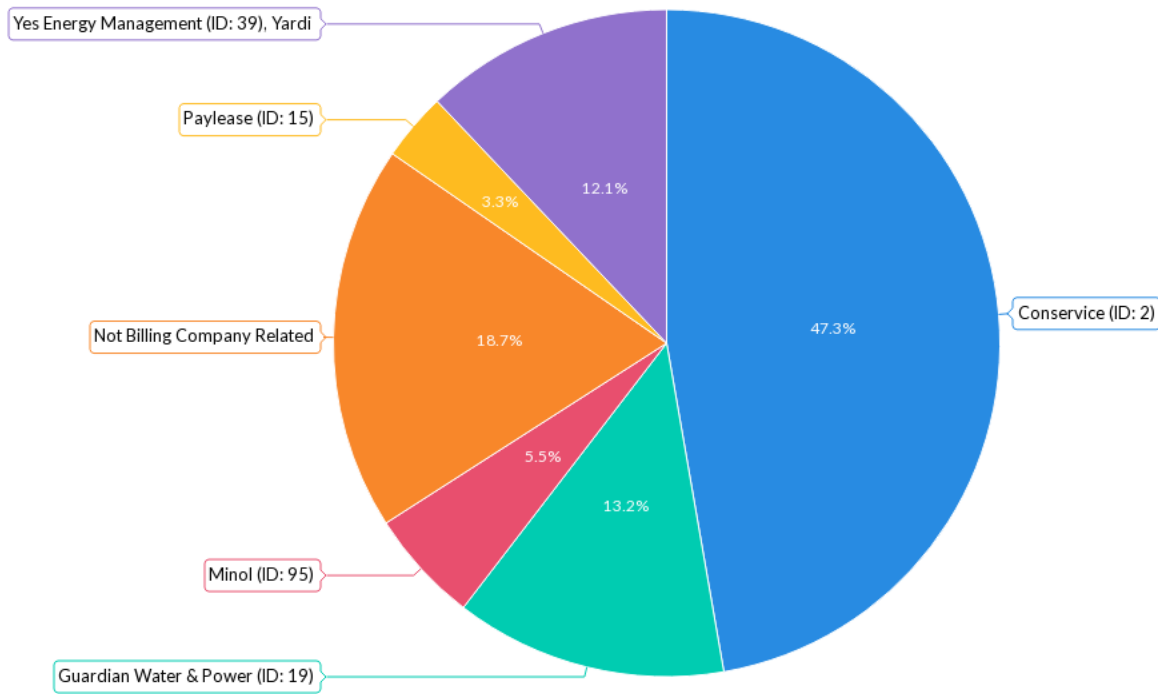


Box Count and % week 6 2021

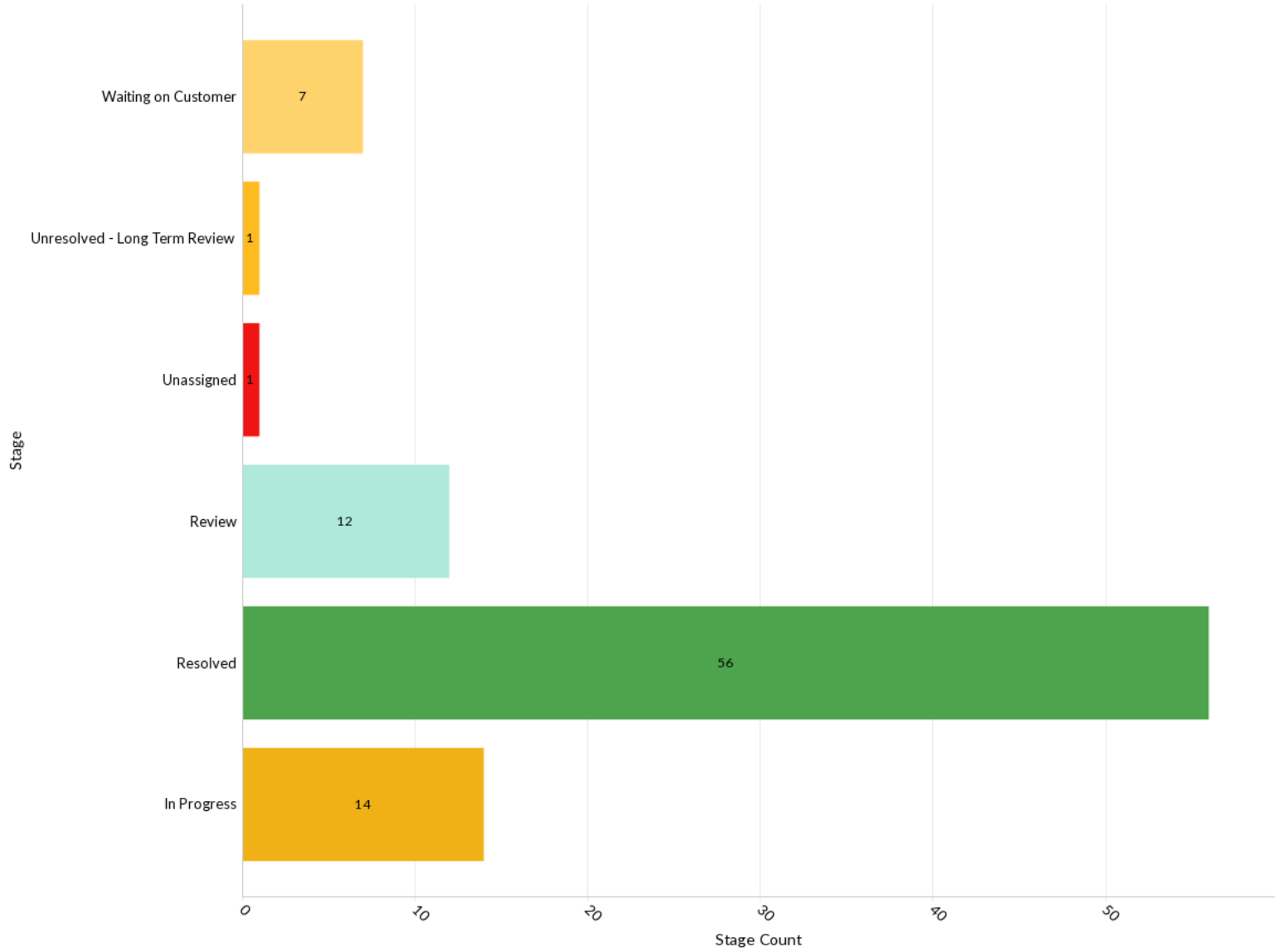
Week&Year	Support Type	Action	Date Created Count	Date Created Count
W07 2021	-No Value-	-No Value-	4	100.0%
	-No Value-		4	5.2%
	Favor	Equipment ?s	1	8.3%
		Installation Instructions	2	16.7%
		Programming	3	25.0%
		Troubleshooting	6	50.0%
	Favor		12	15.6%
	Information	Billing ?s	4	10.0%
		Documentation	1	2.5%
		Equipment ?s	16	40.0%
		General Information	5	12.5%
		Installation Instructions	3	7.5%
		Programming	2	5.0%
		Status	4	10.0%
		Training Invitation	1	2.5%
		Troubleshooting	4	10.0%
	Information		40	51.9%
	Internal	Accounting Department	1	25.0%
		Billing ?s	1	25.0%
		N/A	1	25.0%
		Sales/Orders Department	1	25.0%
	Internal		4	5.2%
	Issue	Billing ?s	1	20.0%
		Installation Instructions	1	20.0%
		N/A	1	20.0%
		Programming	1	20.0%
		Troubleshooting	1	20.0%
	Issue		5	6.5%
	Request	Billing ?s	1	8.3%

Week&Year	Support Type	Action	Date Created Count	Date Created Count
		General Information	1	8.3%
