Lodging Salesforce Case Work | Cases Closed KPIs

• KPIs related to work completed in Lodging Salesforce •

• Data through **19 Jun**
• Time zone **UTC+00:00**
• Weeks **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 **2025-06-15**

Filters

Date (Relative)	Date (Range)	Line of Business	Case Type	Work Function	Work Tier
1/1/2025 to 6/30/2025	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	Hide	Hide	Hide	Hide	Hide	Hide

Case Filters

Case Category All	Case Channel All	Case Language Italian	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	Callbacks 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	SP Initiative All	Standard Exclusions Reportable Cases			

Employee Filters

Agent Name All	Agent Super Region EMEA	Agent Title Null	B2Table Group LPS MO-Educated	Department B2B Ltd EG-DL Vendor 2	Employee Division B2B 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	992	1,138	1,000	995	4,021
Case Closure SLA	83%	81%	82%	86%	82%
Case Working SLA %	97%	98%	98%	99%	98%
Overall Performance to AHT Target	99%	103%	96%	92%	98%
Case AHT (mins)	22	23	21	19	21
Avg. Time to Case Closure (days)	2.55	2.61	3.07	1.28	2.38
Issue Resolution Score	79%	85%	0%		79%
Agent Effort Score	79%	92%	0%		78%
Expedia Group Effort Score	72%	77%	77%	83%	77%
Misrouted Cases	13	16	12	10	51
THT due to Misroutes	57	256	160	40	514
AHT due to Misroutes	4.8	16.0	13.4	6.0	38.2
Flow Completion %	0.00%	0.00%	0.00%	0.00%	0.00%
Co-Browse Usage %	19%	19%	18%	11%	18%
AI Generated Summary Used	0%	0%	0%	0%	0%

Khalil Pegan; Michael Tucke; Olena Shepa; Fabio
Oksana Shatsilari; Jacque Pryamboli; Svetlana Hasani; Pejzi
Ida Safaj; Deniza Kurta; Ecre Sularaj; Ori A.

Cases Closed Trend

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

Case Average Handle Time Trend

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

Case Closure Service Level Average Trend

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

Average Case Age Trend

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