

- India through 18 Jan
- Time zone LPTC = 00:00

• **Weeks 10 to 11**



Viewpoint Selection			
Case Grid on Parameter	Date Granularity	UTC Offset	Viewpoint
Cases Closed	YYYY	UTC+00:00	Employee - Name

Cases Closed KPI Table \*\*\*

■ Industriemanager/Zeitspieler
 ■ Ökologischer Denker
 ■ Erneuerbare Energie

■ Ökonomie
 ■ Politische Ökonomie
 ■ Umweltökologie

■ Volkswirtschaft
 ■ Jenseits der Politik
 ■ Umweltökologie

Cases Closed Trend  
Viewing Cases Closed separated by Employee Name by WDEI

Case Average Handle Time Trend \*\*\*  
Viewing Case Average Handle Time reported by Employee Name by WEEK

Case Closure Service Level Average Trend \*\*\*  
Viewing Case Closure Service Level Average reported by Employee Name by WEEK

*Average Case Age Trend*