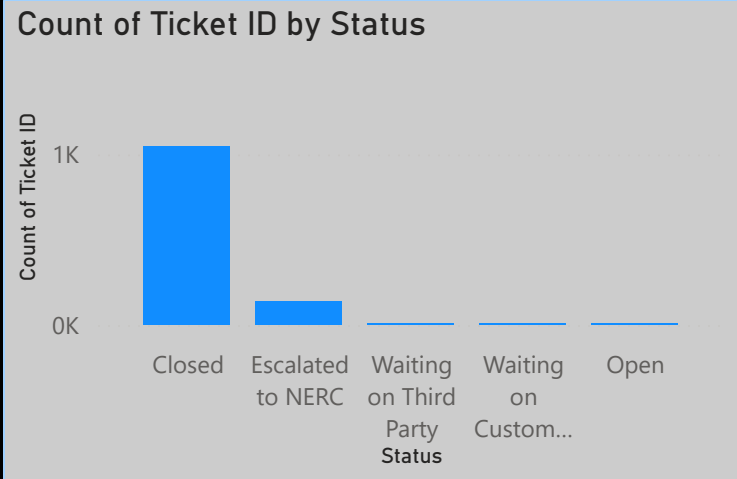
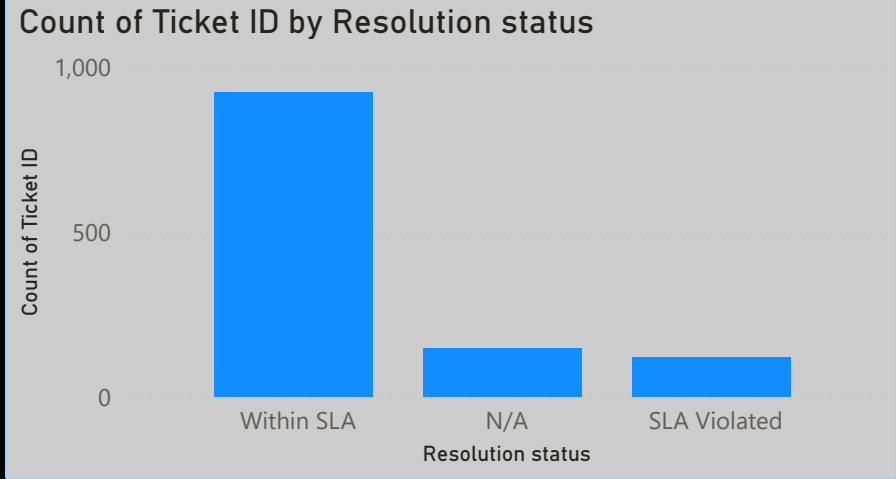
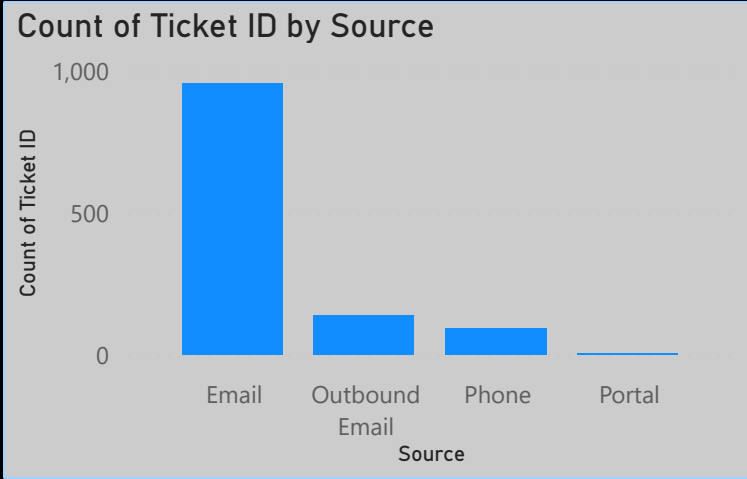




Date Range

All

# NERC Reports



Type	Email	Outbound Email	Phone	Portal	Total
Caller Abandoned			23		23
Complaint	461	138	37	1	637
Dead Air			4		4
Disconnected Call			3		3
Enquiry	2		1		3
Feedback	4				4
Irrelevant	82	1	11		94
Merged	408		15		423
Total	957	139	94	1	1191

