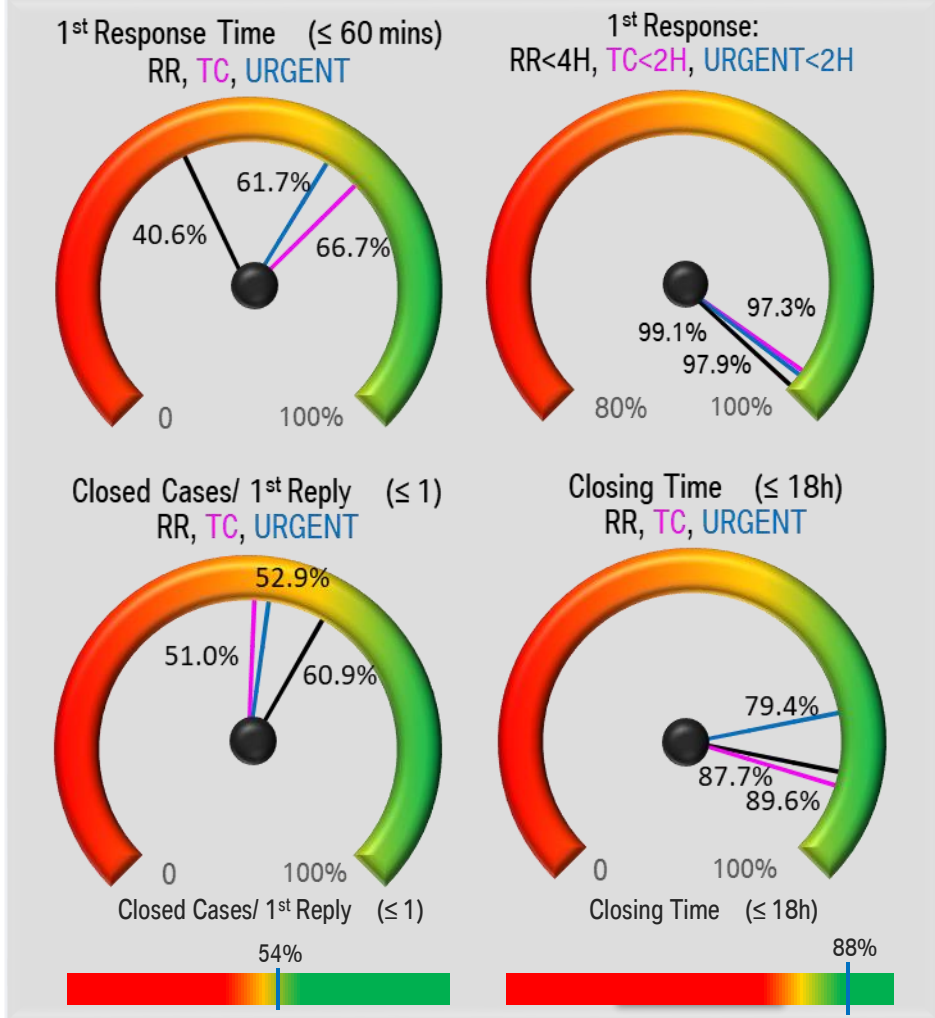
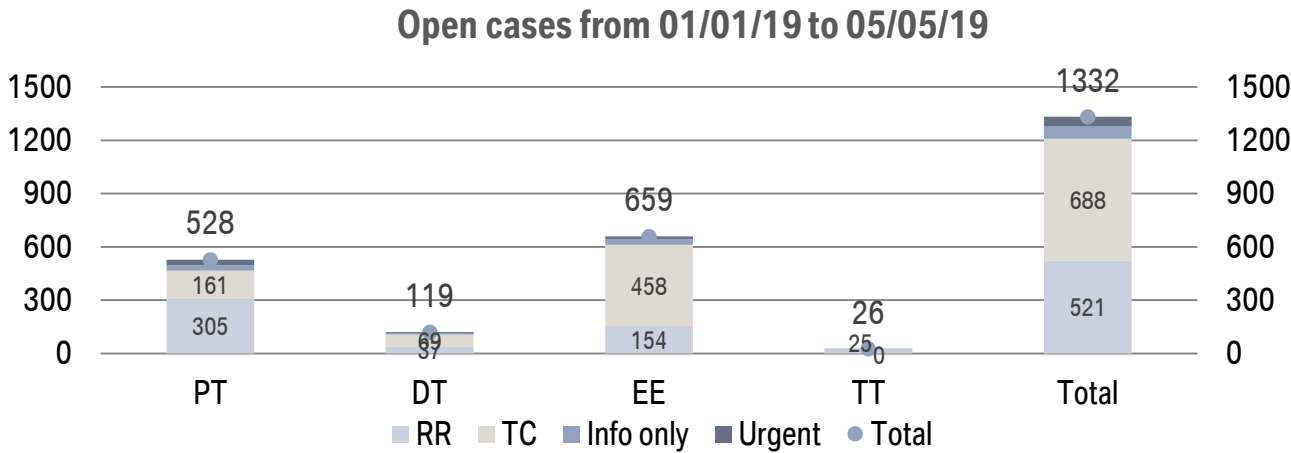
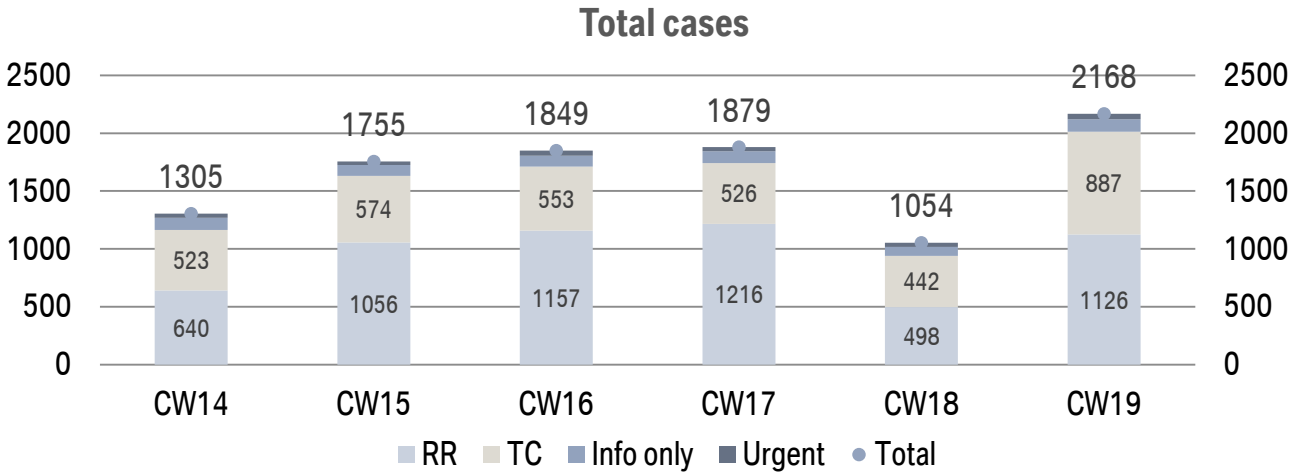


