



• Data through 18 Jan  
• Time zone: EST/EDT

- Time zone (UTC) = 00:00
- Weeks/Month to Run



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

 Small Blue Square  Economy Grid

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

Small Business Service Level Average Trends