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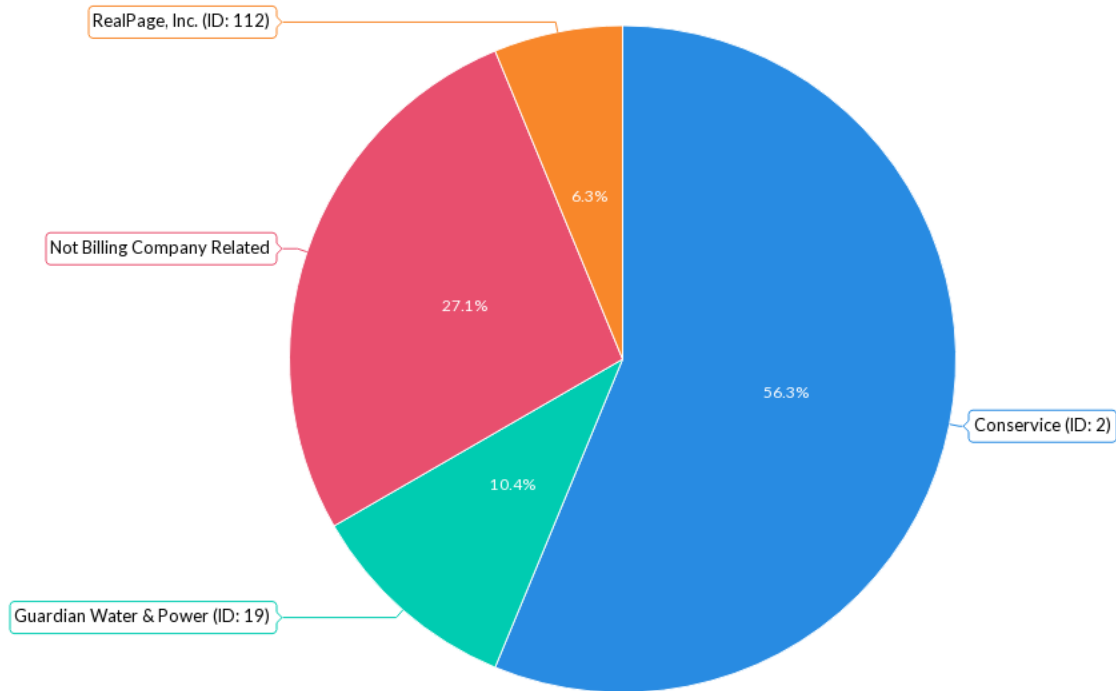
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Box Count and % week 7 2021

