

[Join Online](#)[Dismiss](#)

Filter Applications: All

Filter Support Group: All

▼ ⓘ

[Dismiss All](#)

Tickets Open at Month End by Priority & App.



Created, Resolved, and Open Tickets Current Month By App.

Application	Created	Resolved	Open at Month End
CRM - Frontier	225	211	240
MyWellmark	989	1,022	225

Application	Created	Resolved
IDH	14	3
Jiva	141	132
AWS Connect	159	261
Technology	249	239
BlueSource	17	12
Alacriti	33	29
Gen1	4	1
eCredentialing Central	151	151

Application	Created	Resolved
CRM - Frontier	225	211
MyWellmark	989	1,022
IDH	14	3
Jiva	141	132
AWS Connect	159	261
Technology	249	239
BlueSource	17	12
Alacriti	33	29
Gen1	4	1
eCredentialing Central	151	151

Application	Created	Resolved
CRM - Frontier	225	211
MyWellmark	989	1,022
IDH	14	3
Jiva	141	132
AWS Connect	159	261
Technology	249	239
BlueSource	17	12
Alacriti	33	29
Gen1	4	1
eCredentialing Central	151	151

Application	Created	Resolved
CRM - Frontier	225	211
MyWellmark	989	1,022
IDH	14	3
Jiva	141	132
AWS Connect	159	261
Technology	249	239
BlueSource	17	12
Alacriti	33	29
Gen1	4	1
eCredentialing Central	151	151

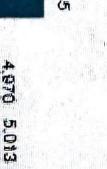
Application	Created	Resolved
CRM - Frontier	225	211
MyWellmark	989	1,022
IDH	14	3
Jiva	141	132
AWS Connect	159	261
Technology	249	239
BlueSource	17	12
Alacriti	33	29
Gen1	4	1
eCredentialing Central	151	151

Application	Created	Resolved
CRM - Frontier	225	211
MyWellmark	989	1,022
IDH	14	3
Jiva	141	132
AWS Connect	159	261
Technology	249	239
BlueSource	17	12
Alacriti	33	29
Gen1	4	1
eCredentialing Central	151	151

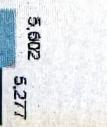
Created and Resolved Tickets Over Last 6 Months



Open at Month End



Avg Days to Resolve



Open at Month End



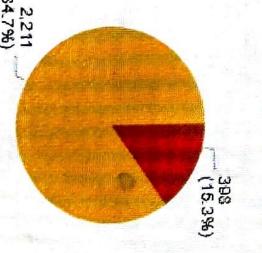
Open Tickets by Age & Priority

● Critical-High ● Medium-Low



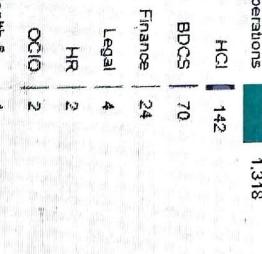
Open Tickets by Priority

● Critical-High ● Medium-Low



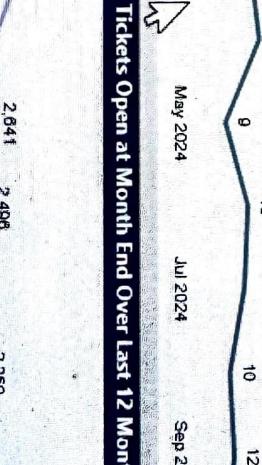
Created Tickets by Division

● Critical-High ● Medium-Low



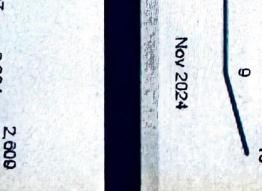
Avg Days to Resolve Tickets Over Last 12 Months

● Critical-High ● Medium-Low



Tickets Open at Month End Over Last 12 Months

● Critical-High ● Medium-Low



Remedy Incidents

Filter Applications: All

Filter Support Group: All

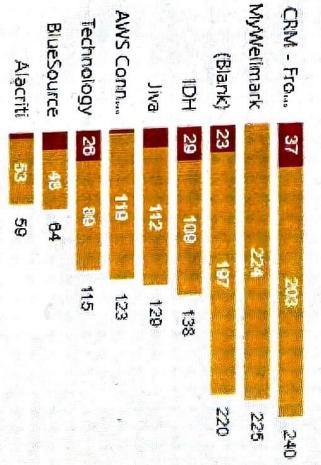
All

December 2024

Refreshed Date: January 1, 2025

Tickets Open at Month End by Priority & App.