Aftersales Technical Service 05/13/2019

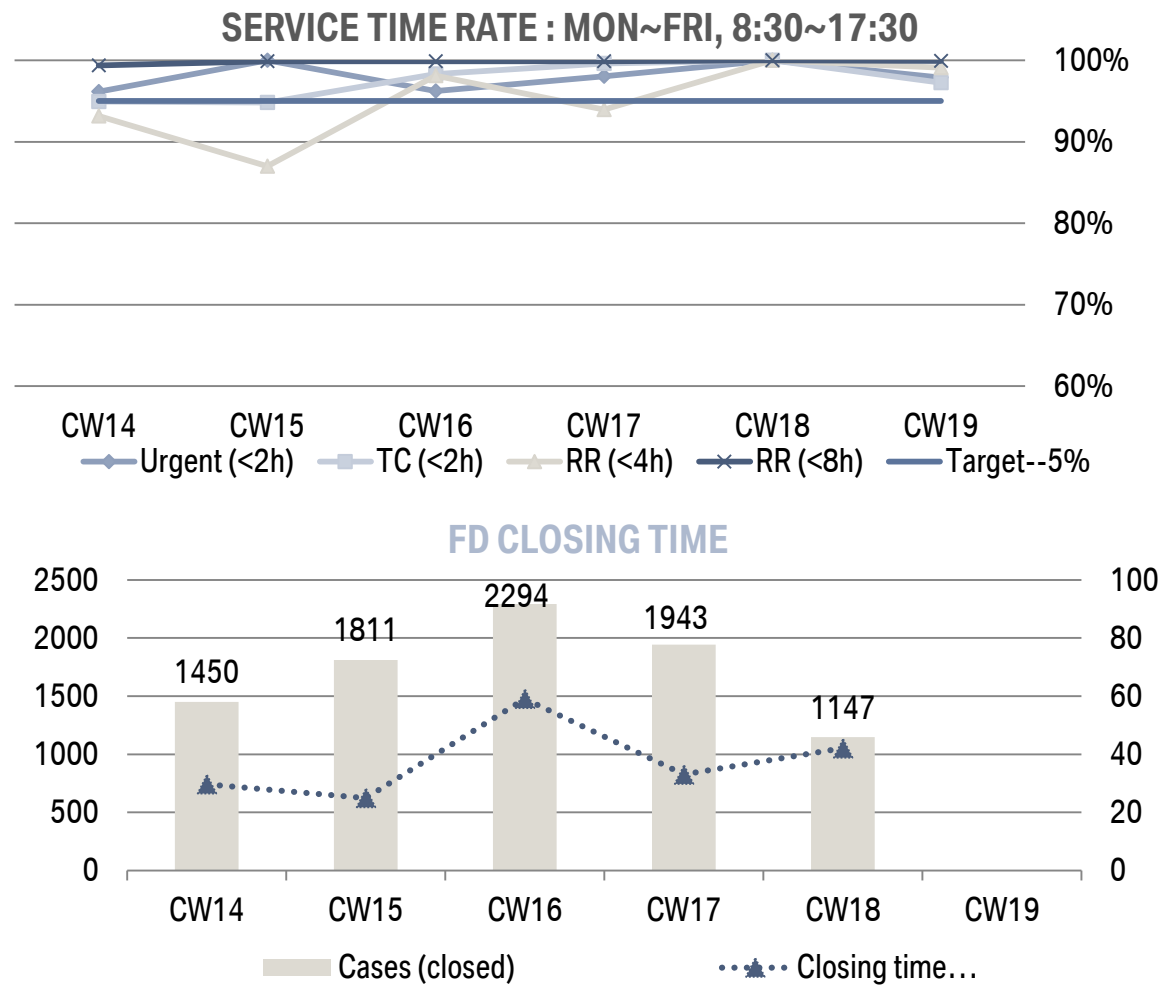
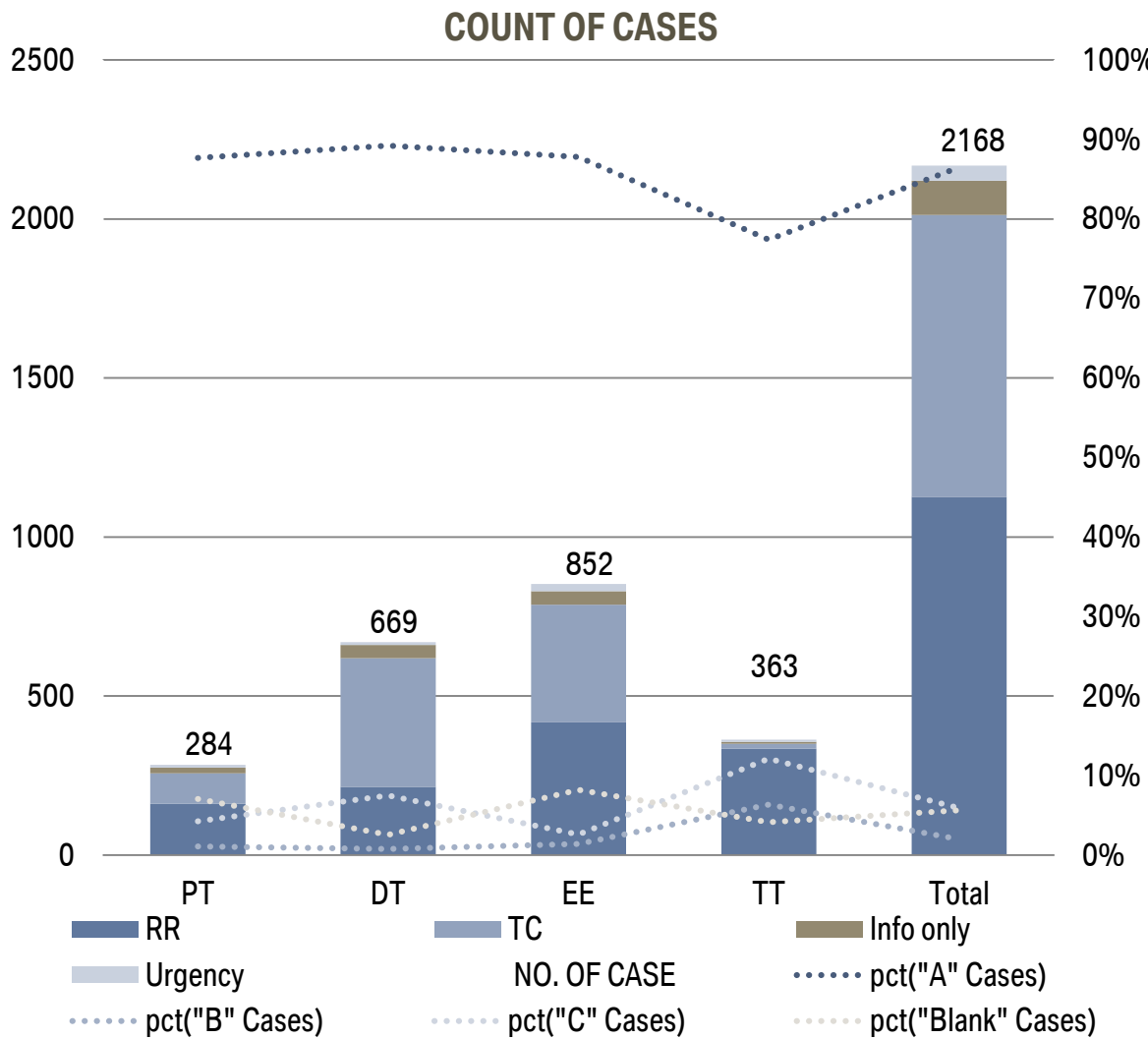
**BMW  
GROUP**



