

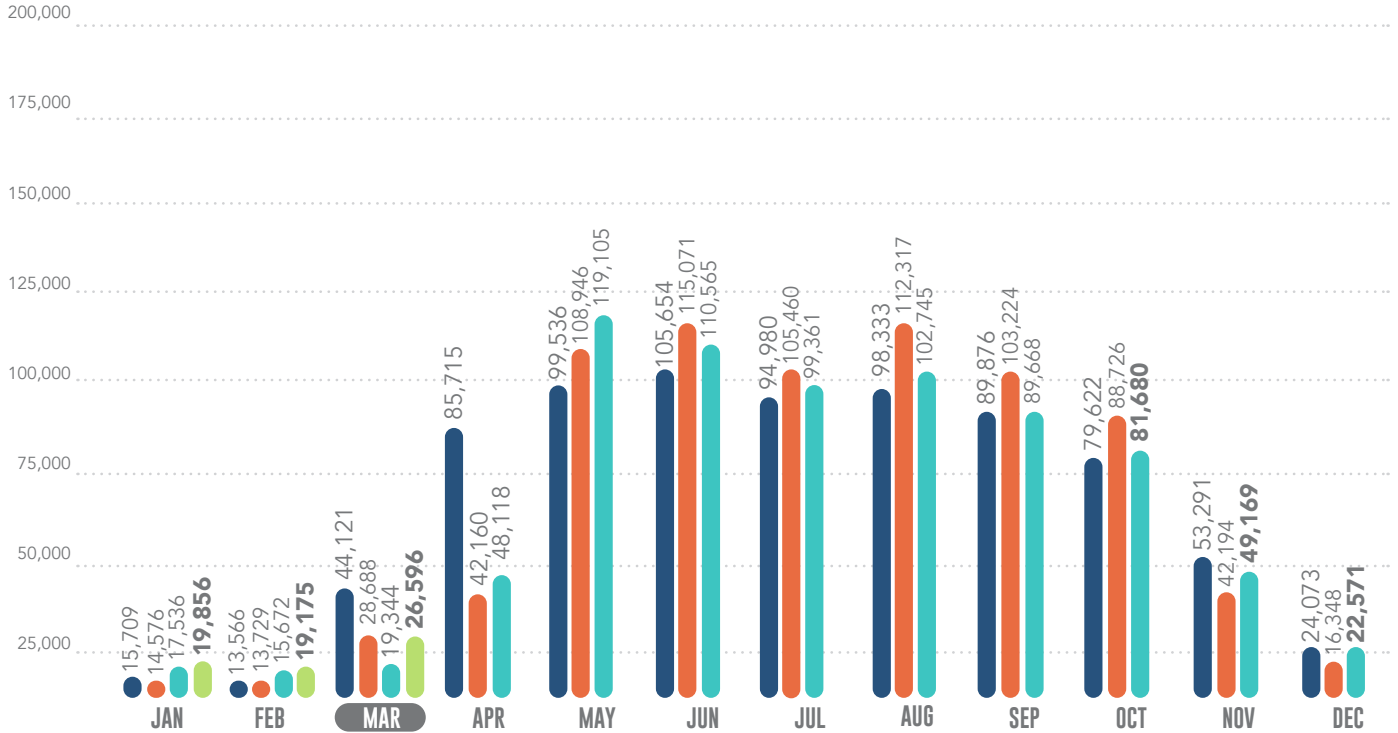


DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

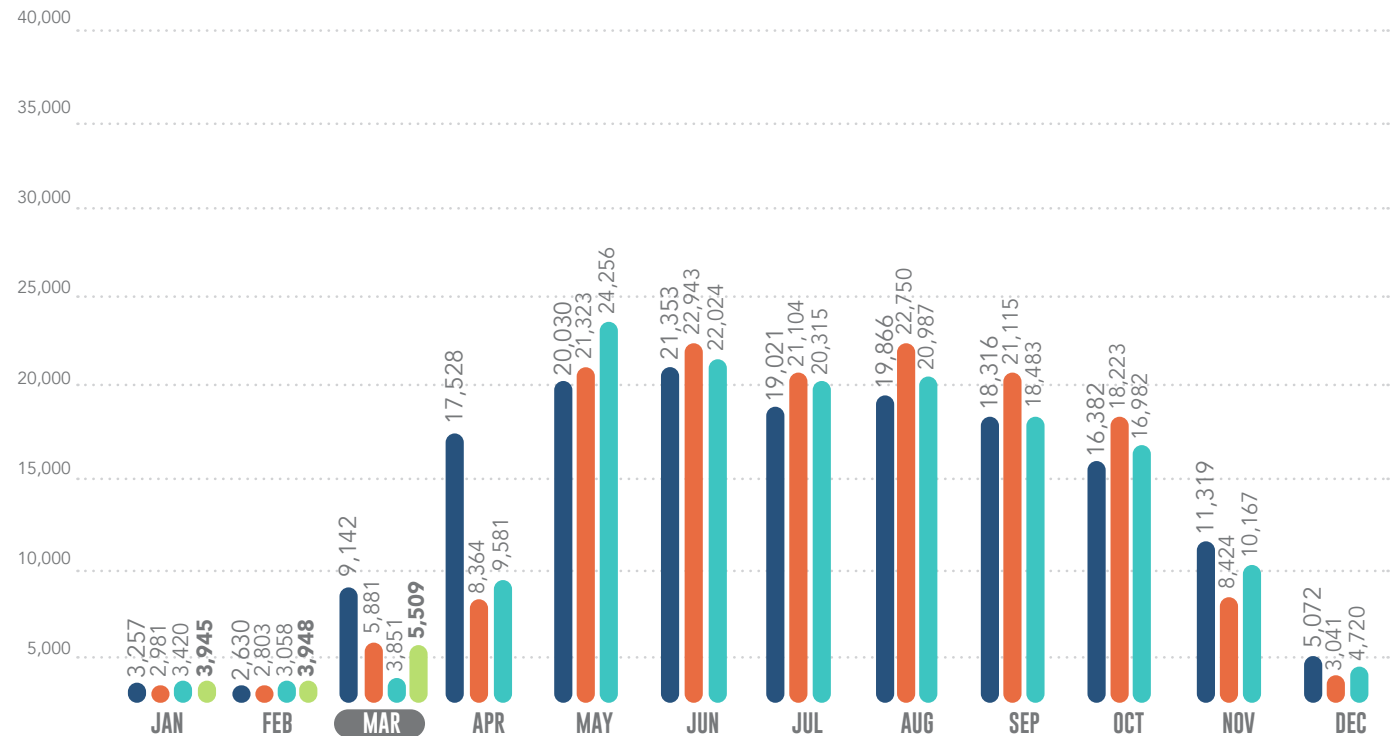
CHARGEABLE OUTBOUND TICKETS

2021 2022 2023 2024



INCOMING TICKETS

2021 2022 2023 2024



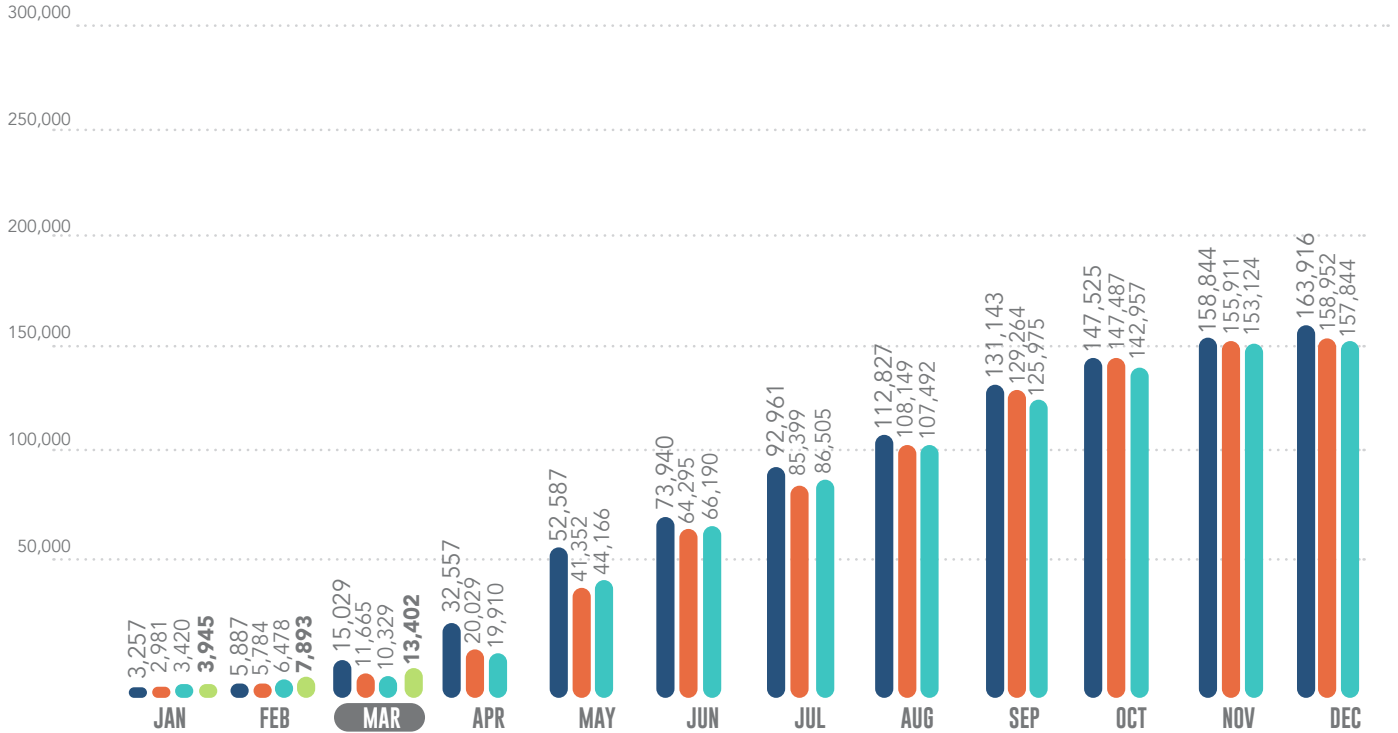


DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

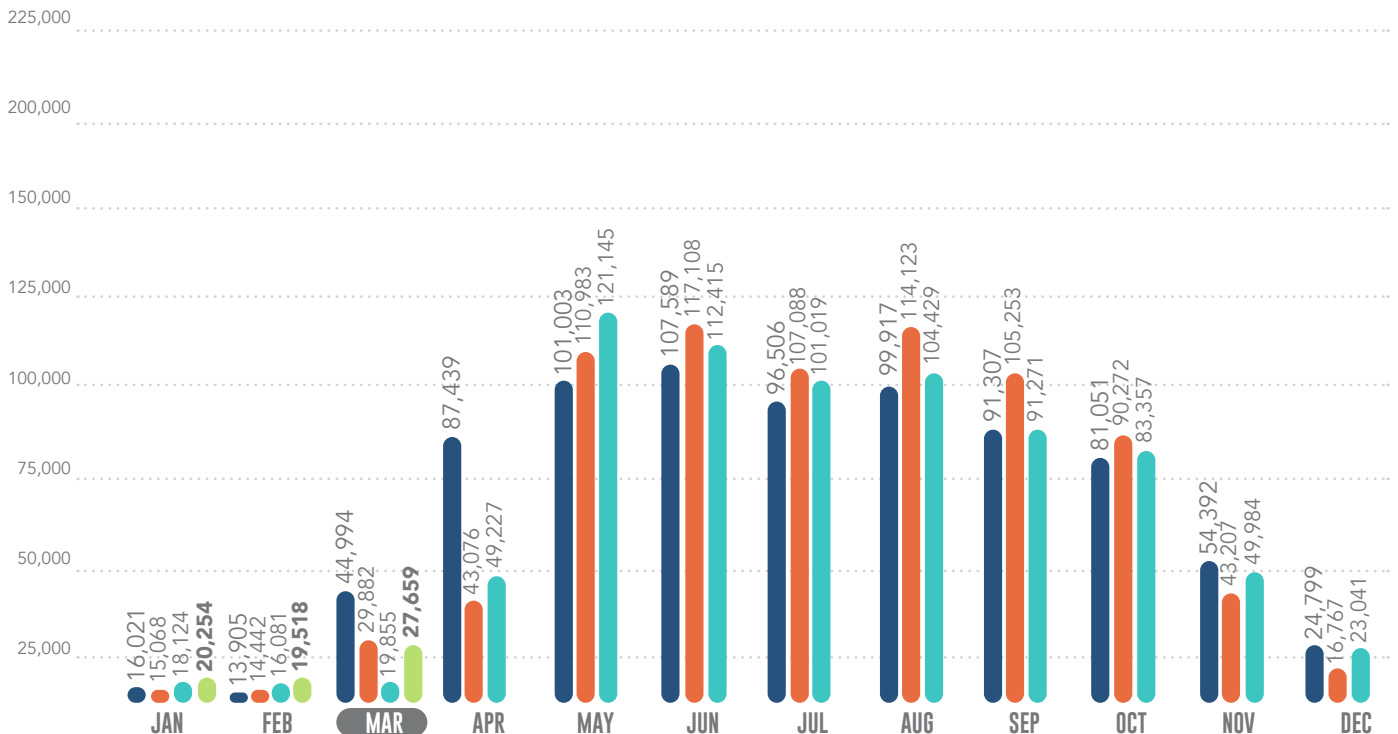
INCOMING TICKETS Y-T-D

2021 2022 2023 2024



OUTGOING MESSAGES

2021 2022 2023 2024



