Lodging Salesforce Case Work | Cases Closed KPIs

• KPIs related to work completed in Lodging Salesforce •

• Data through **10 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 **2025-05-20** 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	2020-05-19 to 2025-06-10 and Null values	TPSP Hotel Partner	All	All	All

Show Case Filters	Show Employee Filters	Show SRM Filters	Show Account Filters	Show Booking Filters	Show Connectivity Filters	Show Sales Chase Filters
Show	Show	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	Callbacks Used	Cross Support Line of Business
All	Duplicate case identified	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	Not Processed

Secondary Category	SF Initiative	Standard Exclusions
All	Null	All

Employee Filters

Agent Name	Agent Super Region	Agent Title	B2Table Group	Department	Employee Division
All	EMEA	Null	LPS MO-Educated	B2B Ltd/EG-DL Vendor 2	B2B Expedia for Business

Employee Role	Manager Name	Office Location	Post Training Tenure	Post Training Tenure at Case Closure	Vendor Name
All	All	Tirana	All	All	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** •

	18 May	25 May	02 Jun	09 Jun	Grand Total
Distinct Cases	20.0	30.0	28.0	94.0	152.0
Case Closure SLA	100%	92%	33%	100%	80%
Case Working SLA %	100%	92%	67%	100%	88%
Overall Performance to AHT Target	60%	92%	52%	62%	58%
Case AHT (mins)	12.0	9.9	10.6	11.1	11.0
Avg. Time to Case Closure (days)	1.20	1.03	5.14	1.87	2.27
Issue Resolution Score					
Agent Effort Score					
Expedia Group Effort Score					
Misrouted Cases	4.0	2.0	1.0	0.0	7.0
THT due to Misroutes	11.0	3.6	26.4		40.9
AHT due to Misroutes	2.7	1.8	26.4		30.9
Flow Completion %	0.00%	0.00%	0.00%	0.00%	0.00%
Co-Browse Usage %	0%	3%	0%	0%	0%
AI Generated Summary Used	0%	0%	0%	0%	0%

Kseniia Irtsarf
Krizzia Zamali
Kristin Nelsyn
Katherine Shahrivar
Khadeer Tsqir
Kiran Kanoj
Eva Mazjka
Erika Hybe
Karolina Czirt
Ebel
Kara
Krisz

Cases Closed Trend

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

Case Average Handle Time Trend

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

Case Closure Service Level Average Trend

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

Average Case Age Trend

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