# PUMA CASE STATUS CW19.

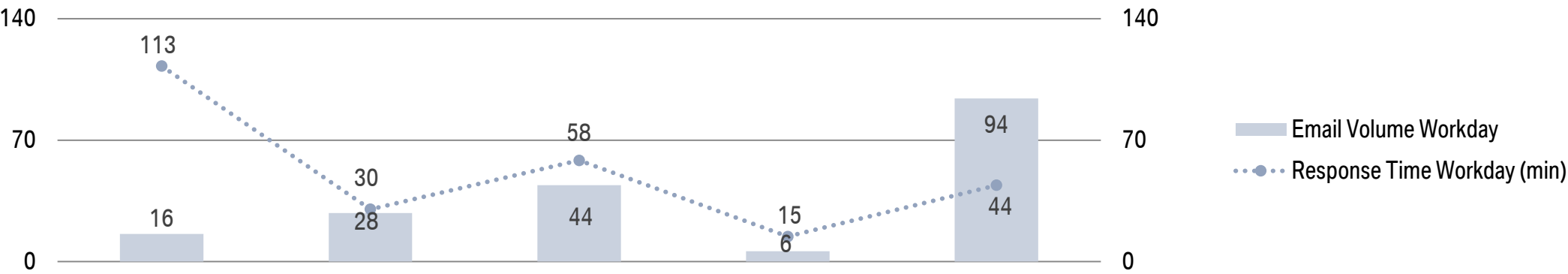


# PUMA CASE STATUS CW19

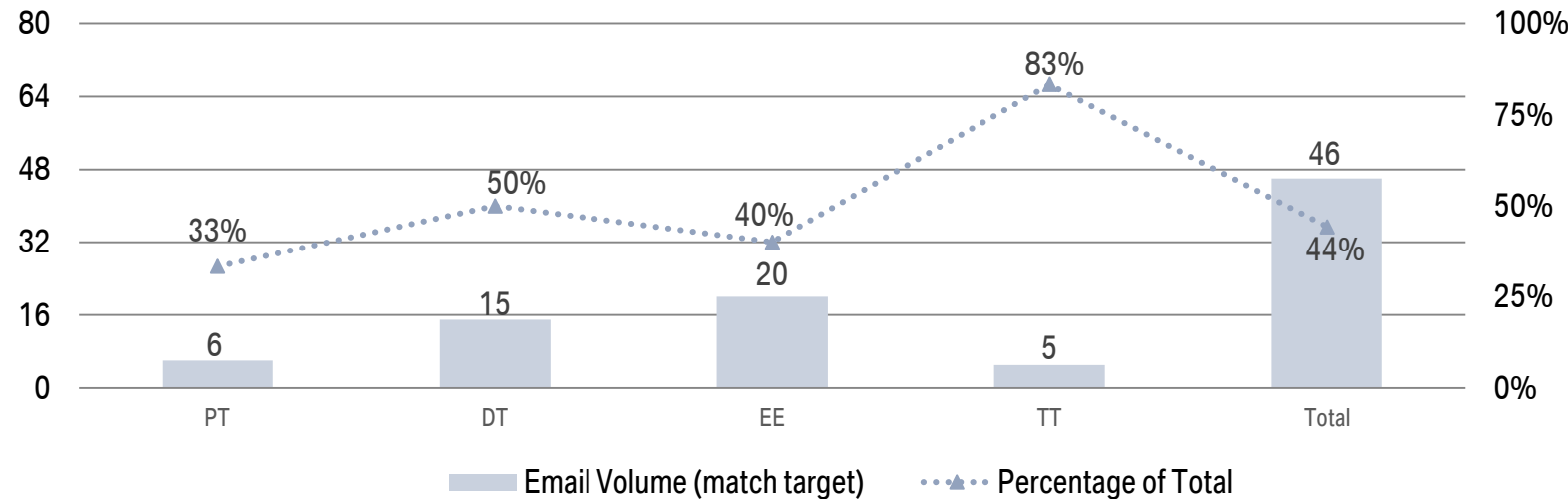


# ESCALATION EMAIL STATUS CW19.

Escalation Email Status (8:30 to 17:30)



Email Response Time ≤ 30 mins (8:30 to 17:30)

