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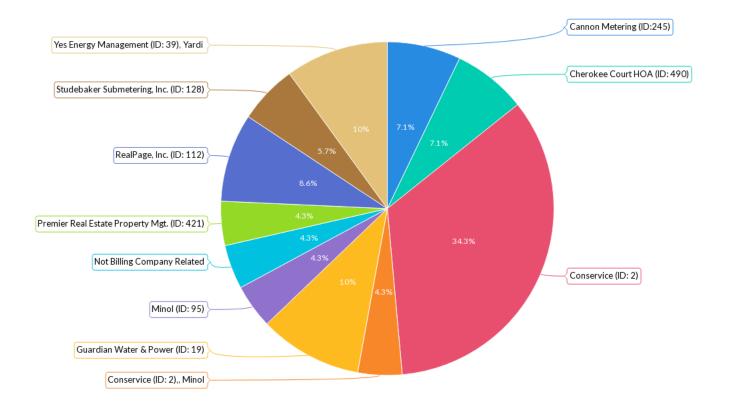
Box Count and % week 8 2021

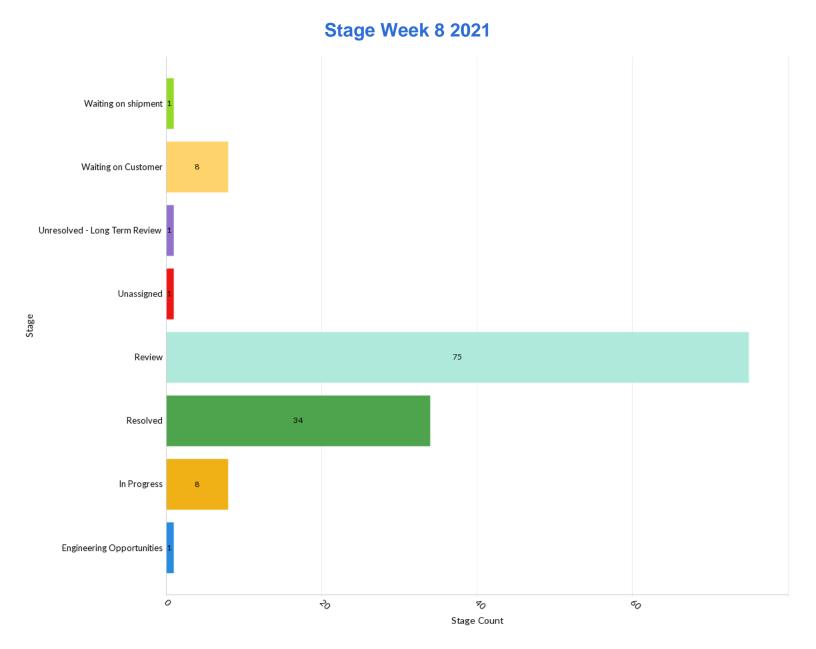
Week&Year	Support Type	Action	Date Created Count	Date Created Count
W08 2021	-No Value-	-No Value-	4	80.0%
		Troubleshooting	1	20.0%
	-No Value-		5	4.1%
	Favor	Equipment ?s	1	4.5%
		Programming	11	50.0%
		Property Access	1	4.5%
		Status	2	9.1%
		Training Invitation	1	4.5%
		Troubleshooting	6	27.3%
	Favor		22	18.2%
	Information	Add User	1	1.9%
		Billing ?s	4	7.7%
		Documentation	2	3.8%
		Equipment ?s	19	36.5%
		Equipment ?s, Installation Instructions	1	1.9%
		General Information	5	9.6%
		Installation Instructions	4	7.7%
		Programming	6	11.5%
		Status	6	11.5%
		Troubleshooting	4	7.7%
	Information		52	43.0%
	Issue	Software Department	1	33.3%
		Troubleshooting	2	66.7%
	Issue		3	2.5%
	N/A	N/A	1	100.0%
	N/A		1	0.8%
	Request	Add User	1	2.6%
		Add User, Programming	1	2.6%

Week&Year	Support Type	Action	Date Created Count	Date Created Count
		Billing ?s	2	5.3%
		General Information	1	2.6%
		Missed Call	1	2.6%
		New Company	1	2.6%
		Programming	2	5.3%
		Property Access	4	10.5%
		Property Transfer	14	36.8%
		Request Past Reads	2	5.3%
		Training Invitation	1	2.6%
		Troubleshooting	8	21.1%
	Request		38	31.4%
W08 2021			121	100.0%
Grand Summary:		121	100.0%	

Week 8 Stats

Week 8 Frequent Contact(ers) (more than twice)





Week 8 Calls Answered 2021

Row Labels	Answered (Average 10)	Result Count
W08 2021	95	100.0%
Brandi Bushman	15	15.8%
Chris Hough	15	15.8%
Danielle Makin	11	11.6%
Jake Seegrist	15	15.8%
Kirill Bannatyne	5	5.3%
Rachel Russak	2	2.1%
Sara Hansen	6	6.3%
Seth Mosey	23	24.2%
Trent Deckard	3	3.2%
Grand Summary:	95	100.0%

Week call 8 Boxes 2021

Row Labels	Assigned To Count	Assigned To Count
2021	129	100.0%
bbushman@nextcenturymeters.com	23	17.8%
bbushman@nextcenturymeters.com,	1	0.8%
kbannatyne@nextcenturymeters.com		
chough@nextcenturymeters.com	15	11.6%
dmakin@nextcenturymeters.com	10	7.8%
dmakin@nextcenturymeters.com,	1	0.8%
bbushman@nextcenturymeters.com		
jseegrist@nextcenturymeters.com	20	15.5%
jseegrist@nextcenturymeters.com,	1	0.8%
shansen@nextcenturymeters.com		
kbannatyne@nextcenturymeters.com	9	7.0%
kbannatyne@nextcenturymeters.com,	1	0.8%
shansen@nextcenturymeters.com		
rrussak@nextcenturymeters.com	1	0.8%
rrussak@nextcenturymeters.com,	1	0.8%
shansen@nextcenturymeters.com		
shansen@nextcenturymeters.com	6	4.7%
smosey@nextcenturymeters.com	35	27.1%
tdeckard@nextcenturymeters.com	5	3.9%
Grand Summary:	129	100.0%