

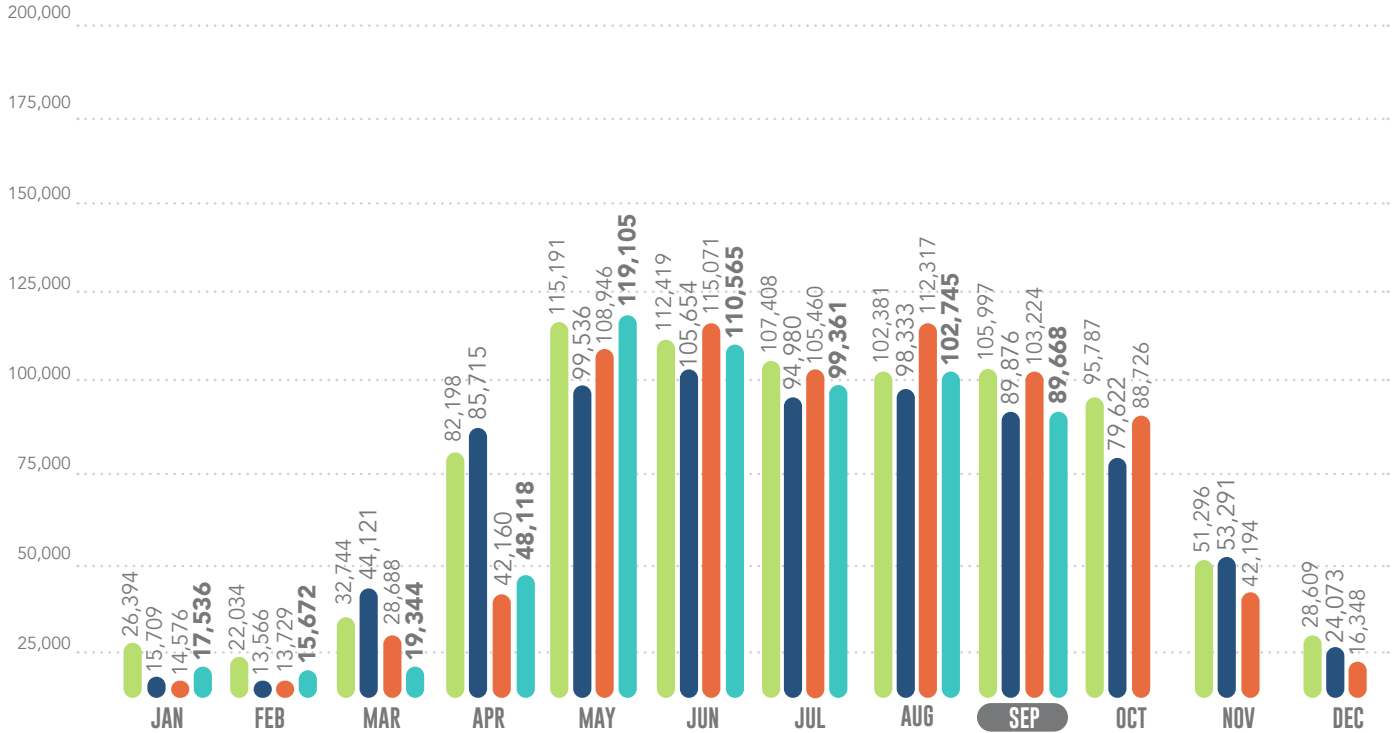


# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

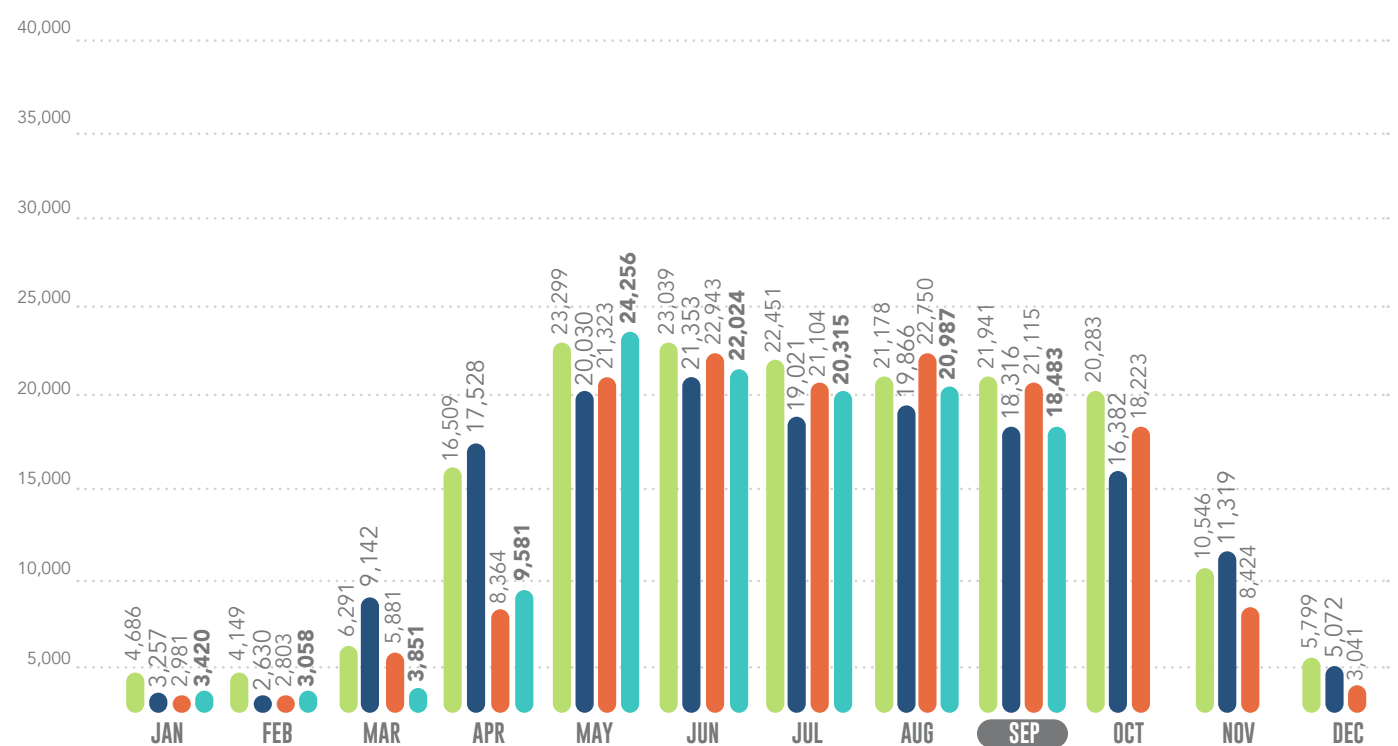
## CHARGEABLE OUTBOUND TICKETS

2020 2021 2022 2023



## INCOMING TICKETS

2020 2021 2022 2023



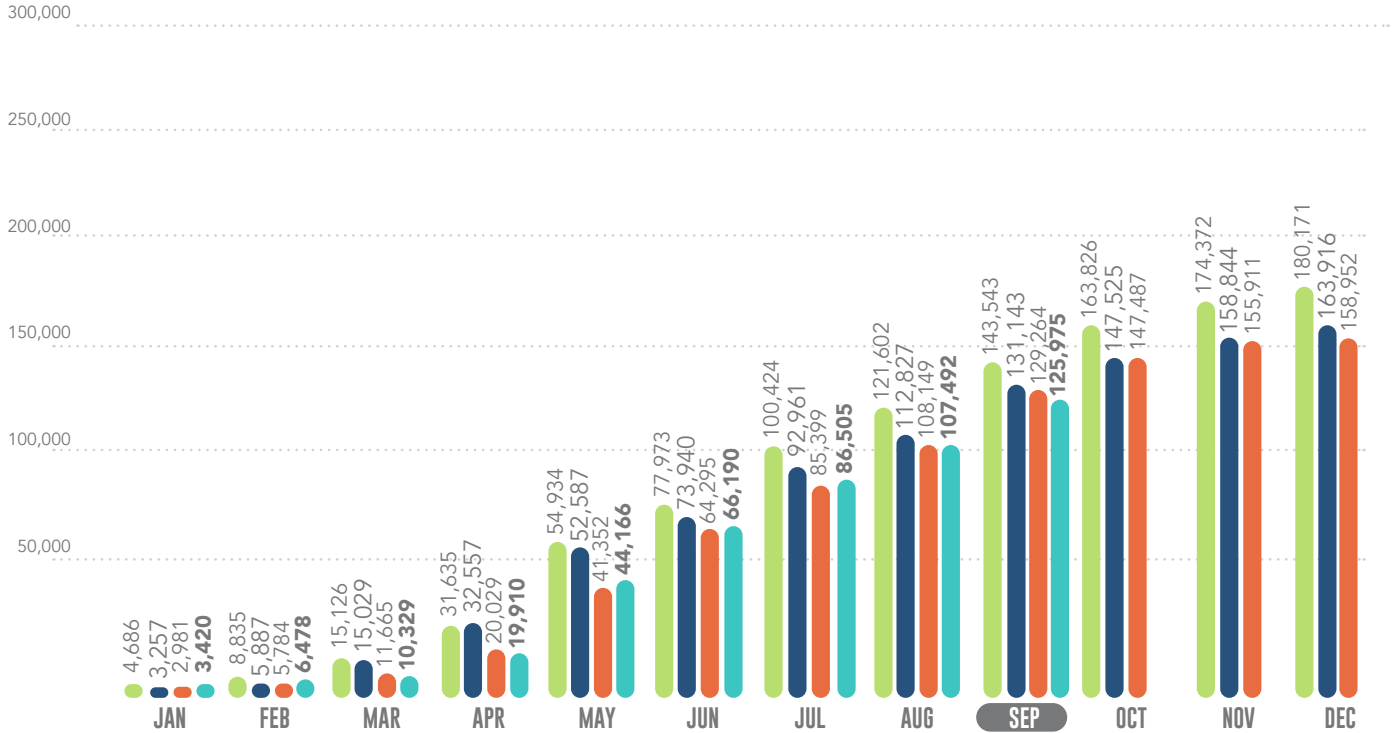


# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

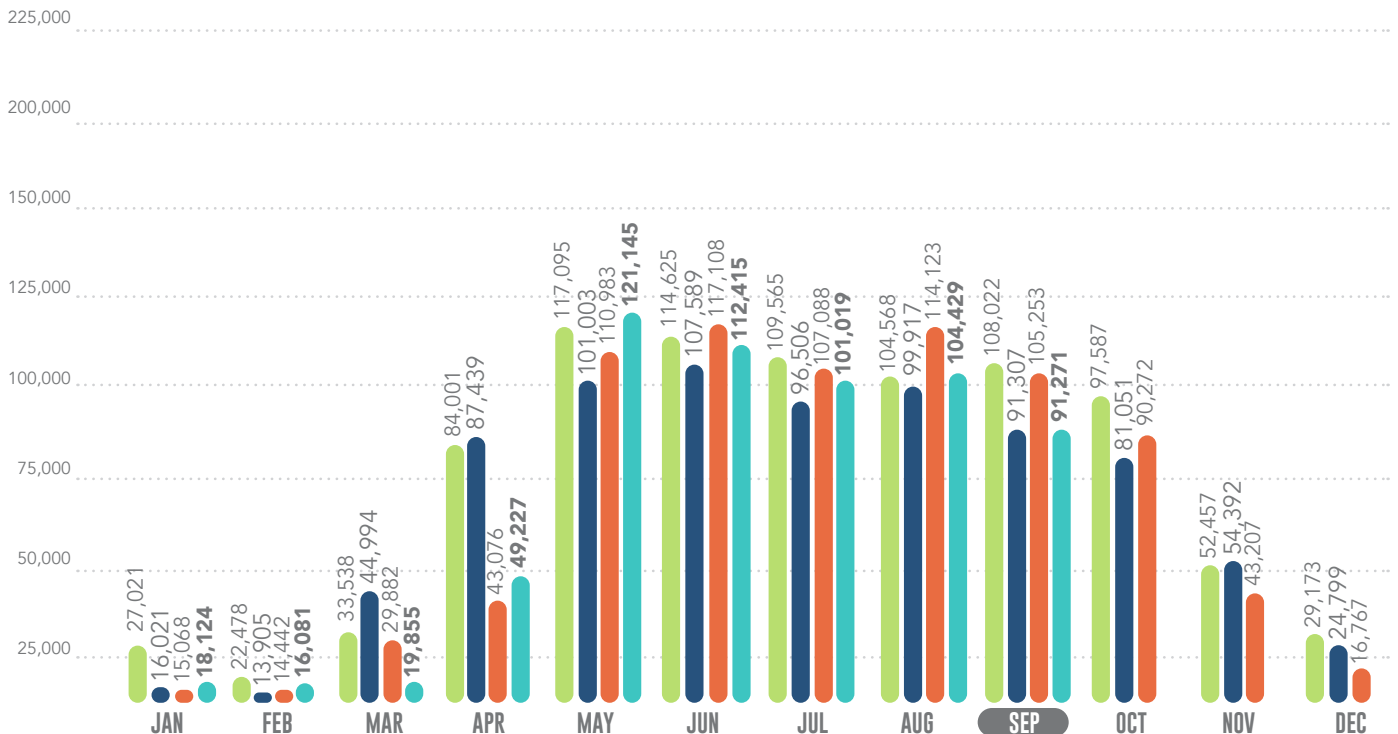
## INCOMING TICKETS Y-T-D

2020 2021 2022 2023