Source	Closed	Escalated to NERC	Open	Waiting on Customer	Waiting on Third Party	Total
+ Email	819	129	1	2		6
- Outbound Email	139					
No Agent	1					
OG200147	63					
OG210510	71					
OG220348	4					
+ Phone	84	9		1		
+ Portal	1					
Total	1043	138	1	3		6

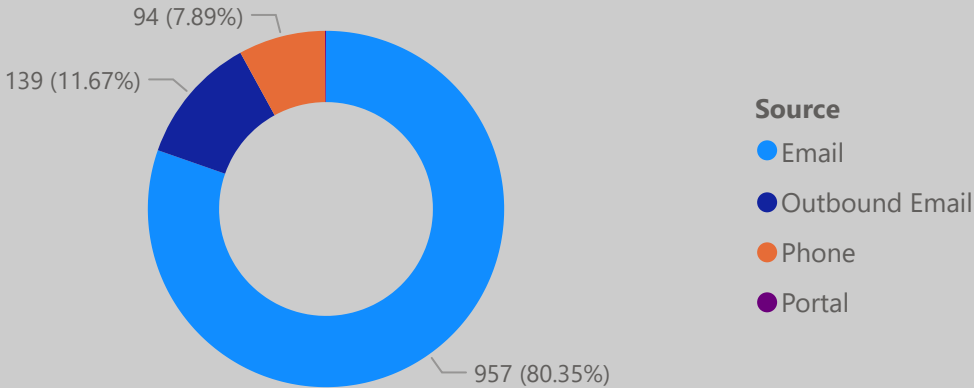





Date Range

All

Source	N/A	SLA Violated	Within SLA	Total
+ Email	138	109	710	957
+ Outbound Email		1	138	139
- Phone	10	11	73	94
No Agent	1			1
OG200147	4	3		7
OG210131			1	1
OG210510	3	1	5	9
OG220348	2			2
OG230310			1	1
OG231542		1		1
OG232423			1	1
Total	148	121	922	1191

Count of Ticket ID by Source




Source	Closed	Escalated to NERC	Open	Waiting on Customer	Waiting on Third Party	Total
 Email	819	129	1	2	6	957
 Outbound Email	139					139
 Phone	84	9		1		94
No Agent				1		1
OG200147	3	4				7
OG210131	1					1
OG210510	6	3				9
OG220348		2				2
OG230310	1					1
OG231542	1					1
OG232423	1					1
OG232523	1					1
OG232623	5					5
OG232923	2					2
OG233123	1					1
Total	1043	138	1	3	6	1191



Date Range

All

Source	Closed	Escalated to NERC	Open	Waiting on Customer	Waiting on Third Party	Total
+ Email	819	129	1	2	6	957
+ Outbound Email	139					139
- Phone	84	9		1		94
No Agent				1		1
OG200147	3	4				7
OG210131	1					1
OG210510	6	3				9
OG220348		2				2
OG230310	1					1
OG231542	1					1
OG232423	1					1
OG232523	1					1
OG232623	5					5
OG232923	2					2
OG233123	1					1
OG233223	6					6
OG233323	3					3
OG233423	7					7
OG233623	10					10
OG233723	6					6
OG233923	3					3
OG234023	1					1
OG234123	2					2
OG234223	4					4
OG234623	2					2
OG234723	5					5
OG234823	9					9
OG235123	4					4
+ Portal	1					1
Total	1043	138	1	3	6	1191

Source	Closed	Escalated to NERC	Open	Waiting on Customer	Waiting on Third Party	Total
 Email	819	129	1	2	6	957
 Outbound Email	139					139
 Phone	84	9		1		94
No Agent				1		1
OG200147	3	4				7
OG210131	1					1
OG210510	6	3				9
OG220348		2				2
OG230310	1					1
OG231542	1					1
OG232423	1					1
OG232523	1					1
OG232623	5					5
OG232923	2					2
OG233123	1					1
OG233223	6					6
OG233323	3					3
OG233423	7					7
OG233623	10					10
OG233723	6					6
OG233923	3					3
OG234023	1					1
OG234123	2					2
OG234223	4					4
OG234623	2					2
OG234723	5					5
OG234823	9					9
OG235123	4					4
 Portal	1					1
<b>Total</b>	<b>1043</b>	<b>138</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>1191</b>