# Sales

Actual Rev - Rev Goal in Past 60 Days

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Actual Rev - Rev Goal

Year	Month	Monthly Rev	Mo Rev Goal	Actual Rev - Rev Goal	Monthly Rev divided by Mo Rev Goal
2022	January	$691,129	$492,127	$199,002	140.4%
2022	February	$810,817	$743,569	$67,248	109.0%
2022	March	$1,153,417	$1,134,961	$18,456	101.6%
2022	April	$1,262,667	$1,374,524	($111,857)	91.9%
2022	May	$1,498,781	$1,451,903	$46,878	103.2%
2022	June	$1,606,184	$1,642,068	($35,884)	97.8%
2022	July	$1,440,238	$1,566,772	($126,534)	91.9%
2022	August	$1,427,080	$1,463,783	($36,703)	97.5%
2022	September	$1,242,615	$1,711,633	($469,018)	72.6%
2022	October	$1,064,856	$1,372,284	($307,428)	77.6%
2022	November	$823,285	$1,214,545	($391,260)	67.8%
2022	December	$565,408	$652,754	($87,346)	86.6%
2023	January	$774,743	$860,040	($85,297)	90.1%
2023	February	$809,985	$1,052,696	($242,711)	76.9%
2023	March	$1,114,626	$1,482,731	($368,105)	75.2%
2023	April	$1,121,941	$1,593,848	($471,907)	70.4%
2023	May	$1,517,539	$1,913,006	($395,467)	79.3%
2023	June	$1,522,610	$1,989,344	($466,734)	76.5%
2023	July	$1,367,733	$1,948,830	($581,097)	70.2%
2023	August	$1,468,667	$1,929,757	($461,090)	76.1%
2023	September	$1,320,160	$1,780,335	($460,175)	74.2%
Total		**$24,604,481**	**$29,371,510**	**($4,767,029)**	**83.8%**

% Diff to Frozen by Date

83.4%
76.8%
70.3%
67.5%
69.0%
74.4%

85%
80%
75%
70%
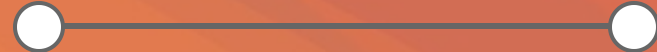65%

Apr 2023 — Jul 2023 — Oct 2023
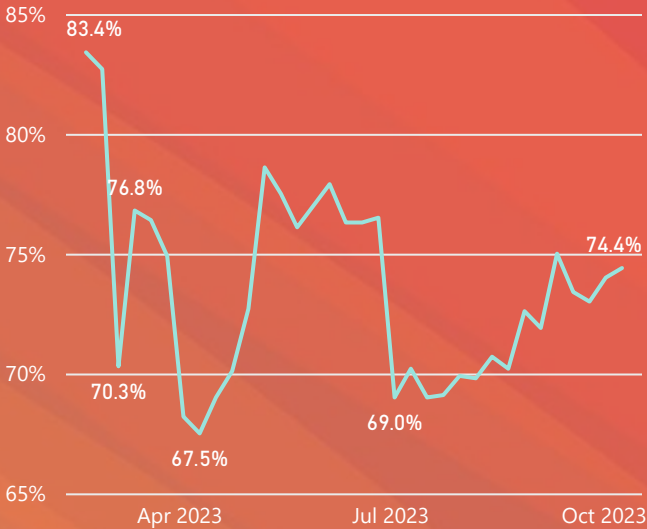
CL Deficit by Date