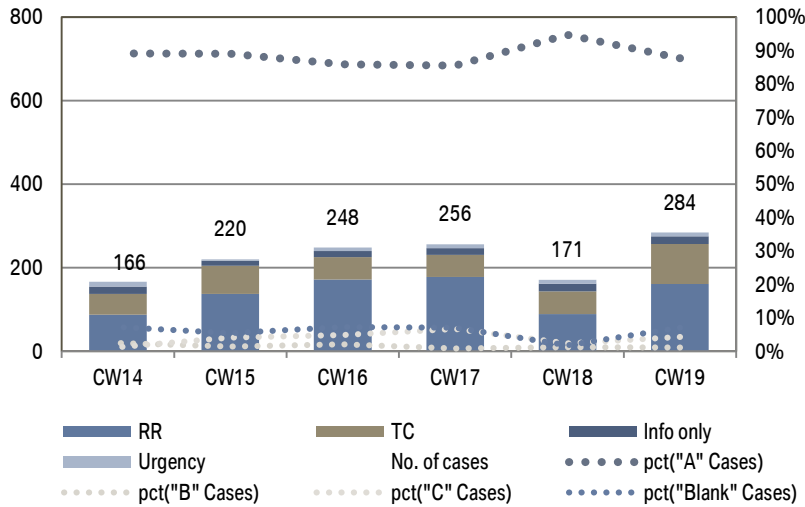


	PT	DT	EE	TT	Total
Unattended Emails	0	0	1	0	1

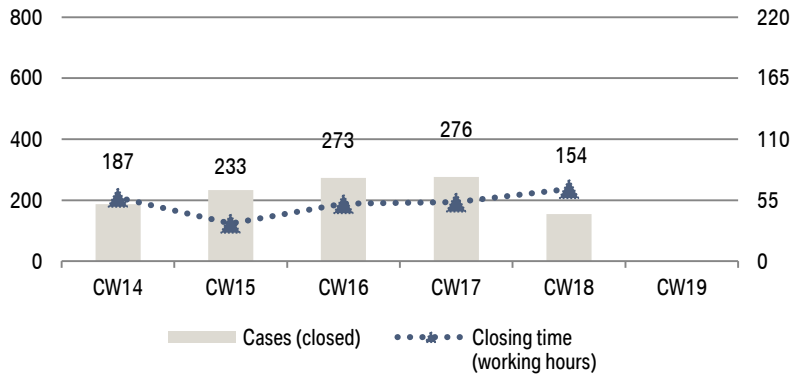
Number of Emails sent out of work time	8
--	---

# PUMA CASE STATISTIC – PT

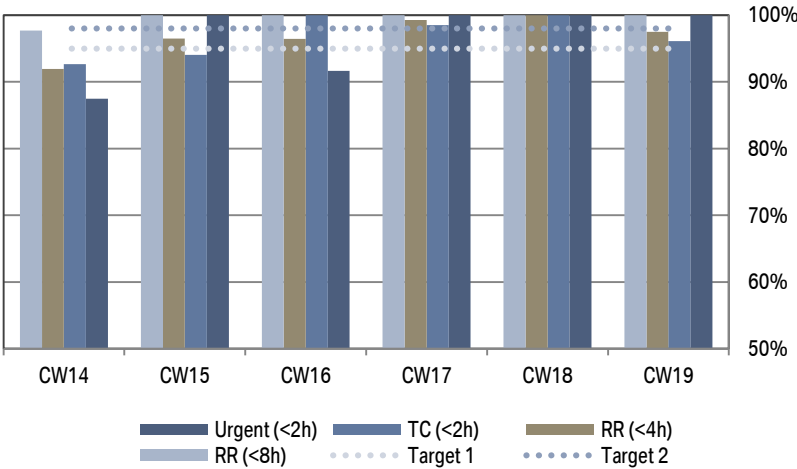
COUNT OF PT CASES



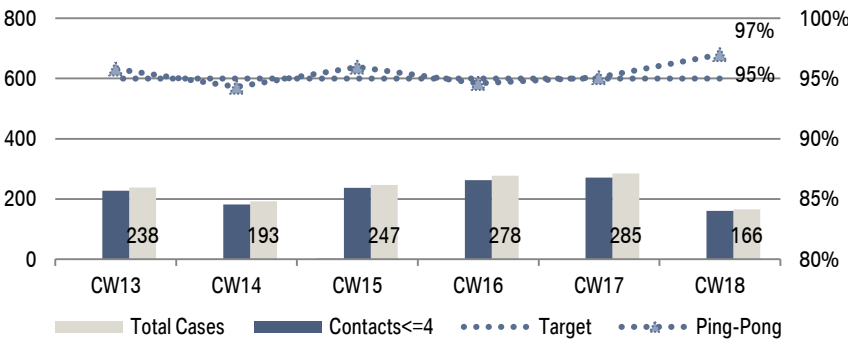
PT CLOSING TIME



SERVICE TIME RATE: MON~FRI, 8:30~17:30

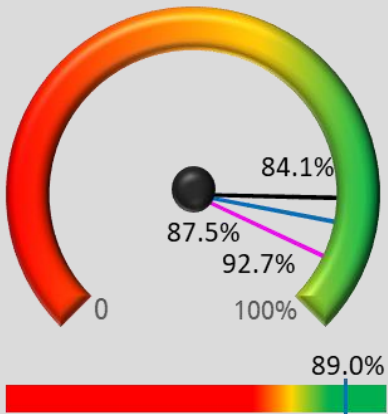


CONTACTS CLOSED CASES



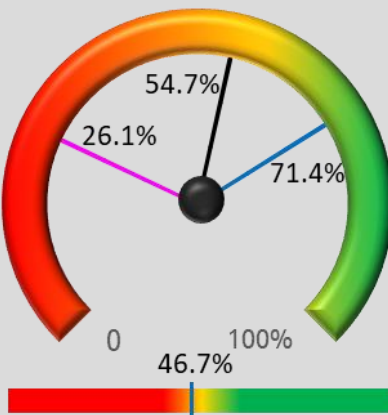
Closing Time (≤ 18h)

