

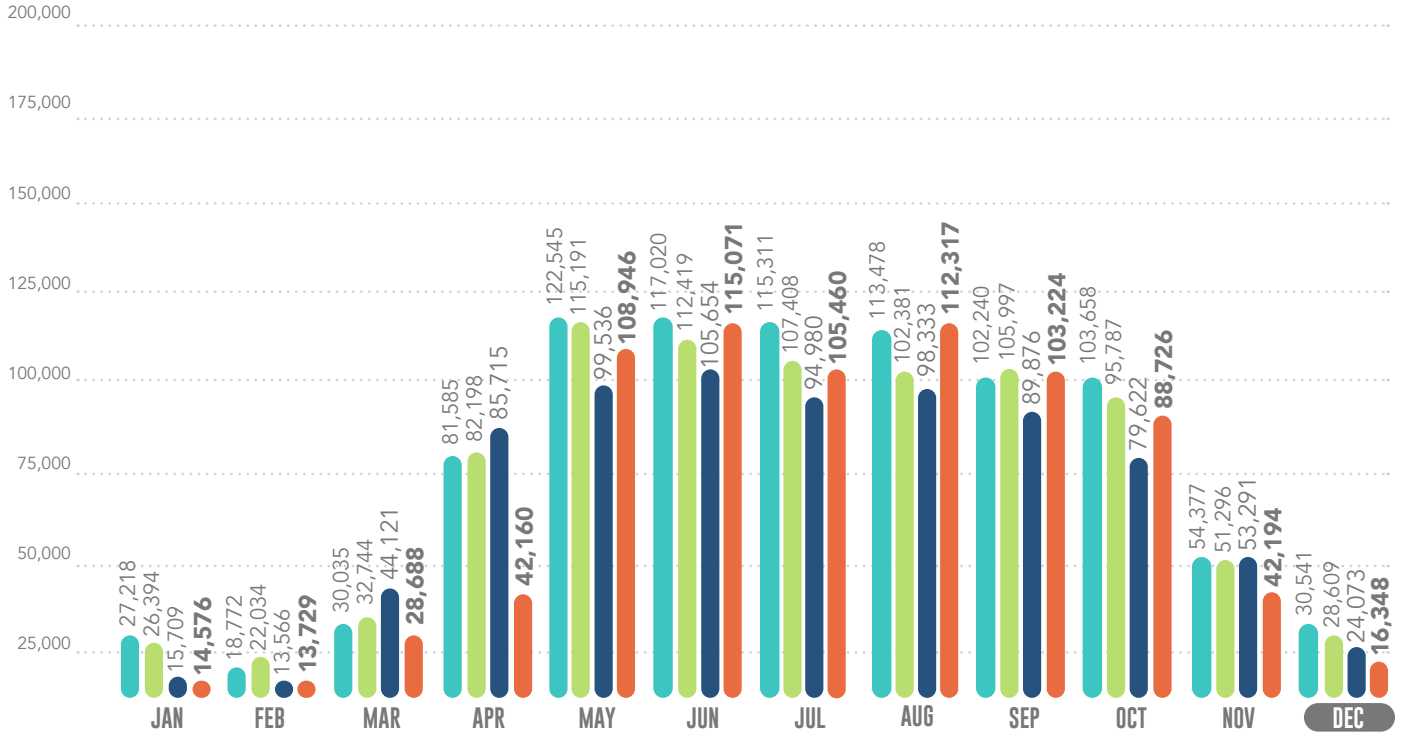


# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

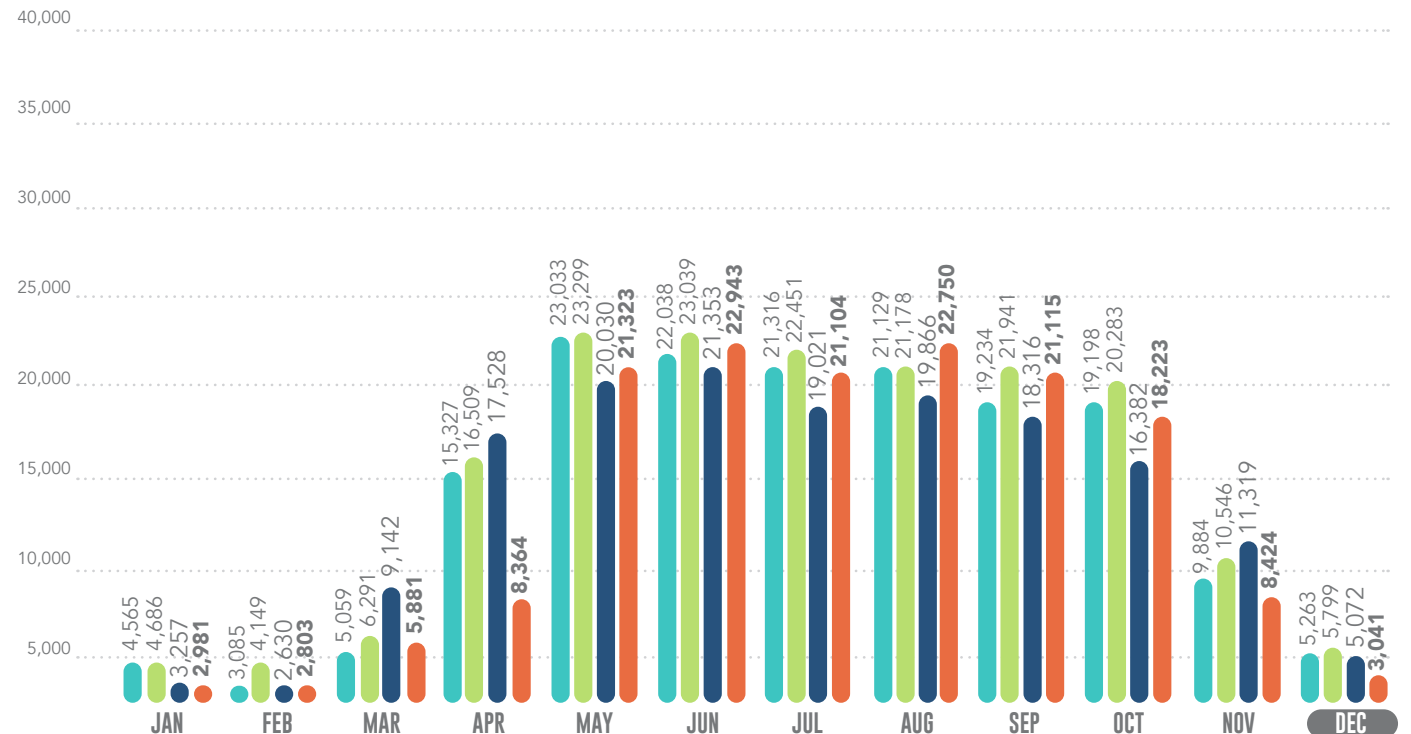
## CHARGEABLE OUTBOUND TICKETS

2019 2020 2021 2022



## INCOMING TICKETS

2019 2020 2021 2022



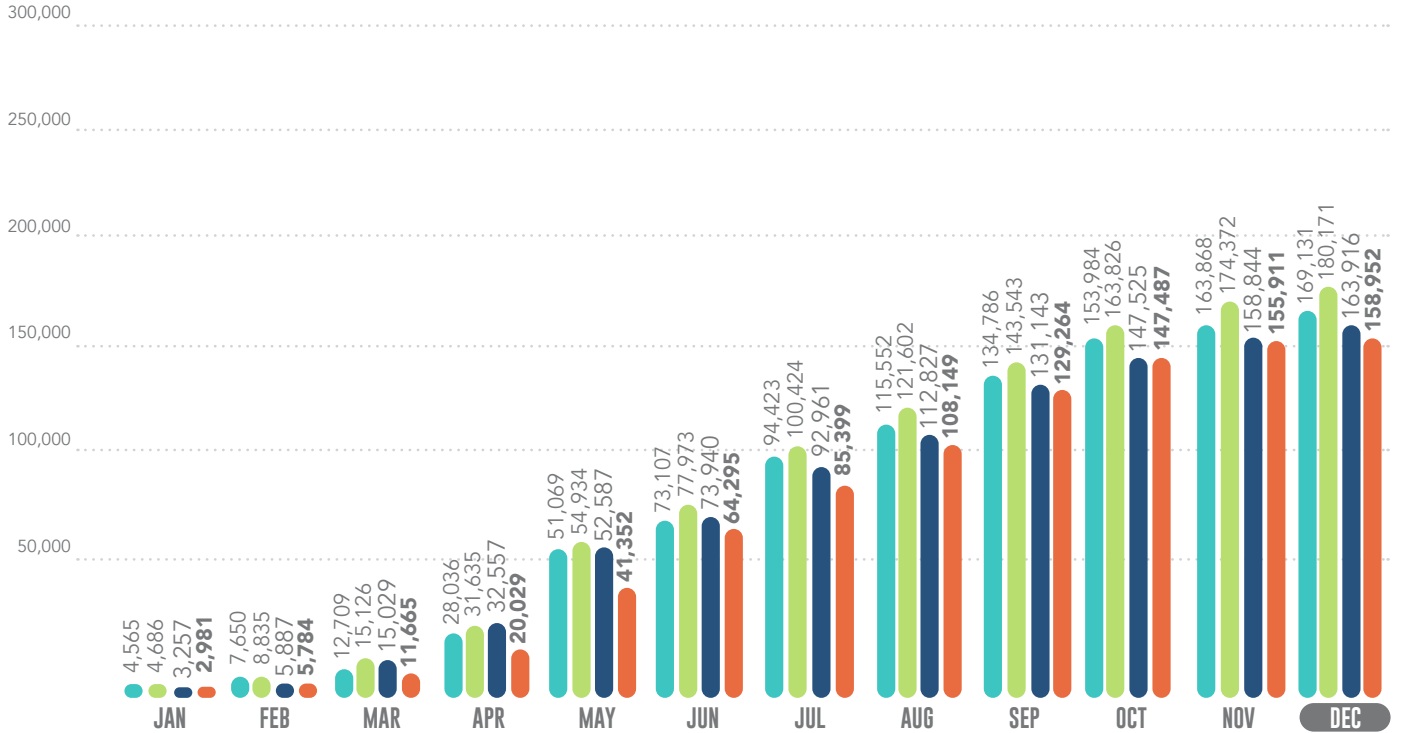


# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