● Critical-High ● Medium-Low



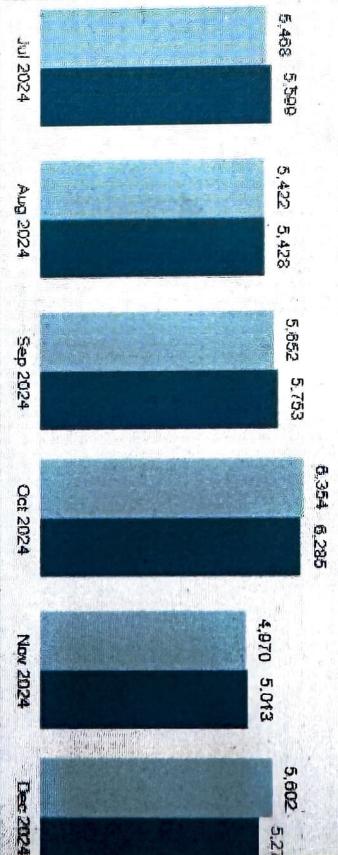
Created, Resolved, and Open Tickets Current Month by App.

● Created ● Resolved

Application	Created	Resolved	Open at Month End
CRM - Frontier	225	211	240

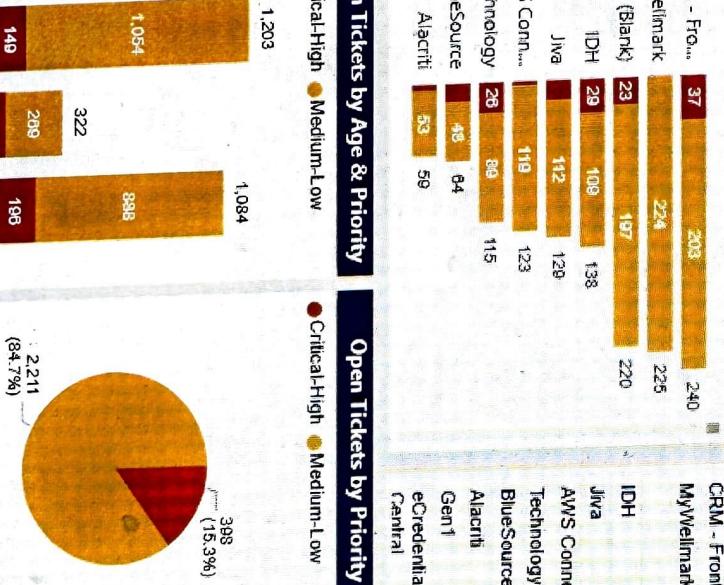
Created and Resolved Tickets Over Last 6 Months

● Created ● Resolved



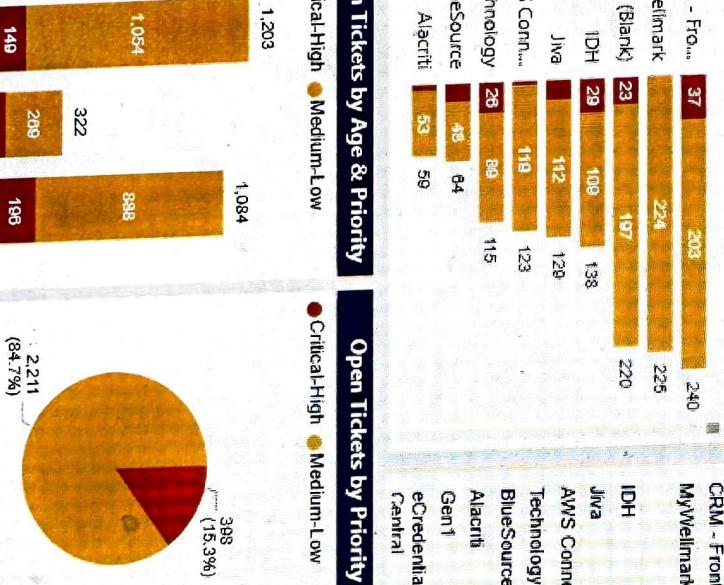
Tickets Open at Month End by Age & Priority

