


## Image captures of the Excel Document (Weekly Call Summary)

	B	C	D	E	F	G	H	I
	 Day	Date	Combined # Calls By Day	Store Repair Support Calls	Store Operations Support Calls	Fleet Support Calls	Contact Center Calls	After Hours Calls
	Monday	2/23	507	293	15	155	28	16
	Tuesday	2/24	554	376	13	124	34	7
	Wednesday	2/25	533	348	19	111	36	19
	Thursday	2/26	544	271	33	190	34	16
	Friday	2/27	424	282	12	94	24	12
	Saturday	2/28	70				26	44
	Sunday	3/1	63				40	23
	<b>Totals</b>		<b>2695</b>	<b>1570</b>	<b>92</b>	<b>674</b>	<b>222</b>	<b>137</b>
	Monday	3/2	494	288	16	145	30	15
	Tuesday	3/3	474	302	7	134	18	13
	Wednesday	3/4	403	184	19	161	20	19
	Thursday	3/5	449	279	16	89	32	33
	Friday	3/6	455	286	12	129	16	12
	Saturday	3/7	48				36	12
	Sunday	3/8	44				22	22
	<b>Totals</b>		<b>2367</b>	<b>1339</b>	<b>70</b>	<b>658</b>	<b>174</b>	<b>126</b>
	Monday	3/9	505	274	22	157	28	24
	Tuesday	3/10	466	263	11	151	26	15
	Wednesday	3/11	448	262	15	139	14	18
	Thursday	3/12	396	232	33	111	16	4
	Friday	3/13	385	191	6	162	16	10
	Saturday	3/14	101				60	41
	Sunday	3/15	69				46	23
	<b>Totals</b>		<b>2370</b>	<b>1222</b>	<b>87</b>	<b>720</b>	<b>206</b>	<b>135</b>
	Monday	3/16	486	278	24	137	28	19
	Tuesday	3/17	511	226	15	187	50	33
	Wednesday	3/18	421	223	18	136	32	12
	Thursday	3/19	438	262	4	138	22	12
	Friday	3/20	378	209	10	99	38	22
	Saturday	3/21	41				18	23
	Sunday	3/22	42				28	14
	<b>Totals</b>		<b>2317</b>	<b>1198</b>	<b>71</b>	<b>697</b>	<b>216</b>	<b>135</b>

## Image captures of the Excel Document (CC Calls – Pivot Tables)

Types of asset calls broken down by Support group	
Row Labels	Count of Resolution Description
<b>Fleet Support</b>	<b>224</b>
Forklifts	72
Store Delivery Vehicles	30
Trailers	12
Vendor Inquiry	38
Wrong Phone Number	72
<b>Store Operations Support</b>	<b>204</b>
Irrigation Systems	40
Parking Lot Sweeping	40
Snow Removal	12
Vendor Inquiry	56
Wrong Phone Number	56
<b>Store Repair Support</b>	<b>390</b>
Billing Inquiries	2
Building Mechanical	116
Building Structure	4
Parking Lot	20
Site Components	58
Vendor Inquiry	64
Wrong Phone Number	126
<b>Grand Total</b>	<b>818</b>

Types of Contact Center resolution broken down by Support group	
Row Labels	Count of Resolution Description
<b>Fleet Support</b>	<b>224</b>
Incomplete Call (No Response)	4
Resolved 1st Level Support	68
Resolved with 2nd Level Support Assistar	20
Transferred Call	68
Transferred to 2nd Level Support	64
<b>Store Operations Support</b>	<b>204</b>
Resolved 1st Level Support	52
Resolved with 2nd Level Support Assistar	26
Transferred Call	56
Transferred to 2nd Level Support	70
<b>Store Repair Support</b>	<b>390</b>
Incomplete Call (No Response)	46
Resolved 1st Level Support	100
Resolved with 2nd Level Support Assistar	6
Transferred Call	80
Transferred to 2nd Level Support	158
<b>Grand Total</b>	<b>818</b>

Types of Contact Center resolutions	
Row Labels	Count
Incomplete Call (No Response)	50
Resolved 1st Level Support	220
Resolved with 2nd Level Support Assistance	52
Transferred Call	204
Transferred to 2nd Level Support	292
<b>Grand Total</b>	<b>818</b>

Types of sub-asset calls broken down by asset	
Row Labels	Count of Call Type - Sub-Asset
▢ Billing Inquiries	2
Invoice	2
▢ Building Mechanical	116
Fire System	14
HVAC	78
Lighting	24
▢ Building Structure	4
Floor Slab	2
Walls	2
▢ Forklifts	72
Battery	28
Propane	30
Service	14
▢ Irrigation Systems	40
Greenhouse	18
Landscape	22
▢ Parking Lot	20
Bollards	6
Concrete	14
▢ Parking Lot Sweeping	40
Service Needed	28
Service Past Due	12
▢ Site Components	58
Fences	22
Parking Lot Lights	36
▢ Snow Removal	12
Snow	12
▢ Store Delivery Vehicles	30
Appliance	14
Building Materials	16
▢ Trailers	12
Pallet Trailer	8
Recycling Trailer	4
▢ Vendor Inquiry	158
Technician On Site	88
Work Order Cancelled	30
Work Order Question	40
▢ Wrong Phone Number	254
For Fleet Support	36
For Store Operations Support	46
For Store Repair Support	30
Other	142
<b>Grand Total</b>	<b>818</b>

Image captures of the Excel Document (CC Calls – Pivot Tables)

Number of calls answered by each Agent	
Row Labels	Count of Agent
Agent 1	198
Agent 2	116
Agent 3	160
Agent 4	98
Agent 5	174
Agent 6	72
<b>Grand Total</b>	<b>818</b>

Number of calls received by each District	
Row Labels	Count of District
100	78
200	108
300	86
400	92
500	124
600	272
700	58
<b>Grand Total</b>	<b>818</b>

Number of calls for each Support group answered by the Contact Center	
Row Labels	Count of Incoming Call For
Fleet Support	224
Store Operations Support	204
Store Repair Support	390
<b>Grand Total</b>	<b>818</b>

Number of calls received by each State	
Row Labels	Count of Store
NC	38
SC	26
GA	36
KY	20
TN	30
VA	80
MD	22
DE	34
NJ	32
PA	38
CT	8
MA	24
NH	28
VT	58
ME	14
WI	208
IN	64
FL	58
<b>Grand Total</b>	<b>818</b>