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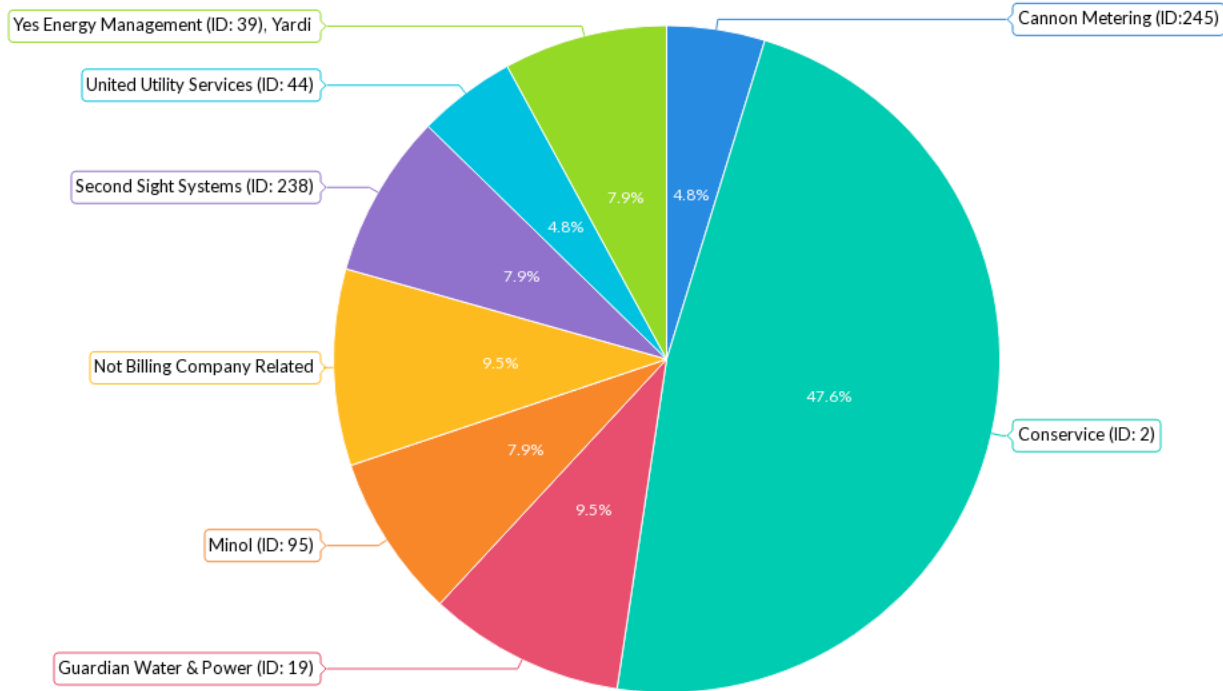
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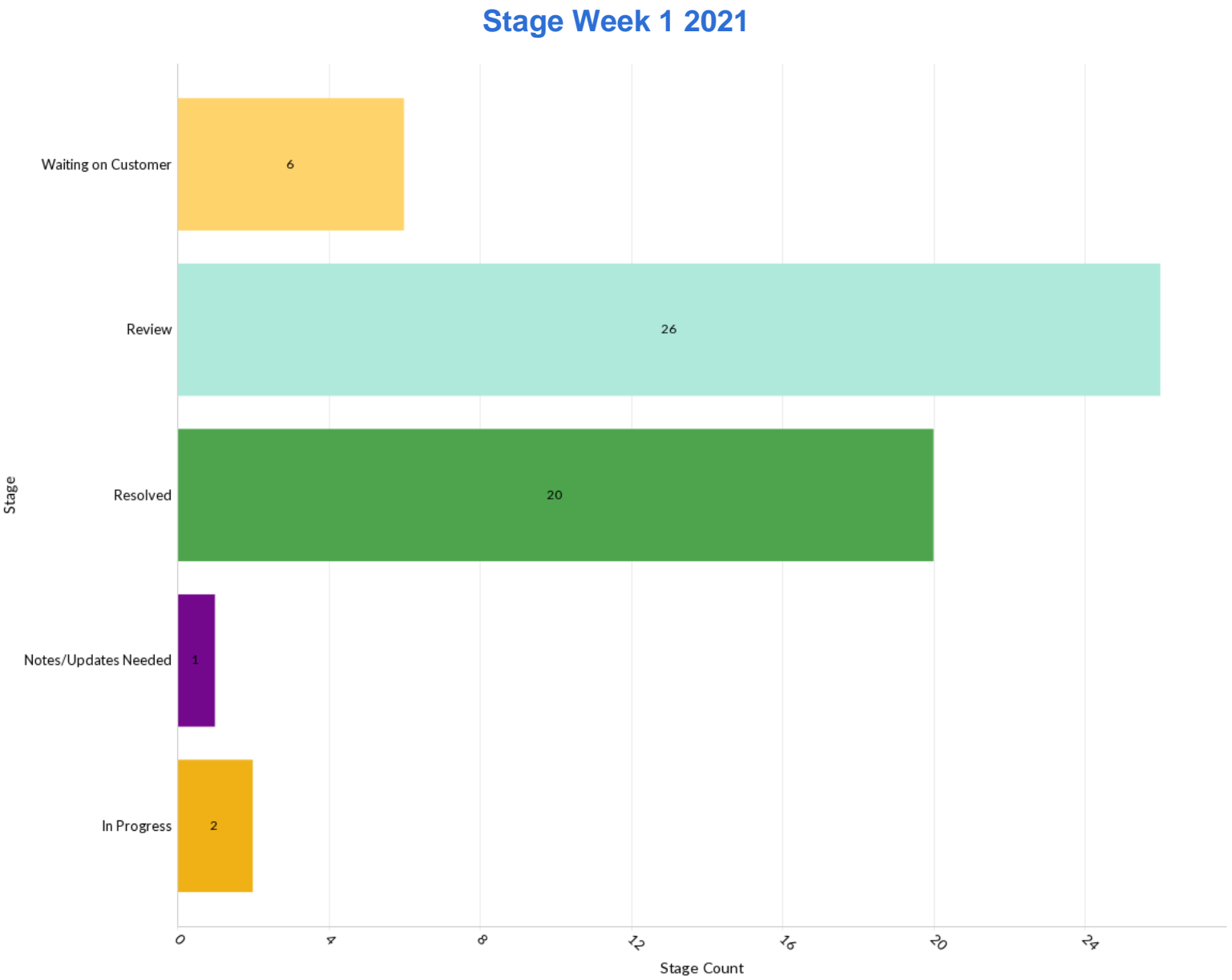
## Box Count and % week 1 2021

