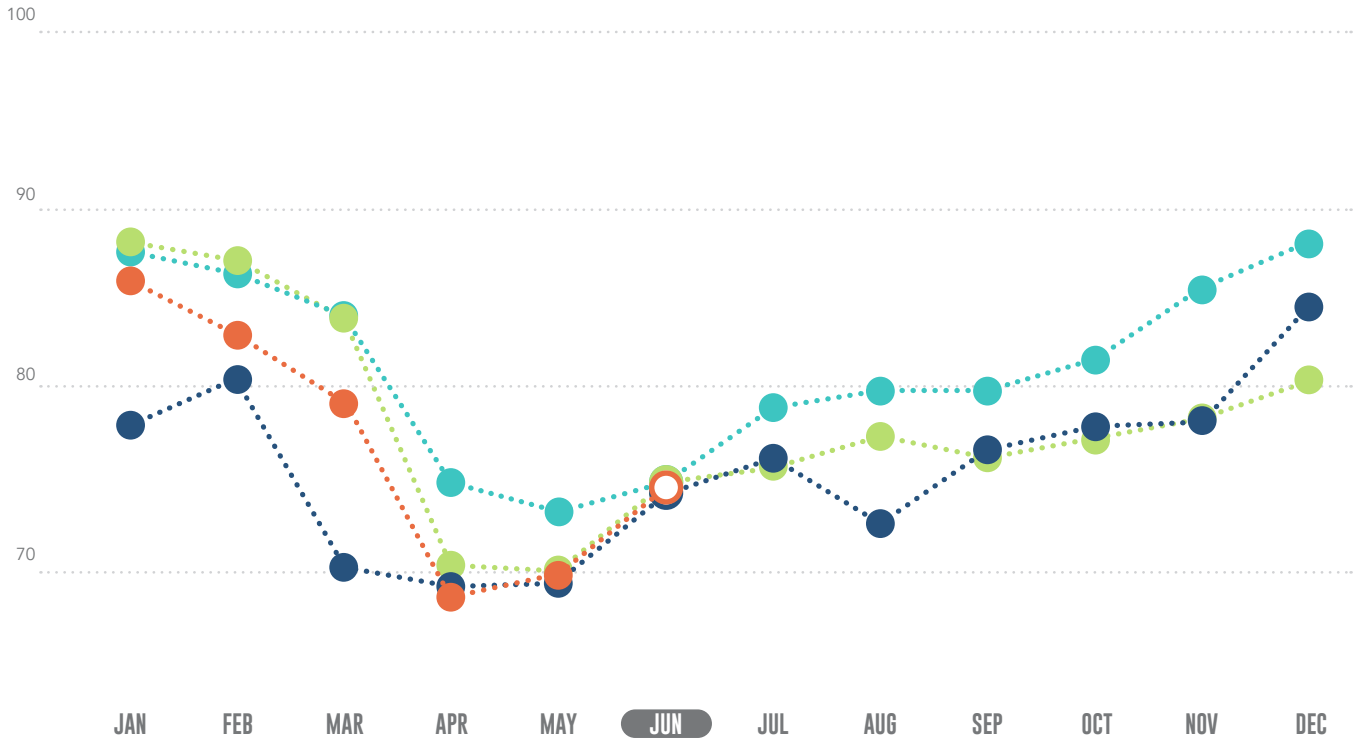


2019 2020 2021 2022

	2019	2020	2021	2022
JAN	10.89	8.94	17.96	12.75
FEB	12.22	11.38	16.46	13.81
MAR	12.77	8.04	14.12	12.80
APR	11.50	10.16	15.19	22.78
MAY	11.79	9.77	14.18	12.80
JUN	11.48	9.18	13.58	12.21
JUL	10.40	13.95	14.64	
AUG	10.59	13.42	15.97	
SEP	10.25	14.95	14.21	
OCT	10.54	12.18	13.22	
NOV	9.57	14.17	12.85	
DEC	9.16	13.71	11.65	

## EXCAVATOR CALL VOLUMES

2019 2020 2021 2022



	2019	2020	2021	2022
JAN	87.73	89.69	78.81	86.38
FEB	86.39	87.01	80.87	83.73
MAR	84.50	84.37	70.32	79.17
APR	75.15	71.14	68.63	67.99
MAY	72.98	70.72	68.90	69.78
JUN	75.83	75.96	74.03	74.68
JUL	78.50	75.47	75.87	
AUG	79.22	76.39	73.70	
SEP	79.96	74.02	74.34	
OCT	82.35	75.51	76.76	
NOV	86.05	78.10	80.60	
DEC	88.77	80.62	85.51	