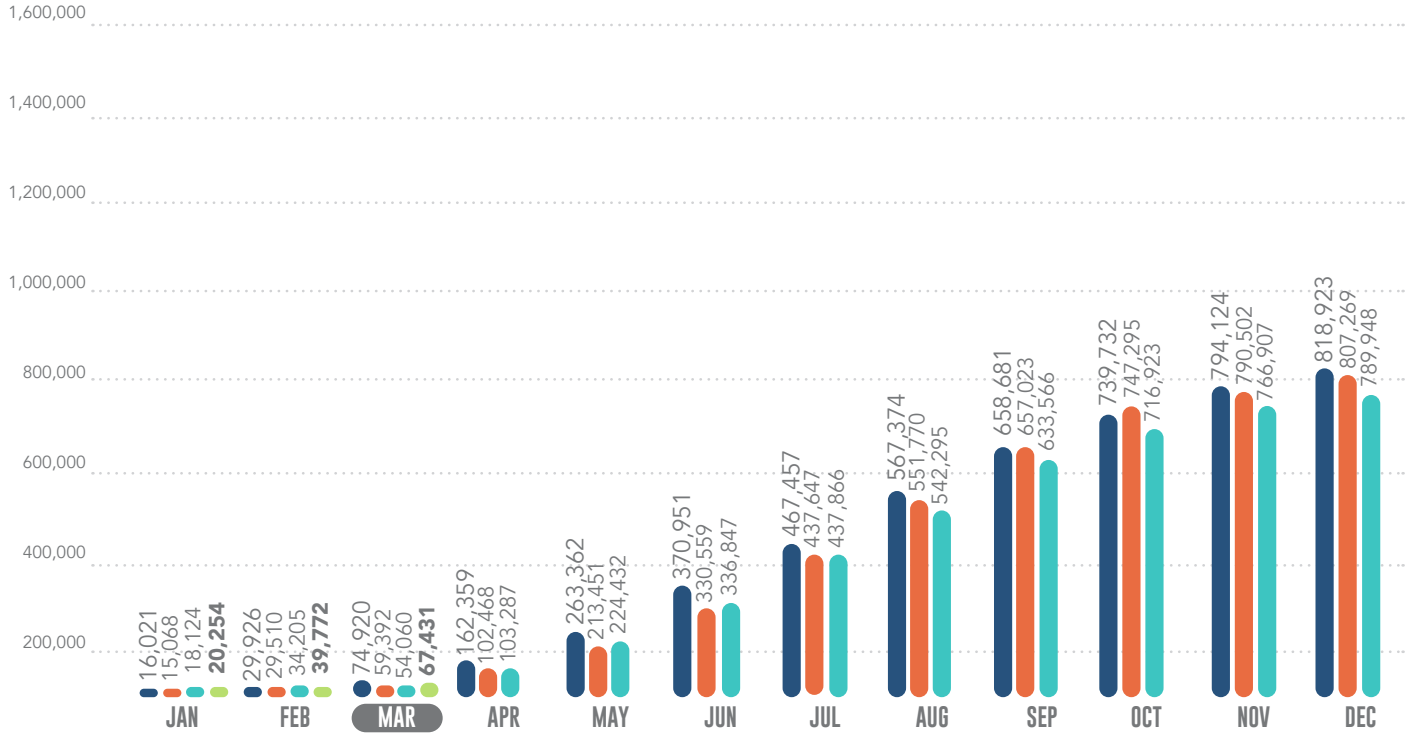


DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

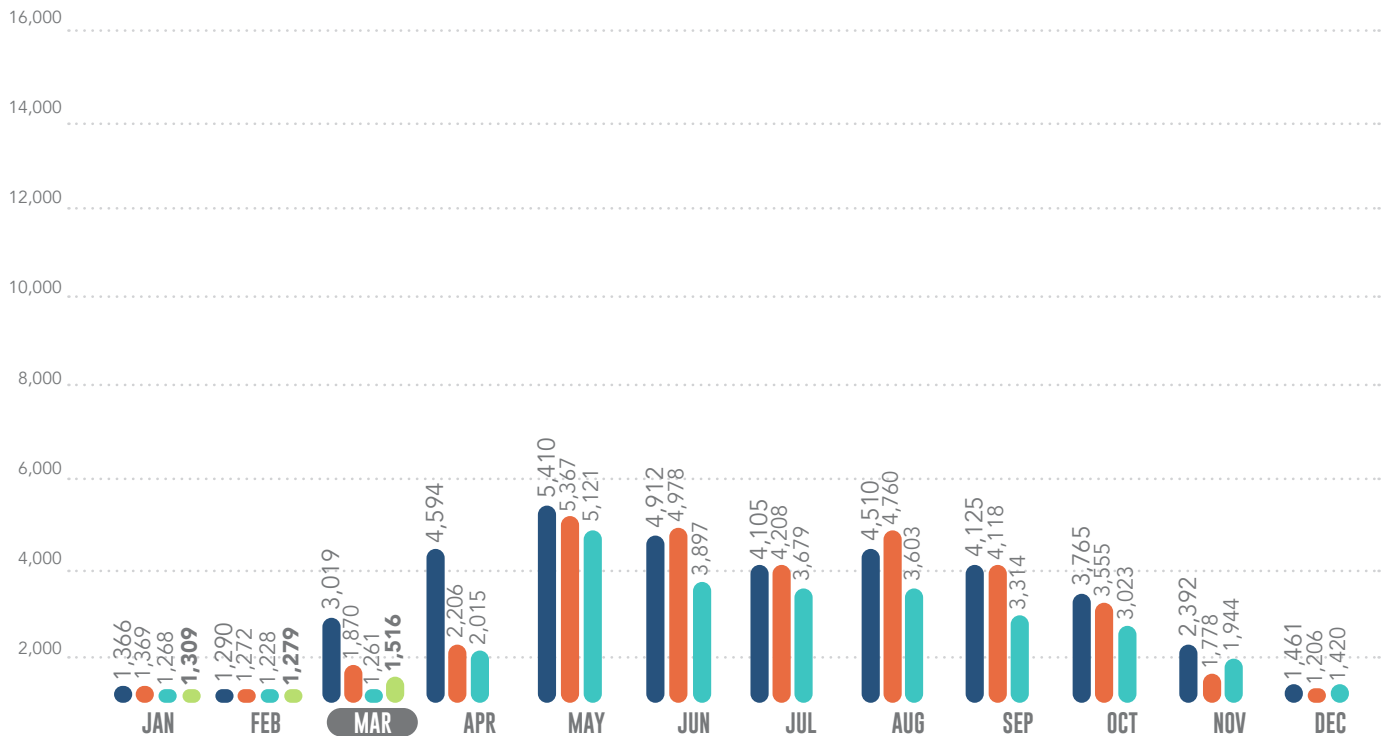
OUTGOING TICKETS Y-T-D

2021 2022 2023 2024



INCOMING CALLS

2021 2022 2023 2024



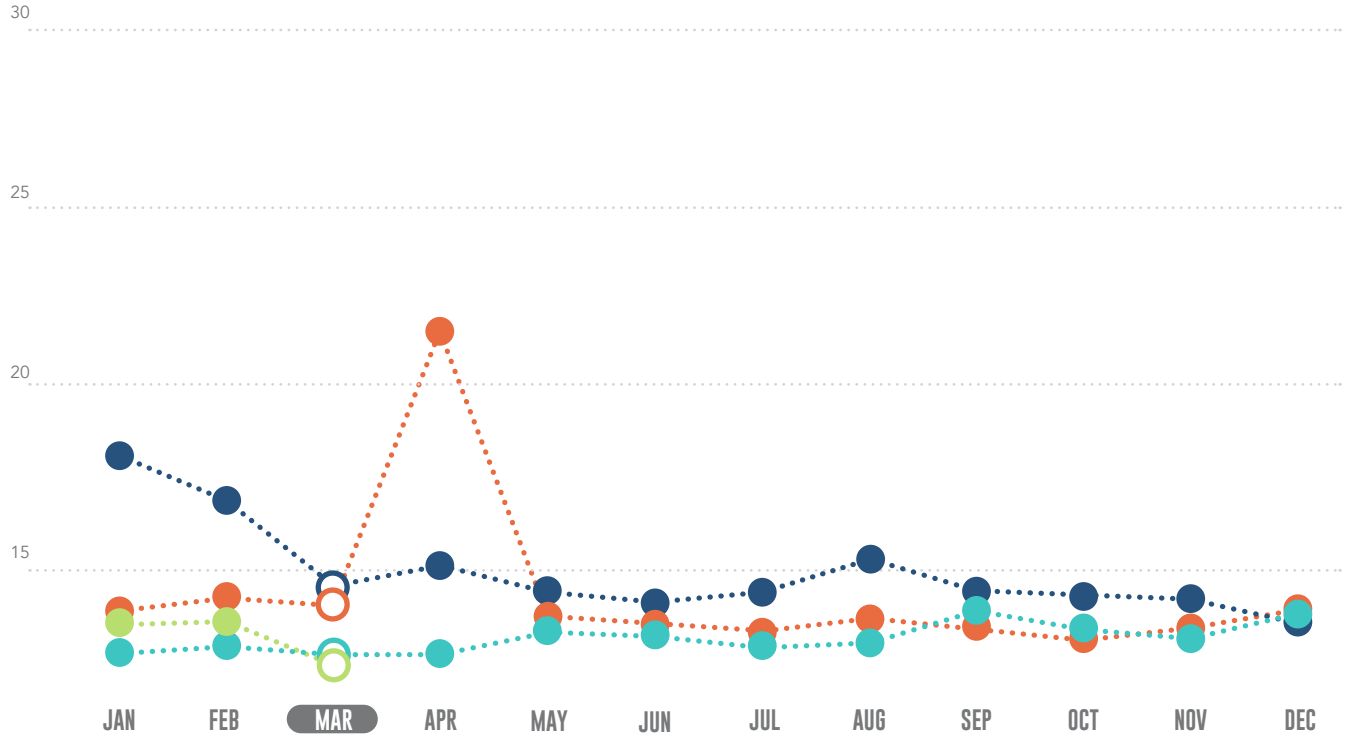


DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OPERATOR CALL VOLUMES

2021 2022 2023 2024

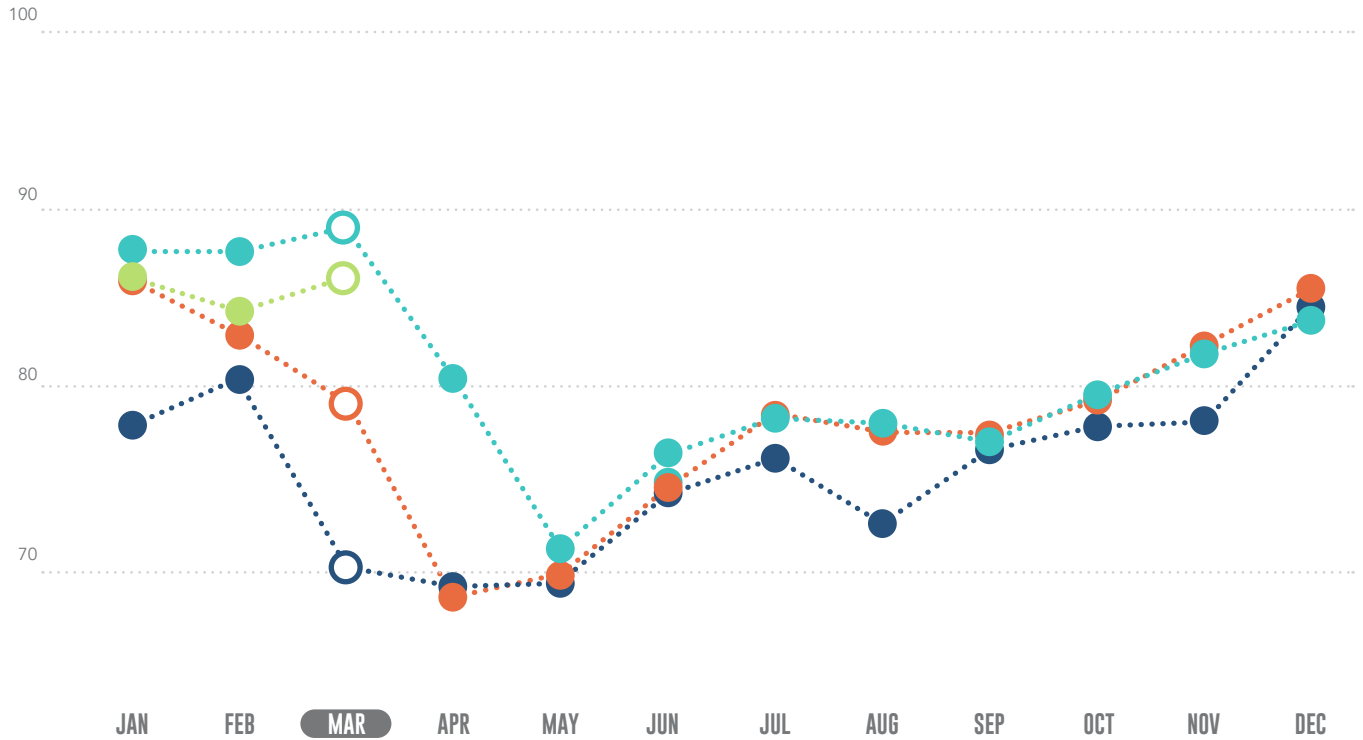


2021 2022 2023 2024

	2021	2022	2023	2024
JAN	17.96	12.75	9.91	11.69
