





- Data through 18 Jan
- Time zone LPT = 00:00

### What's Next to Sum



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

Cases Closed KPI Table \*\*\*

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[illegible]

Cases Closed Trend  
 Filtering Cases Closed separated by Employee Name by WEEK

Case Average Handle Time reported by Employees - Same as WFO >

Small Business Service Level Average Trends

Average Case Age (Years)  
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