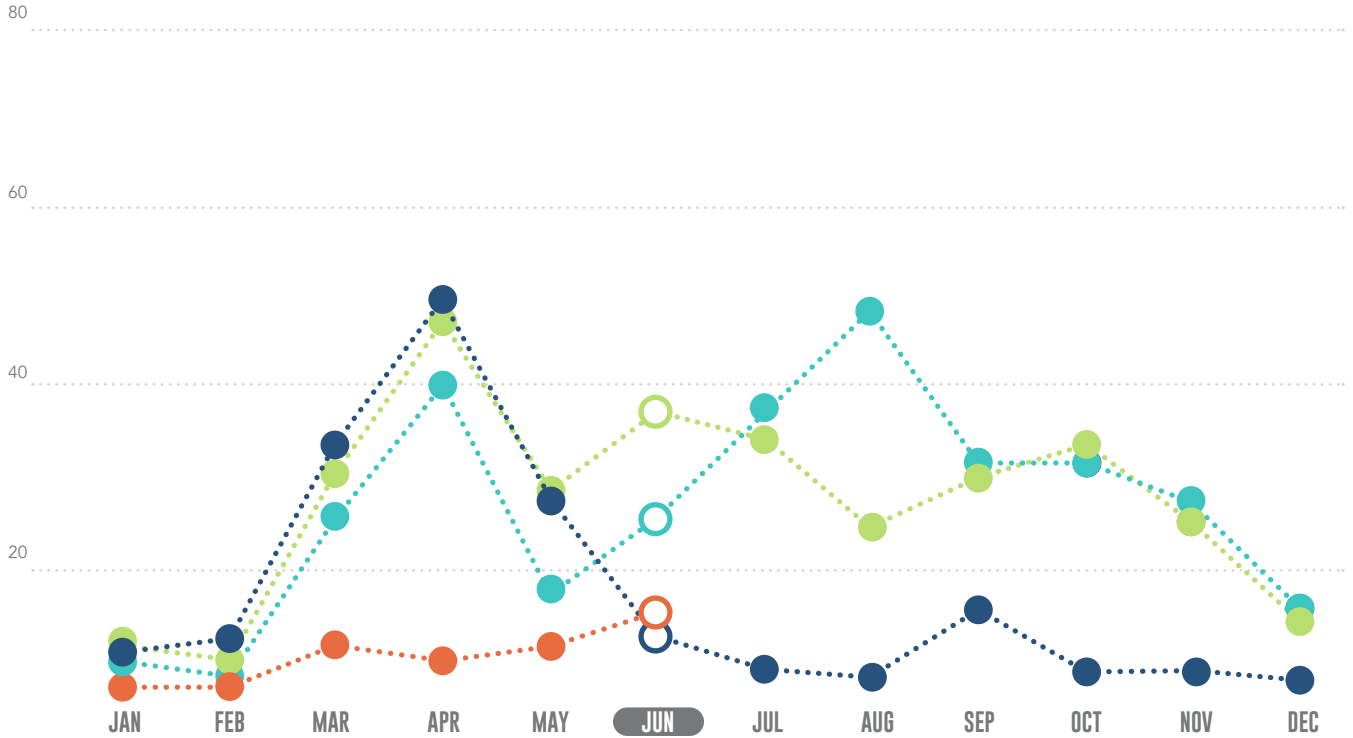


# DASHBOARD REPORT - JUNE 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE HOLD TIME

2019 2020 2021 2022

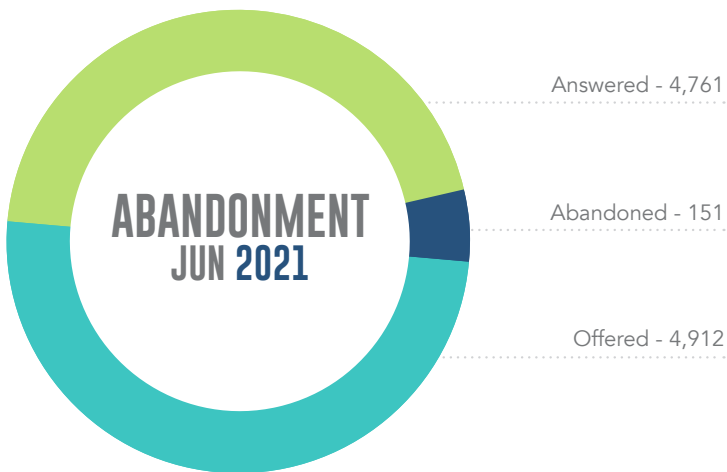
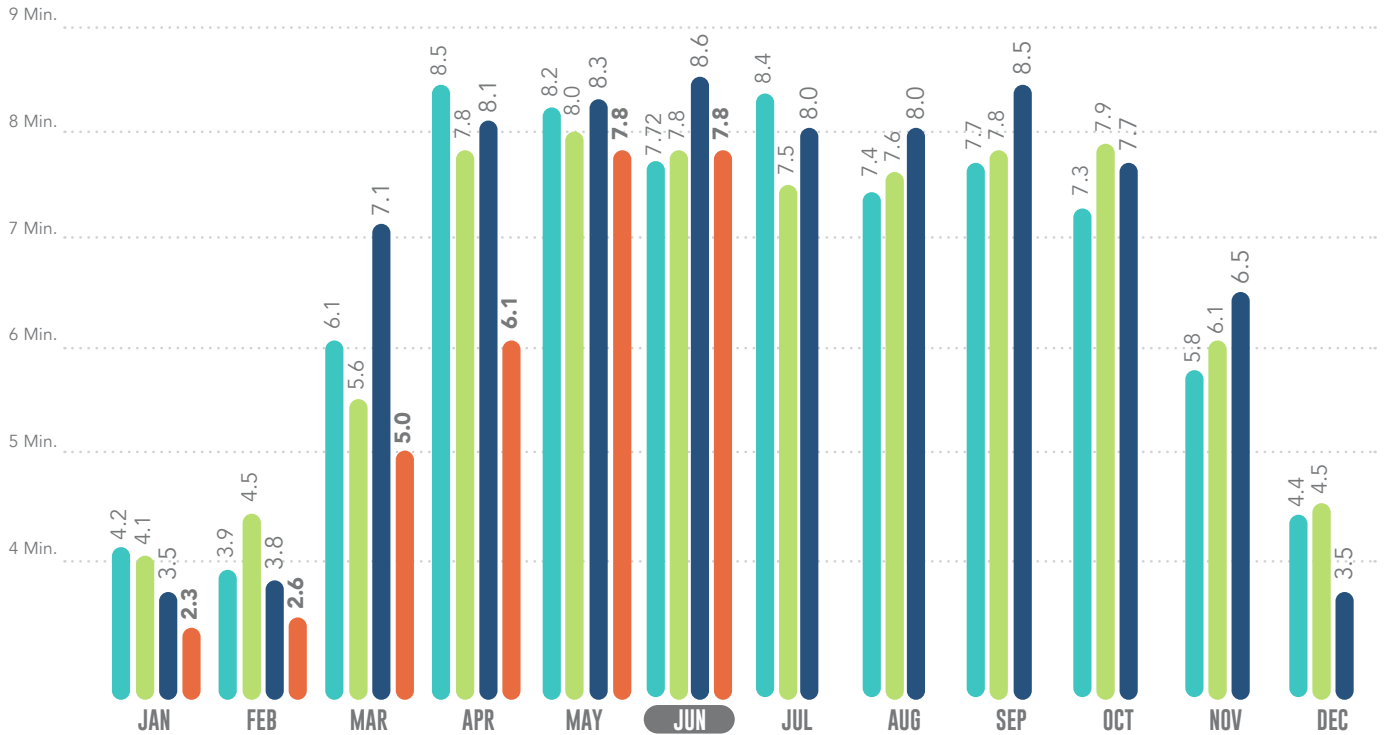


2019 2020 2021 2022

	2019	2020	2021	2022
JAN	11	14	12	2
FEB	6	12	15	4
MAR	26	31	33	13
APR	40	44	50	11
MAY	19	29	28	13
JUN	25	38	15	17
JUL	38	36	9	
AUG	47	25	8	
SEP	32	29	14	
OCT	32	34	9	
NOV	28	25	9	
DEC	17	16	6	

