

- India through 18 Jan
- Time zone LPTC+00:00

What to Buy



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

Cases Closed KPI Table ***

■ Pakistanistan Kurdi ■ Inggris Myanmar ■ Inggris Indonesia ■ Turki
■ Inggris Sudan ■ Inggris Zanzibar ■ Singapura Italia ■ El Salvador
■ Inggris Kirgizi ■ Inggris Finlandia ■ Denmark Palau ■ El Salvador

Cases Closed Trend
Viewing Cases Closed separated by Employee - Name by WDEI

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

Case Closure Service Level Average Trend ***
Viewing Case Closure Service Level Average reported by Employee Name by WEEK

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