## OUTGOING MESSAGES

2020 2021 2022 2023



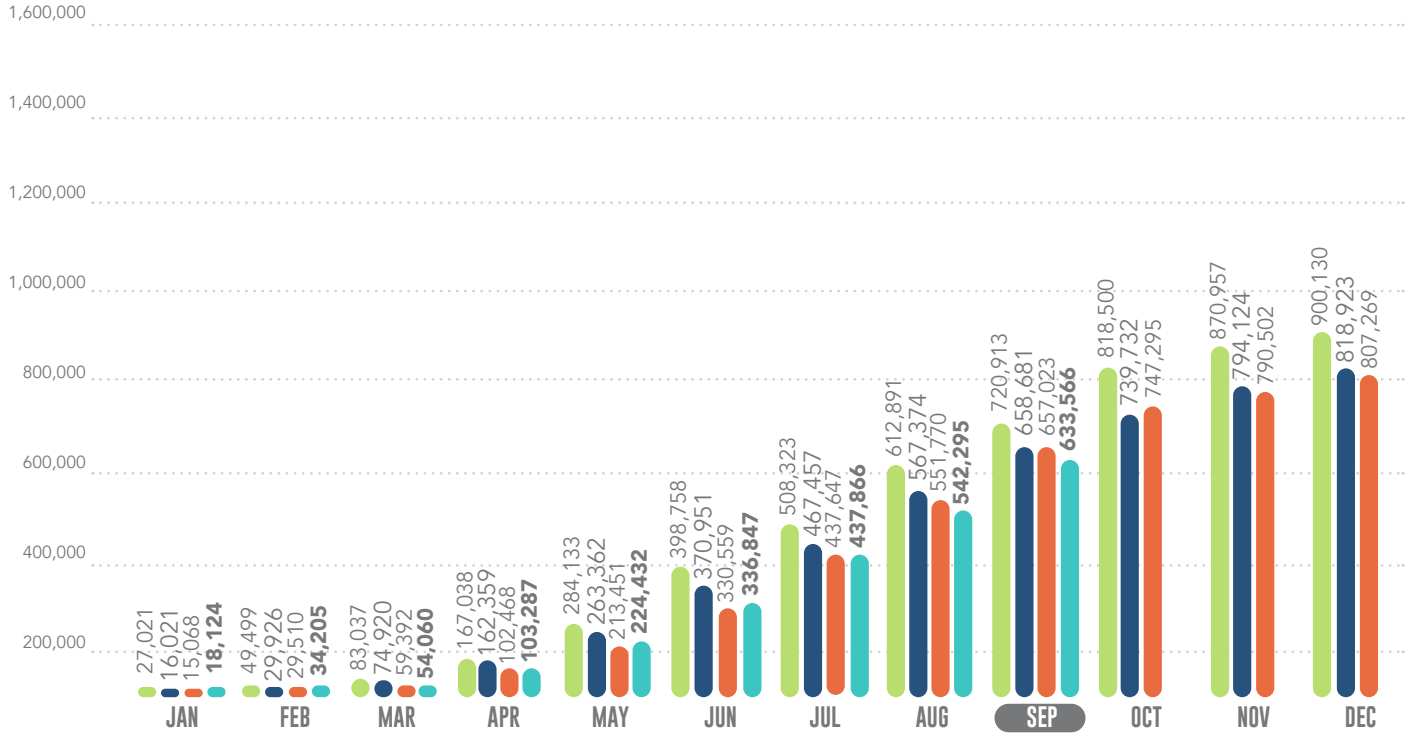


# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

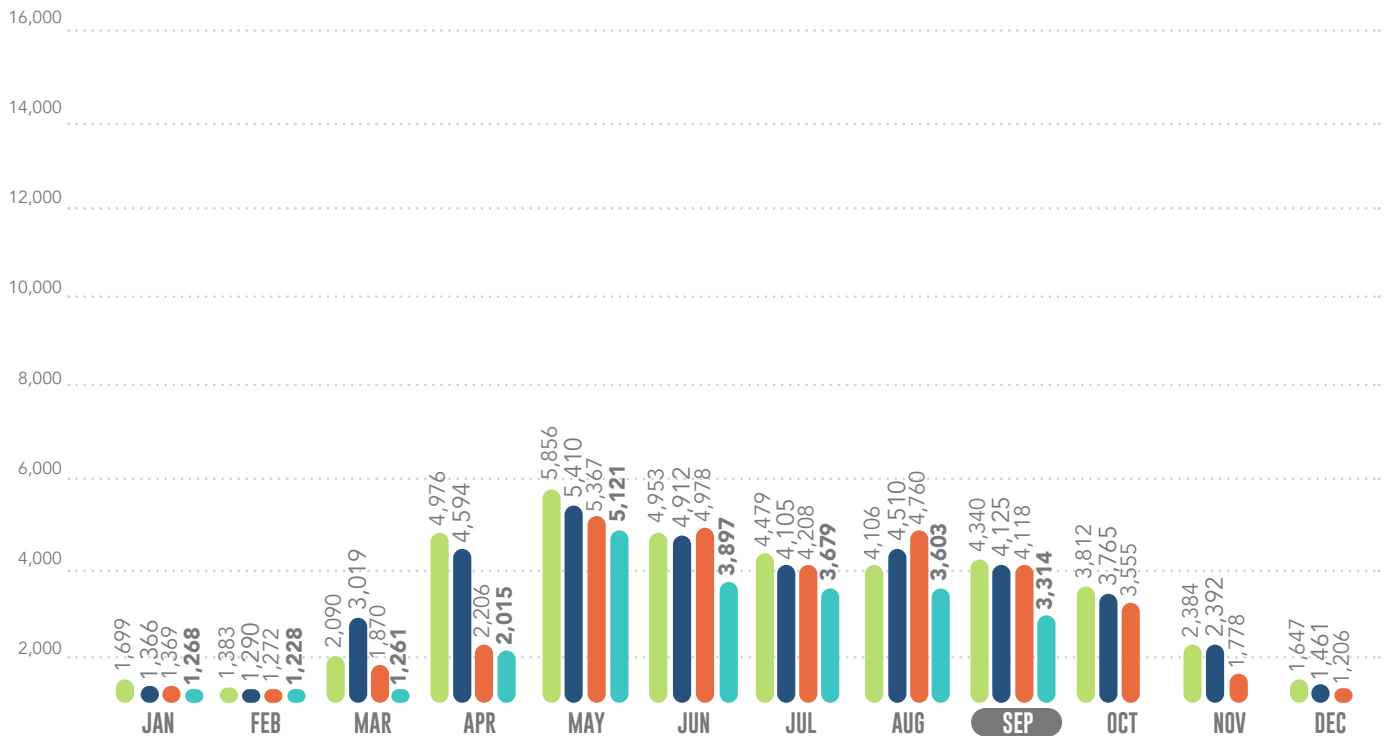
## OUTGOING TICKETS Y-T-D

2020 2021 2022 2023



## INCOMING CALLS

2020 2021 2022 2023



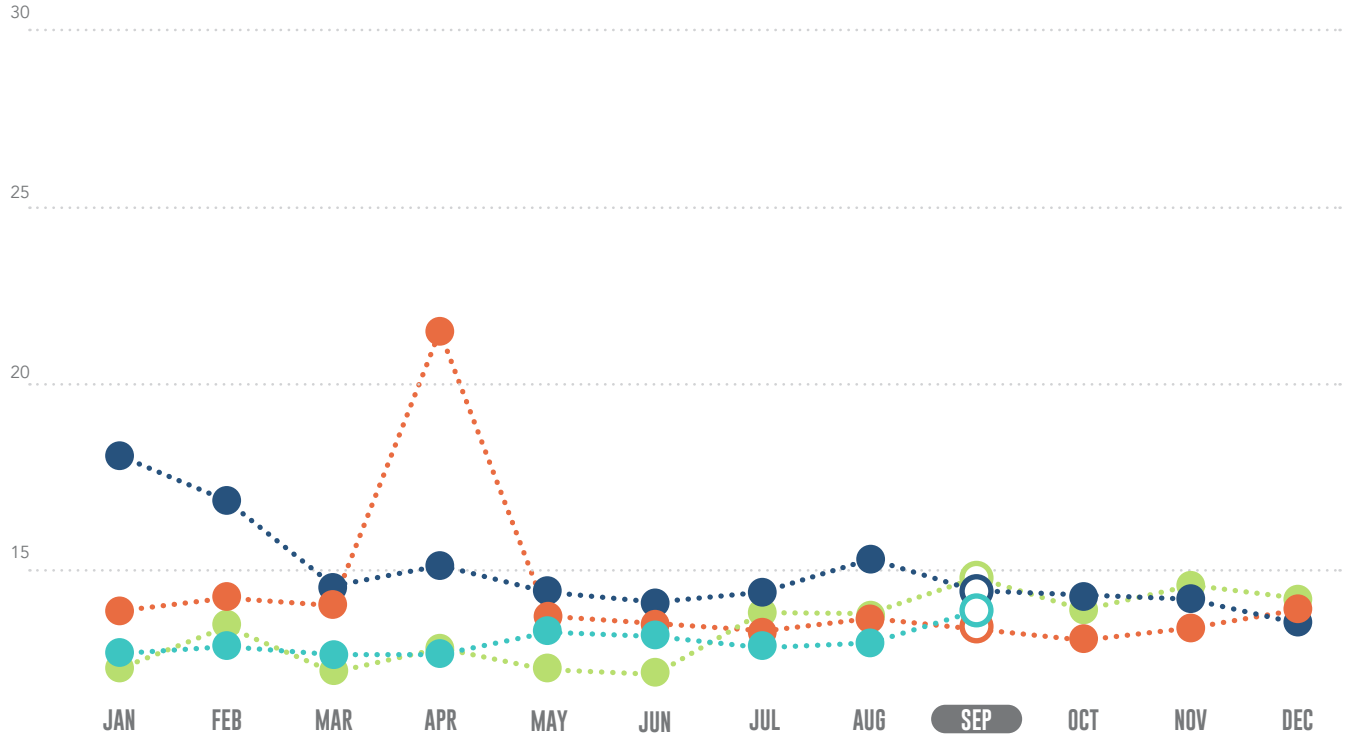


# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## OPERATOR CALL VOLUMES