FEB	16.46	13.81	10.01	11.35
MAR	14.12	12.80	9.82	8.71
APR	15.19	22.78	9.70	
MAY	14.18	12.80	11.90	
JUN	13.58	12.21	11.10	
JUL	14.64	12.12	11.79	
AUG	15.97	13.21	11.98	
SEP	14.21	12.89	13.89	
OCT	13.22	10.99	11.91	
NOV	12.85	11.56	11.27	
DEC	11.65	12.17	11.84	

EXCAVATOR CALL VOLUMES

2021 2022 2023 2024



	2021	2022	2023	2024
JAN	78.81	86.38	89.01	86.74
FEB	80.87	83.73	88.59	84.80
MAR	70.32	79.17	89.20	86.39
APR	68.63	67.99	80.03	
MAY	68.90	69.78	71.47	
JUN	74.03	74.68	76.53	
JUL	75.87	78.14	78.07	
AUG	73.70	76.81	77.95	
SEP	74.34	76.65	76.29	
OCT	76.76	79.21	79.58	
NOV	80.60	83.76	83.02	
DEC	85.51	86.75	84.36	

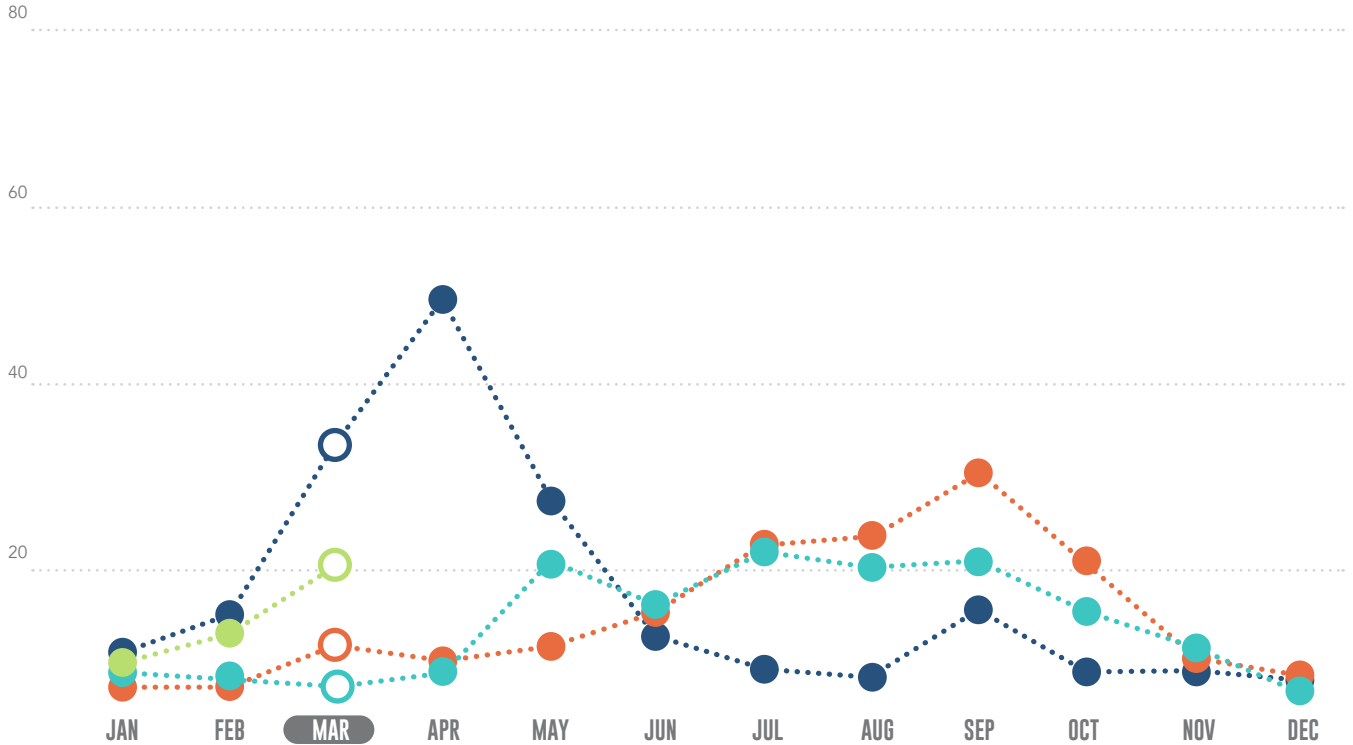


DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE HOLD TIME

2021 2022 2023 2024



2021 2022 2023 2024

	2021	2022	2023	2024
JAN	12	2	6	10
FEB	15	4	7	12
MAR	33	13	13	21
APR	50	11	10	
MAY	28	13	21	
JUN	15	17	18	
JUL	9	23	22	
AUG	8	25	20	
SEP	14	29	21	
OCT	9	21	16	
NOV	9	11	12	
DEC	6	7	4	