● Critical-High ● Medium-Low



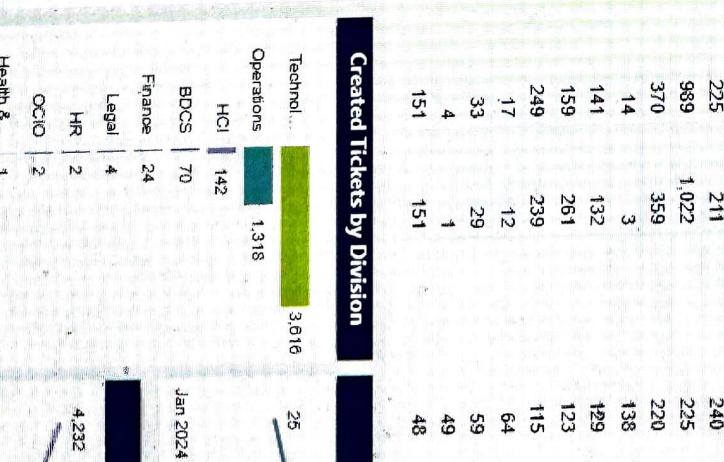
Open Tickets by Age & Priority

● Critical-High ● Medium-Low



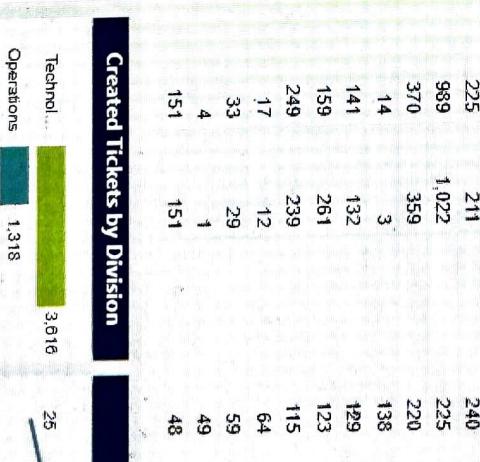
Open Tickets by Priority

● Critical-High ● Medium-Low



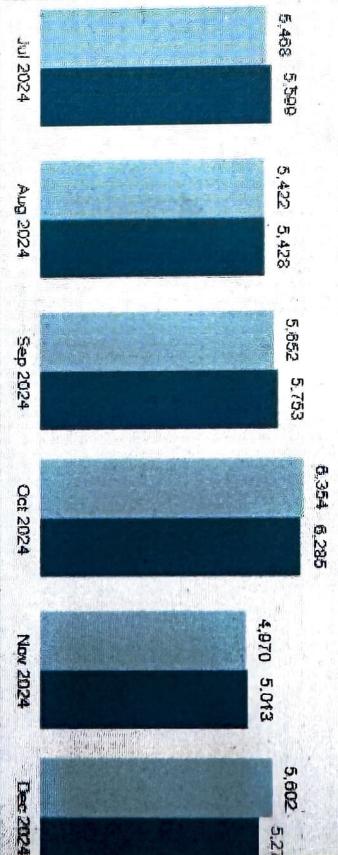
Created Tickets by Division

● Critical-High ● Medium-Low



Avg Days to Resolve Tickets Over Last 12 Months

● Critical-High ● Medium-Low



→ Export

↗ Share

Subscribe

...