RR, TC, URGENT



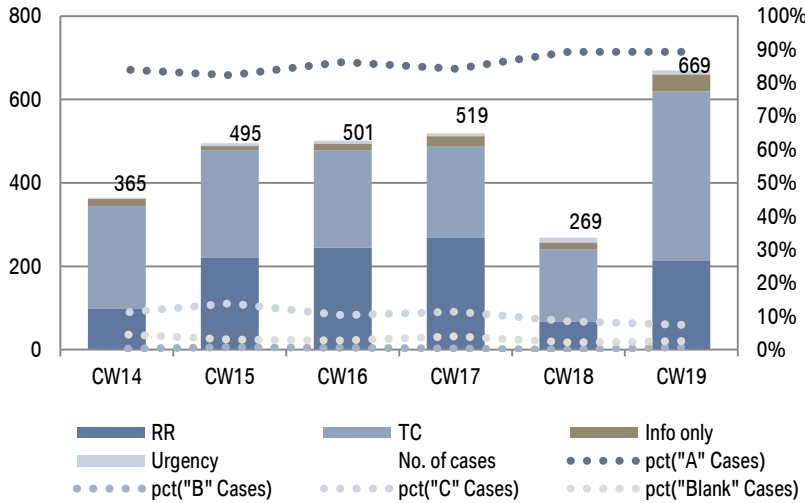
Closed Cases/ 1st Reply (≤ 1)

RR, TC, URGENT

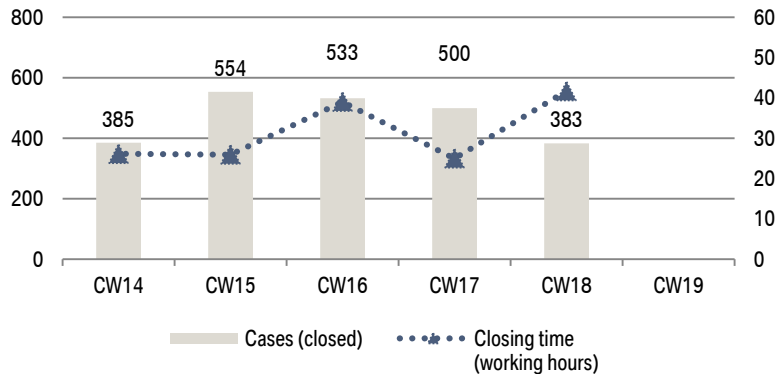


# PUMA CASE STATISTIC – DT

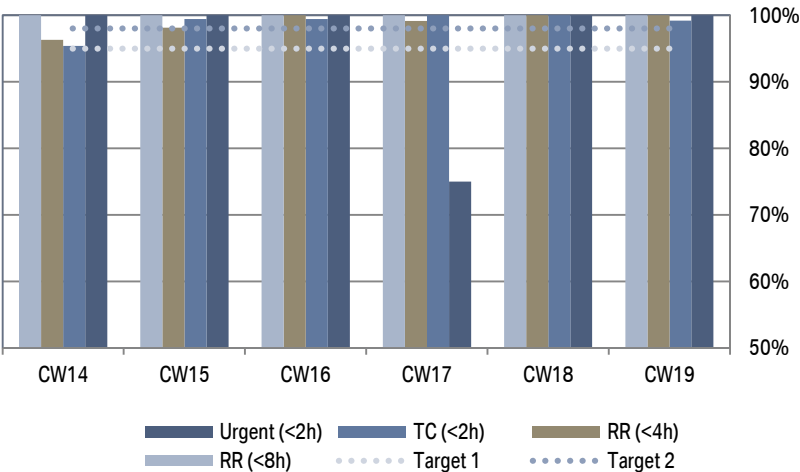
COUNT OF DT CASES



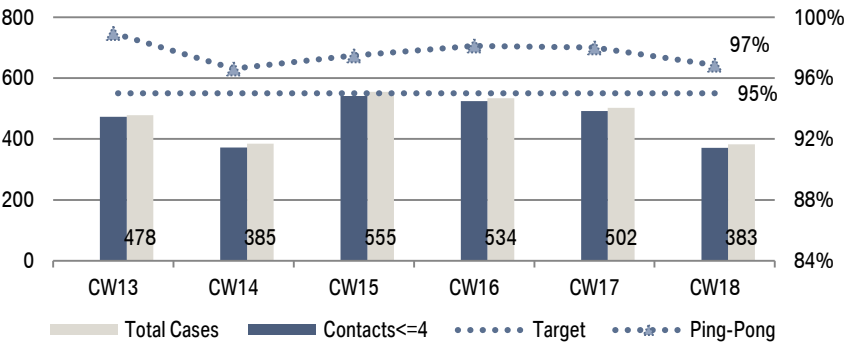
DT CLOSING TIME



SERVICE TIME RATE: MON~FRI, 8:30~17:30

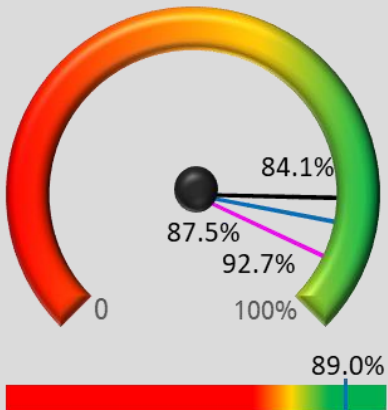


CONTACTS CLOSED CASES



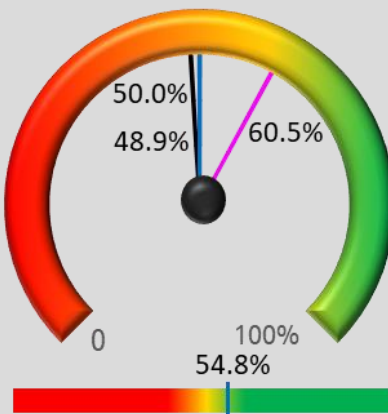
Closing Time (≤ 18h)