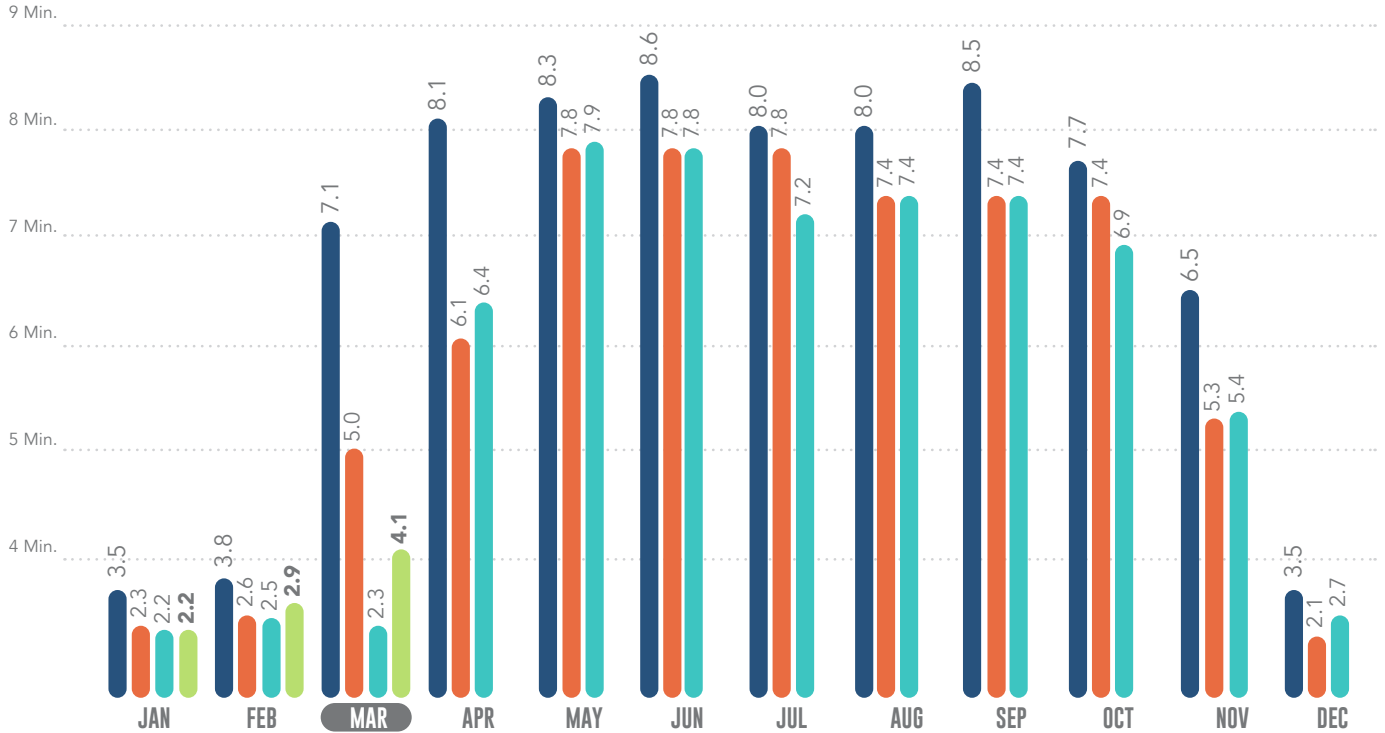


DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE CALL DURATION

2021 2022 2023 2024



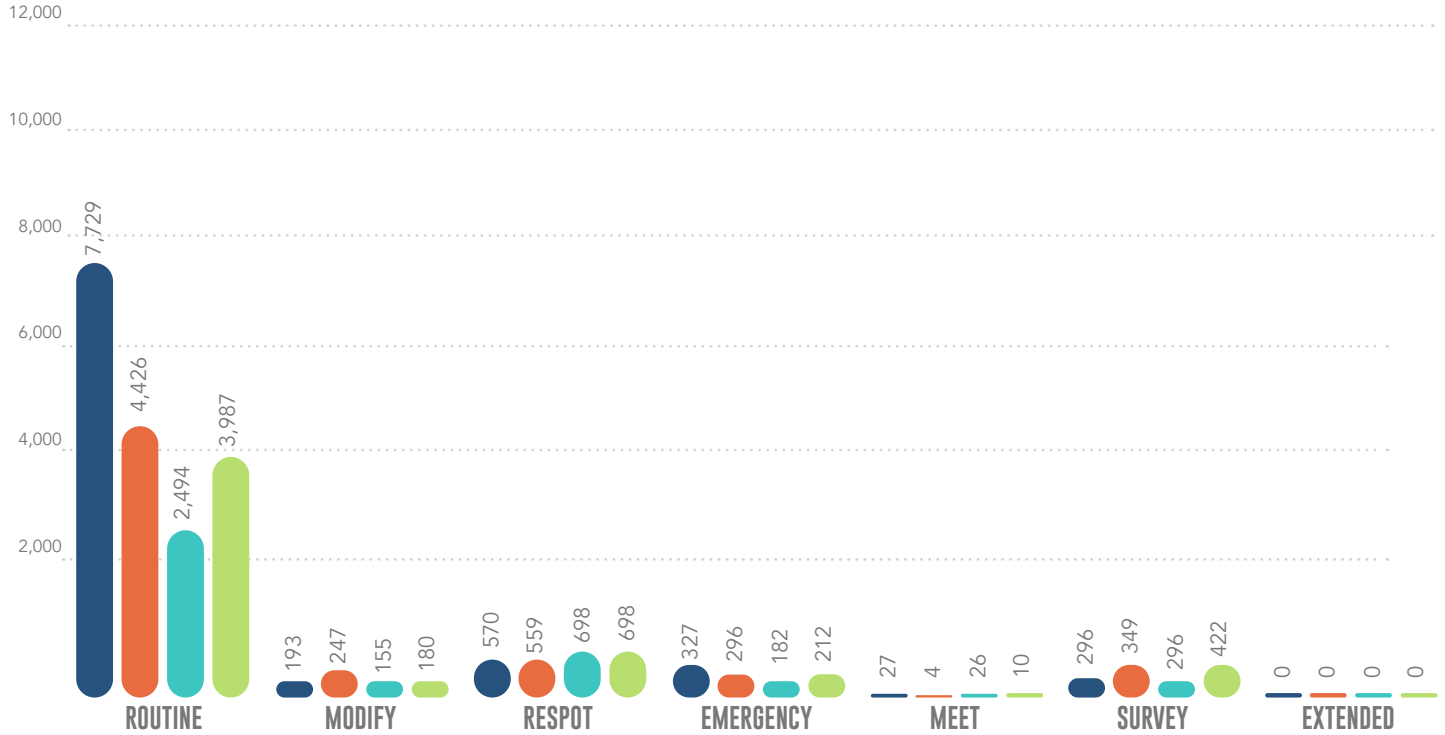


DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