Week&Year	Support Type	Action	Date Created Count	Date Created Count
W01 2021	-No Value-	-No Value-	4	100.0%
	-No Value-		4	4.2%
	Favor	Equipment ?s	1	7.1%
		General Information	1	7.1%
		Programming	8	57.1%
		Repeater Layout	1	7.1%
		Troubleshooting	3	21.4%
	Favor		14	14.7%
	Information	Add User	1	2.1%
		Documentation	5	10.4%
		Equipment ?s	11	22.9%
		General Information	8	16.7%
		General Information, Training Invitation	1	2.1%
		Installation Instructions	4	8.3%
		Installation Instructions, Status	1	2.1%
		Missed Call	1	2.1%
		Programming	2	4.2%
		Property Access	1	2.1%
		Status	5	10.4%
		Troubleshooting	8	16.7%
	Information		48	50.5%
	Internal	General Information	2	50.0%
		N/A	2	50.0%
	Internal		4	4.2%
	Issue	Equipment ?s	1	50.0%
		Troubleshooting	1	50.0%
	Issue		2	2.1%
	Request	Add User	1	4.3%

Week&Year	Support Type	Action	Date Created Count	Date Created Count
		Billing ?s	1	4.3%
		New Company	3	13.0%
		Programming	2	8.7%
		Property Access	6	26.1%
		Property Transfer	8	34.8%
		Troubleshooting	2	8.7%
	Request		23	24.2%
W01 2021			95	100.0%
Grand Summary:			95	100.0%

## Frequent Contact(ers) Week 1 (more than twice) 2021





## Week 1 Calls Answered 2021

Row Labels	Answered (Average 10)	Result Count
<b>W01 2021</b>	<b>73</b>	<b>100.0%</b>
Brandi Bushman	16	21.9%
Chris Hough	17	23.3%
Danielle Makin	8	11.0%
Jake Seegrist	13	17.8%
Kirill Bannatyne	2	2.7%
Seth Mosey	17	23.3%
<b>Grand Summary:</b>	<b>73</b>	<b>100.0%</b>

## Week call 1 Boxes 2021

Row Labels	Assigned To Count	Assigned To Count
2021	100	100.0%
bbushman@nextcenturymeters.com	13	13.0%
bbushman@nextcenturymeters.com, smosey@nextcenturymeters.com	1	1.0%
chough@nextcenturymeters.com	14	14.0%
chough@nextcenturymeters.com, bbushman@nextcenturymeters.com	2	2.0%
dmakin@nextcenturymeters.com	10	10.0%
jseegrist@nextcenturymeters.com	18	18.0%
kbannatyne@nextcenturymeters.com	10	10.0%
kbannatyne@nextcenturymeters.com, bbushman@nextcenturymeters.com	1	1.0%
shansen@nextcenturymeters.com	6	6.0%
shansen@nextcenturymeters.com, rrussak@nextcenturymeters.com	1	1.0%
smosey@nextcenturymeters.com	16	16.0%
tdeckard@nextcenturymeters.com	8	8.0%
<b>Grand Summary:</b>	<b>100</b>	<b>100.0%</b>