## AVERAGE CALL DURATION

2019 2020 2021 2022



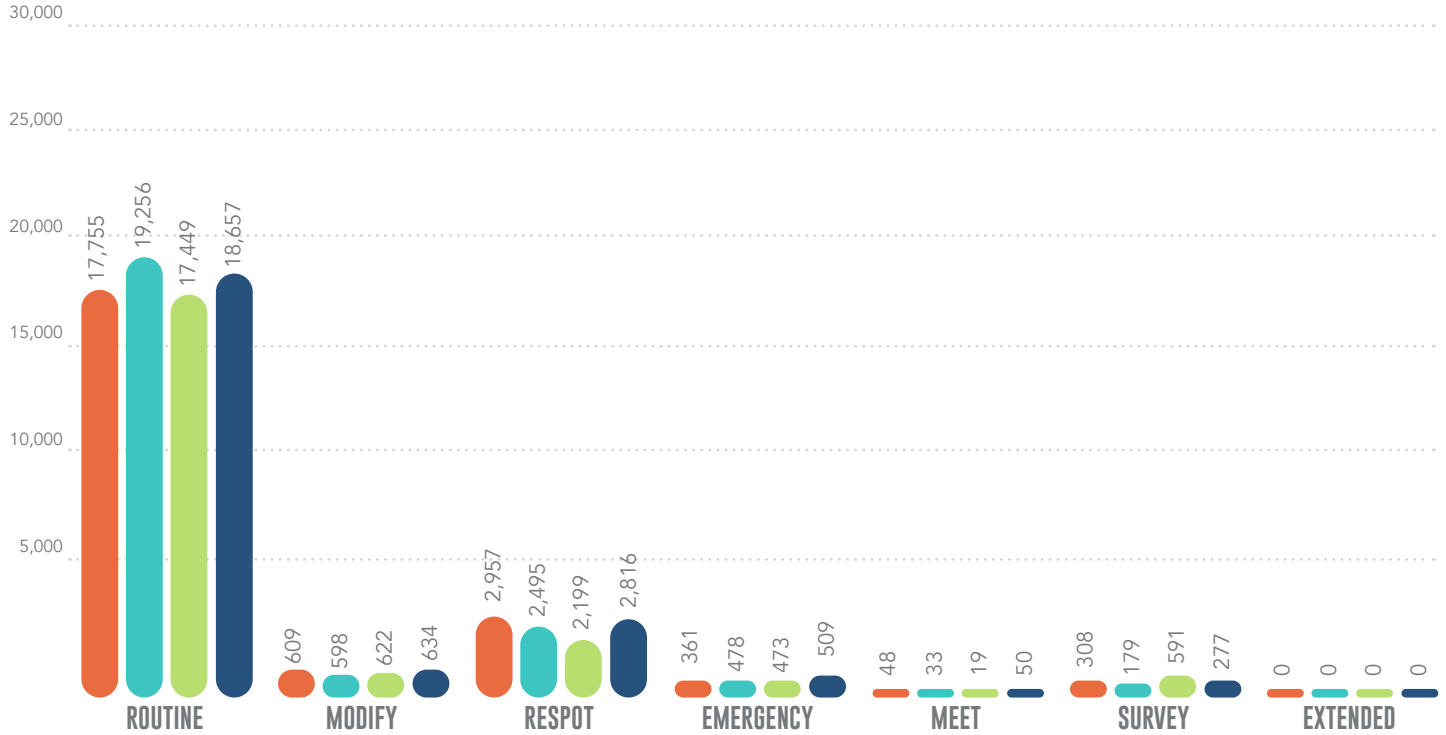


# DASHBOARD REPORT - JUNE 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

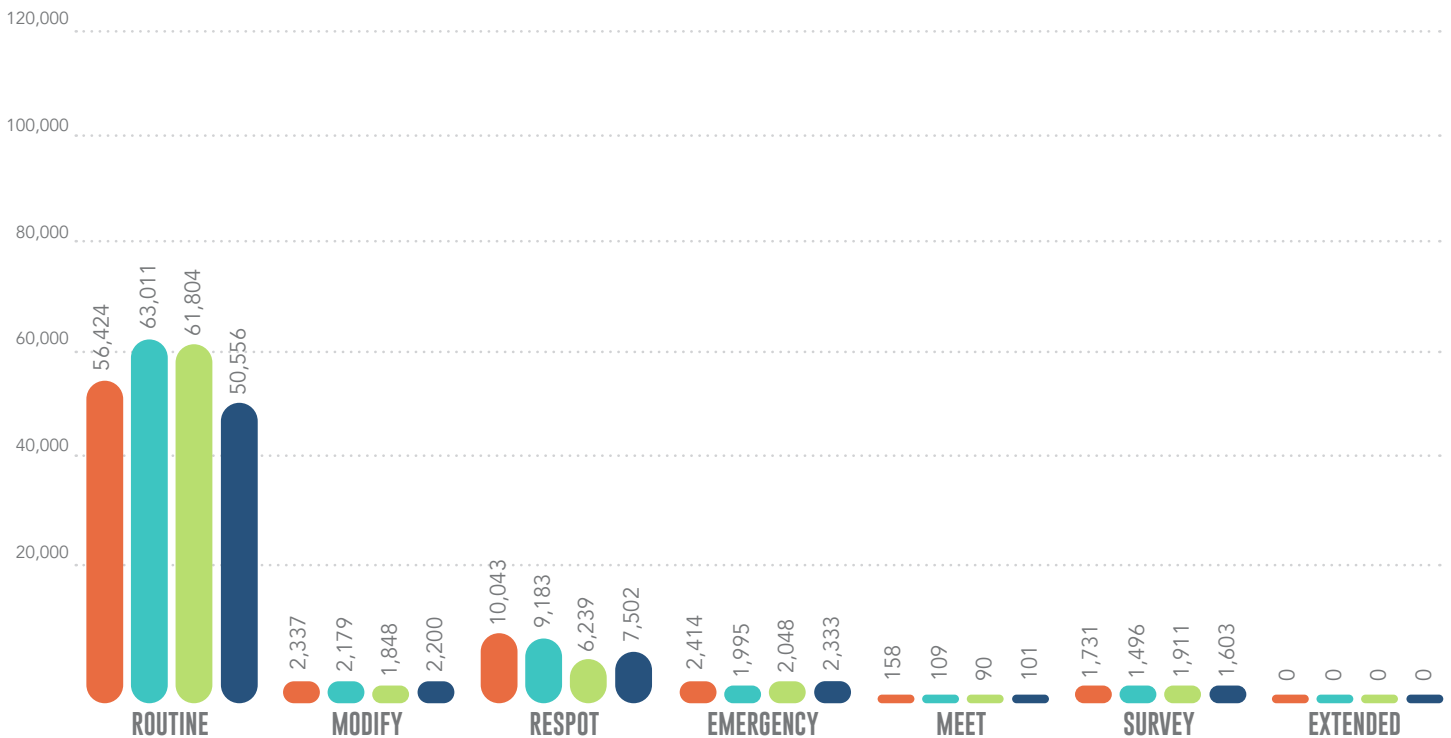