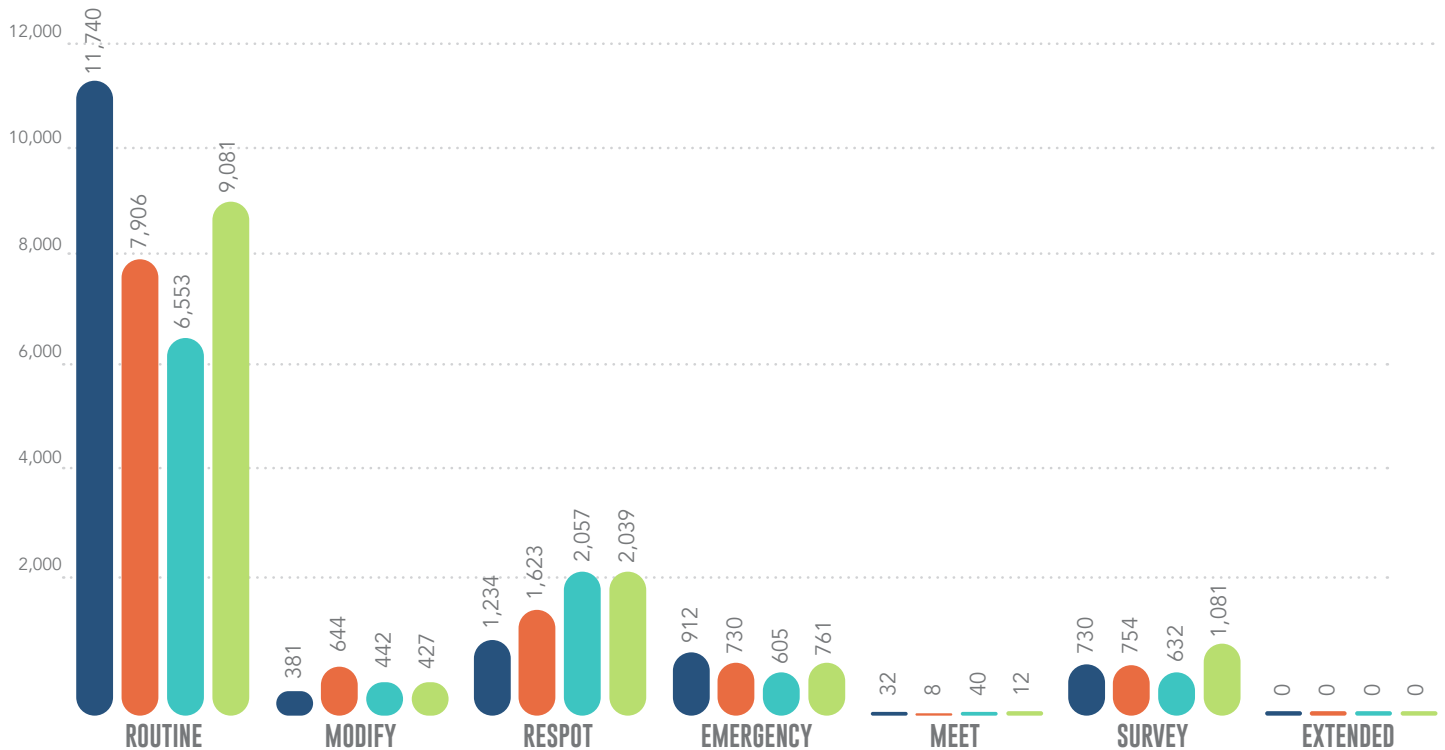
INCOMING TICKET TYPES MAR

2021 2022 2023 2024



INCOMING TICKETS TYPES MAR Y-T-D

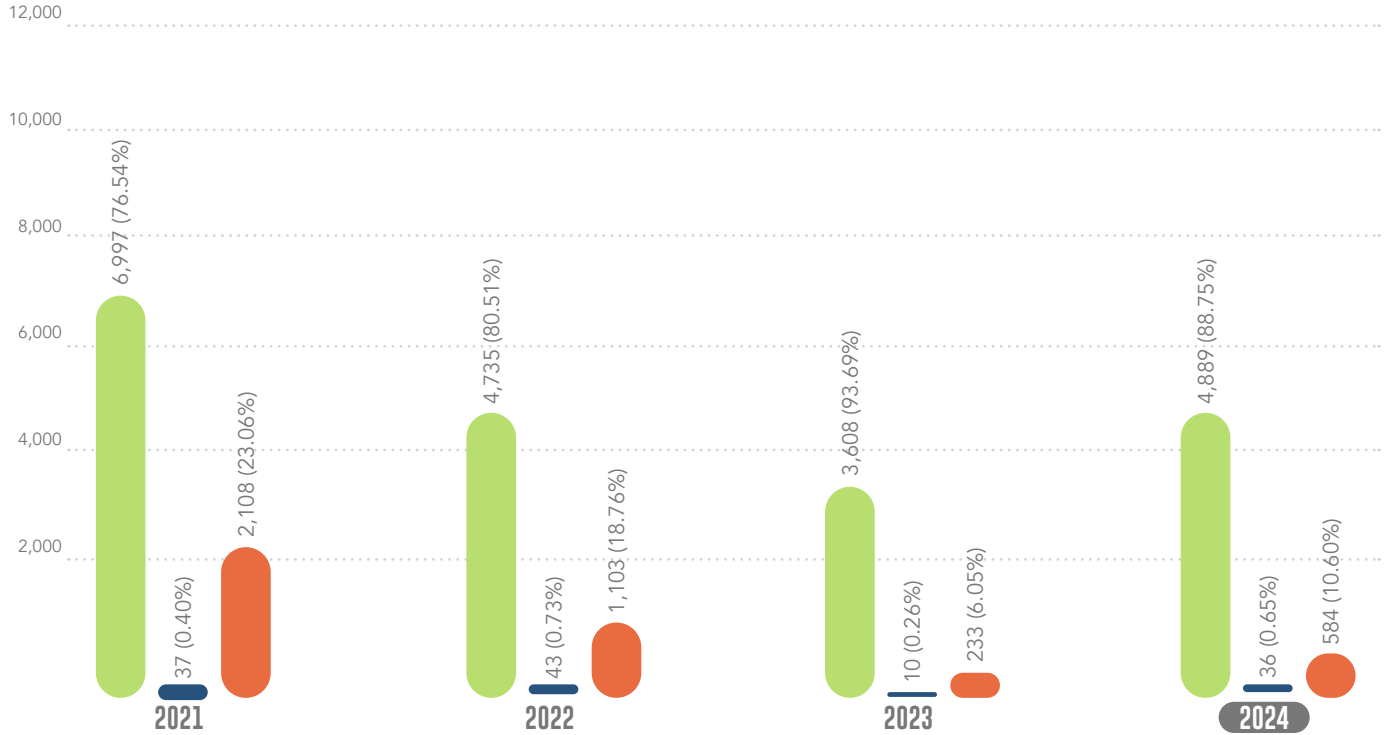
2021 2022 2023 2024



RECEIPT METHODS MAR

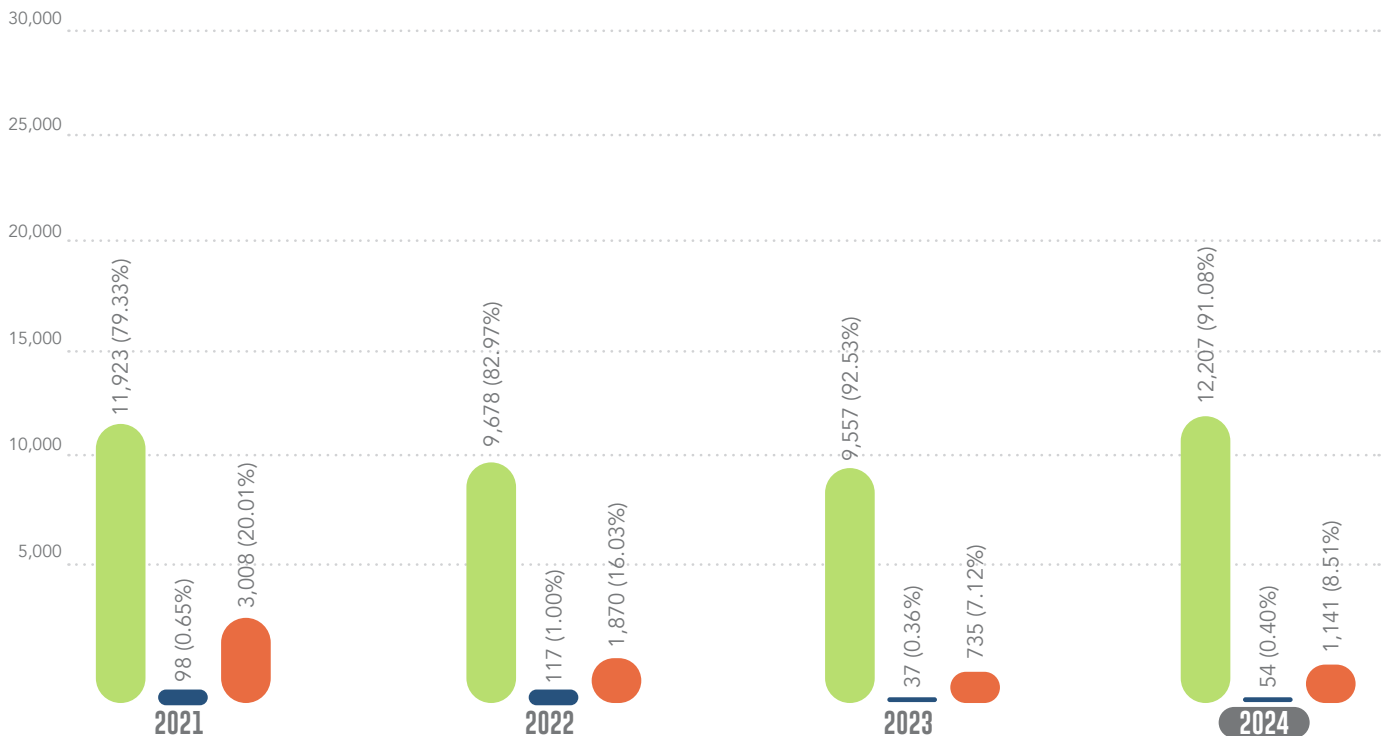
