

* Data through 10 Jan
* Source: www.fishbase.org

- Time zone 4/5 (100-00)
- Works when to run



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

[illegible]

Case Average Handle Time Trend ***
Viewing Case Average Handle Time reported by Employee Name by WEEK

Average Case Age Trend
 Average case age reported by hospitals, from 1999 to 2014