2020 2021 2022 2023

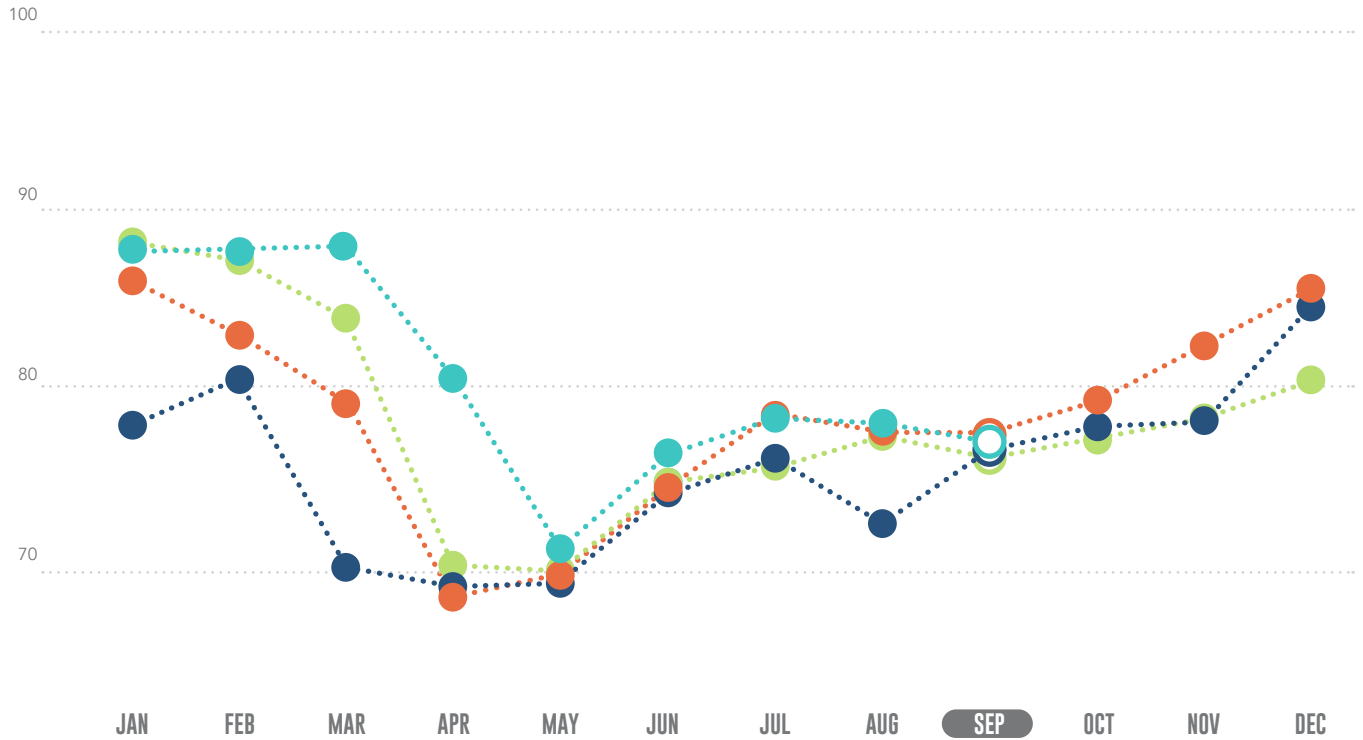


2020 2021 2022 2023

	2020	2021	2022	2023
JAN	8.94	17.96	12.75	9.91
FEB	11.38	16.46	13.81	10.01
MAR	8.04	14.12	12.80	9.82
APR	10.16	15.19	22.78	9.70
MAY	9.77	14.18	12.80	11.90
JUN	9.18	13.58	12.21	11.10
JUL	13.95	14.64	12.12	11.79
AUG	13.42	15.97	13.21	11.98
SEP	14.95	14.21	12.89	13.89
OCT	12.18	13.22	10.99	
NOV	14.17	12.85	11.56	
DEC	13.71	11.65	12.17	

## EXCAVATOR CALL VOLUMES

2020 2021 2022 2023



	2020	2021	2022	2023
JAN	89.69	78.81	86.38	89.01
FEB	87.01	80.87	83.73	88.59
MAR	84.37	70.32	79.17	89.20
APR	71.14	68.63	67.99	80.03
MAY	70.72	68.90	69.78	71.47
JUN	75.96	74.03	74.68	76.53
JUL	75.47	75.87	78.14	78.07
AUG	76.39	73.70	76.81	77.95
SEP	74.02	74.34	76.65	76.29
OCT	75.51	76.76	79.21	
NOV	78.10	80.60	83.76	
DEC	80.62	85.51	86.75	

