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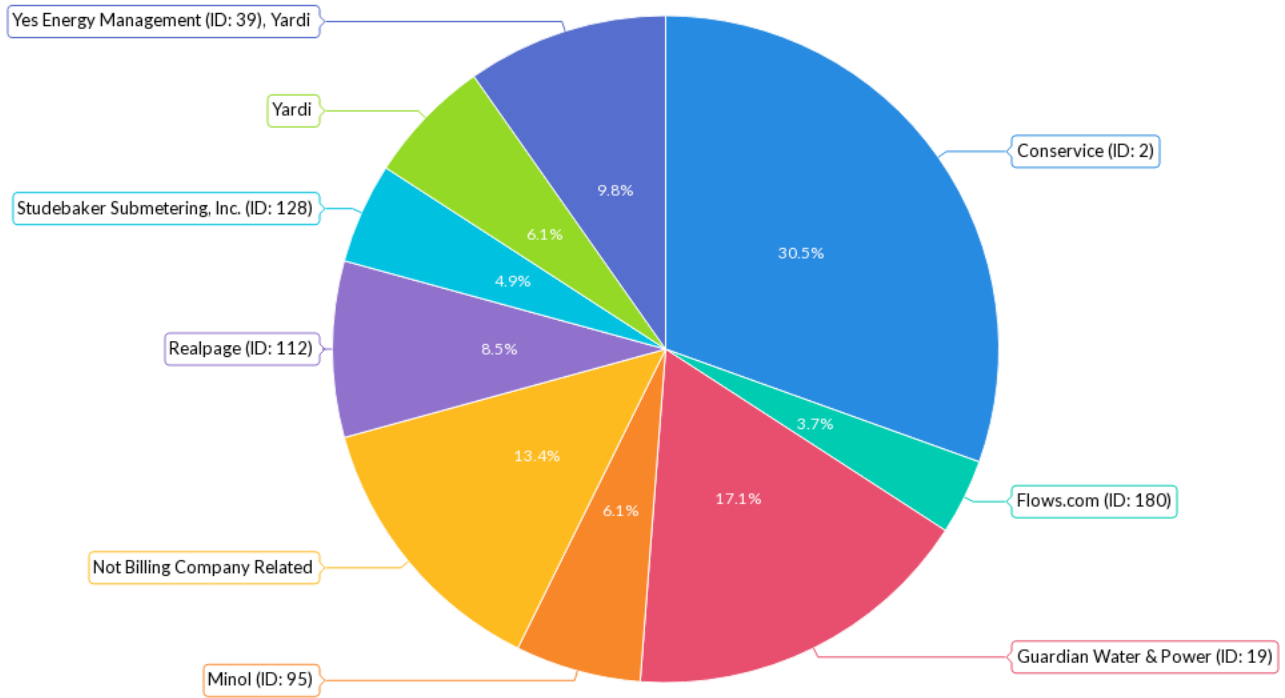
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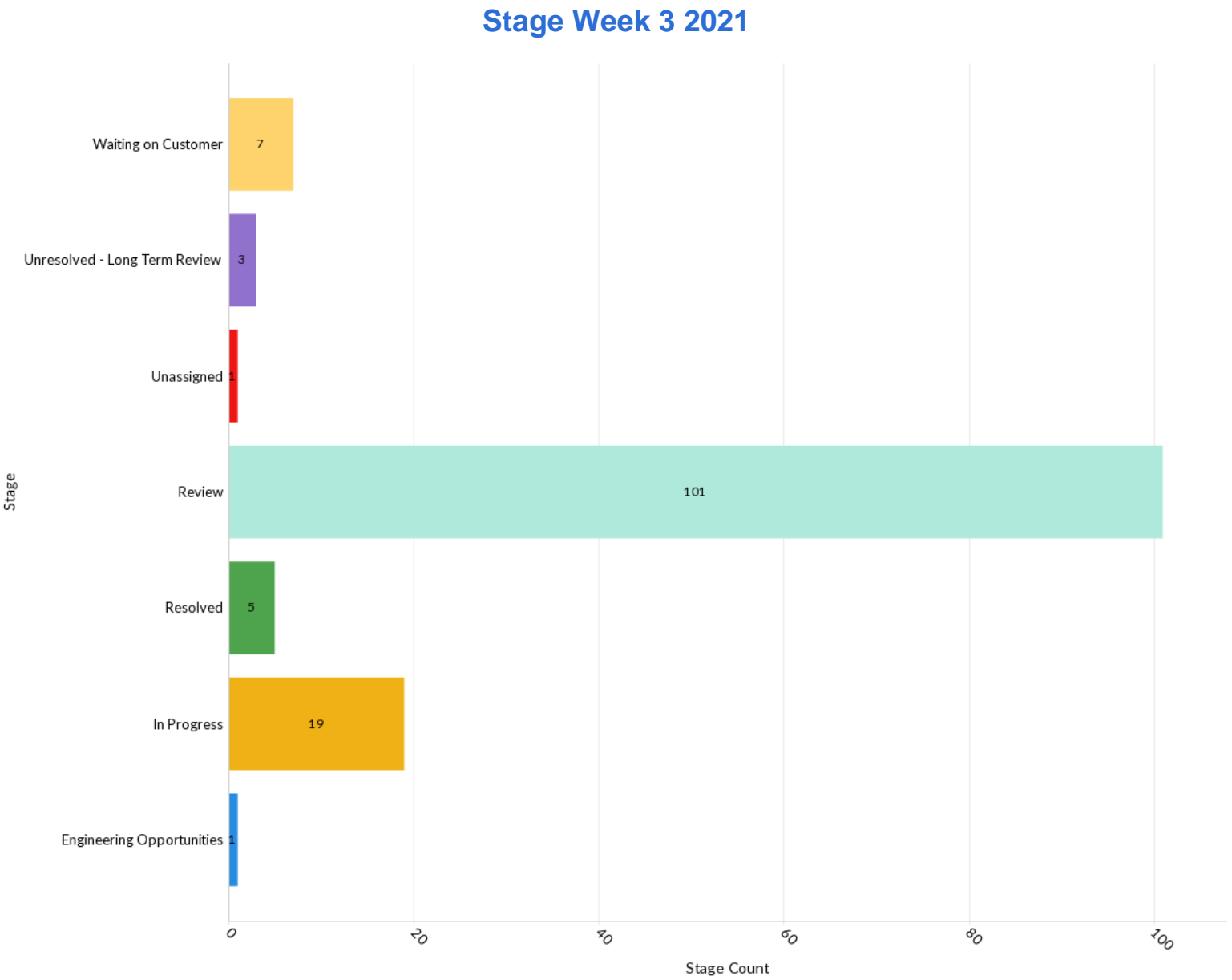
## Box Count and % week 3 2021

