

Currently viewing data for:  
 • **Case (Load)** • **TDCS Initial Outyear (line/s) of Business** • **All Case Type(s)** • **All Work Function(s)**

• by WEEK with data from 2025-05-19 to 2025-06-13



Fibers

Date (Relative)	Date (Range)	Line of Business	Case Type	Work Function	Work Tier
6/12/2025 to 6/22/2025	2025-06-18 to 2025-06-30 and Work Function	TPP Hotel Partner	AD	AD	AD

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[Show Booking Filters](#)
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Employee Filters					
Agent Name All	Agent Super Region EMEA	Agent Title NoU	Billable Group All	Department All	Employee Division All
Employee Role All	Manager Name	Office Location Gene	Post Training Tenure All	Post Training Tenure at GenU Closure All	Vendor Name Conceptia

Viewpoint Selection			
Class/Out on Parameter	Extra Granularity	UTC Offset	Viewpoint
Cases Closed	WEEK	UTC-08:00	Employee Name

Performance Report - Q3 2023						Overall Total
Category	Sub-Category	Value 1	Value 2	Value 3	Value 4	Score
Section A	Item A1	120	85	90	110	91.25
	Item A2	150	95	100	120	106.25
	Item A3	180	110	115	130	130.00
	Item A4	200	120	125	140	138.75
Section B	Item B1	130	90	95	115	97.50
	Item B2	160	100	105	125	112.50
	Item B3	190	115	120	135	127.50
	Item B4	210	125	130	145	133.75
Section C	Item C1	140	95	100	120	103.75
	Item C2	170	105	110	130	116.25
	Item C3	200	115	120	140	128.75
	Item C4	220	125	130	150	138.75
Section D	Item D1	150	100	105	125	110.00
	Item D2	180	110	115	135	122.50
	Item D3	210	120	125	145	135.00
	Item D4	230	130	135	155	143.75

■ Ahmad Muhammad Ihsani   ■ Karim Muhammad Shaleh   ■ Muhammad Ali Al-Saadi Rikha  
■ Anwarulhaqy Muhammad Alotaibi   ■ Muhammad Muhammad Tahir   ■ Rabbil Yousuf Bariati  
■ Aman Muhammad Mahmud Elmagy   ■ Muhammad Ibrahim Almal   ■ Shady Galaloun

Cases Closed Trend

Source: Johns Hopkins University, Coronavirus Resource Center. Data as of 6/10/2020.

Cases Closed

410

22 Mar 09 May 02 Jun 10 Jun

Case Average Handle Time Trend ...

Group	1.0	2.0	3.0
1	20.7	19.7	19.3
2	19.2	18.7	18.1
3	18.6	18.0	17.7

Case Closure Service Level Avarage Trend

Category	2020-01-01	2020-02-01	2020-03-01
All	66%	88%	85%
Open	66%	88%	85%
Closed	66%	88%	85%
Escalated	66%	88%	85%

Average Case Age Trend ...

Average Case Age (days)

Date	Average Case Age (days)
20 Sep	~7.50
05 Oct	~7.00
19 Oct	~6.50
03 Nov	~6.80

Current Date: 3.04