Consultant



MY2016 CY2016 MY2017 CY2017 MY2018 CY2018 MY2019 CY2019 MY2020 CY2020 MY2021 CY2021

Aberdeen	17.00 %	16.00 %	17.00 %	27.00 %	22.00 %	19.00 %	20.00 %	17.00 %	13.00 %	13.00 %	15.00 %
Burlington	6.40 %	7.70 %	2.70 %	5.20 %	6.20 %	10.00 %	8.70 %	7.70 %	12.00 %	12.00 %	9.10 %
Cedar Rapids-Iowa City	6.20 %	6.50 %	6.80 %	7.00 %	7.60 %	8.60 %	7.10 %	5.70 %	6.40 %	6.70 %	8.00 %
Davenport-Moline-Rock Island, IA-IL	3.40 %	3.70 %	3.70 %	4.60 %	3.90 %	3.70 %	3.40 %	3.50 %	3.80 %	4.10 %	1.70 %
Des Moines-West Des Moines	-3.40 %	-0.30 %	1.90 %	-4.30 %	-3.90 %	-0.20 %	0.20 %	-0.40 %	0.00 %	-1.20 %	-3.10 %
Dubuque	5.40 %	3.20 %	3.30 %	2.00 %	2.40 %	3.80 %	2.30 %	3.50 %	-1.80 %	-3.60 %	2.50 %
IA non-MSA, Southwest	2.70 %	4.20 %	6.10 %	6.20 %							
Mason City-Fort Dodge	-0.90 %	2.60 %	5.00 %	5.90 %	6.50 %	5.20 %	6.10 %	6.70 %	7.90 %	8.10 %	5.40 %
Omaha-Council Bluffs, NE-IA											-2.10 %
Rapid City	9.20 %	14.00 %	15.00 %	14.00 %	14.00 %	15.00 %	8.00 %	5.50 %	3.50 %	0.50 %	5.40 %
Sioux City	2.70 %	3.00 %	3.30 %	4.30 %	3.80 %	2.90 %	2.70 %	3.10 %	5.40 %	4.80 %	0.22 %
Sioux Falls	7.80 %	11.00 %	18.00 %	20.00 %	19.00 %	17.00 %	15.00 %	15.00 %	12.00 %	10.00 %	9.60 %
Spirit Lake											15.00 %
Waterloo-Cedar Falls	14.00 %	10.00 %	13.00 %	23.00 %	25.00 %	24.00 %	23.00 %	20.00 %	20.00 %	16.00 %	-3.10 %

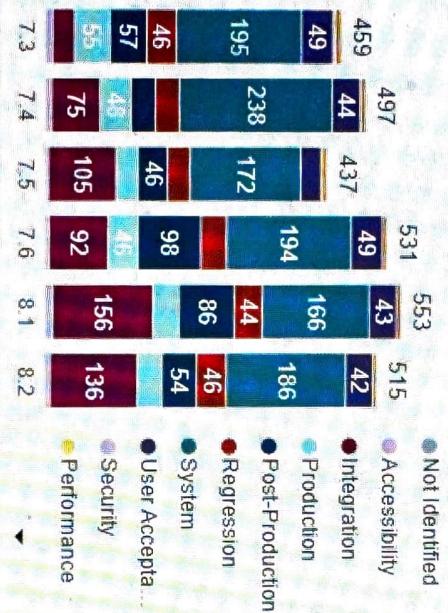
Aon HVI



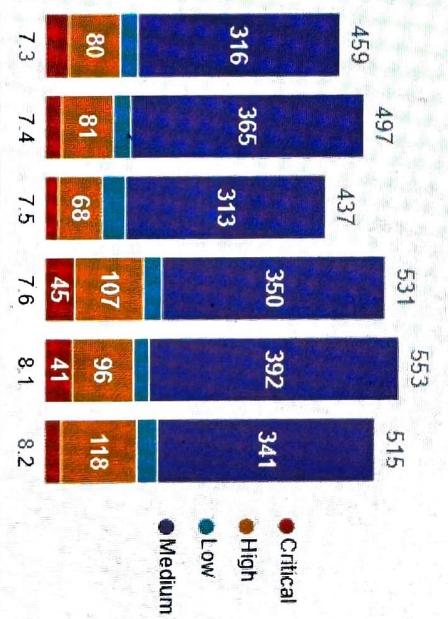
Des Moines	0.70 %	1.10 %	1.10 %	-6.00 %	-3.20 %	-0.20 %	0.30 %	-0.40 %	0.10 %	-1.00 %	-2.50 %	-1.70 %
Except Des Moines, Quad Cities	5.60 %	6.20 %	6.80 %	6.70 %	7.20 %	5.40 %	5.20 %	4.60 %	6.80 %	6.80 %	5.10 %	4.80 %
Quad Cities	3.60 %	0.20 %	2.90 %	4.60 %	3.80 %	3.60 %	3.30 %	3.40 %	3.70 %	4.10 %	3.00 %	1.70 %
South Dakota	7.90 %	7.30 %	17.00 %	14.00 %	13.00 %	13.00 %	12.00 %	10.00 %	8.10 %	6.00 %	8.50 %	13.00 %
Lockton												
Cedar Rapids-Iowa City												
Des Moines-West Des Moines												
Mercer												
Cedar Rapids/Iowa City, IA												
Davenport-Moline-Rock Island, IA-IL												
Des Moines/West Des Moines/Ames, IA												
Sioux Falls, SD												
Waterloo-Cedar Falls, IA												

	-1.30 %	8.50 %										
	-140 %	4.00 %	3.40 %	2.80 %	3.00 %	2.30 %						
	-2.40 %	-3.00 %	0.10 %	0.20 %	-0.60 %	-0.50 %	-0.60 %					
	0.80 %	23.00 %	22.00 %	19.00 %	17.00 %	11.00 %	-0.20 %					