RR, TC, URGENT



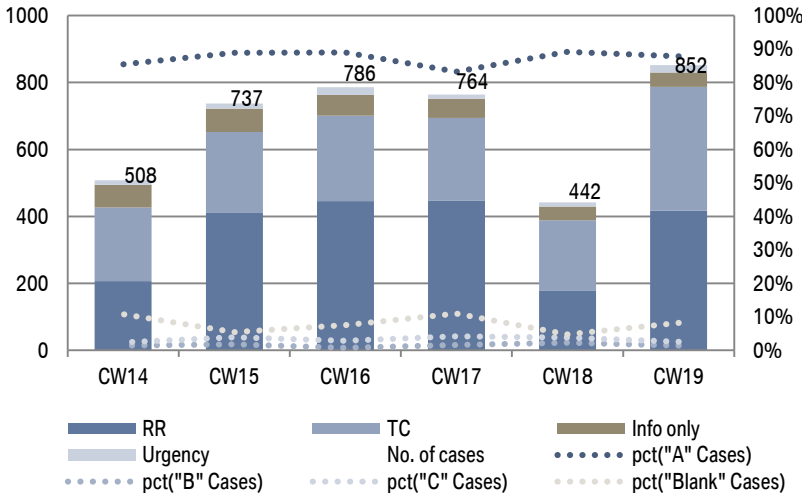
Closed Cases/ 1st Reply (≤ 1)

