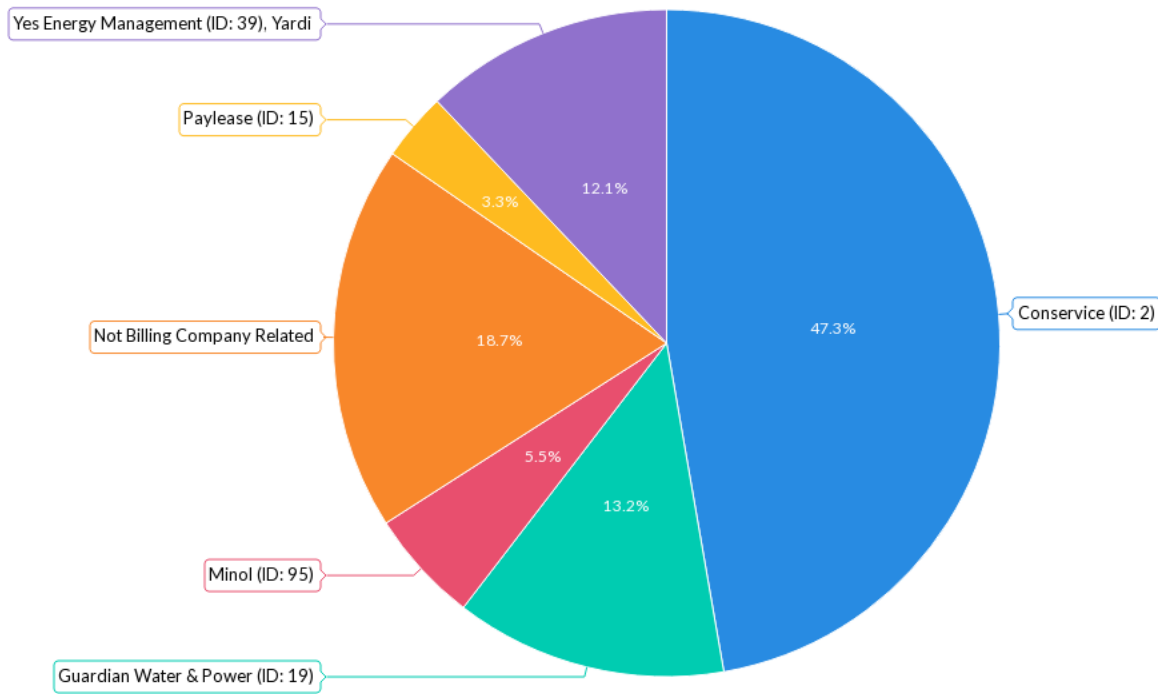


## Box Count and % week 5 2021

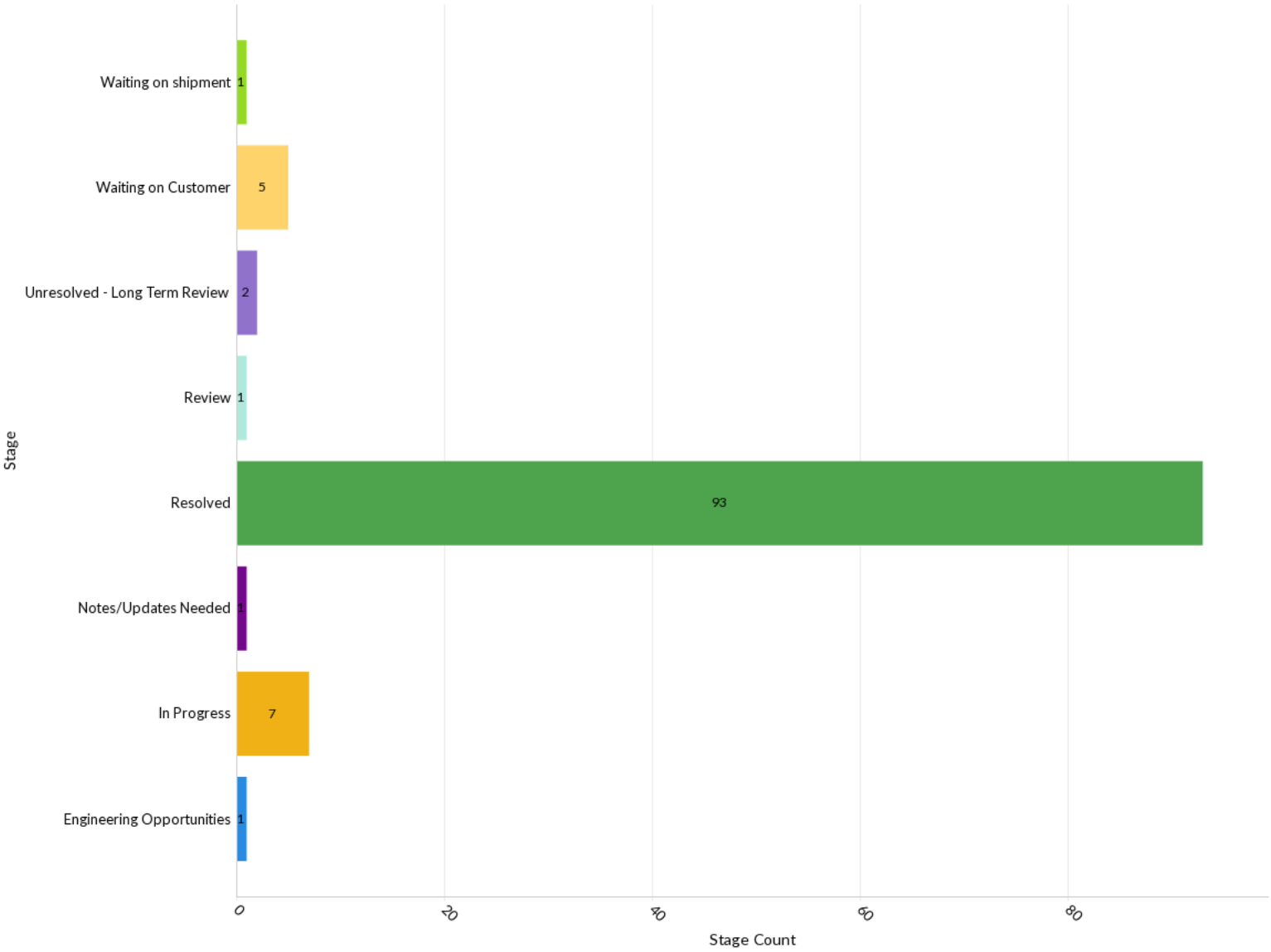
Week&Year	Support Type	Action	Date Created Count	Date Created Count
W05 2021	-No Value-	-No Value-	2	100.0%
	-No Value-		2	1.9%
	Favor	Documentation	2	8.7%
		General Information	1	4.3%
		Installation Instructions	2	8.7%
		Programming	5	21.7%
		Property Access	1	4.3%
		Status	1	4.3%
		Troubleshooting	11	47.8%
	Favor		23	22.3%
	Information	Add User	2	5.1%
		Documentation	4	10.3%
		Documentation, Equipment ?s	1	2.6%
		Equipment ?s	10	25.6%
		General Information	5	12.8%
		Installation Instructions	6	15.4%
		Programming	3	7.7%
		Repeater Layout	1	2.6%
		Status	6	15.4%
		Troubleshooting	1	2.6%
	Information		39	37.9%
	Internal	Documentation	1	25.0%
		Status	2	50.0%
		Support Department	1	25.0%
	Internal		4	3.9%
	Issue	Server Issues	3	42.9%
		Status	2	28.6%
		Troubleshooting	2	28.6%

Week&Year	Support Type	Action	Date Created Count	Date Created Count
	Issue		7	6.8%
	N/A	Missed Call	1	50.0%
		N/A	1	50.0%
	N/A		2	1.9%
	Request	Equipment ?s	1	3.8%
		Feature Suggestion	2	7.7%
		Monthly Technician Feedback	1	3.8%
		Programming	2	7.7%
		Property Access	3	11.5%
		Property Transfer	11	42.3%
		Status	3	11.5%
		Troubleshooting	3	11.5%
	Request		26	25.2%