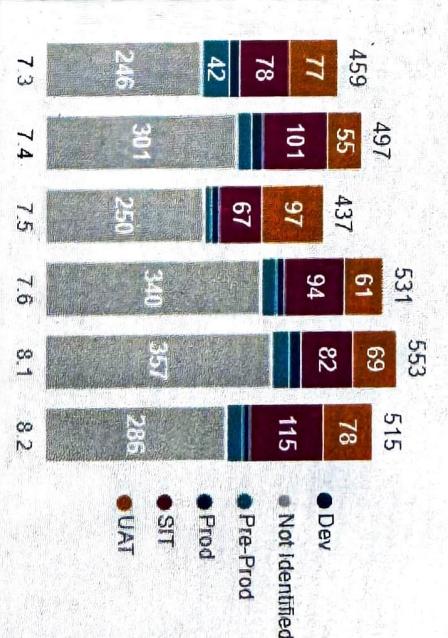
Bugs by Test Phase



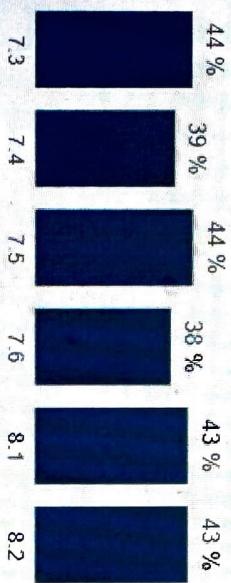
Bugs by Severity



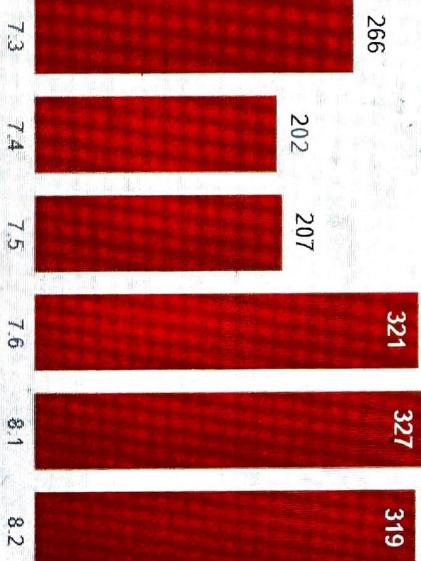
Bugs by Environment



Bug Resolution Efficiency

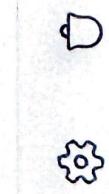


No Fix Bug Count



Average Days From Open To Close

Coming Soon



Report ✓ Share | Subscribe | ...

Select a Team

All

Data Refreshed:

21/09/2025

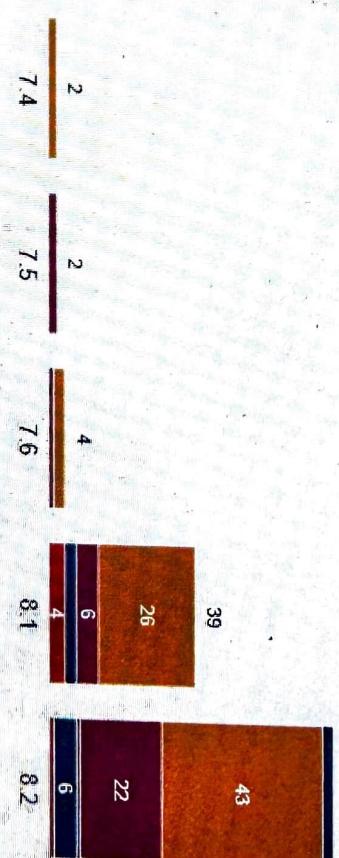
Flow Velocity

Average velocity over last 6 iterations: **3,020** Story Points



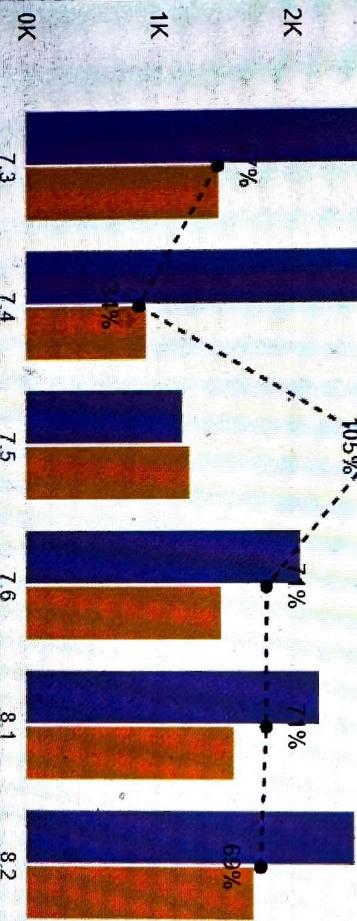
Flow Load

[View open work items](#)



