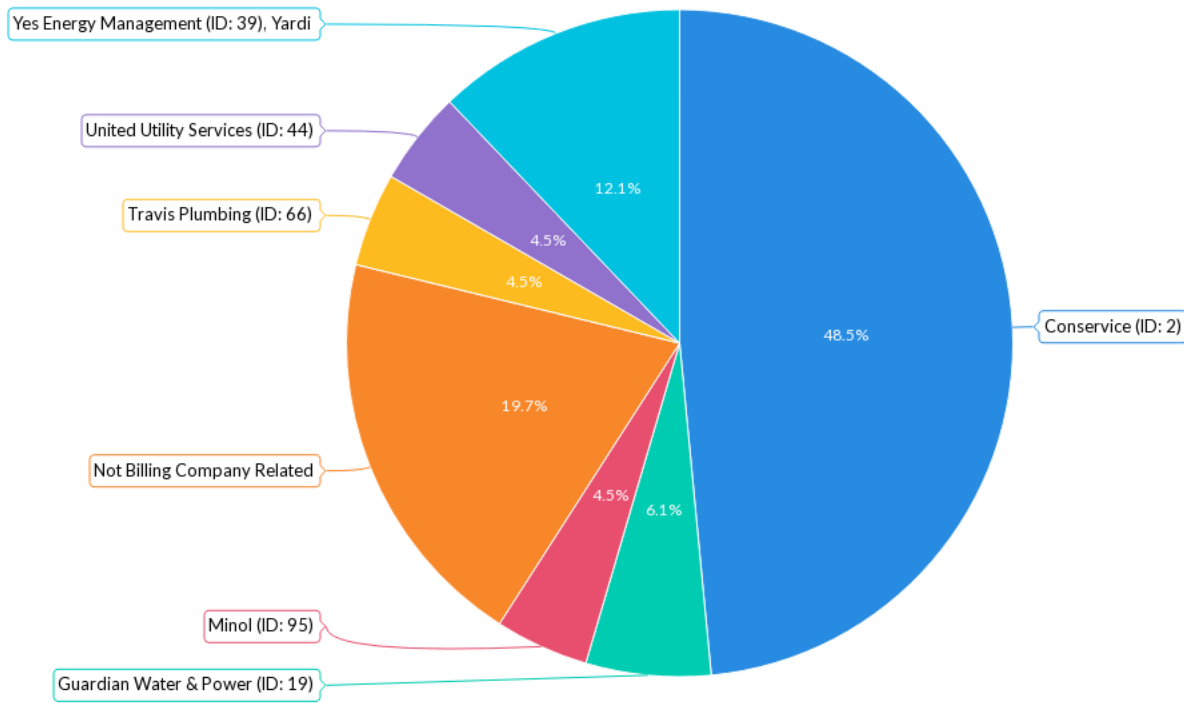


Box Count and % week 4 2021

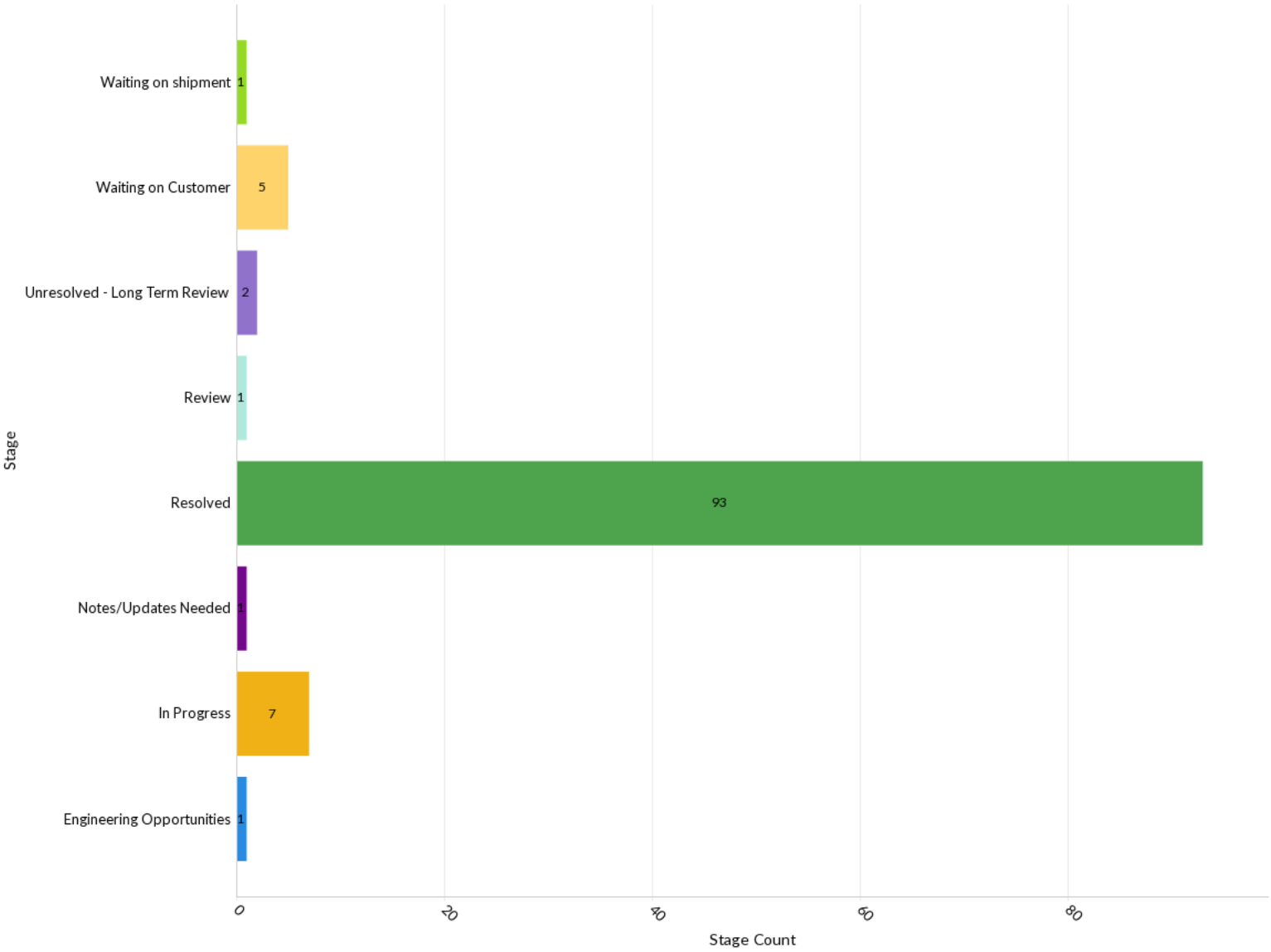
| Week&Year | Support Type | Action | Date Created Count | Date Created Count |
|-----------|--------------|---|--------------------|--------------------|
| W04 2021 | Favor | Equipment ?s | 1 | 4.2% |
| | | General Information | 2 | 8.3% |
| | | Installation Instructions | 1 | 4.2% |
| | | Programming | 12 | 50.0% |
| | | Status | 1 | 4.2% |
| | | Troubleshooting | 7 | 29.2% |
| | Favor | | 24 | 20.9% |
| | Information | Add User | 2 | 3.3% |
| | | Billing ?s | 2 | 3.3% |
| | | Documentation | 5 | 8.3% |
| | | Equipment ?s | 21 | 35.0% |
| | | Equipment ?s, General Information | 1 | 1.7% |
| | | Equipment ?s, Installation Instructions | 1 | 1.7% |
| | | General Information | 7 | 11.7% |
| | | Installation Instructions | 4 | 6.7% |
| | | Missed Call | 1 | 1.7% |
| | | Programming | 2 | 3.3% |
| | | Property Access | 2 | 3.3% |
| | | Property Access, Property Transfer | 1 | 1.7% |
| | | RF Range | 1 | 1.7% |
| | | Status | 7 | 11.7% |
| | | Training Invitation | 1 | 1.7% |
| | | Troubleshooting | 2 | 3.3% |
| | Information | | 60 | 52.2% |
| | Issue | Programming | 2 | 28.6% |
| | | Troubleshooting | 5 | 71.4% |
| | Issue | | 7 | 6.1% |

| Week&Year | Support Type | Action | Date Created Count | Date Created Count |
|----------------|--------------|------------------------|--------------------|--------------------|
| | N/A | N/A | 1 | 100.0% |
| | N/A | | 1 | 0.9% |
| | Request | Billing ?s | 1 | 4.5% |
| | | Billing Company Access | 2 | 9.1% |
| | | General Information | 1 | 4.5% |