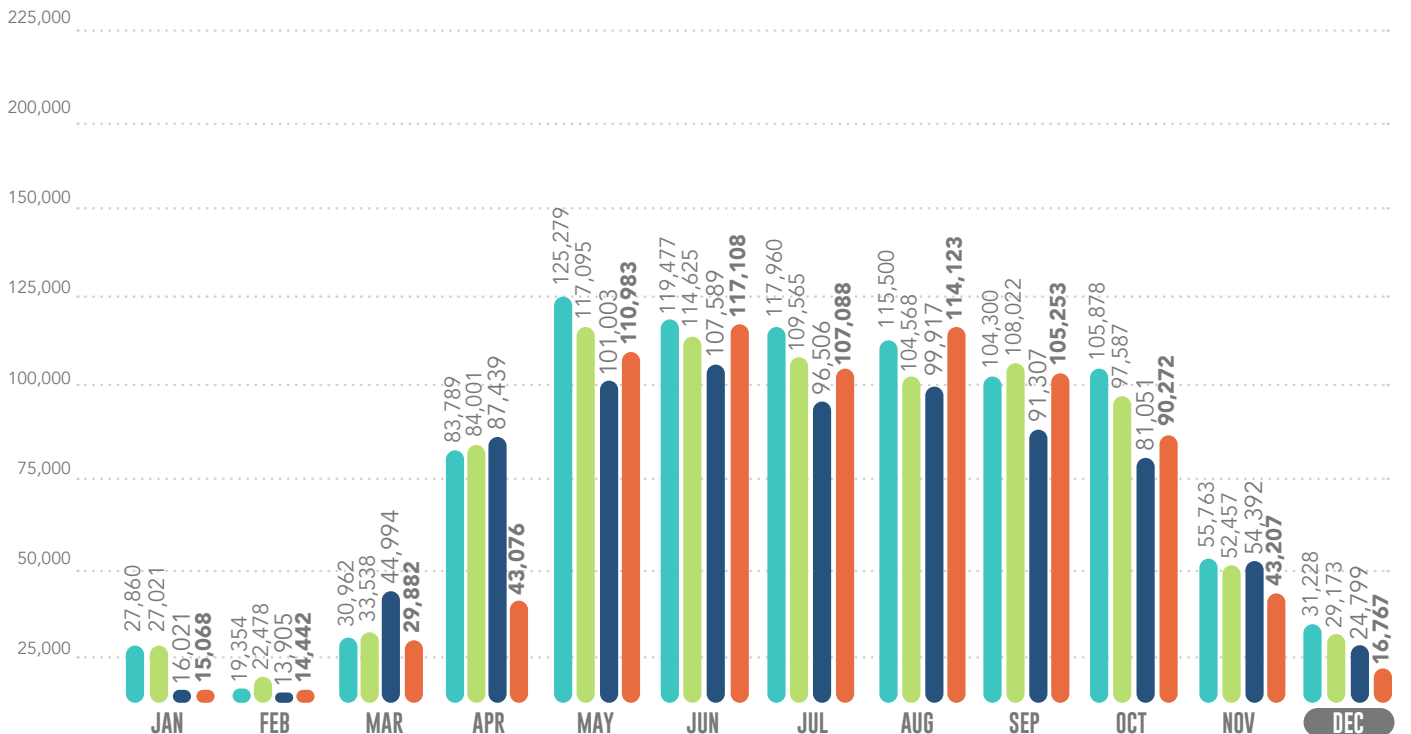
## INCOMING TICKETS Y-T-D

2019 2020 2021 2022



## OUTGOING MESSAGES

2019 2020 2021 2022



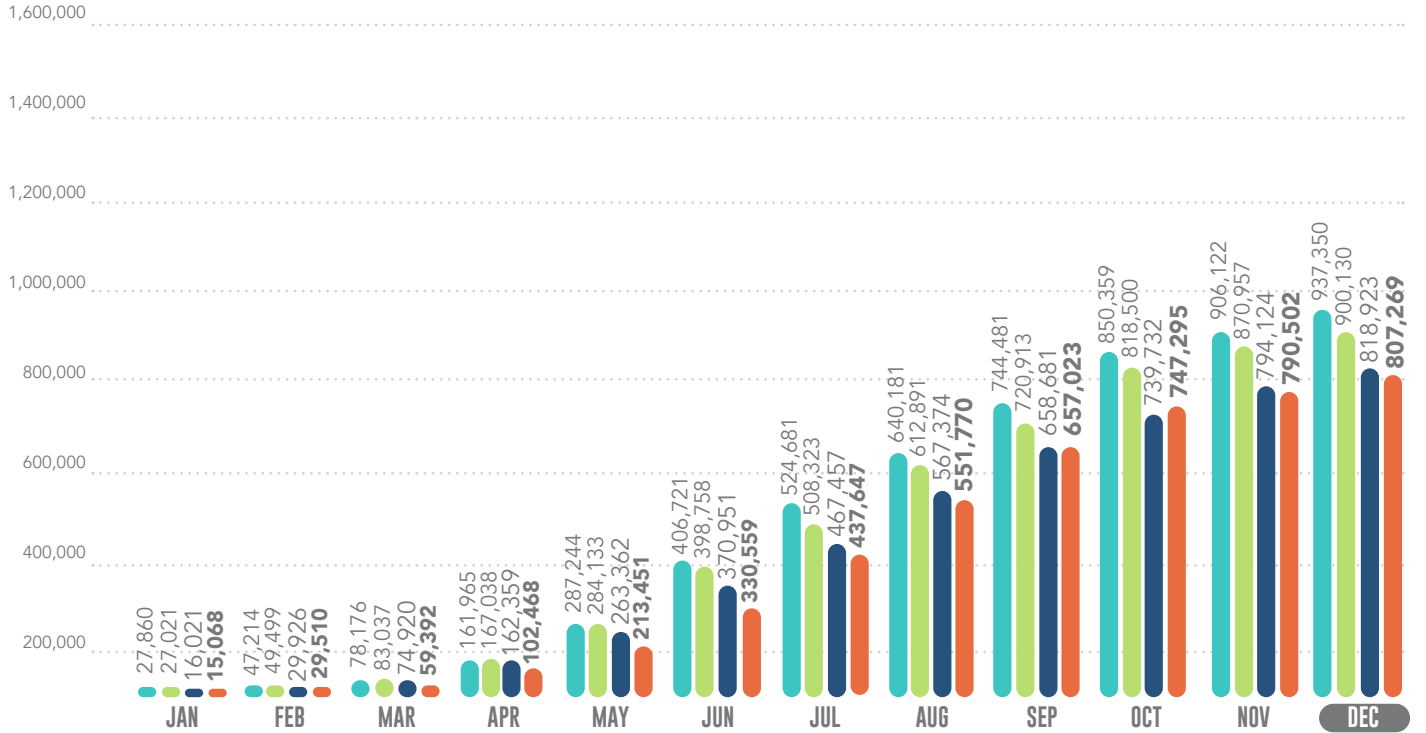


# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

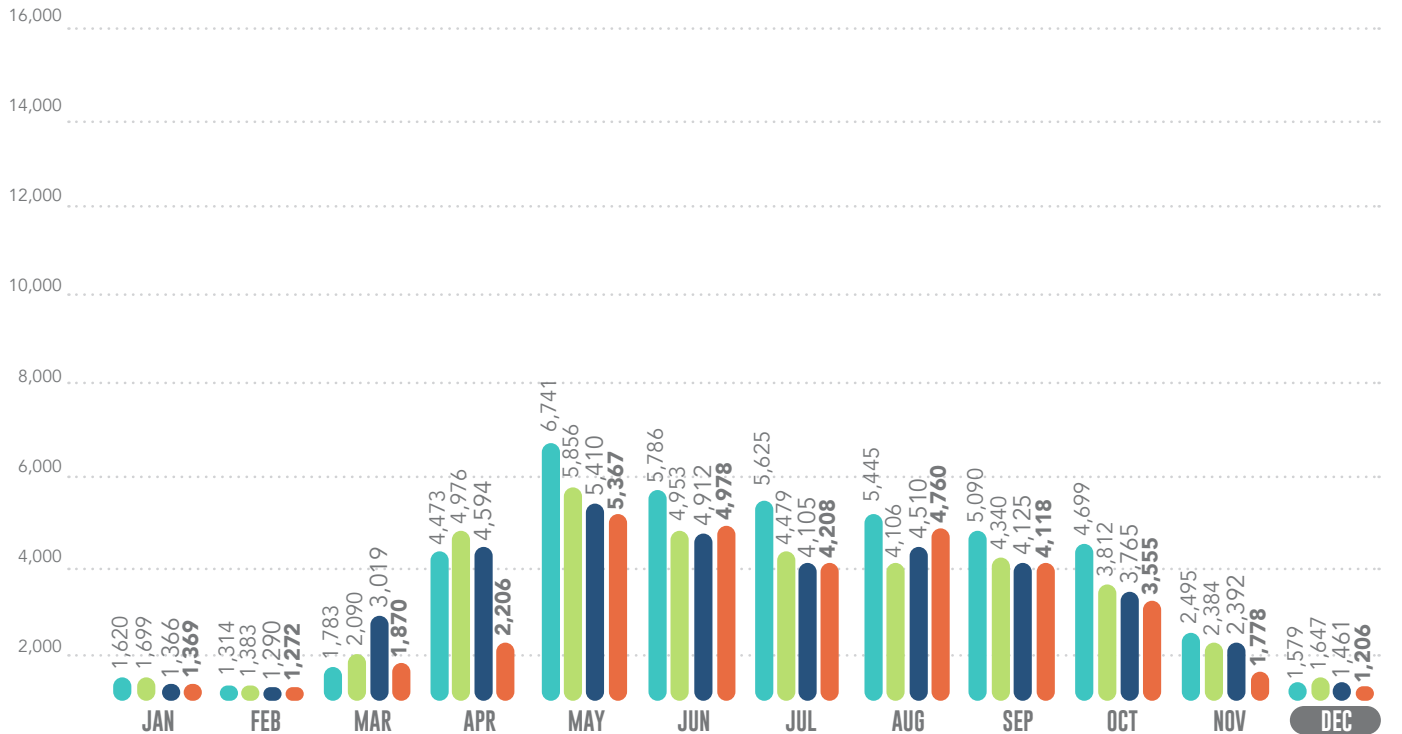
## OUTGOING TICKETS Y-T-D

2019 2020 2021 2022