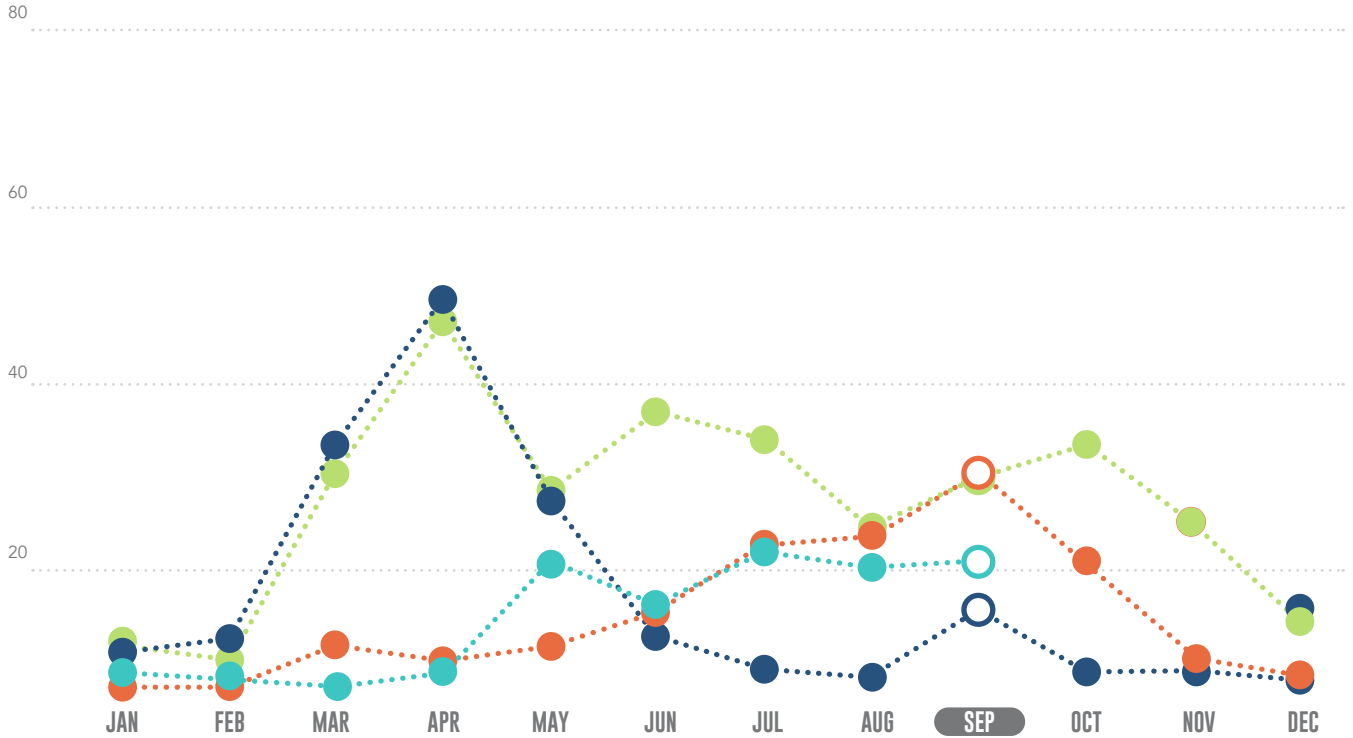


# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE HOLD TIME

2020 2021 2022 2023

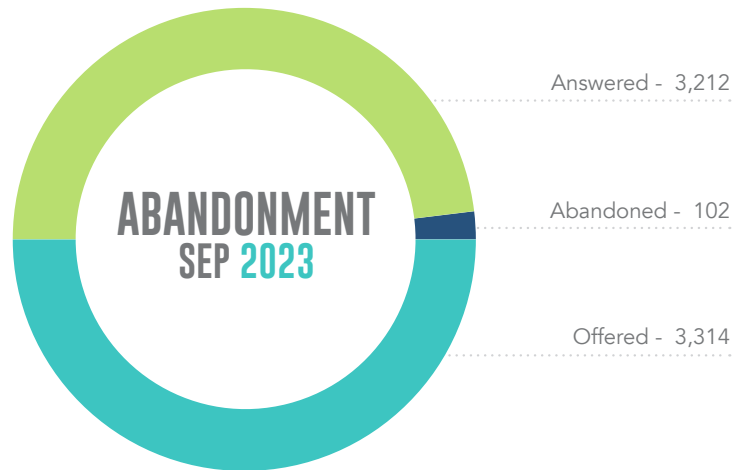
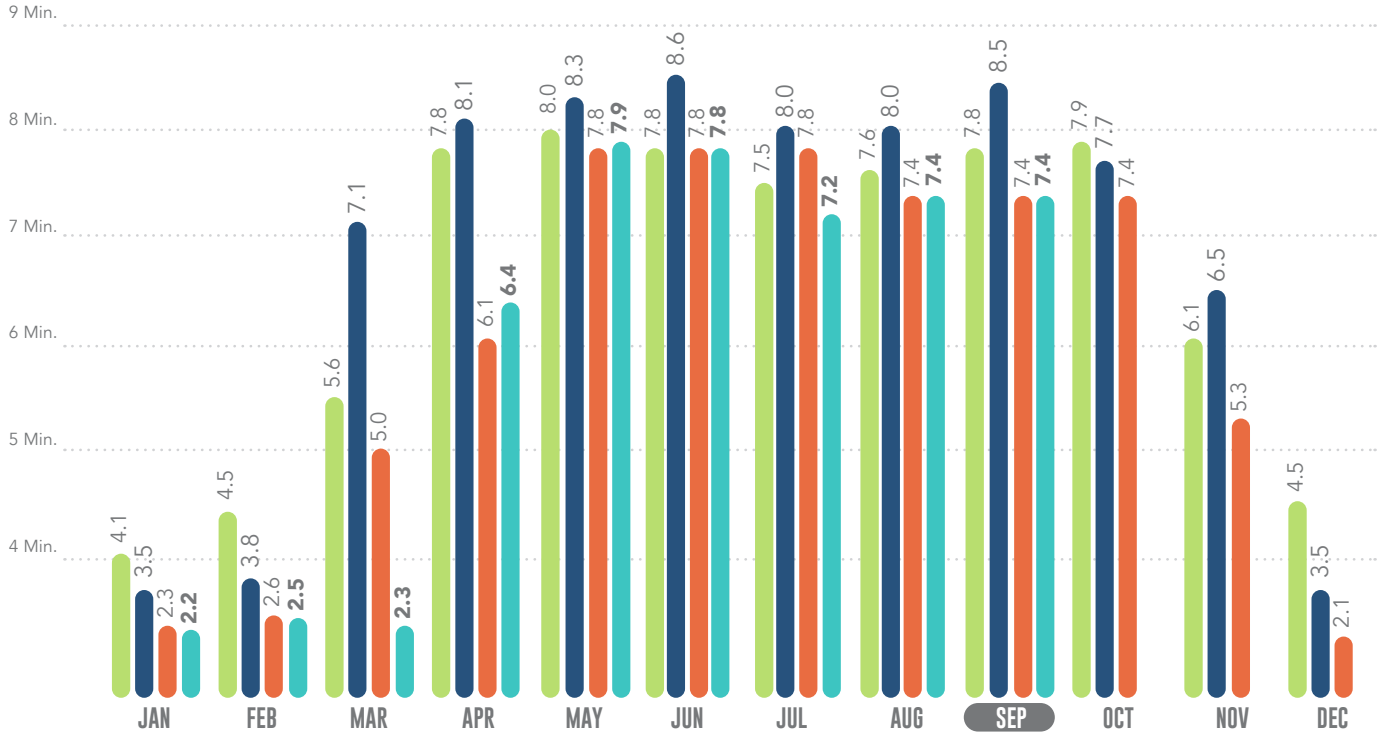


2020 2021 2022 2023

	2020	2021	2022	2023
JAN	14	12	2	6
FEB	12	15	4	7
MAR	31	33	13	13
APR	44	50	11	10
MAY	29	28	13	21
JUN	38	15	17	18
JUL	36	9	23	22
AUG	25	8	25	20
SEP	29	14	29	21
OCT	34	9	21	
NOV	25	9	11	
DEC	16	6	7	