| | | N/A | 1 | 4.5% |
| | | Programming | 2 | 9.1% |
| | | Property Access | 3 | 13.6% |
| | | Property Transfer | 10 | 45.5% |
| | | Status | 1 | 4.5% |
| | | Troubleshooting | 1 | 4.5% |
| | Request | | 22 | 19.1% |
| | Training | Equipment ?s | 1 | 100.0% |
| | Training | | 1 | 0.9% |
| W04 2021 | | | 115 | 100.0% |
| Grand Summary: | | | 115 | 100.0% |

Week 4 Frequent Contact(ers) (more than twice) 2021



Stage Week 4 2021



Week 4 Calls Answered 2021

| Row Labels | Answered (Average 10) | Result Count |
|-----------------|-----------------------|--------------|
| W04 2021 | 94 | 100.0% |
| Brandi Bushman | 13 | 13.8% |
| Chris Hough | 16 | 17.0% |
| Danielle Makin | 9 | 9.6% |
| Jake Seegrist | 23 | 24.5% |
| Jesse Corbridge | 1 | 1.1% |
| Sara Hansen | 6 | 6.4% |
| Seth Mosey | 21 | 22.3% |
| Trent Deckard | 5 | 5.3% |
| Grand Summary: | 94 | 100.0% |

Week call 4 Boxes 2021

| Row Labels | Assigned To Count | Assigned To Count |
|---|-------------------|-------------------|
| 2021 | 119 | 100.0% |
| bbushman@nextcenturymeters.com | 14 | 11.8% |
| bbushman@nextcenturymeters.com, dmakin@nextcenturymeters.com | 1 | 0.8% |
| chough@nextcenturymeters.com | 16 | 13.4% |
| chough@nextcenturymeters.com, bbushman@nextcenturymeters.com | 2 | 1.7% |
| dmakin@nextcenturymeters.com | 13 | 10.9% |
| jcorbridge@nextcenturymeters.com | 1 | 0.8% |
| jseegrist@nextcenturymeters.com | 24 | 20.2% |
| kbannatyne@nextcenturymeters.com | 3 | 2.5% |
| shansen@nextcenturymeters.com | 7 | 5.9% |
| smosey@nextcenturymeters.com | 34 | 28.6% |
| tdeckard@nextcenturymeters.com | 4 | 3.4% |
| Grand Summary: | 119 | 100.0% |