ITIC IVR OPERATOR

ITIC Mobile = 0



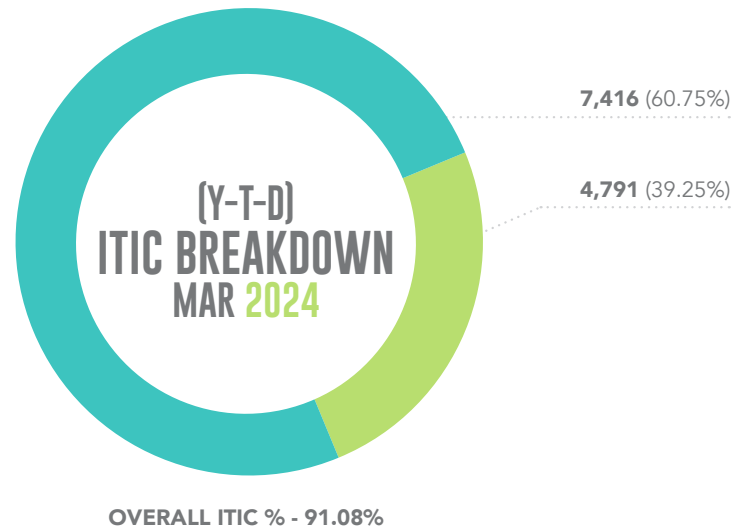
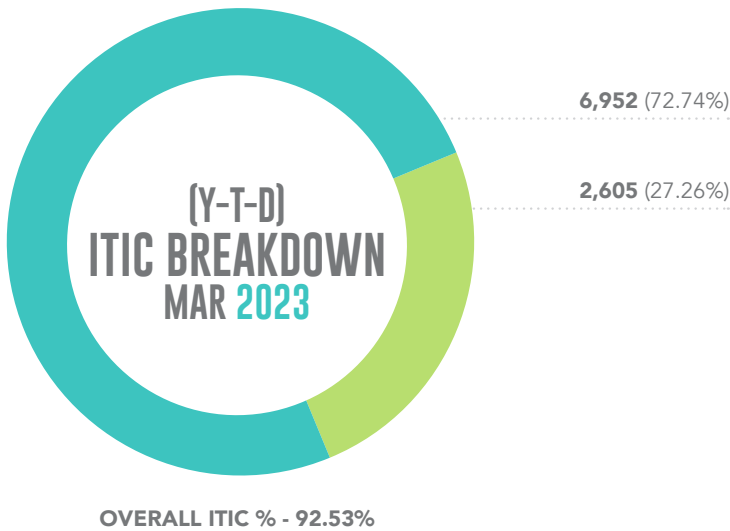
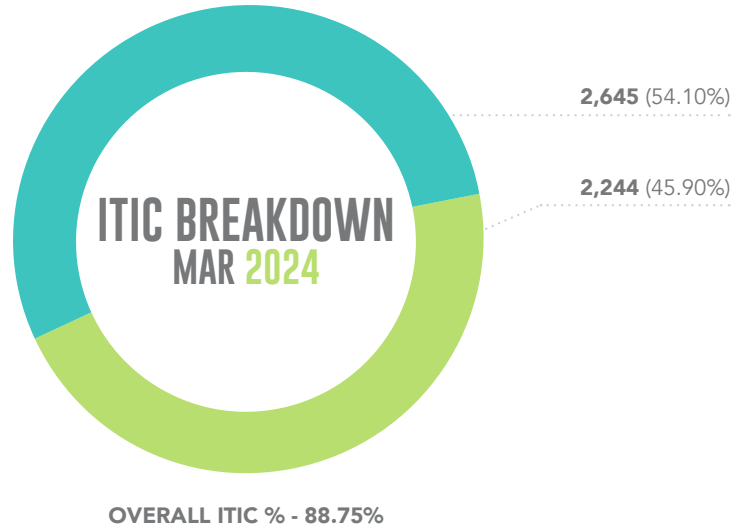
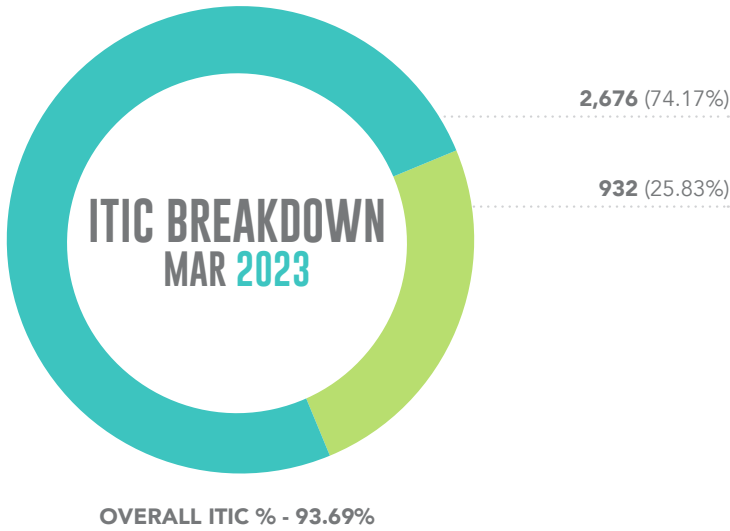
RECEIPT METHODS MAR Y-T-D