## AVERAGE CALL DURATION

2020 2021 2022 2023



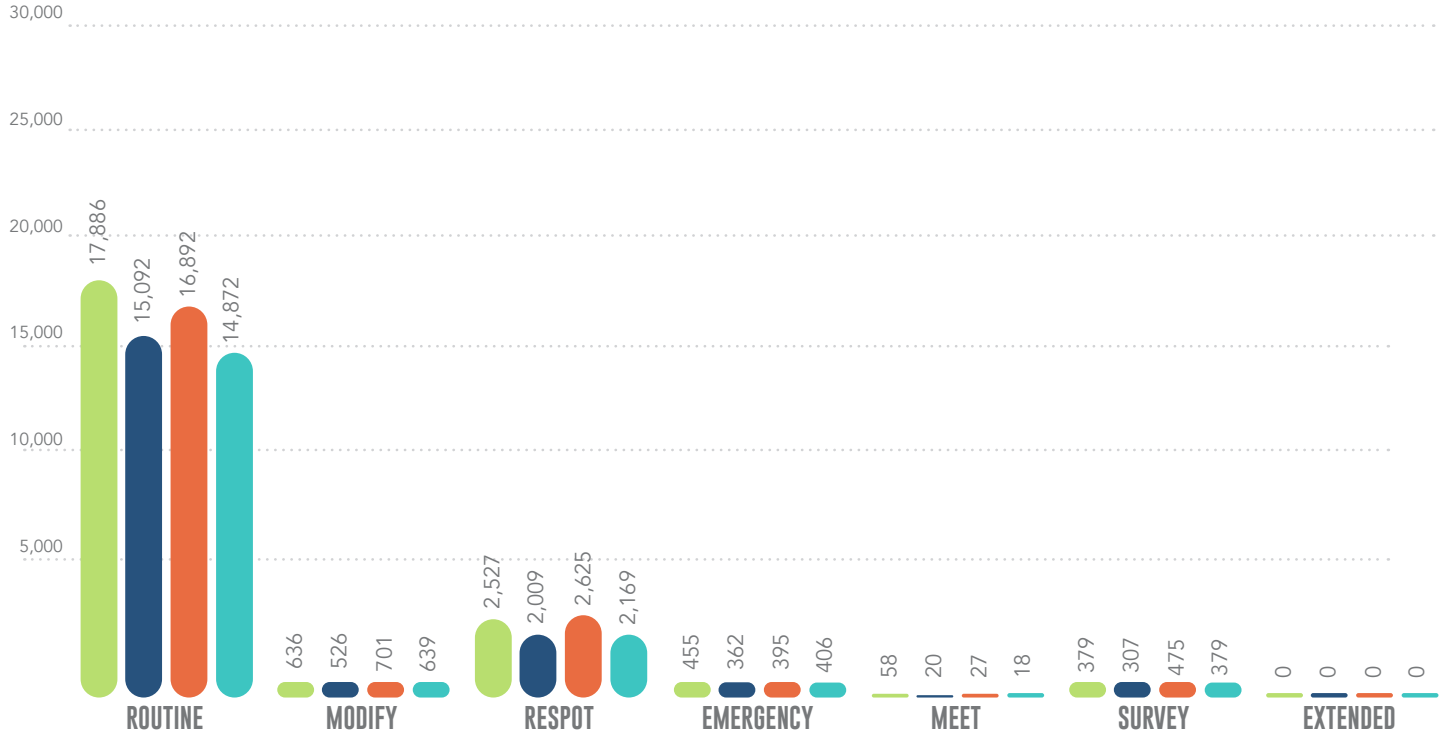


# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

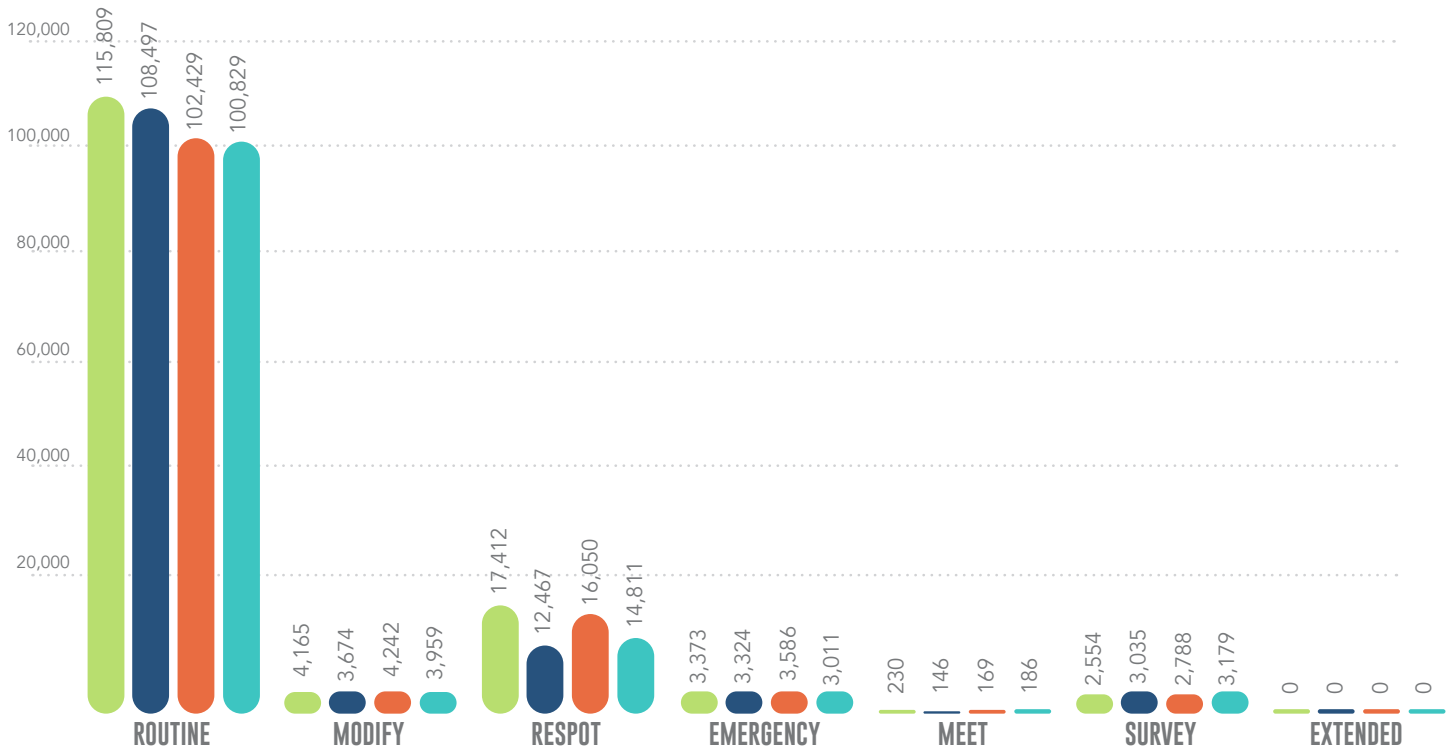
## INCOMING TICKET TYPES SEP

2020 2021 2022 2023



## INCOMING TICKETS TYPES SEP Y-T-D

2020 2021 2022 2023







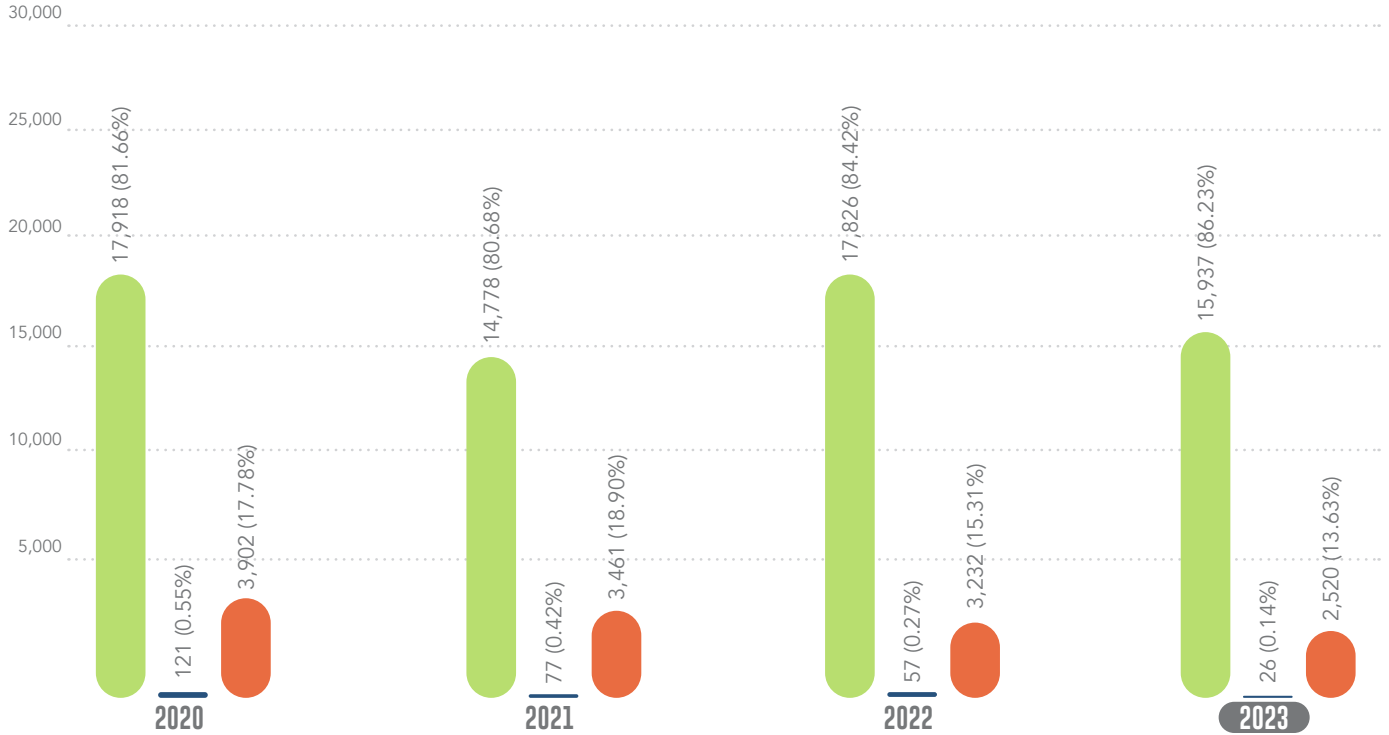
# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## RECEIPT METHODS SEP