## INCOMING CALLS

2019 2020 2021 2022



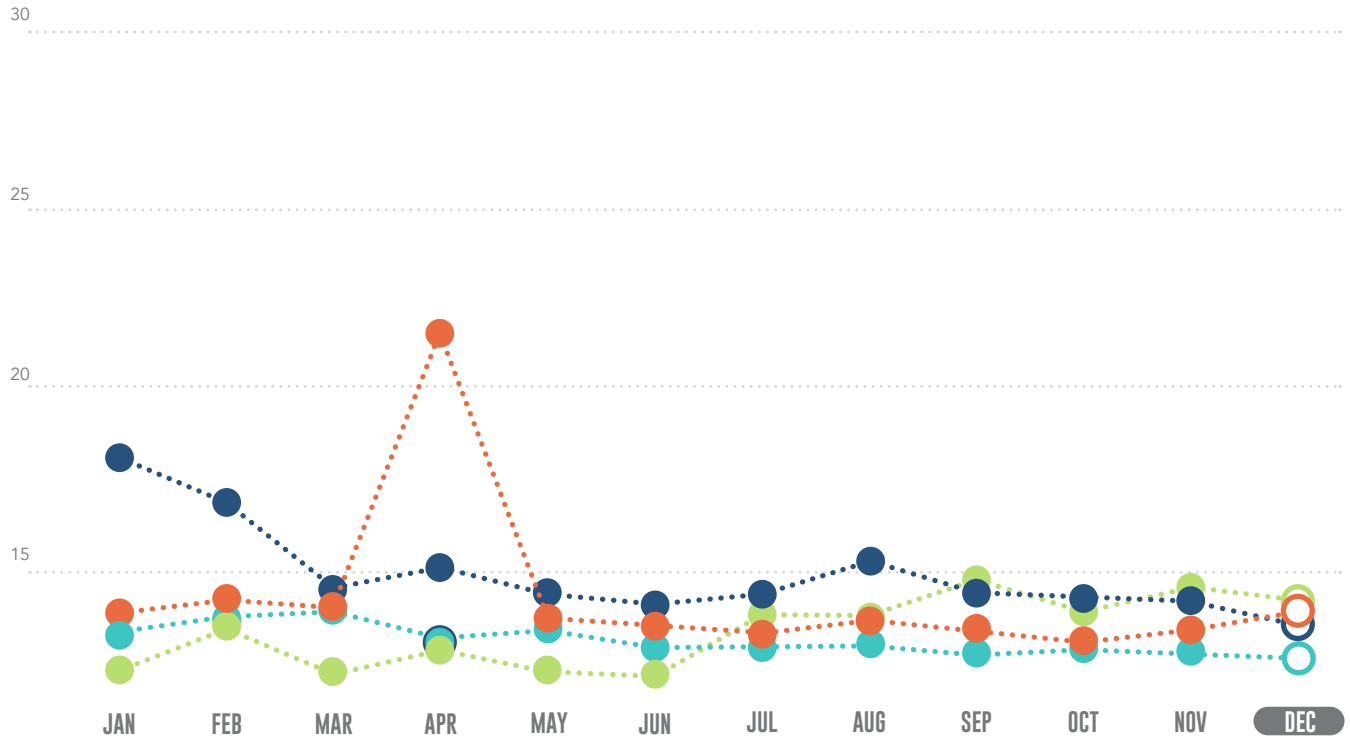


# DASHBOARD REPORT - DECEMBER 2022

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	12.12
AUG	10.59	13.42	15.97	13.21
SEP	10.25	14.95	14.21	12.89
OCT	10.54	12.18	13.22	10.99
NOV	9.57	14.17	12.85	11.56
DEC	9.16	13.71	11.65	12.17

