# 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 |
|---|---|---|---|---|---|
| 1/1/2020 to 6/10/2025 | 2020-01-19 to 2025-12-30 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 | Case Channel | Case Language | Case Origin (group) | Case Origin | Case Queue Name |
|---|---|---|---|---|---|
| All | All | Greek | All | All | All |

| Case Record Type | Case Resolution Category | Case Status | Channel Group | Conference Used | Cross Support Line of Business |
|---|---|---|---|---|---|
| All | All | All | All | All | All |

| Has Child Cases | Has Incoming Email | Has Outgoing Email | High Impact Event | Legal Inquiry | Direct Level Indicator |
|---|---|---|---|---|---|
| All | All | All | All | All | All |

| Primary Category | Request Category | Request Count | Resolution Outcome | Resolution Sub Category | Resolution Type |
|---|---|---|---|---|---|
| All | All | All values | All | All | All |

| Secondary Category | SF Initiative | Standard Exclusions |
|---|---|---|
| All | All | Reportable Cases |

## Employee Filters

| Agent Name | Agent Super Region | Agent Title | B2Bella Group | Department | Employee Division |
|---|---|---|---|---|---|
| All | EMEA | Null | LPS MO-Educated | All | All |

| Employee Role | Manager Name | Office Location | Post Training Tenure | Post Training Tenure at Case Closure | Vendor Name |
|---|---|---|---|---|---|
| All | All | Tirana | All | Multiple values | 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 | 466 | 398 | 429 | 368 | 1,661 |
| Case Closure SLA | 70% | 81% | 82% | 73% | 73% |
| Case Working SLA % | 98% | 98% | 89% | 97% | 96% |
| Overall Performance to AHT Target | 100% | 98% | 93% | 100% | 99% |
| Case AHT (mins) | 23 | 22 | 21 | 23 | 22 |
| Avg. Time to Case Closure (days) | 2.83 | 1.86 | 2.66 | 2.93 | 2.43 |
| Issue Resolution Score | 100% | 100% | 0% | | 96% |
| Agent Effort Score | 100% | 100% | 0% | | 96% |
| Expedite Group Effort Score | 89% | 100% | 86% | 75% | 92% |
| Misrouted Cases | 9 | 11 | 10 | 7 | 46 |
| THT due to Misroutes | 32 | 20 | 18 | 26 | 96 |
| AHT due to Misroutes | 3.6 | 2.0 | 1.0 | 3.0 | 10.6 |
| Flow Completion % | 1.28% | 0.63% | 0.85% | 0.27% | 0.79% |
| Co-Browse Usage % | 18% | 17% | 23% | 20% | 19% |
| AI Generated Summary Used | 0% | 0% | 0% | 0% | 0% |

Aleksandra Kurti
Cristian Arkadi
Cristiko Hoksja
Dorina Pelushi
Eftarhiss Shahiness
Elvina Ohaxa
Era Mujka
Erlis Sularaj
Hajrija Biraci
Elsjd
Elsad
Sara

## 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** •