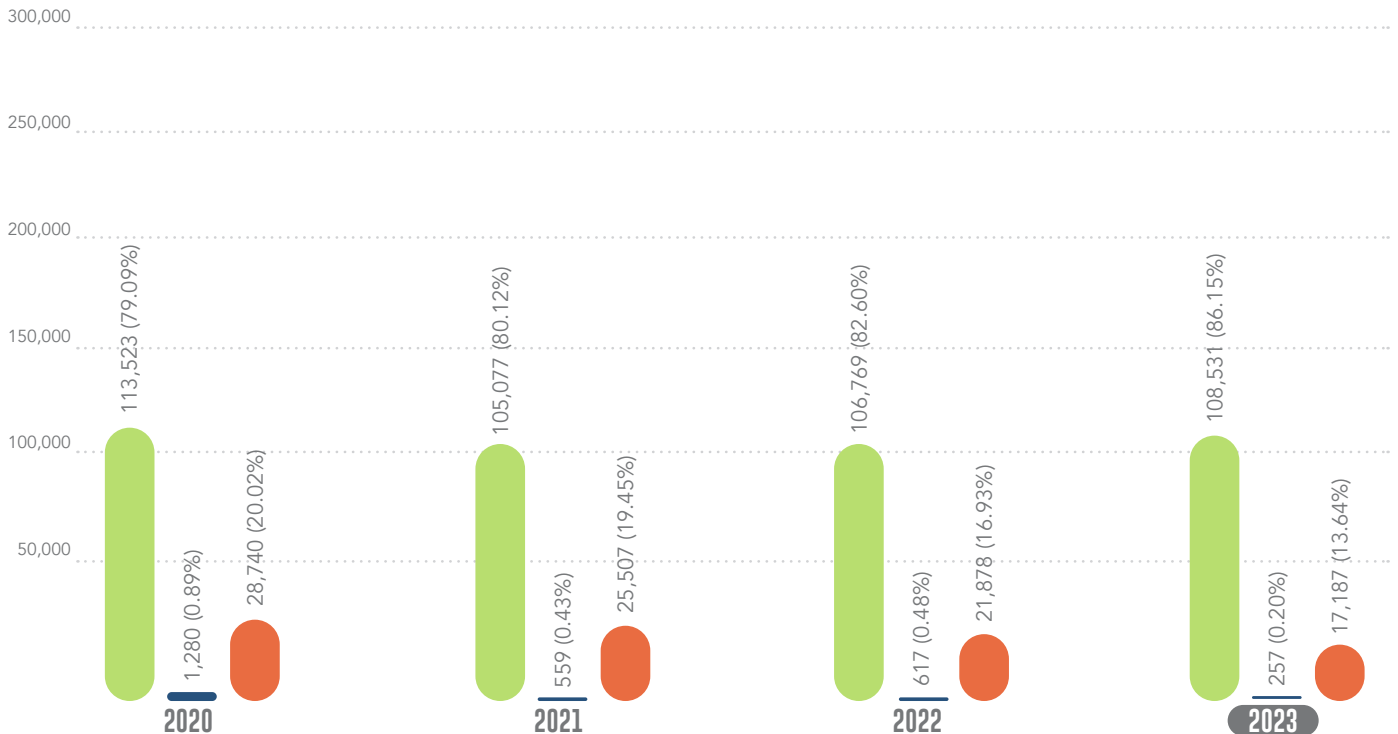
ITIC IVR OPERATOR

ITIC Mobile = 0



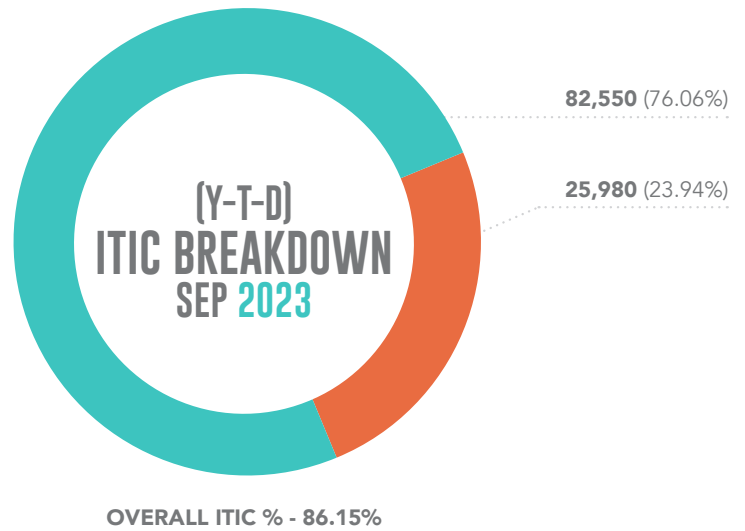
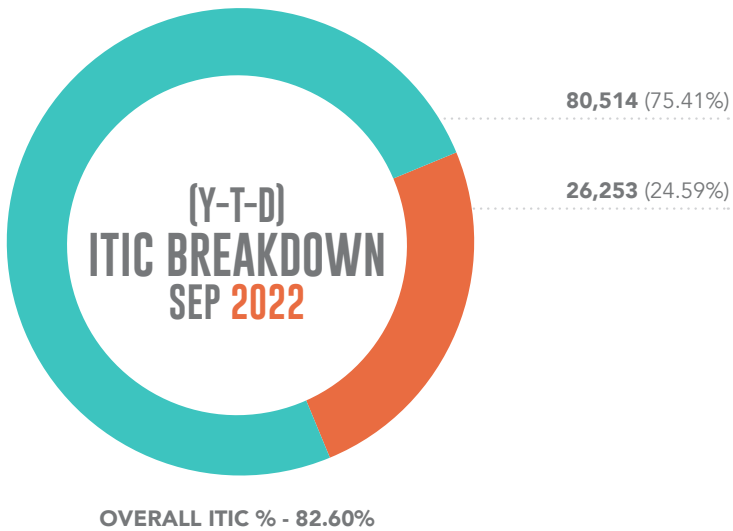
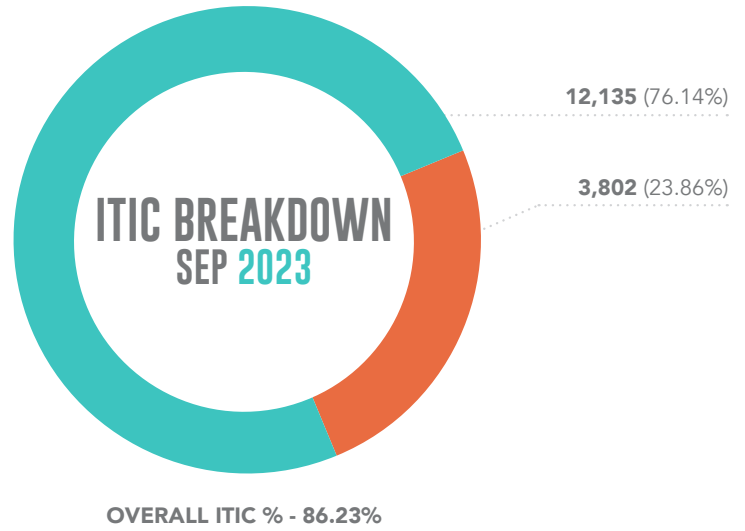
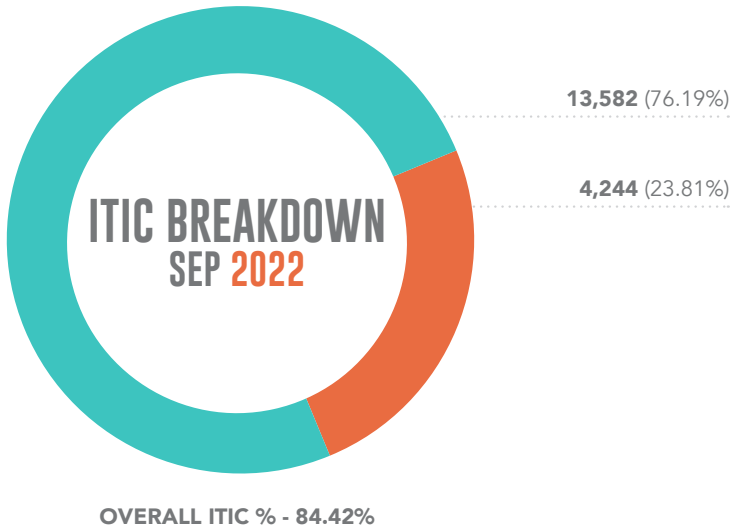
## RECEIPT METHODS SEP Y-T-D