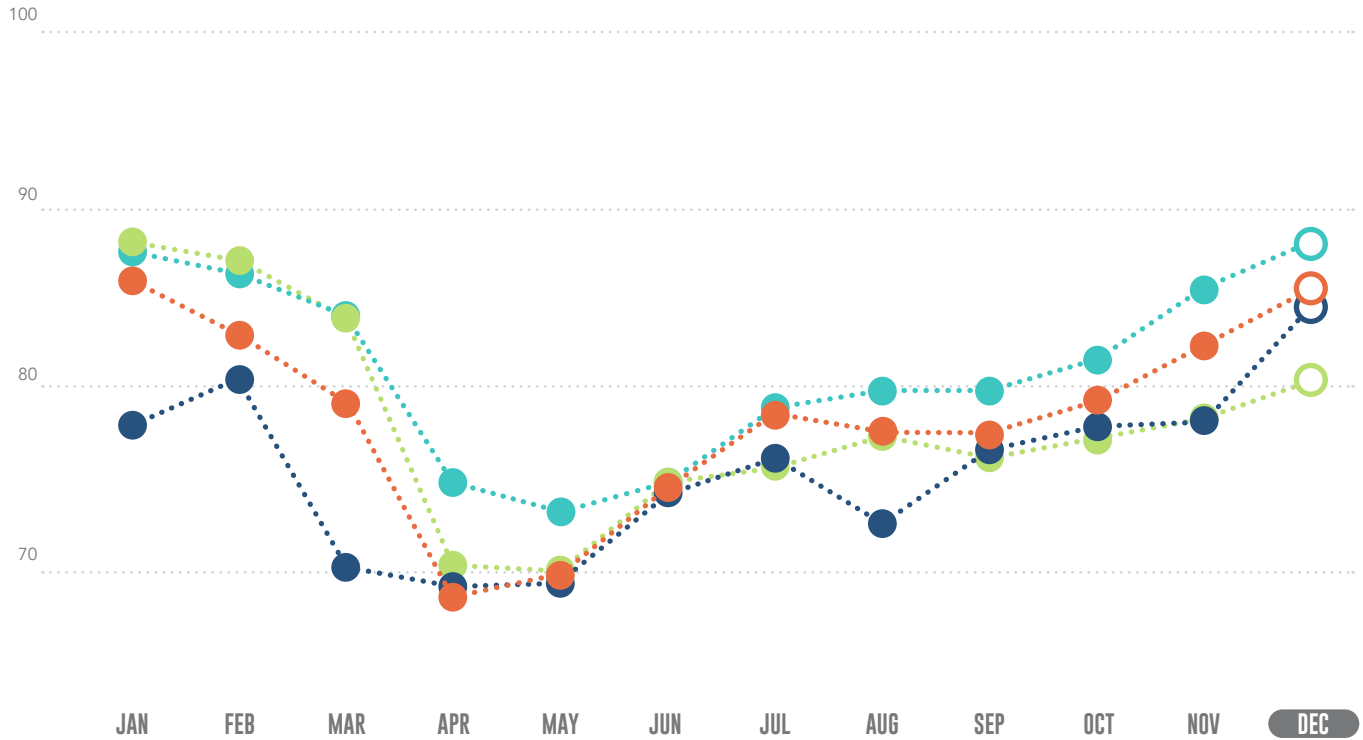


# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## 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	78.14
AUG	79.22	76.39	73.70	76.81
SEP	79.96	74.02	74.34	76.65
OCT	82.35	75.51	76.76	79.21
NOV	86.05	78.10	80.60	83.76
DEC	88.77	80.62	85.51	86.75

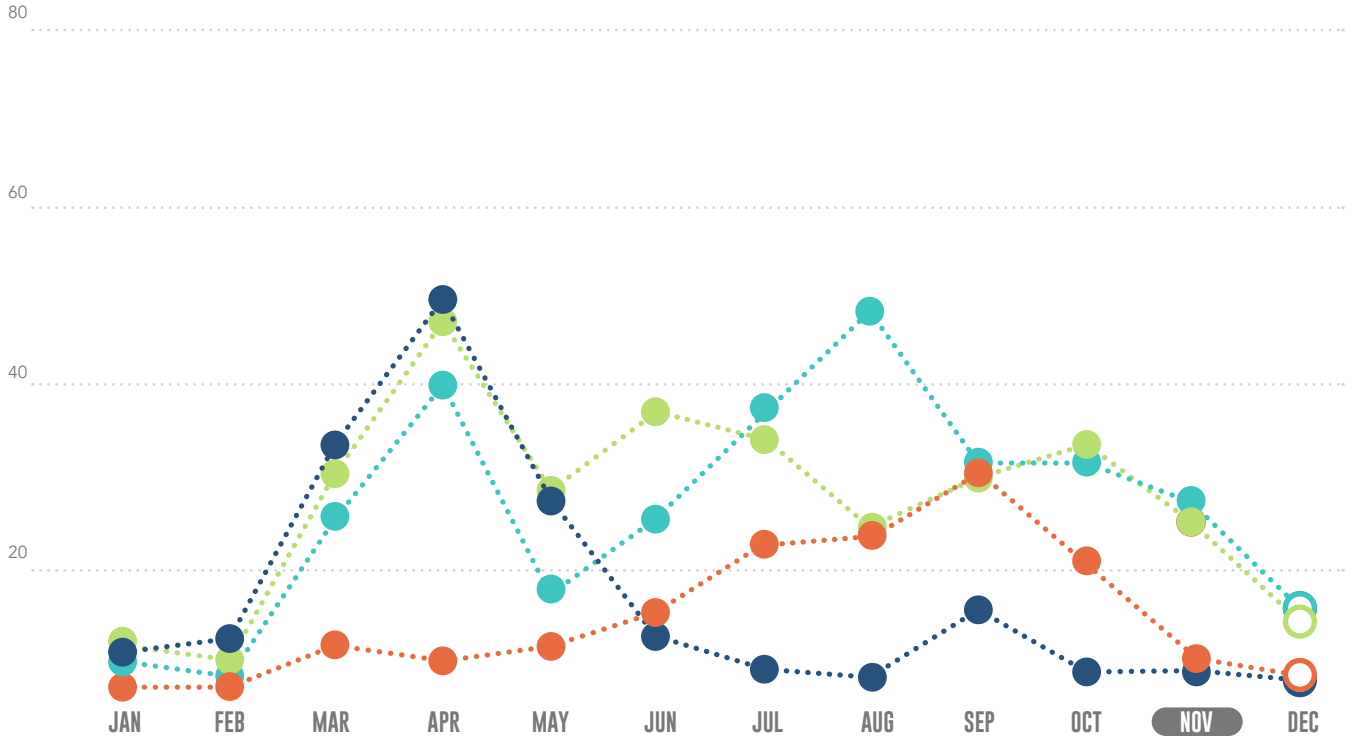


# DASHBOARD REPORT - DECEMBER 2022

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	23
AUG	47	25	8	25
SEP	32	29	14	29
OCT	32	34	9	21
NOV	28	25	9	11
DEC	17	16	6	7

