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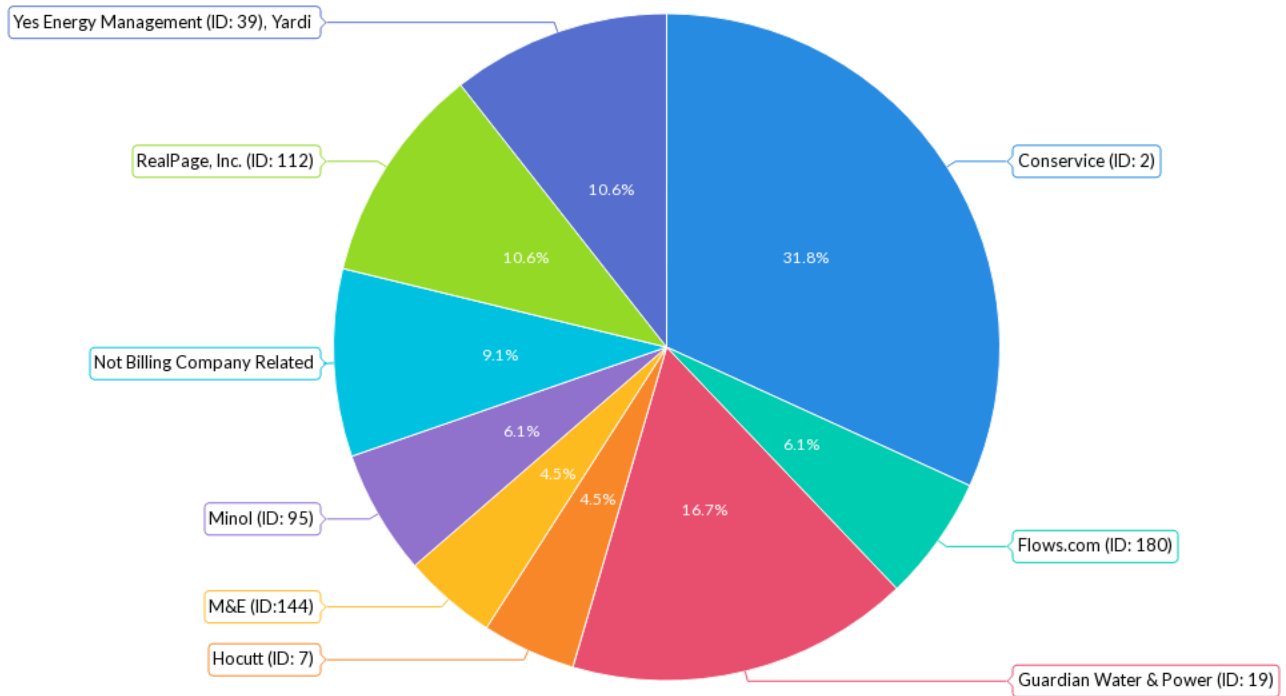
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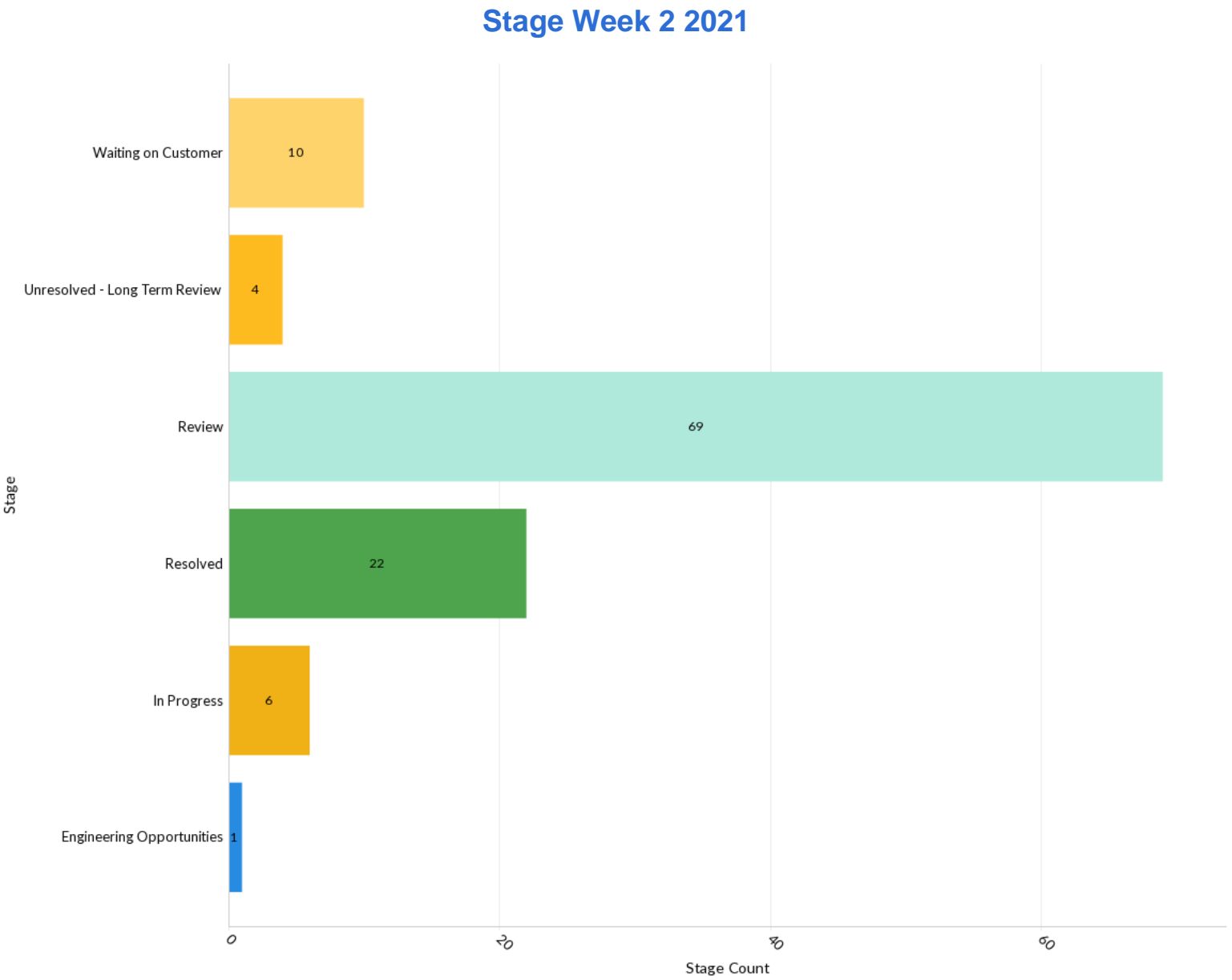
## Box Count and % week 2 2021