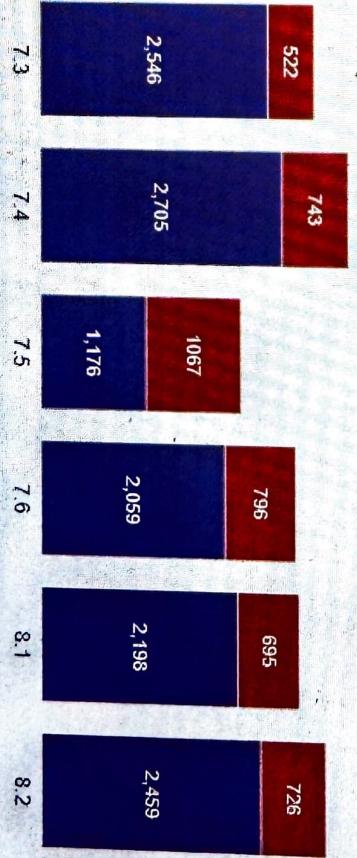
Flow Predictability

105%
71%
71%
69%



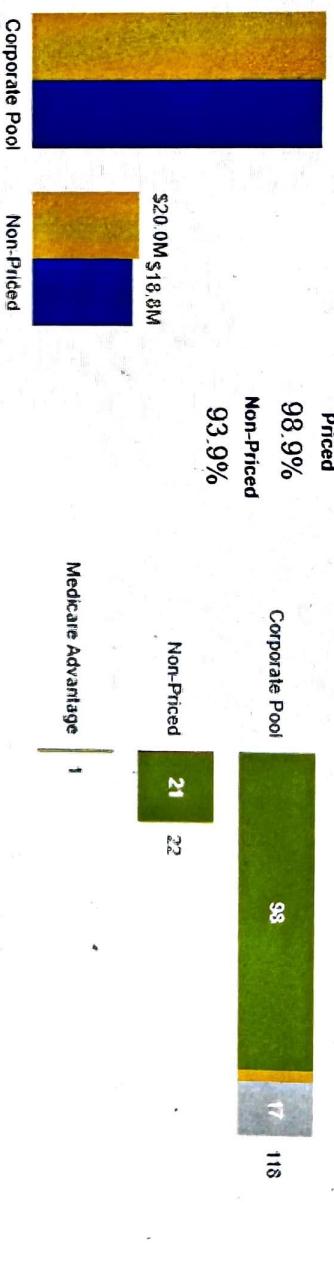
Unplanned Work

20 %
28 %
37 %
40 %
30 %
31 %



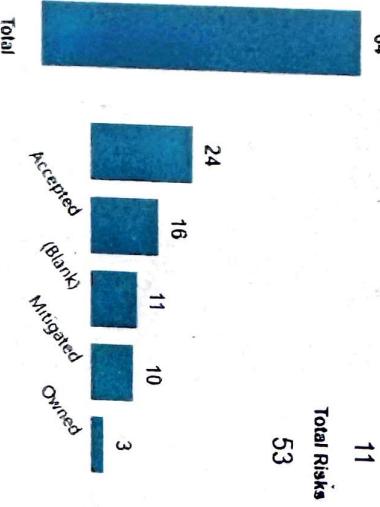
● Committed at beginning of iteration ● Completed at end of iteration -- Say/Do Ratio

● Committed (Planned) Work Items ● Unplanned Work Items

Priced & Non-Priced Forecast to Budget**Active Epic Count****Total Risks & Issues by Strategy**

● Target ● Forecast

● Red ● Green ● Amber ● (Blank)



Modeling View Optimize Help External tools Format Data / Drill

Get data workbook data hub OneLake Server SQL Enter data Dataverse Recent sources Transform Refresh data New visual Text box More visuals New visual calculation New measure Quick measure Sensitivity