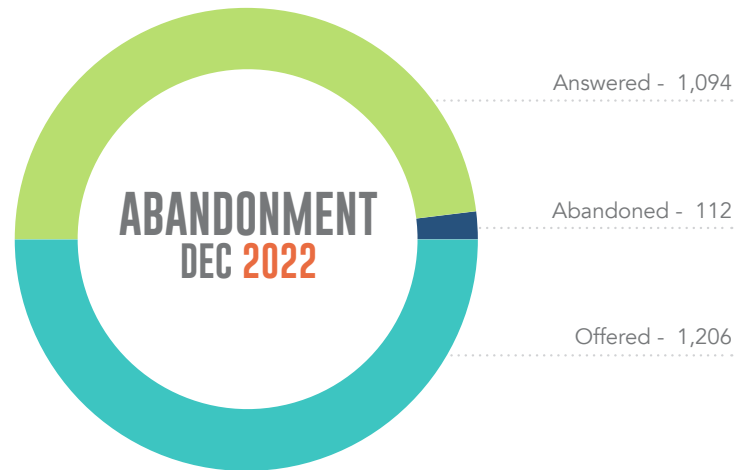
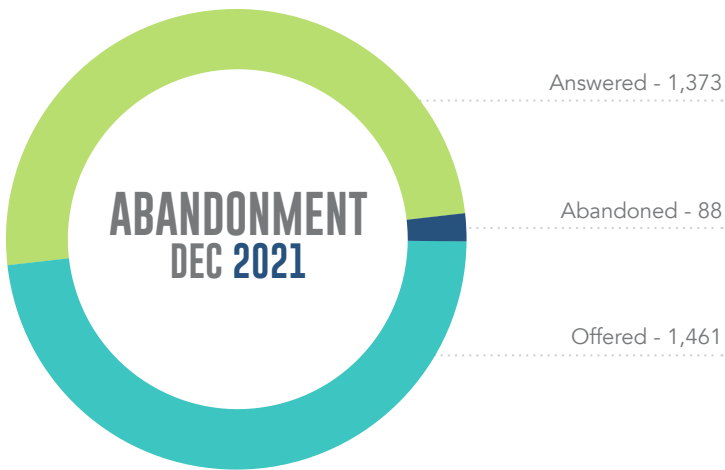
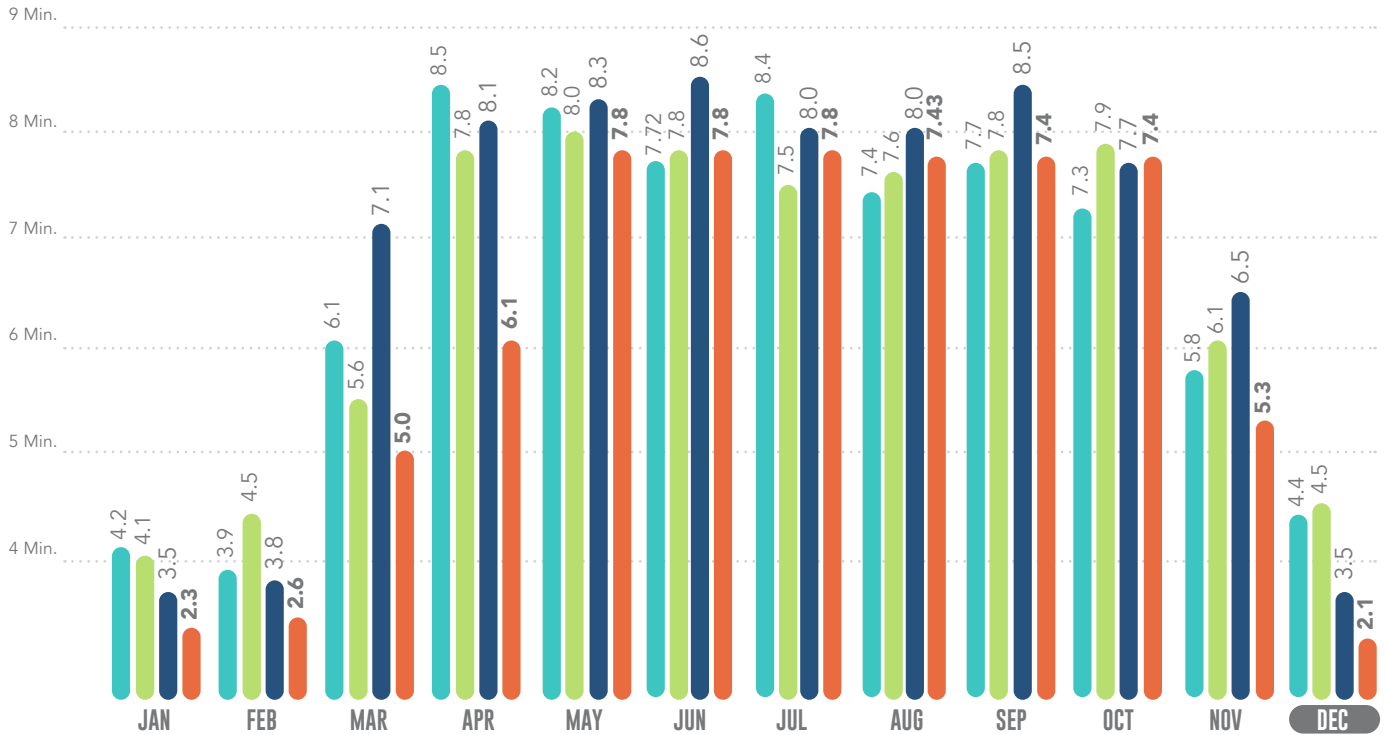


# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

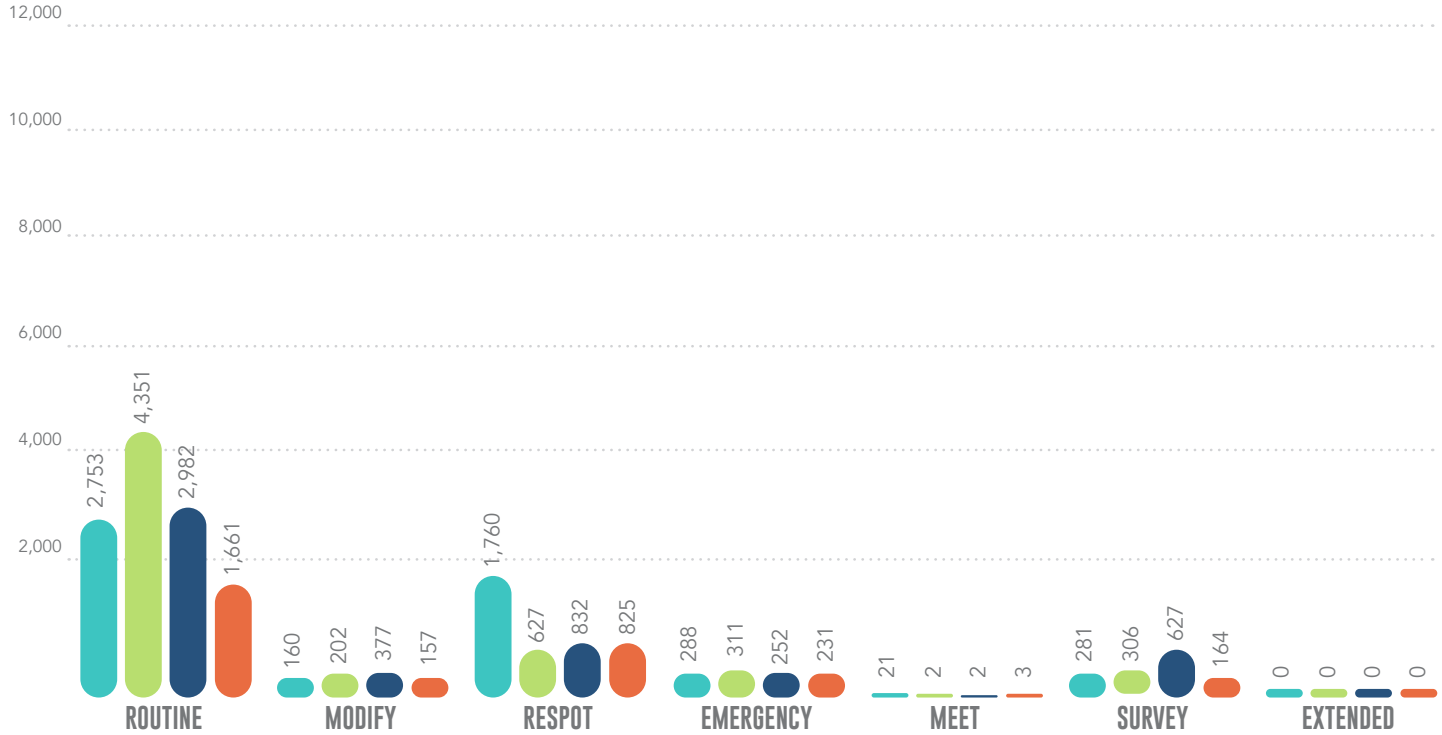
## AVERAGE CALL DURATION

2019 2020 2021 2022



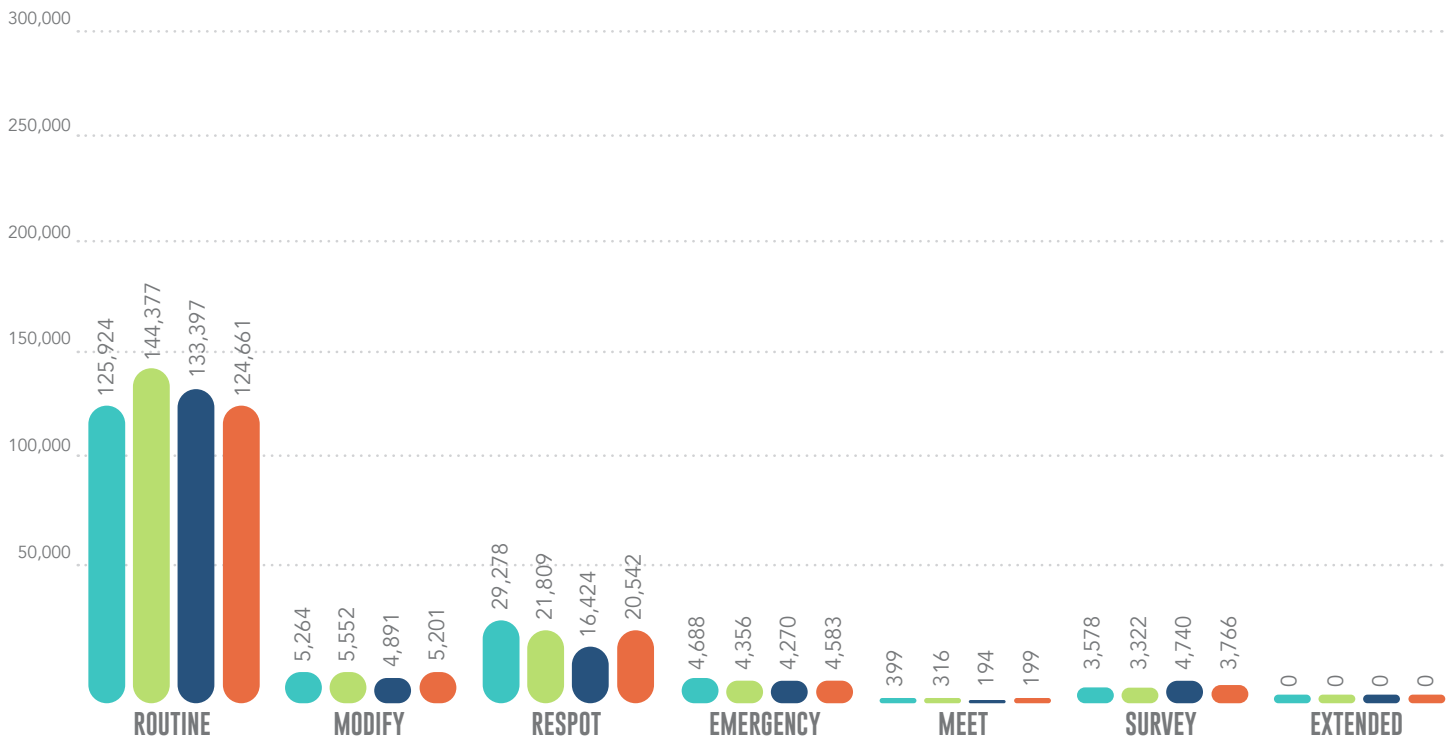
## INCOMING TICKET TYPES DEC

2019 2020 2021 2022



## INCOMING TICKETS TYPES DEC Y-T-D

2019 2020 2021 2022







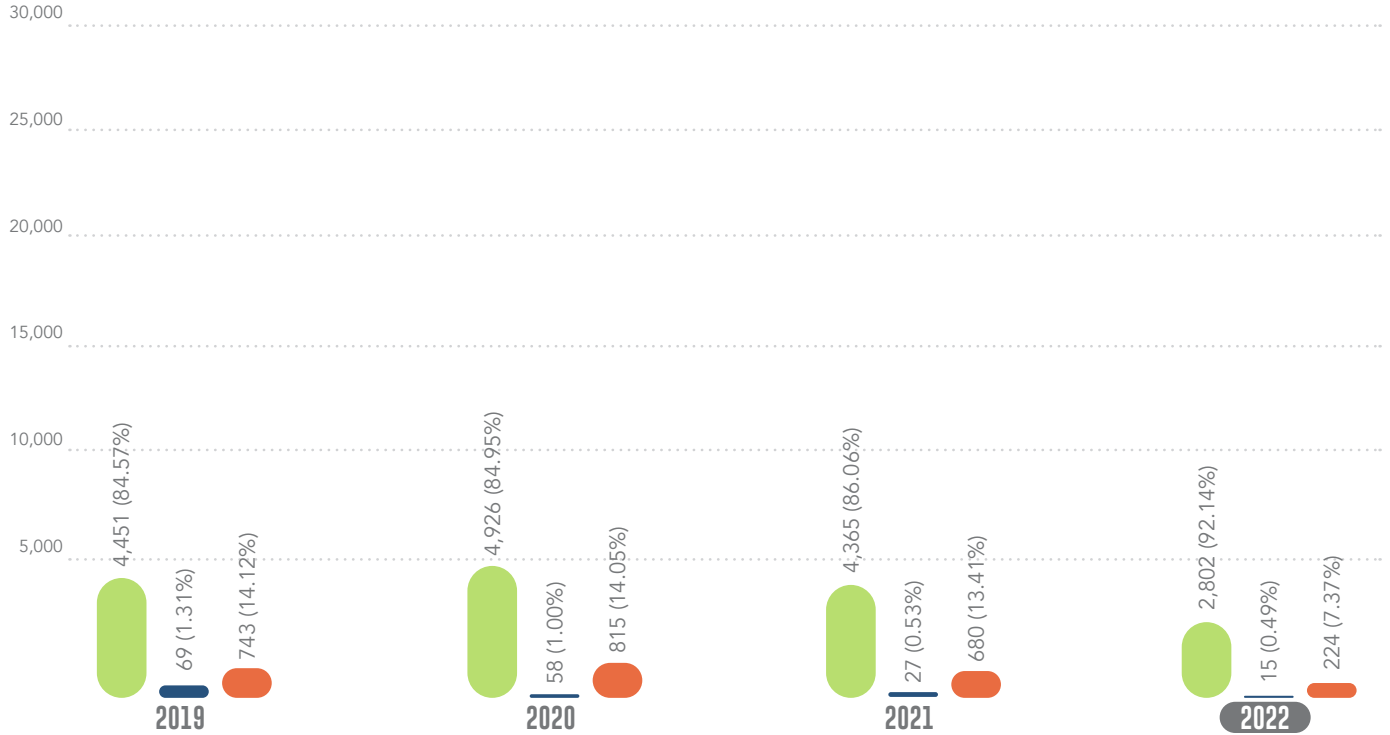
# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## RECEIPT METHODS DEC