Week&Year	Support Type	Action	Date Created Count	Date Created Count
W02 2021	-No Value-	-No Value-	5	100.0%
	-No Value-		5	4.7%
	Favor	Billing ?s	1	6.7%
		Equipment ?s	1	6.7%
		Equipment ?s, Programming	1	6.7%
		Programming	7	46.7%
		Property Access	1	6.7%
		Repeater Layout	1	6.7%
		Troubleshooting	3	20.0%
	Favor		15	14.2%
	Information	Add User	1	1.8%
		Billing ?s	3	5.4%
		Equipment ?s	18	32.1%
		General Information	8	14.3%
		Installation Instructions	3	5.4%
		Programming	1	1.8%
		Property Access	2	3.6%
		Sales	3	5.4%
		Status	5	8.9%
		Troubleshooting	12	21.4%
	Information		56	52.8%
	Issue	Programming	1	16.7%
		Server Issues	1	16.7%
		Status	1	16.7%
		Troubleshooting	3	50.0%
	Issue		6	5.7%
	Request	Equipment ?s	1	4.2%
		General Information	1	4.2%
		New Company	3	12.5%

Week&Year	Support Type	Action	Date Created Count	Date Created Count
		Programming	2	8.3%
		Property Access	1	4.2%
		Property Transfer	9	37.5%
		Repeater Layout	1	4.2%
		Status	1	4.2%
		Troubleshooting	5	20.8%
	Request		24	22.6%
W02 2021			106	100.0%
Grand Summary:			106	100.0%

## Frequent Contact(ers) Week 2 (more than twice) 2021





## Week 2 Calls Answered 2021

Row Labels	Answered (Average 10)	Result Count
<b>W02 2021</b>	<b>70</b>	<b>100.0%</b>
Brandi Bushman	15	21.4%
Chris Hough	20	28.6%
Danielle Makin	10	14.3%
Jake Seegrist	2	2.9%
Kirill Bannatyne	7	10.0%
Seth Mosey	16	22.9%
<b>Grand Summary:</b>	<b>70</b>	<b>100.0%</b>

## Week call 2 Boxes 2021

Row Labels	Assigned To Count	Assigned To Count
2021	112	100.0%
bbushman@nextcenturymeters.com	16	14.3%
bbushman@nextcenturymeters.com, smosey@nextcenturymeters.com	1	0.9%
chough@nextcenturymeters.com	21	18.8%
dmakin@nextcenturymeters.com	7	6.2%
jseegrist@nextcenturymeters.com	4	3.6%
kbannatyne@nextcenturymeters.com	18	16.1%
kbannatyne@nextcenturymeters.com, bbushman@nextcenturymeters.com	1	0.9%
rrussak@nextcenturymeters.com	1	0.9%
rrussak@nextcenturymeters.com, jcorbridge@nextcenturymeters.com, shansen@nextcenturymeters.com	1	0.9%
shansen@nextcenturymeters.com	4	3.6%
smosey@nextcenturymeters.com	35	31.2%
tdeckard@nextcenturymeters.com	3	2.7%
<b>Grand Summary:</b>	<b>112</b>	<b>100.0%</b>