RR, TC, URGENT

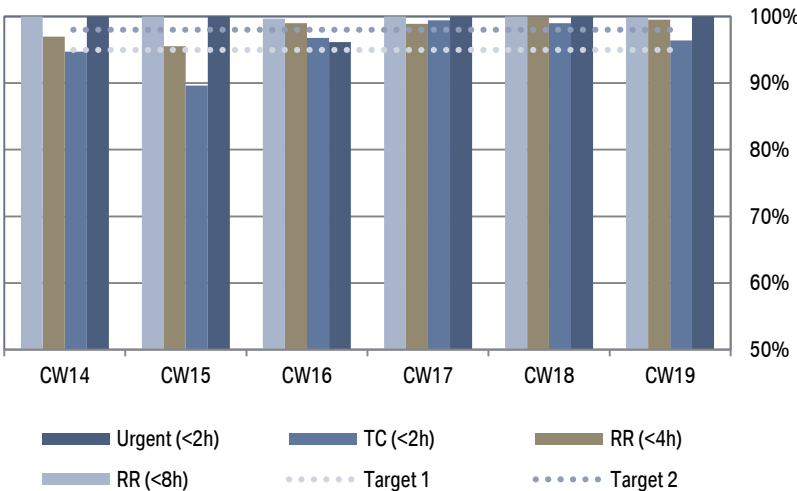


# PUMA CASE STATISTIC – EE

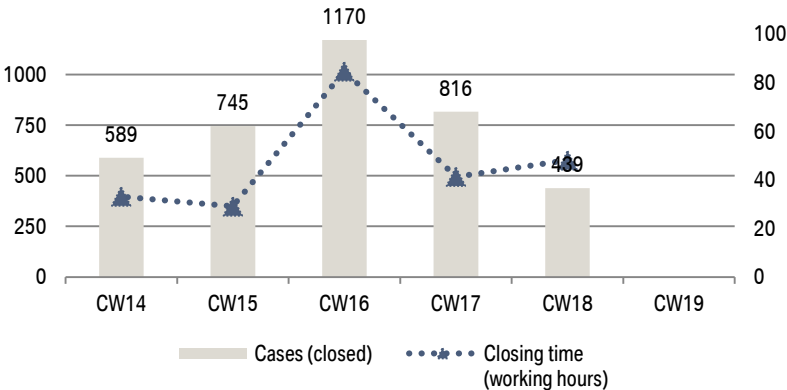
COUNT OF EE CASES



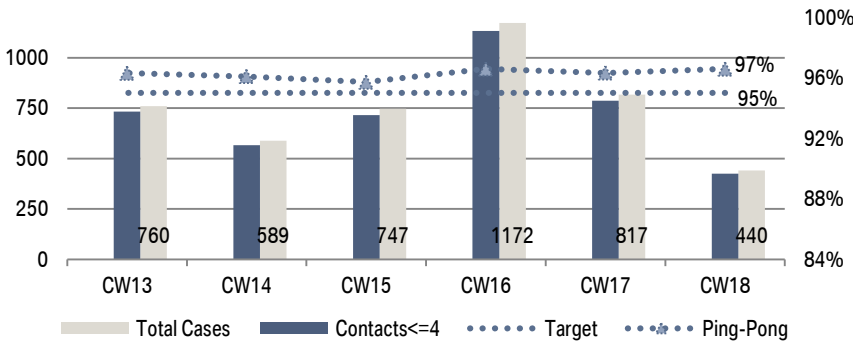
SERVICE TIME RATE : MON~FRI, 8:30~17:30



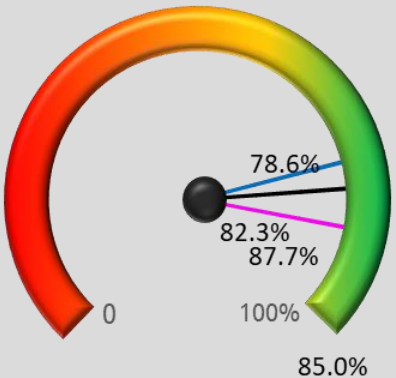
EE CLOSING TIME



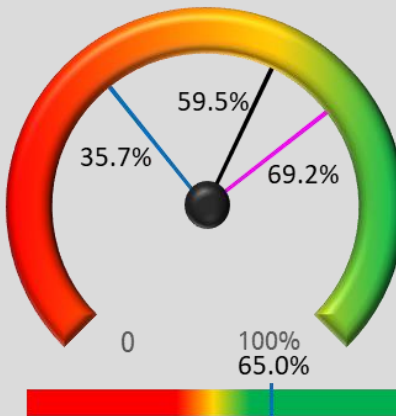
CONTACTS CLOSED CASES