Date Channel Brand Name Product ID

Last 1 Select All All All

No filters applied

Top 10 SKU by KPI

YearMonth

YearMonth	2019-01			2019-02			2019-03			2019-04		
	Channel	LY	CY	Growth %	LY	CY	Growth %	LY	CY	Growth %	LY	CY
Amazon	4689	0%		4048	0%		3241	0%		3569	0%	
Amazon Canada	150	0%		153	0%		98	0%		76	0%	
Amazon FBA	67972	0%		60796	0%		57106	0%		49499	0%	
Amope Prime												
Amazon Standard												
AmopePrime	16814	0%		12531	0%		12154	0%		11728	0%	
Amope US												
Clearasil	164	0%		102	0%		139	0%		120	0%	
Durex	386	0%		429	0%		516	0%		524	0%	
eBay	2650	0%		1938	0%		1883	0%		2014	0%	
FeverSense	19	0%		19	0%		14	0%		6	0%	
GSA												

Insert Orders Pack Sold Revenue Self-Out Sessions Units

Top 10 Top 20 Top 30 Top 40 Top 50 100 500

Product ID	Title	TopN_KPI
1190490	K-Y Jelly Personal Water Based Lubricant, 4 Ounce	171207
1190495	K-Y Jelly Personal Lubricant 2 oz	75699
1420880	K-Y Liquid Personal Water Based Lubricant, 5 Ounce	68425
1259485	Veet Leg and Body Hair Remover Cold Wax Strips, 40 ct	51264
1307555	Scalpicin Max Strength Scalp Itch Treatment, 1.5 oz	41337
1675810	Amope Pedi Perfect Spa Experience Pampering Pack, Wet and Dry Electronic Foot file, 5 rollers & 2 Pedimasks 1 ea	40418
1421935	K-Y UltraGel Personal Water Based Lubricant, 4.5 Oz	36742
1253765	Durex Condom Extra Sensitive Natural Latex Condoms, 24 Count - Ultra Fine & Extra Lubricated	35603
1488175	Airborne Orange Flavored Gummies, 63 count - 1000mg of Vitamin C and Minerals & Herbs Immune Support	35540
1259485	Veet Leg and Body Hair Remover Cold Wax Strips, 40 Count	33978

Modeling View Optimize Help External tools Format Data / Drill

Get data ▾ Excel OneLake SQL Server Enter data Dataverse Recent sources ▾ Transform Refresh data ▾ New visual Text box More visuals ▾ New visual calculation ▾ New Quick measure measure Sensitivity

Date Channel Brand Name Product ID

Last 1 Select All All All

No filters applied

Top 10 SKU by KPI

Product ID Title TopN KPI

Product ID	Title	TopN KPI
1190490	K-Y Jelly Personal Water Based Lubricant, 4 Ounce	347183
1190495	K-Y Jelly Personal Lubricant 2 oz	108713
1420880	K-Y Liquid Personal Water Based Lubricant, 5 Ounce	98676
1307555	Scalpicin Max Strength Scalp Itch Treatment, 1.5 oz	90983
1259485	Veet Leg and Body Hair Remover Cold Wax Strips, 40 ct	85833
1489435	Clearasil Stubborn Acne Control 5in1 Pimple Patch, 18 Count	74504
1488175	Airborne Orange Flavored Gummies, 63 count - 1000mg of Vitamin C and Minerals & Herbs Immune Support	74208
1421935	K-Y UltraGel Personal Water Based Lubricant, 4.5 Oz	73935
1307555	Scalpicin Max Strength Scalp Itch Treatment, 1.5 Ounce	71563
1316710	Lanacane Anti-friction Gel 1 oz	70864

YearMonth

YearMonth	2020-06			2020-07			2020-08			
	Channel	LY	CY	Growth %	LY	CY	Growth %	LY	CY	Growth %
Amazon	15465		-100%	13887		-100%	10659		-100%	10622
Amazon Canada	195	3	-98%	225		-100%	117	2	-98%	151
Amazon FBA	56723	66621	17%	57741	53796	-7%	46646	82941	70%	53350
Amazon Prime	113741		0%	142343		0%	127202		0%	
Amazon Standard	8400		0%	13293		0%	11352		0%	
AmazonPrime	44032		-100%	44278		-100%	37825		-100%	44256
Amope US		277	0%		276	0%		189	0%	
Clearasil	233	102	-56%	215	217	1%	234	264	13%	279
Durex	648	835	29%	622	829	33%	796	1068	34%	707
eBay	3855	2656	-31%	3422	3385	-1%	3178	3243	7%	2772
Faversense	3	7	133%	3	3	0%	1	1	0%	5
GSA										