ITIC IVR OPERATOR



IN REVIEW

DIRECT RELEASE

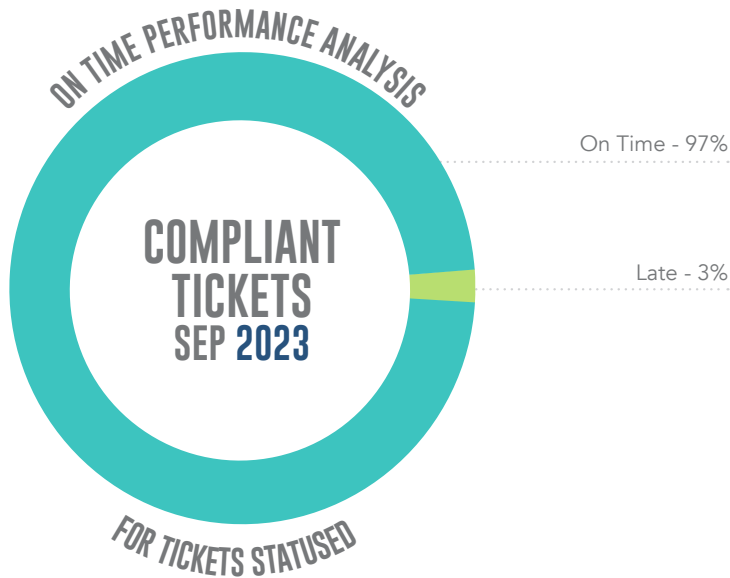




# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## POSITIVE RESPONSE COMPLIANCE





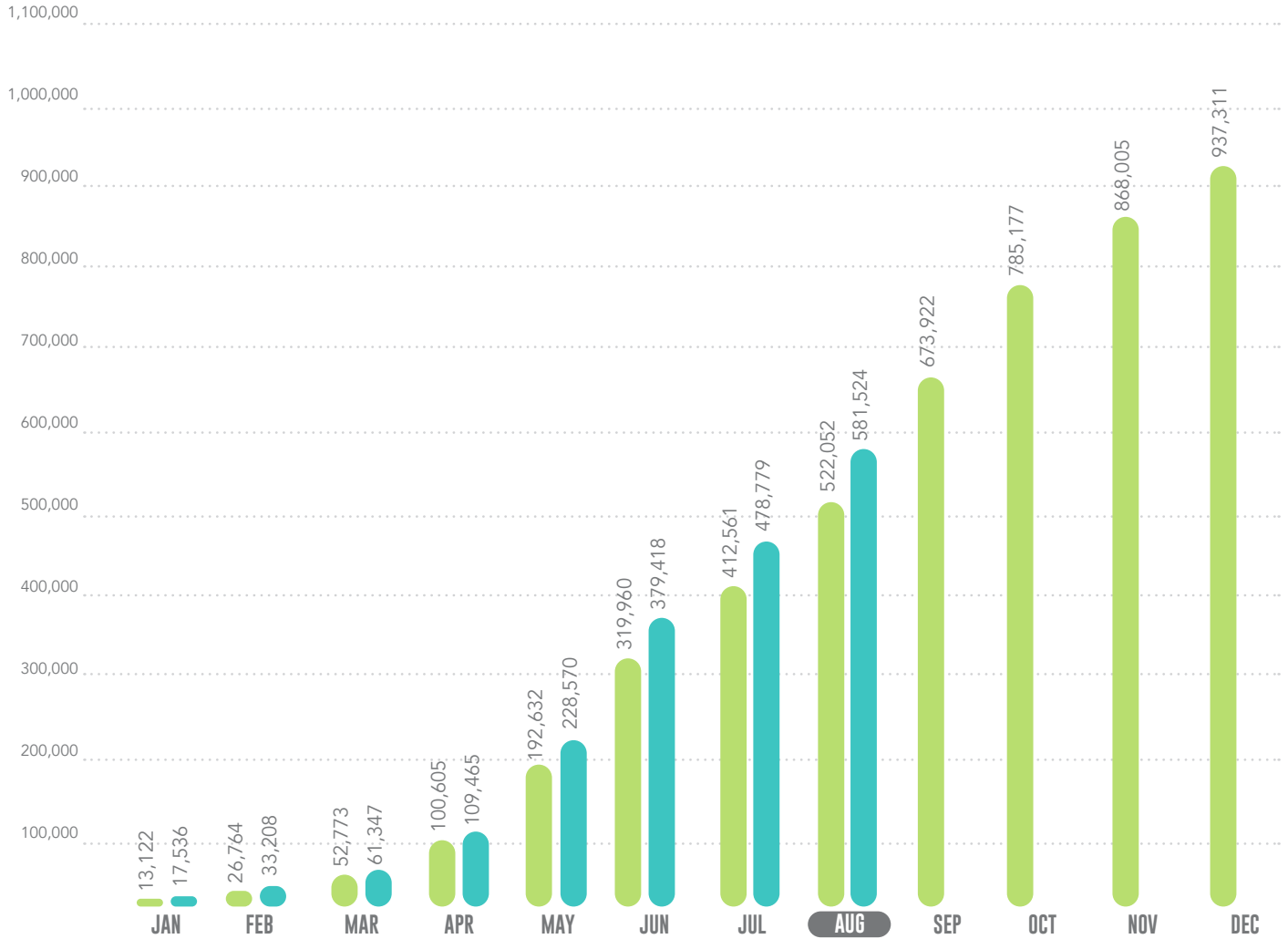
# DASHBOARD REPORT - SEPTEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## BASE YEAR (2011) CUMULATIVE YTD TICKETS vs CURRENT YEAR (2023) CUMULATIVE YTD TICKETS

2011

2023



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



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

PROJECT NAME	HOURS WORKED
NDOC Dashboards	44:45
NDOC Excavator Meeting Notifications	15:00
NDOC Social Media	17:00
NDOC Website Changes	0:30
Subtotal	77:15:00
Management Review (+15%)	11:35:15
Grand Total with Review	88:50:15

## CREATIVE HOURS - 2023