Week&Year	Support Type	Action	Date Created Count	Date Created Count
W03 2021	-No Value-	-No Value-	2	100.0%
	-No Value-		2	1.7%
	Favor	Billing Company Access	1	6.7%
		Documentation	1	6.7%
		Installation Instructions	1	6.7%
		Programming	8	53.3%
		Status	2	13.3%
		Troubleshooting	2	13.3%
	Favor		15	12.7%
	Information	Documentation	4	6.9%
		Documentation, Equipment ?s	1	1.7%
		Equipment ?s	14	24.1%
		Equipment ?s, General Information	1	1.7%
		General Information	10	17.2%
		Installation Instructions	5	8.6%
		Programming	1	1.7%
		Status	12	20.7%
		Training Invitation	1	1.7%
		Troubleshooting	9	15.5%
	Information		58	49.2%
	Internal	Documentation	1	100.0%
	Internal		1	0.8%
	Issue	Programming	1	5.9%
		Server Issues	1	5.9%
		Status	9	52.9%
		Troubleshooting	6	35.3%
	Issue		17	14.4%
	Request	Billing Company Access	1	4.0%

Week&Year	Support Type	Action	Date Created Count	Date Created Count
		Documentation	1	4.0%
		Installation Instructions	1	4.0%
		Missed Call	1	4.0%
		New Company	1	4.0%
		New Company, Training Invitation	1	4.0%
		Programming	4	16.0%
		Property Access	2	8.0%
		Property Transfer	9	36.0%
		Status	1	4.0%
		Troubleshooting	3	12.0%
	Request		25	21.2%
W03 2021			118	100.0%
Grand Summary:			118	100.0%

## Frequent Contact(ers) Week 3 (more than twice) 2021





## Week 3 Calls Answered 2021

Row Labels	Answered (Average 10)	Result Count
<b>W03 2021</b>	<b>94</b>	<b>100.0%</b>
Brandi Bushman	12	12.8%
Chris Hough	27	28.7%
Danielle Makin	11	11.7%
Jake Seegrist	22	23.4%
Kirill Bannatyne	3	3.2%
Seth Mosey	19	20.2%
<b>Grand Summary:</b>	<b>94</b>	<b>100.0%</b>

## Week call 3 Boxes 2021

Row Labels	Assigned To Count	Assigned To Count
2021	136	100.0%
-No Value-	0	
bbushman@nextcenturymeters.com	10	7.4%
bbushman@nextcenturymeters.com, shansen@nextcenturymeters.com	1	0.7%
chough@nextcenturymeters.com	29	21.3%
dmakin@nextcenturymeters.com	11	8.1%
jseegrist@nextcenturymeters.com	33	24.3%
jseegrist@nextcenturymeters.com, shansen@nextcenturymeters.com	1	0.7%
kbannatyne@nextcenturymeters.com	11	8.1%
rrussak@nextcenturymeters.com	3	2.2%
shansen@nextcenturymeters.com	9	6.6%
smosey@nextcenturymeters.com	23	16.9%
tdeckard@nextcenturymeters.com	5	3.7%
<b>Grand Summary:</b>	<b>136</b>	<b>100.0%</b>