Modeling View Optimize Help External tools Format Data / Drill

Excel OneLake SQL Enter Dataverse Recent sources Transform Refresh New visual Text box More visuals New visual calculation New measure Quick measure

workbook data hub Server data sources

Date Channel Brand Name Product ID

Last 1 Select All All All

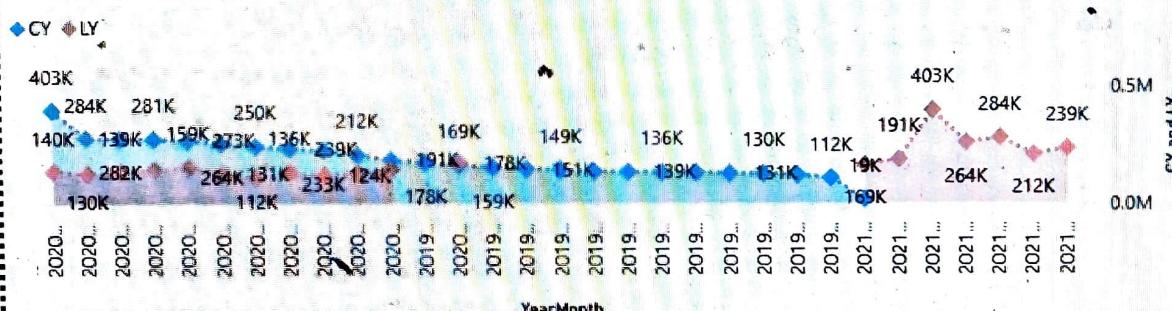
No filters applied

Insert

Orders Pack Sold Revenue Sell-Out Sessions Units

Top 10 Top 20 Top 30 Top 40 Top 50 100 500

Top 10 SKU by KPI



YearMonth	2020-01			2020-02			2020-03			2020-04		
	Channel	Growth %	LY	CY	Growth %	LY	CY	Growth %	LY	CY	Growth %	
Amazon	⬇️ -100%	10180		⬇️ -100%	8478		⬇️ -100%	8271		⬇️ -10%		
Amazon Canada	⬇️ -100%	304		⬇️ -100%	236		⬇️ -100%	175	1	⬇️ -9%		
Amazon FBA	⬇️ -41%	101560	72964	⬇️ -28%	89122	109396	⬆️ 23%	83152	77862	⬇️ -		
Amazon Prime	0%	87681		0%	5112		0%		651			
Amazon Standard	0%		8962	0%		195721	0%		139497			
AmazonPrime	⬇️ -100%	22063		⬇️ -100%	21755		⬇️ -100%	21292		⬇️ -10%		
Amope US									153			
Clearasil	⬆️ 4%	164	223	⬆️ 36%	227	423	⬆️ 80%	222	547	⬆️ 14		
Durex	⬆️ 74%	618	1121	⬆️ 81%	807	1850	⬆️ 129%	723	276	⬇️ -6		
eBay	⬇️ -14%	3037	4744	⬆️ 56%	2795	6452	⬆️ 111%	3129	948	⬇️ -7		
Faversense	⬇️ -25%	20	6	⬇️ -70%	15	12	⬇️ -20%	6	11	⬆️ 8%		
GSA												

Product ID	Title	TopN KPI
1190490	K-Y Jelly Personal Water Based Lubricant, 4 Ounce	347183
1190495	K-Y Jelly Personal Lubricant 2 oz	108713
1420880	K-Y Liquid Personal Water Based Lubricant, 5 Ounce	98676
1307555	Scalpicin Max Strength Scalp Itch Treatment, 1.5 oz	90983
1259485	Veet Leg and Body Hair Remover Cold Wax Strips, 40 ct	85833
1489435	Clearasil Stubborn Acne Control 5in1 Pimple Patch, 18 Count	74504
1488175	Airborne Orange Flavored Gummies, 63 count - 1000mg of Vitamin C and Minerals & Herbs Immune Support	74208
1421935	K-Y UltraGel Personal Water Based Lubricant, 4.5 Oz	73935
1307555	Scalpicin Max Strength Scalp Itch Treatment, 1.5 Ounce	71563
1316710	Lanacane Anti-friction Gel 1 oz	70864