## INCOMING TICKET TYPES JUN

2019 2020 2021 2022



## INCOMING TICKETS TYPES JUN Y-T-D

2019 2020 2021 2022







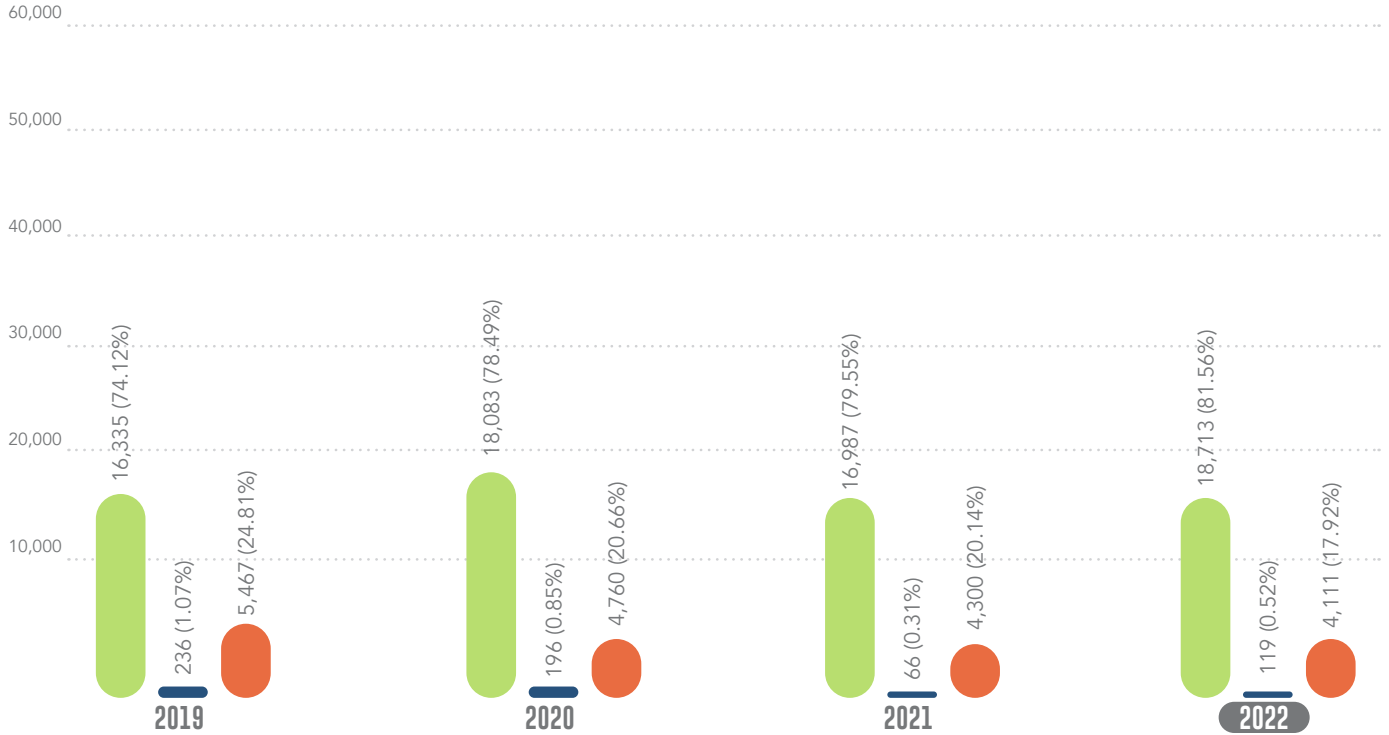
# DASHBOARD REPORT - JUNE 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## RECEIPT METHODS JUN