W05 2021			103	100.0%
Grand Summary:			103	100.0%

## Week 5 Frequent Contact(ers) (more than twice) 2021



Stage Week 5 2021



## Week 5 Calls Answered 2021

Row Labels	Answered (Average 10)	Result Count
<b>W07 2021</b>	<b>52</b>	<b>100.0%</b>
Brandi Bushman	11	21.2%
Chris Hough	9	17.3%
Danielle Makin	4	7.7%
Jake Seegrist	6	11.5%
Kirill Bannatyne	3	5.8%
Sara Hansen	4	7.7%
Seth Mosey	12	23.1%
Trent Deckard	3	5.8%
<b>Grand Summary:</b>	<b>52</b>	<b>100.0%</b>

## Week call 5 Boxes 2021

Row Labels	Assigned To Count	Assigned To Count
<b>2021</b>	<b>111</b>	<b>100.0%</b>
bbushman@nextcenturymeters.com	25	22.5%
bbushman@nextcenturymeters.com, shansen@nextcenturymeters.com	1	0.9%
chough@nextcenturymeters.com	9	8.1%
dmakin@nextcenturymeters.com	8	7.2%
jseegrist@nextcenturymeters.com	16	14.4%
kbannatyne@nextcenturymeters.com	2	1.8%
rrussak@nextcenturymeters.com	7	6.3%
rrussak@nextcenturymeters.com, jcorbridge@nextcenturymeters.com, shansen@nextcenturymeters.com	1	0.9%
shansen@nextcenturymeters.com	7	6.3%
shansen@nextcenturymeters.com, jseegrist@nextcenturymeters.com	1	0.9%
shansen@nextcenturymeters.com, kbannatyne@nextcenturymeters.com	1	0.9%
smosey@nextcenturymeters.com	31	27.9%
tdeckard@nextcenturymeters.com	2	1.8%
<b>Grand Summary:</b>	<b>111</b>	<b>100.0%</b>