

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

• **Weeks 10 to 11**



Viewpoint Selection			
Case Grid on Parameter	Date Stamp/Entry	UTC Offset	Viewpoint
Cases Closed	XXXX	UTC+00:00	Employee - Name

■ Abdurrahman Hariri ■ Aydin Hadji ■ Enay Karaj  
■ Ergun Yilmazali ■ Eddine Sour Elguy ■ Arasjan Pall  
■ Vahida Pall ■ Enay Muhammad Mahmud Elmagy ■ Zvezd El-Gana

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

**Average Case Age Trend**  
 Average Case Age reported by hospitals, from 1999 to 2014