

Currently viewing data for:  
 • Cases Closed • TPSP Hotel Partner Line(s) of Business • All Case Type(s) • All Work Function(s)

[illegible]

Agent Name A1	Agent Super Region EMEA	Agent Title Sales	S Field Group A1	Department A1	Employee Division A1
Employee Role A1	Manager Name A1	Office Location A1	First Training Tenure A1	First Training Tenure at Case Closure A1	Vendor Name Genentech

Viewpoint Selection			
Case Outlook Parameter	Date Granularity	UTC Offset	Viewpoint
Case Closed	Week	UTC+00:00	Employee Name

Cases Closed KPI Table ...

Grouped Data (10% of 100%)		100%		100%		Grand Total
	100%	100%	100%	100%	100%	100%
Group A (10%)	100%	100%	100%	100%	100%	100%
Group B (10%)	100%	100%	100%	100%	100%	100%
Group C (10%)	100%	100%	100%	100%	100%	100%
Group D (10%)	100%	100%	100%	100%	100%	100%
Group E (10%)	100%	100%	100%	100%	100%	100%
Group F (10%)	100%	100%	100%	100%	100%	100%
Group G (10%)	100%	100%	100%	100%	100%	100%
Group H (10%)	100%	100%	100%	100%	100%	100%
Group I (10%)	100%	100%	100%	100%	100%	100%
Group J (10%)	100%	100%	100%	100%	100%	100%
Group K (10%)	100%	100%	100%	100%	100%	100%
Group L (10%)	100%	100%	100%	100%	100%	100%
Group M (10%)	100%	100%	100%	100%	100%	100%
Group N (10%)	100%	100%	100%	100%	100%	100%
Group O (10%)	100%	100%	100%	100%	100%	100%
Group P (10%)	100%	100%	100%	100%	100%	100%
Group Q (10%)	100%	100%	100%	100%	100%	100%
Group R (10%)	100%	100%	100%	100%	100%	100%
Group S (10%)	100%	100%	100%	100%	100%	100%
Group T (10%)	100%	100%	100%	100%	100%	100%
Group U (10%)	100%	100%	100%	100%	100%	100%
Group V (10%)	100%	100%	100%	100%	100%	100%
Group W (10%)	100%	100%	100%	100%	100%	100%
Group X (10%)	100%	100%	100%	100%	100%	100%
Group Y (10%)	100%	100%	100%	100%	100%	100%
Group Z (10%)	100%	100%	100%	100%	100%	100%



Showing Cases Closed separated by Employee Name by WEEK

#### Case Average Handle Time Trend

Case Closure Service Level Average Trend \*\*\*

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