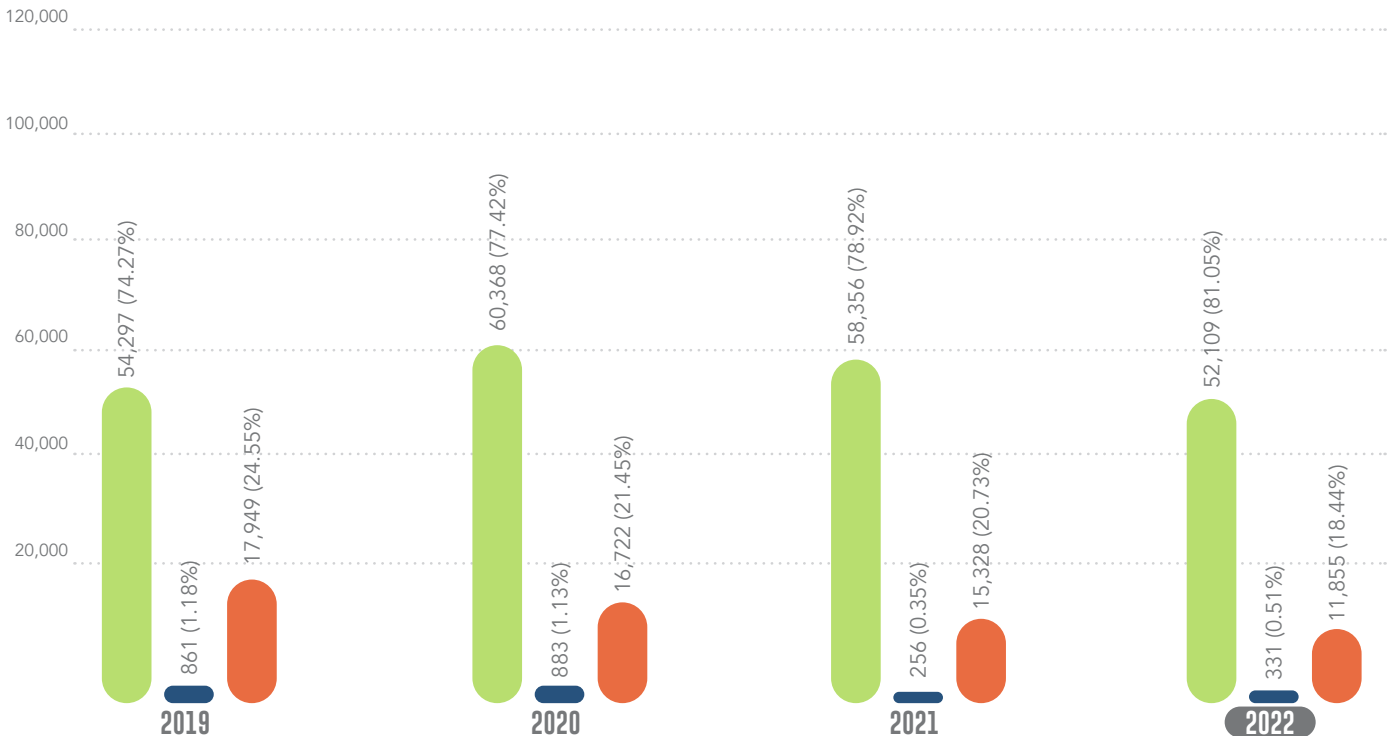
ITIC IVR OPERATOR

ITIC Mobile = 0



## RECEIPT METHODS JUN Y-T-D

ITIC IVR OPERATOR