Closing Time (≤ 18h)  
RR, TC, URGENT

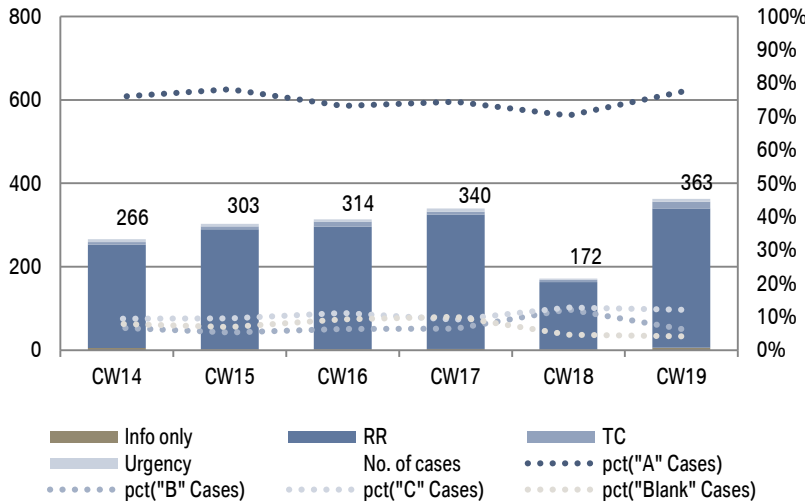


Closed Cases/ 1st Reply (≤ 1)  
RR, TC, URGENT

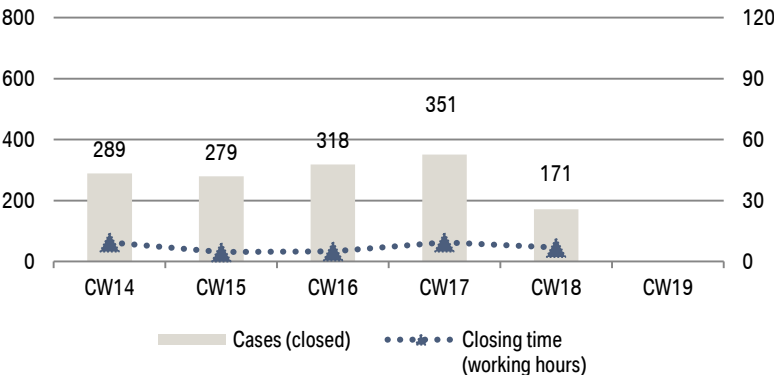


# PUMA CASE STATISTIC – TT

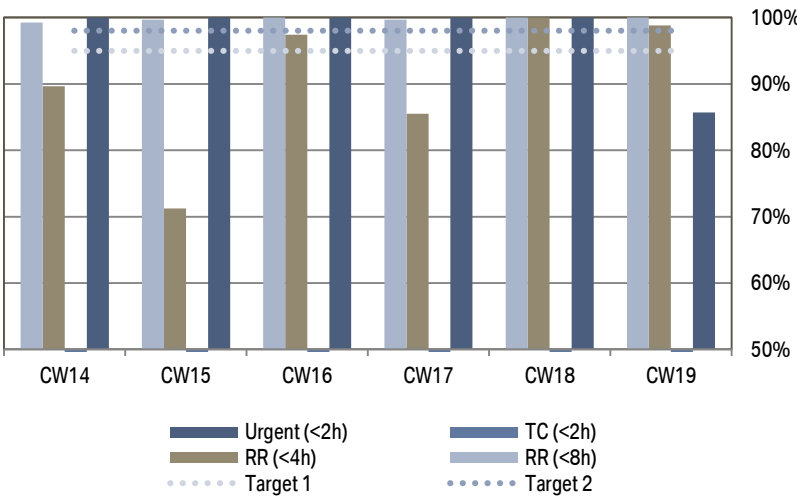
COUNT OF TT CASES



TT CLOSING TIME



SERVICE TIME RATE : MON~FRI, 8:30~17:30



CONTACTS CLOSED CASES