ITIC IVR OPERATOR

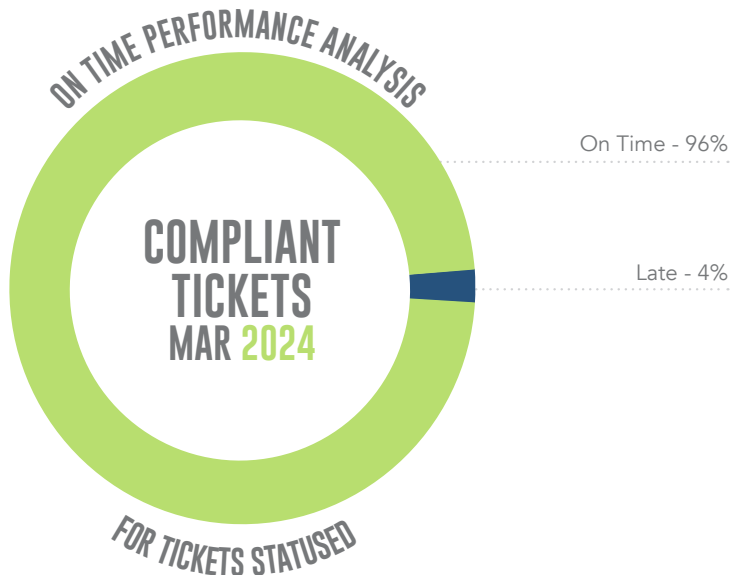
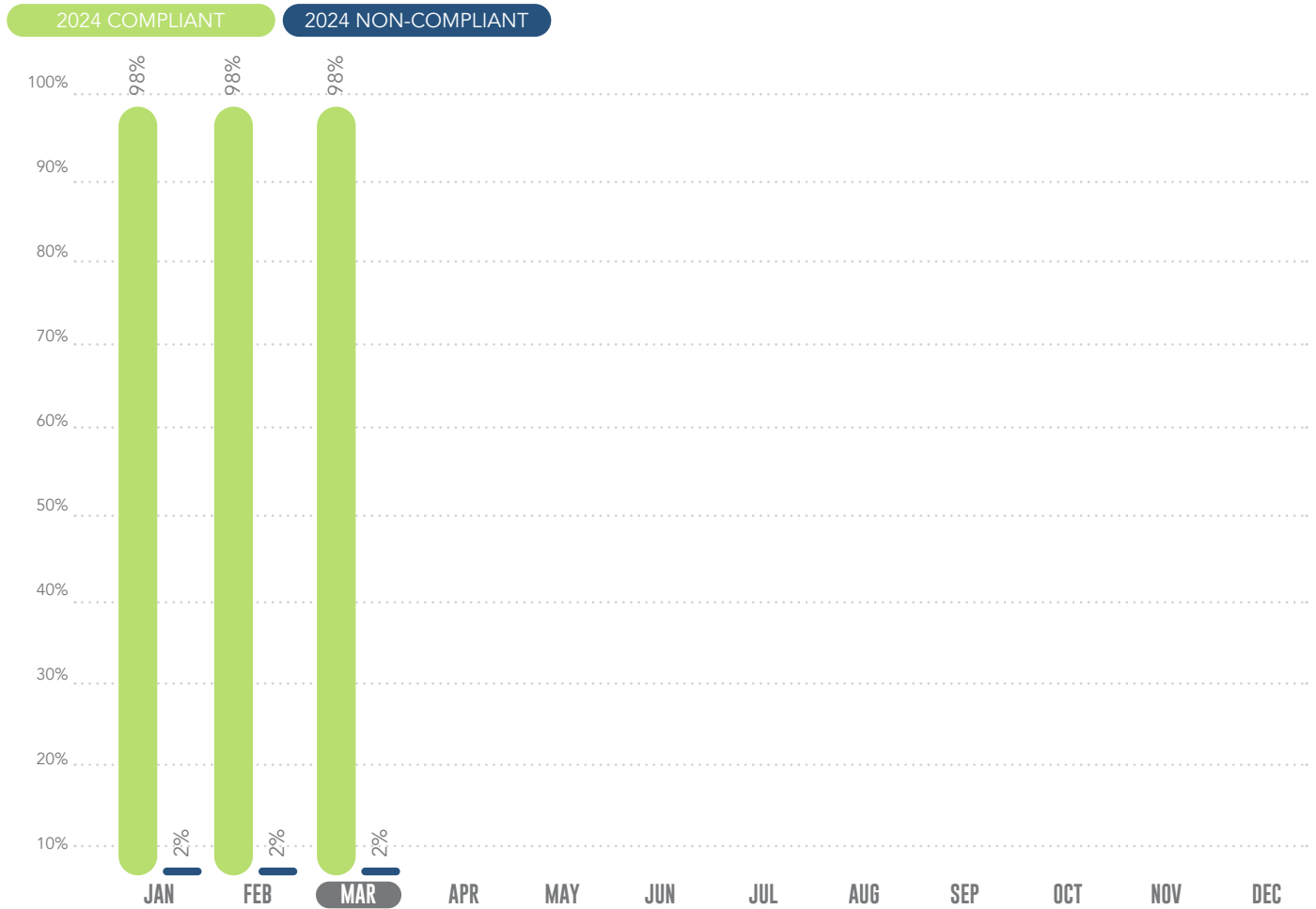


IN REVIEW

DIRECT RELEASE



POSITIVE RESPONSE COMPLIANCE





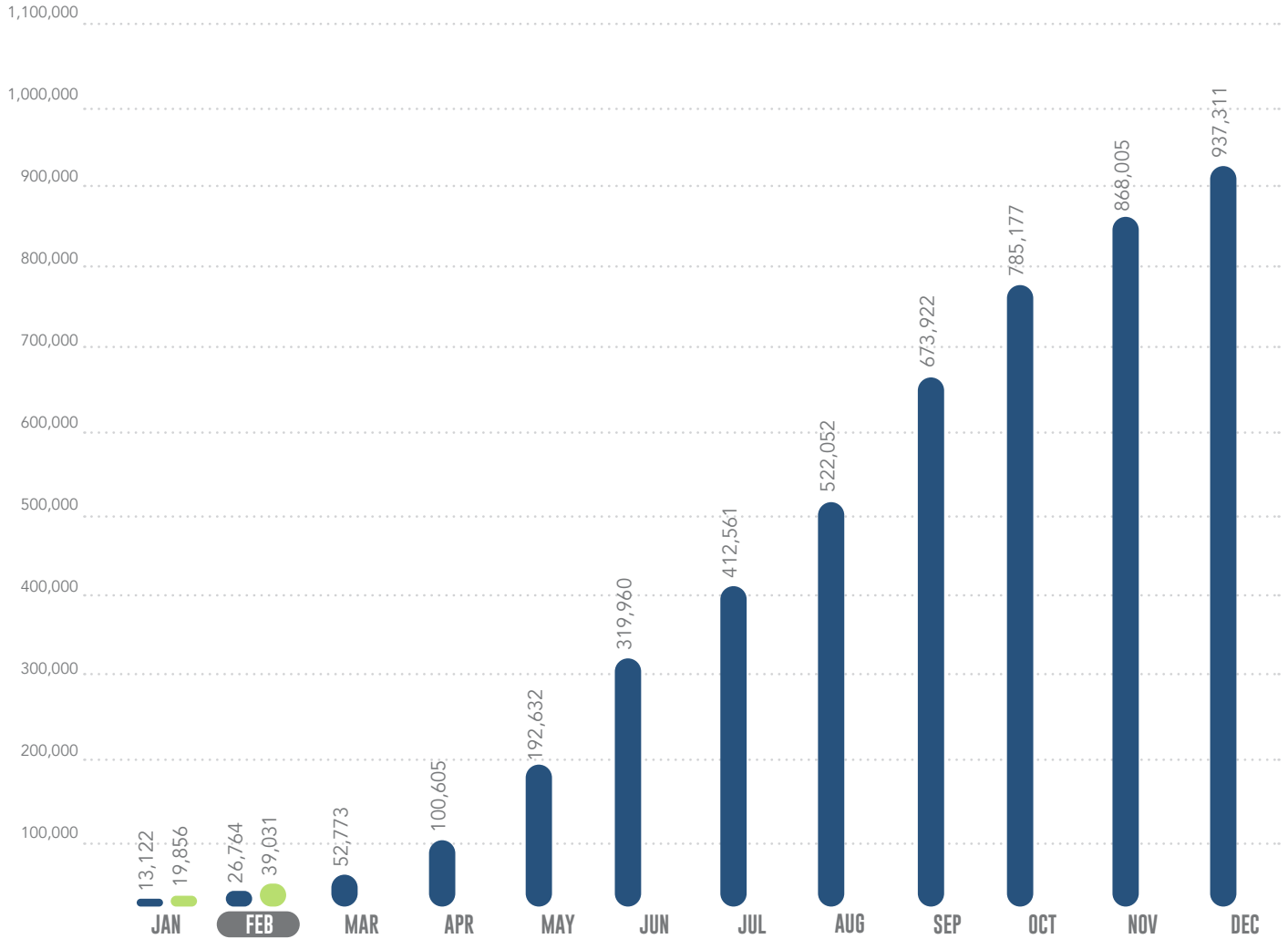
DASHBOARD REPORT - MARCH 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

BASE YEAR (2011) CUMULATIVE YTD TICKETS vs CURRENT YEAR (2024) CUMULATIVE YTD TICKETS

2011

2024



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



CREATIVE HOURS - 4TH QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	27:30
NDOC Social Media	15:45
NDOC Website Changes	2:30
Subtotal	45:45:00
Management Review (+15%)	6:51:45
Grand Total with Review	52:36:45

CREATIVE HOURS - 2023