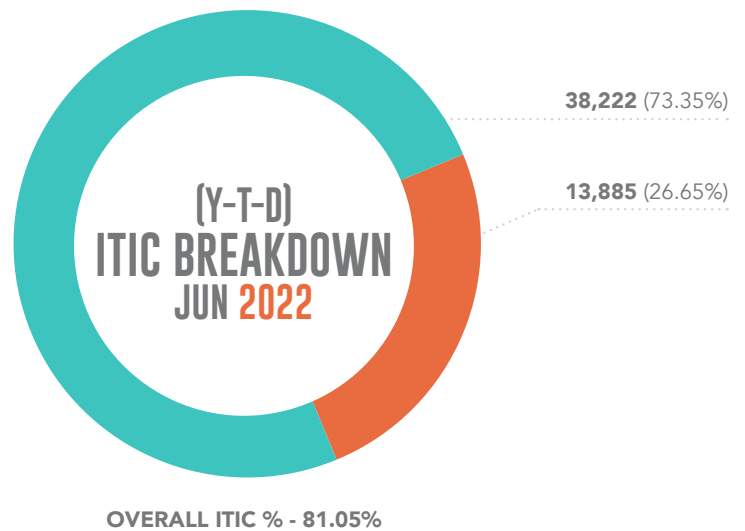
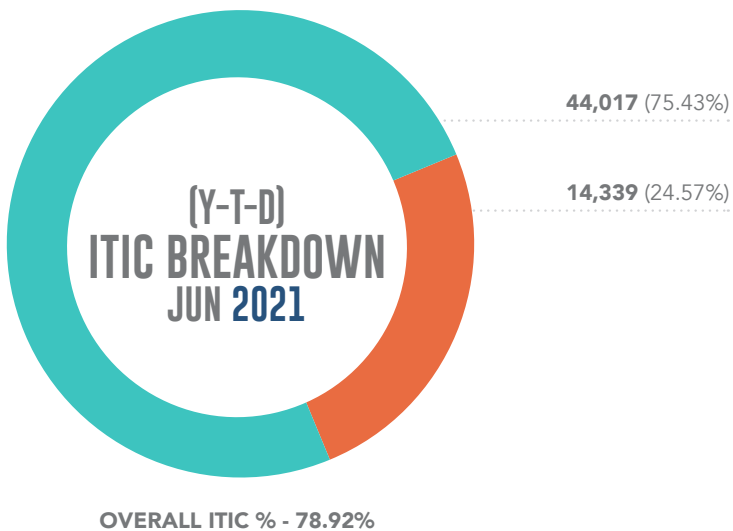
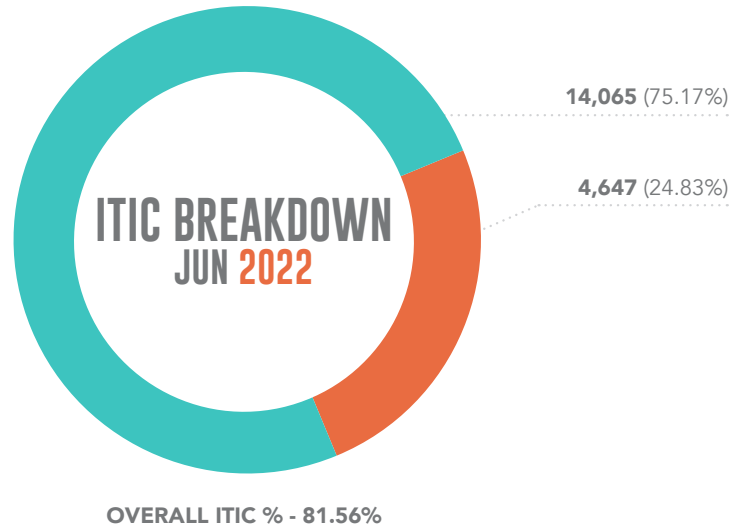
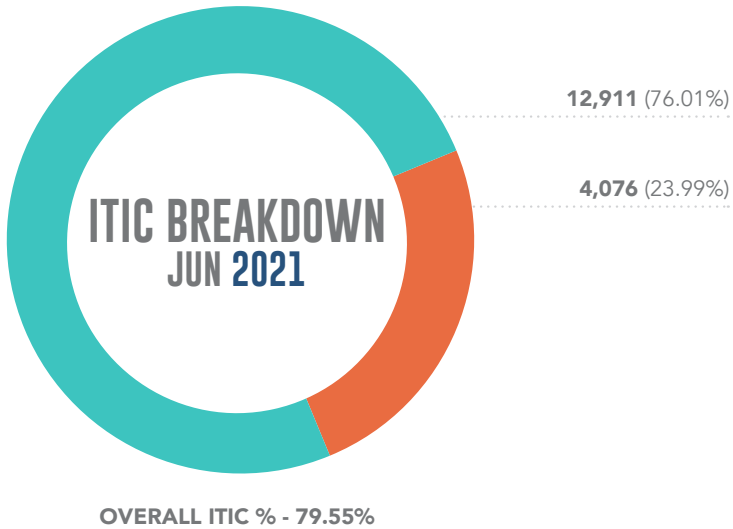