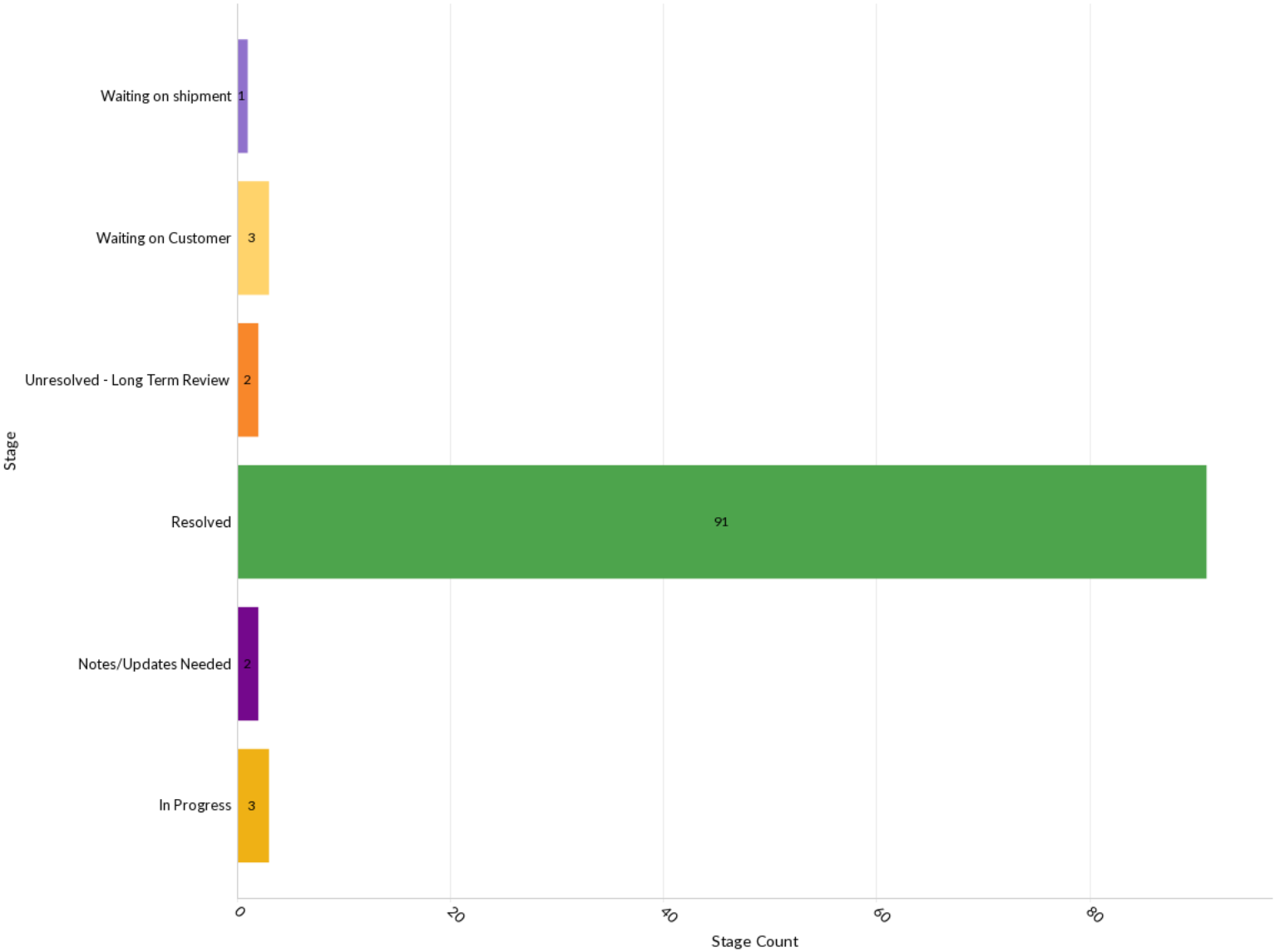
Week&Year	Support Type	Action	Date Created Count	Date Created Count
W07 2021	-No Value-	-No Value-	1	100.0%
	-No Value-		1	1.0%
	Favor	Equipment ?s	1	6.2%
		Installation Instructions	2	12.5%
		Programming	4	25.0%
		Status	1	6.2%
		Troubleshooting	8	50.0%
	Favor		16	16.5%
	Information	Billing ?s	5	9.6%
		Documentation	1	1.9%
		Documentation, Equipment ?s	1	1.9%
		Equipment ?s	22	42.3%
		General Information	5	9.6%
		Installation Instructions	4	7.7%
		Programming	3	5.8%
		Status	6	11.5%
		Training Invitation	1	1.9%
		Troubleshooting	4	7.7%
	Information		52	53.6%
	Internal	Accounting Department	1	25.0%
		Billing ?s	1	25.0%
		N/A	1	25.0%
		Sales/Orders Department	1	25.0%
	Internal		4	4.1%
	Issue	Billing ?s	1	16.7%
		Installation Instructions	1	16.7%
		N/A	1	16.7%
		Programming	1	16.7%

Week&Year	Support Type	Action	Date Created Count	Date Created Count
W07 2021		Server Issues	1	16.7%
		Troubleshooting	1	16.7%
	Issue		6	6.2%
	Request	Billing ?s	1	5.6%
		General Information	1	5.6%
		Missed Call	1	5.6%
		New Company	1	5.6%
		Programming	4	22.2%
		Property Access	1	5.6%
		Property Transfer	6	33.3%
		Troubleshooting	3	16.7%
	Request		18	18.6%
W07 2021			97	100.0%
Grand Summary:			97	100.0%

Week 7 Frequent Contact(ers) (more than twice) 2021



Stage Week 7 2021



Week 7 Calls Answered 2021

Row Labels	Answered (Average 10)	Result Count
W07 2021	60	100.0%
Brandi Bushman	14	23.3%
Chris Hough	9	15.0%
Danielle Makin	4	6.7%
Jake Seegrist	7	11.7%
Kirill Bannatyne	3	5.0%
Sara Hansen	4	6.7%
Seth Mosey	15	25.0%
Trent Deckard	4	6.7%
Grand Summary:	60	100.0%

Week call 7 Boxes 2021

Row Labels	Assigned To Count	Assigned To Count
2021	102	100.0%
bbushman@nextcenturymeters.com	17	16.7%
chough@nextcenturymeters.com	11	10.8%
chough@nextcenturymeters.com, bbushman@nextcenturymeters.com	1	1.0%
chough@nextcenturymeters.com, shansen@nextcenturymeters.com	2	2.0%
dmakin@nextcenturymeters.com	9	8.8%
jseegrist@nextcenturymeters.com	15	14.7%
kbannatyne@nextcenturymeters.com	7	6.9%
rrussak@nextcenturymeters.com	2	2.0%
shansen@nextcenturymeters.com	5	4.9%
smosey@nextcenturymeters.com	29	28.4%
tdeckard@nextcenturymeters.com	4	3.9%
Grand Summary:	102	100.0%