		Missed Call	1	8.3%
		Programming	3	25.0%
		Property Access	1	8.3%
		Property Transfer	3	25.0%
		Troubleshooting	2	16.7%
	Request		12	15.6%
W07 2021			77	100.0%
Grand Summary:			77	100.0%

Week 6 Frequent Contact(ers) (more than twice) 2021



Stage Week 6 2021



Week 6 Calls Answered 2021

Row Labels	Answered (Average 10)	Result Count
W07 2021	52	100.0%
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%
Grand Summary:	52	100.0%

Week call 7 Boxes 2021

Row Labels	Assigned To Count	Assigned To Count
2021	91	100.0%
bbushman@nextcenturymeters.com	13	14.3%
bbushman@nextcenturymeters.com, rrussak@nextcenturymeters.com	1	1.1%
chough@nextcenturymeters.com	12	13.2%
chough@nextcenturymeters.com, bbushman@nextcenturymeters.com	1	1.1%
dmakin@nextcenturymeters.com	9	9.9%
jseegrist@nextcenturymeters.com	15	16.5%
kbannatyne@nextcenturymeters.com	7	7.7%
rrussak@nextcenturymeters.com	2	2.2%
shansen@nextcenturymeters.com	5	5.5%
smosey@nextcenturymeters.com	22	24.2%
tdeckard@nextcenturymeters.com	4	4.4%
Grand Summary:	91	100.0%