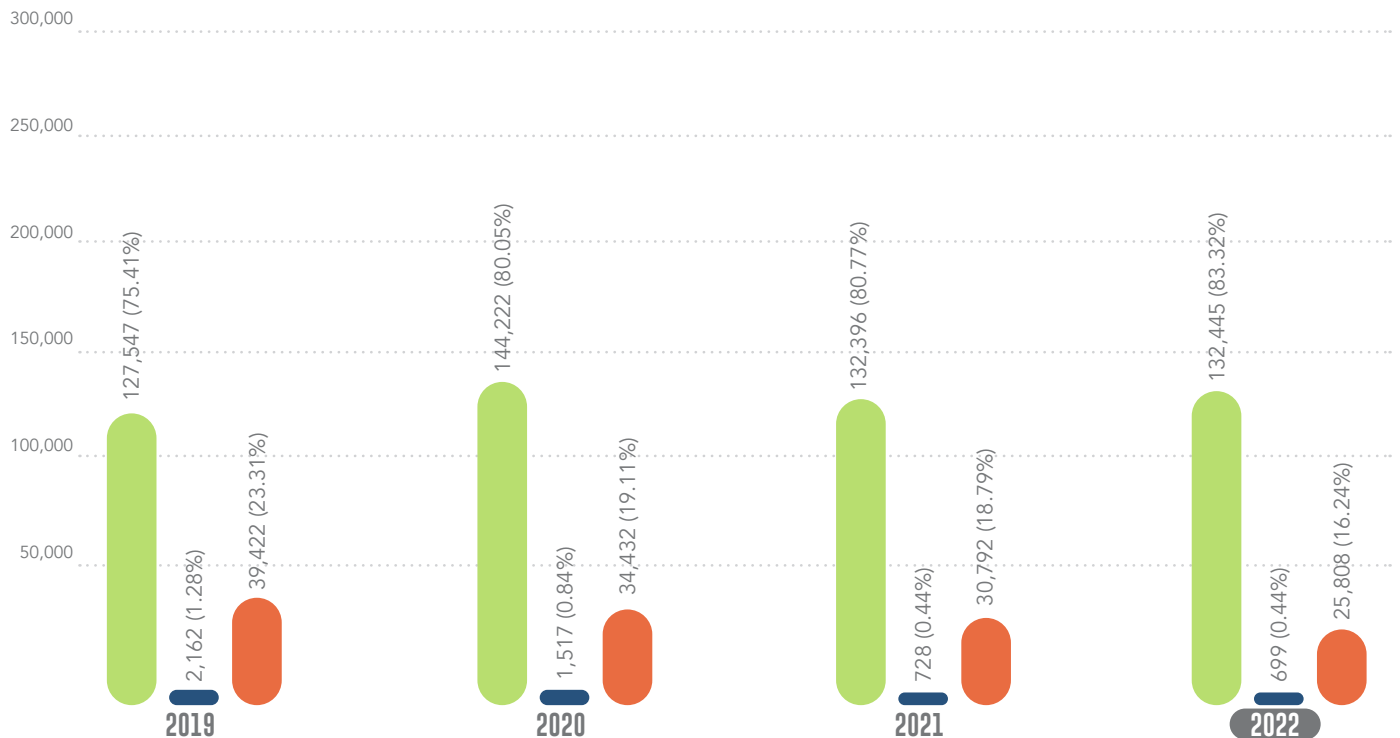
ITIC IVR OPERATOR

ITIC Mobile = 0



## RECEIPT METHODS DEC Y-T-D

ITIC IVR OPERATOR



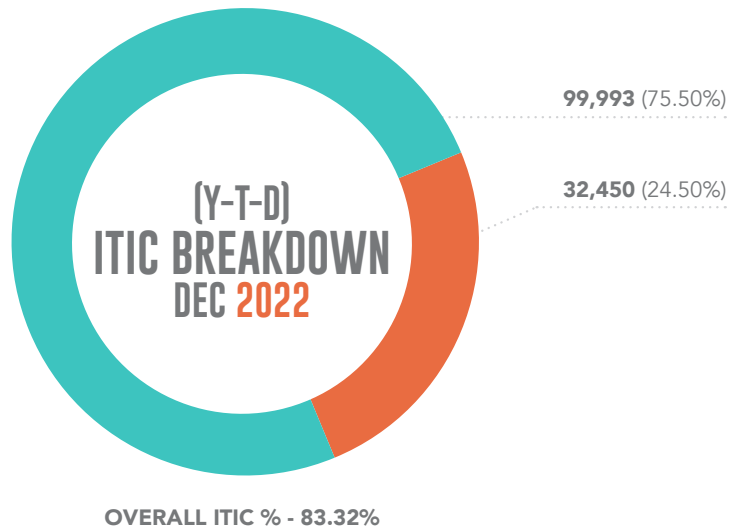
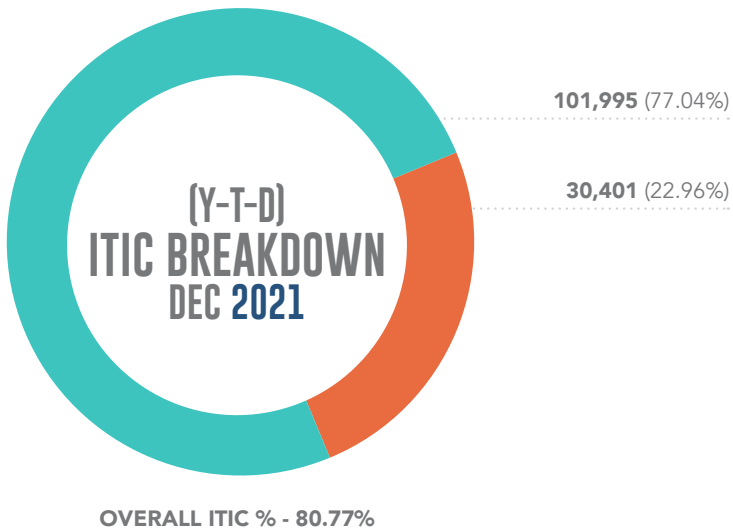
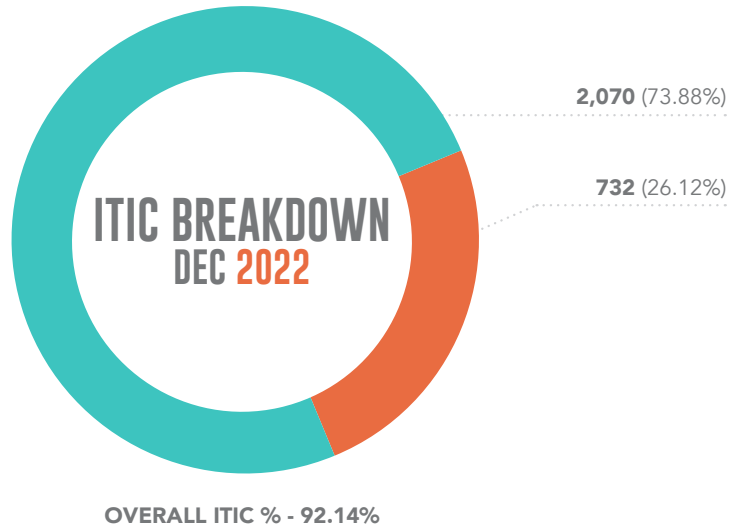
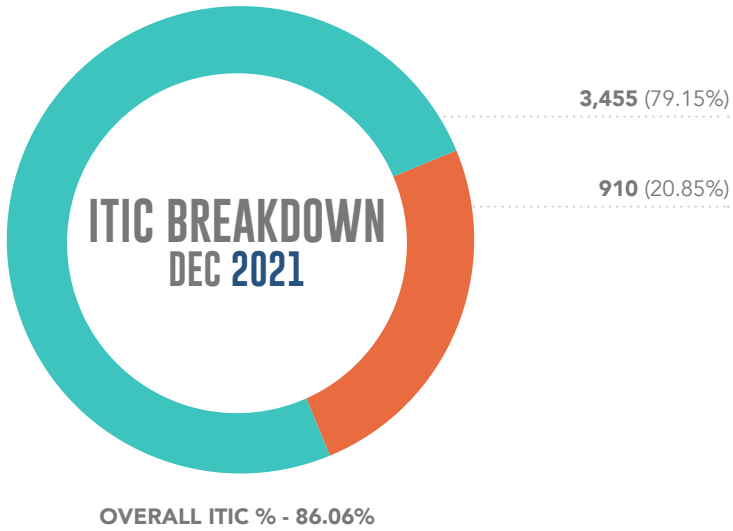


# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

DIRECT RELEASE

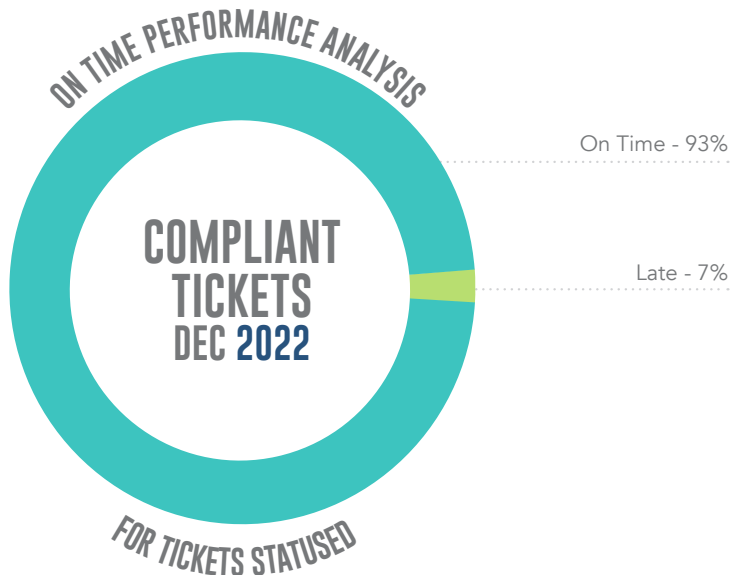
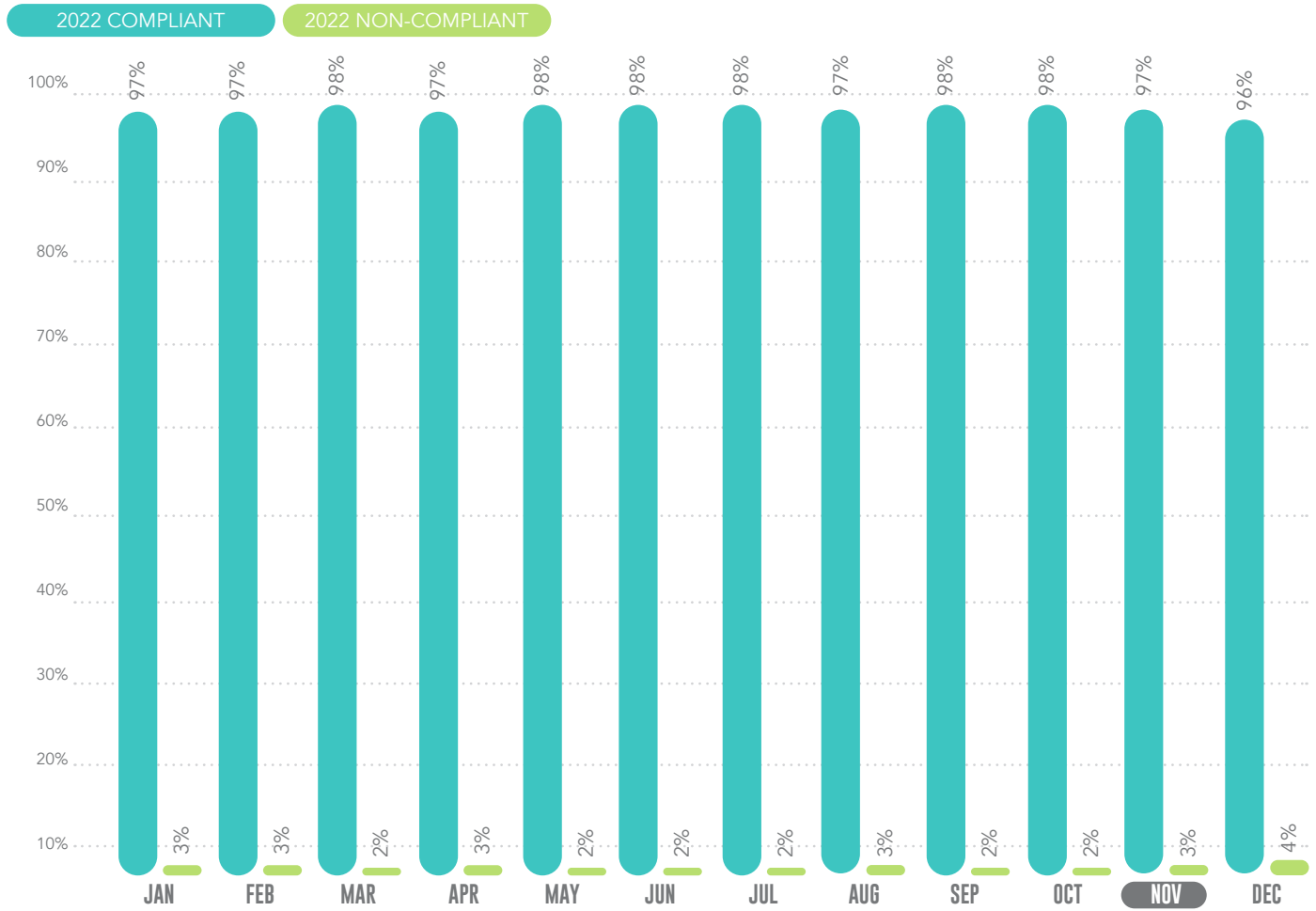




# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## POSITIVE RESPONSE COMPLIANCE





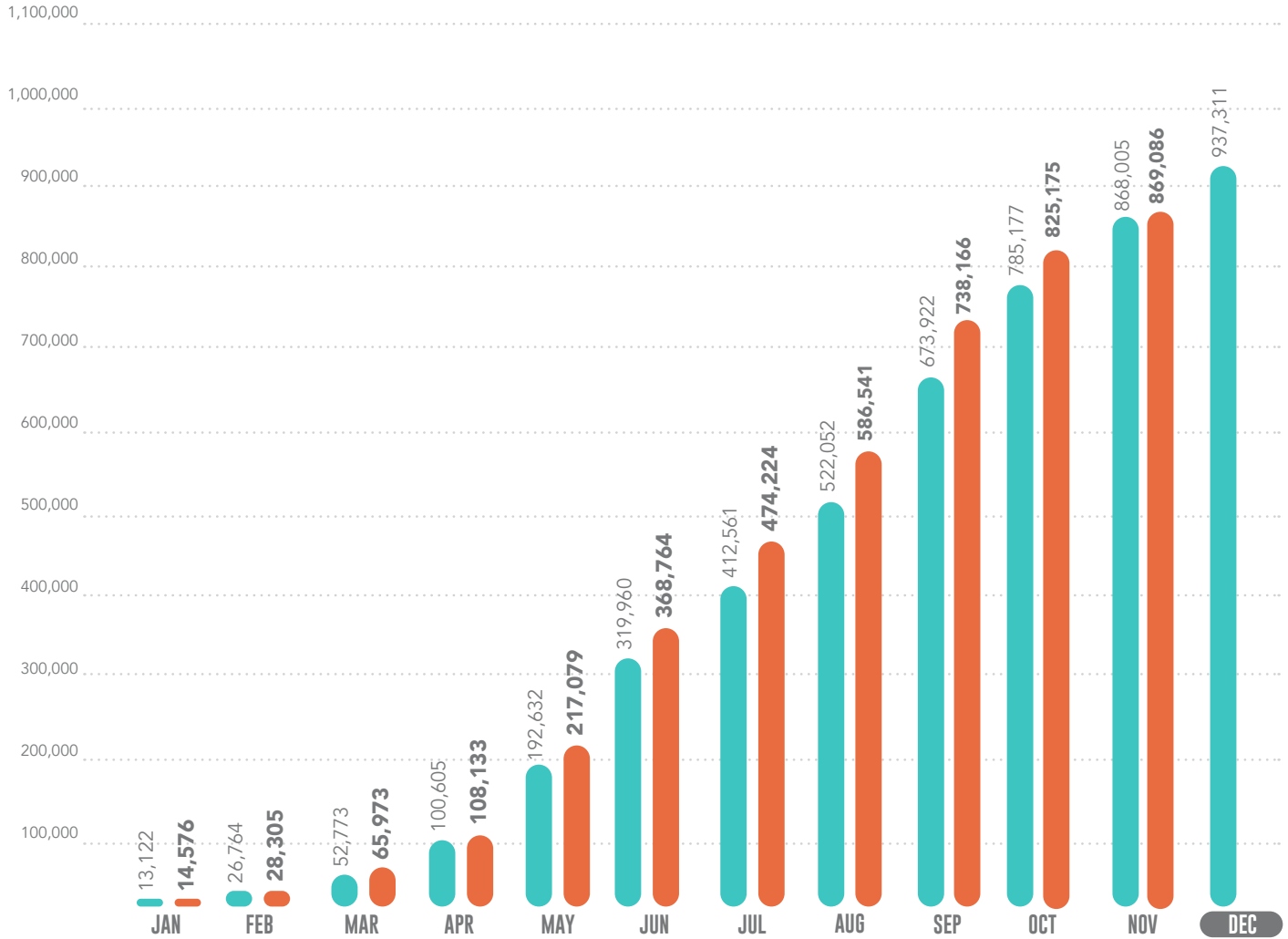
# DASHBOARD REPORT - DECEMBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## BASE YEAR (2011) CUMULATIVE YTD TICKETS vs CURRENT YEAR (2022) CUMULATIVE YTD TICKETS

2011

2022



**"Current Year Cumulative YTD Tickets will be made available once the current billing process is complete."**



## CREATIVE HOURS - 3<sup>RD</sup> QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	28:45
NDOC Event Table	9:20
NDOC Magazine Ad	6:15
NDOC Private Facilities Image	8:45
NDOC Social Media	17:30
NDOC Website Changes	0:15
<b>Subtotal</b>	<b>70:50:00</b>
Management Review (+15%)	10:37:30
<b>Grand Total with Review</b>	<b>81:27:30</b>

## CREATIVE HOURS - 2022