# DASHBOARD REPORT - JUNE 2022

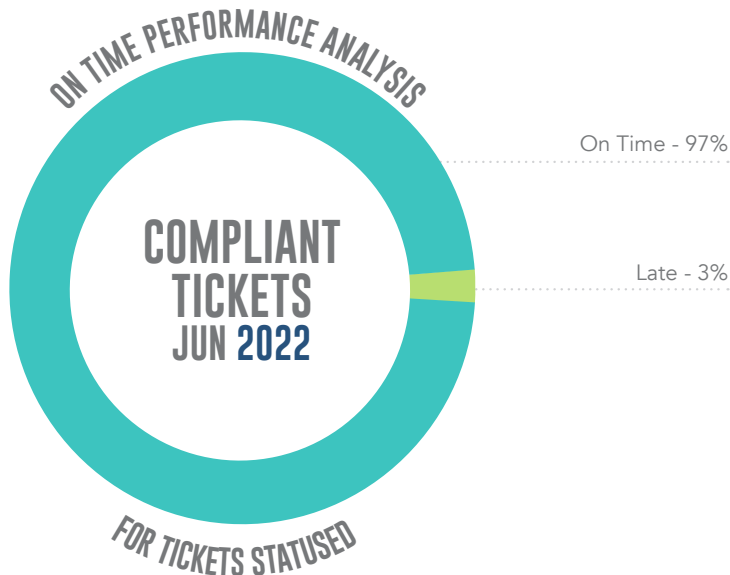
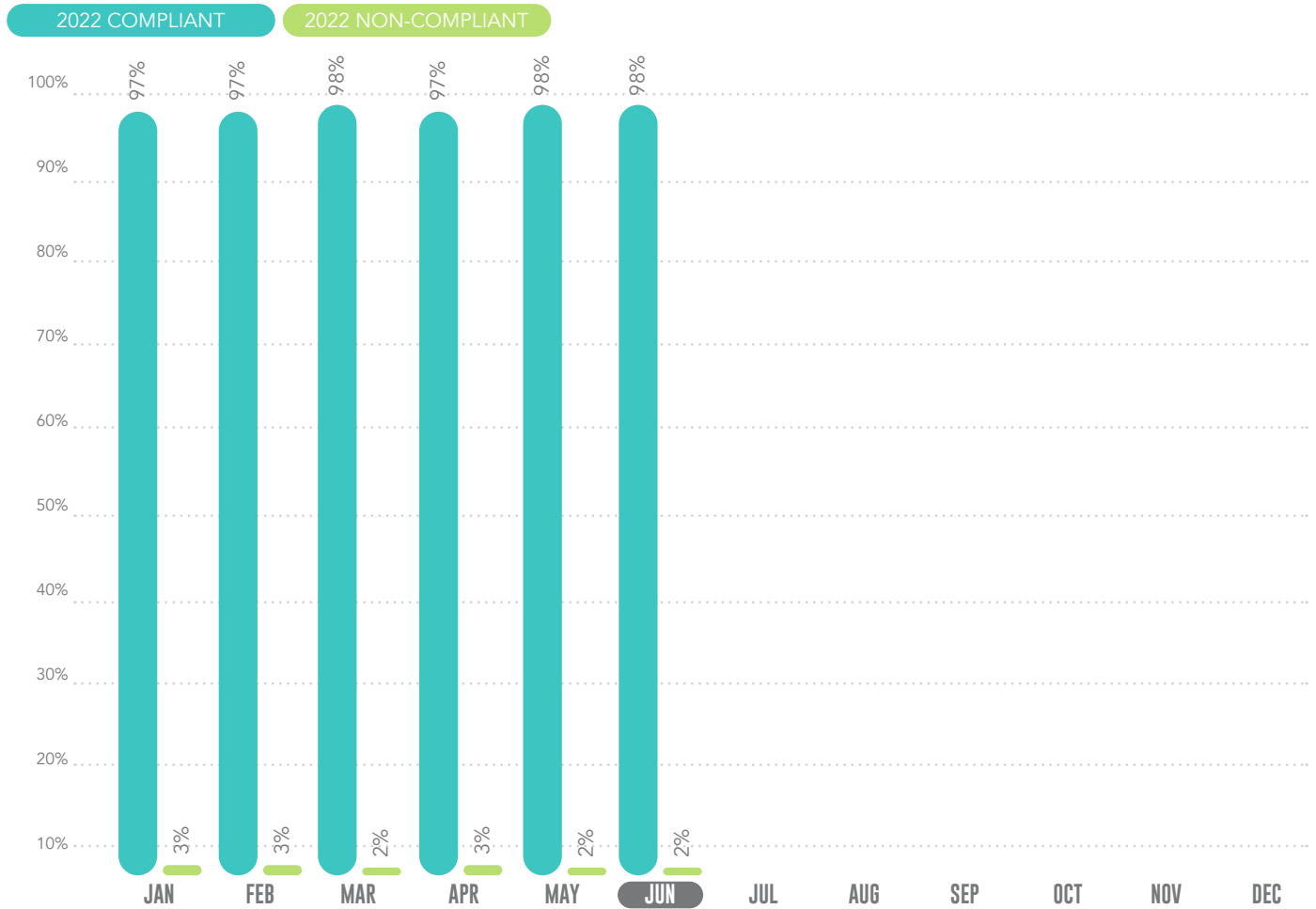
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

DIRECT RELEASE



## POSITIVE RESPONSE COMPLIANCE





## CREATIVE HOURS - 1<sup>ST</sup> QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Beer Project	54:20
NDOC Dashboards	23:00
NDOC Event Banquet Emails	3:15
NDOC Social Media	28:30
NDOC Website Changes	14:30
Subtotal	69:15
Management Review (+15%)	10:23
Grand Total with Review	79:38

## CREATIVE HOURS - 2022

