Lodging Salesforce Case Work | Cases Closed KPIs

• KPIs related to work completed in Lodging Salesforce •

• Data through **13 Jun**
• Time zone **UTC+00:00**
• Week/**Mon** to **Sun**

Currently viewing data for :
• **Cases Closed** • **TPSP Hotel Partner** Line(s) of Business • **All** Case Type(s) • **All** Work Function(s)
• by **WEEK** with data from **2025-05-19** to **2025-06-13**

Filters

Date (Relative)	Date (Range)	Line of Business	Case Type	Work Function	Work Tier
6/12/2025 to 6/12/2025	2025-05-19 to 2025-06-30 and Null values	TPSP Hotel Partner	All	All	All

Show Case Filters	Show Employee Filters	Show SLFM Filters	Show Account Filters	Show Booking Filters	Show Connectivity Filters	Show Sales Chase Filters
Show	Show	Hide	Hide	Hide	Hide	Hide

Case Filters

Case Category: All	Case Channel: All	Case Language: German	Case Origin (group): All	Case Origin: All	Case Queue Name: All
Case Record Type: All	Case Resolution Category: All	Case Status: All	Channel Group: All	Collaborate Used: All	Cross Support Line of Business: All
Has Child Cases: All	Has Incoming Email: All	Has Outgoing Email: All	High Impact Event: All	Legal Inquiry: All	Direct Level Indicator: All
Primary Category: All	Request Category: All	Request Count: All values	Resolution Outcome: All	Resolution Sub Category: All	Resolution Type: All
Secondary Category: All	SF Initiative: Null	Standard Exclusions: Reportable Case			

Employee Filters

Agent Name: All	Agent Super Region: EMEA	Agent Title: Null	B1Table Group: LPS MO-Educated	Department: B1B Leg ED GL Vendor 2	Employee Division: B1B Expedia for Business
Employee Role: All	Manager Name: All	Office Location: Tirana	Post Training Tenure: All	Post Training Tenure at Case Closure: All	Vendor Name: Concentrix

Viewpoint Selection

Case Action Parameter	Data Granularity	UTC Offset	Viewpoint
Cases Closed	**WEEK**	**UTC+00:00**	**Employee - Name**

Cases Closed KPI Table

• Viewing **Cases Closed** KPIs by **WEEK** •

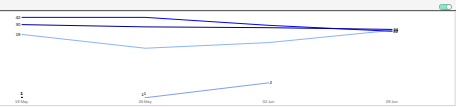
	19 May	26 May	02 Jun	09 Jun	Grand Total
Distinct Cases	93.0	81.0	70.0	69.0	313.0
Case Closure SLA	82%	76%	70%	72%	70%
Case Working SLA %	98%	96%	97%	98%	98%
Overall Performance to AHT Target	70%	77%	76%	83%	77%
Case AHT (mins)	15.3	16.7	17.6	18.5	16.9
Avg. Time to Case Closure (days)	4.16	2.35	2.66	2.55	2.95
Issue Resolution Score	100%	100%			100%
Agent Effort Score	100%	100%			100%
Expedia Group Effort Score	100%	100%	33%	100%	82%
Misrouted Cases	1.0	0.0	3.0	1.0	5.0
THT due to Misroutes	3.6		1.8	0.0	5.4
AHT due to Misroutes	3.6		0.9	0.0	4.5
Flow Completion %	0.00%	0.00%	0.00%	0.00%	0.00%
Co-Browse Usage %	17%	16%	28%	16%	18%
AI Generated Summary Used	0%	0%	0%	0%	0%

Eugene Fyrenbolt | Peter Kasej | Shantale McLeay
Victoria Pali | Hugo Ignacio
Jolene Hedley | Enrique Pali

Cases Closed Trend

• Viewing **Cases Closed** sequenced by **Employee - Name** by **WEEK** •

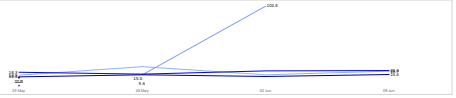
Cases Closed
313



Case Average Handle Time Trend

• Viewing **Case Average Handle Time** sequenced by **Employee - Name** by **WEEK** •

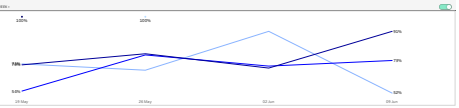
Case AHT (mins)
16.9



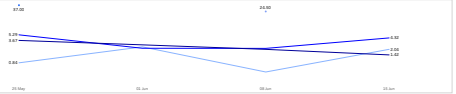
Case Closure Service Level Average Trend

• Viewing **Case Closure Service Level Average** sequenced by **Employee - Name** by **WEEK** •

Case Closure SLA
70%



Average Case Age Trend

• Viewing **Average Case Age** sequenced by **Employee - Name** by **WEEK** •

Average Case Age (days)
2.95