New CL to Goal by Date

Service Goals

Date

27.92%
TotalOverServiceGoals

Date	First Reply	Resolution Time	Total Service Time	Service Goal Total	Under Service Goal
Monday, July 25, 2022	3.4	30	33.42	49	15.58
Monday, August 29, 2022	1.3	25	25.75	49	23.25
Monday, September 12, 2022	2.0	31	32.60	49	16.40
Monday, September 19, 2022	1.6	27	28.30	49	20.70
Monday, September 26, 2022	1.3	44	45.30	49	3.70
Monday, October 03, 2022	1.0	29	29.97	49	19.03
Monday, October 10, 2022	0.9	20	21.08	49	27.92
Monday, October 17, 2022	0.8	21	21.88	49	27.12
Monday, October 24, 2022	0.8	23	24.15	49	24.85
Monday, October 31, 2022	0.6	26	26.62	49	22.38
Monday, November 07, 2022	1.0	17	17.78	49	31.22
Monday, November 14, 2022	0.6	19	19.22	49	29.78
Monday, November 21, 2022	1.4	36	37.20	49	11.80
Monday, November 28, 2022	0.9	41	41.37	49	7.63
Monday, December 05, 2022	1.1	21	22.37	49	26.63
Monday, December 12, 2022	3.4	49	52.60	49	-3.60
Monday, December 19, 2022	0.6	67	67.60	49	-18.60
Monday, December 26, 2022	1.2	23	23.88	49	25.12
Monday, January 02, 2023	0.0	58	58.23	49	-9.23
Monday, January 09, 2023	0.9	7	7.80	49	41.20
Monday, January 16, 2023	0.9	24	24.53	49	24.47
Monday, January 23, 2023	1.0	27	27.95	49	21.05
Monday, January 30, 2023	0.6	21	21.58	49	27.42
Monday, February 06, 2023	0.8	22	22.87	49	26.13
Monday, February 13, 2023	2.0	24	26.03	49	22.97
Monday, February 20, 2023	0.8	44	44.68	49	4.32
Monday, February 27, 2023	0.9	21	21.88	49	27.12
Total	**84.9**	**1927**	**2,012.28**		

First Reply Time (Hrs) (Last 180 Days)

● First Reply ● Goal
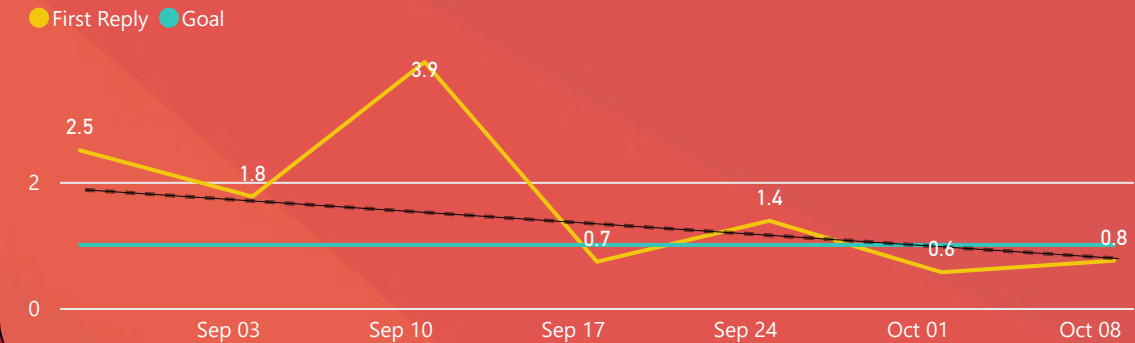
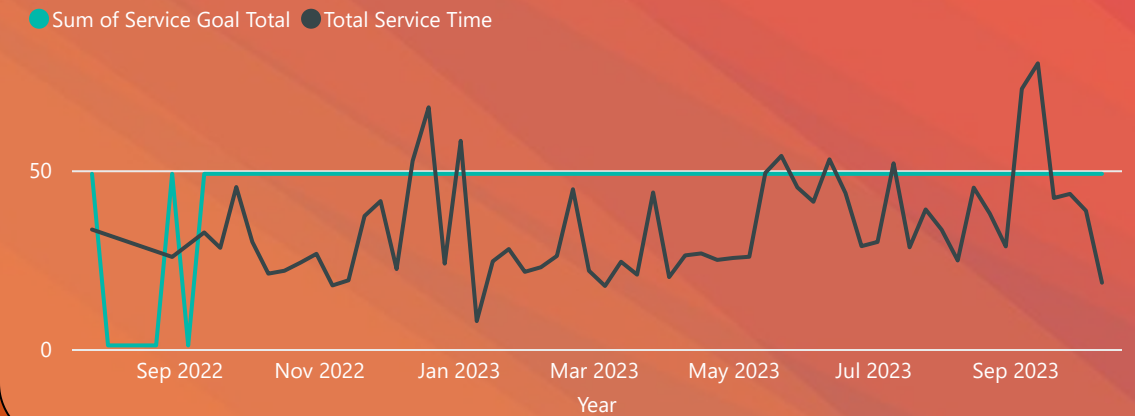## Resolution Time (Hrs) (Last 180 Days)

● Resolution Time ● Goal
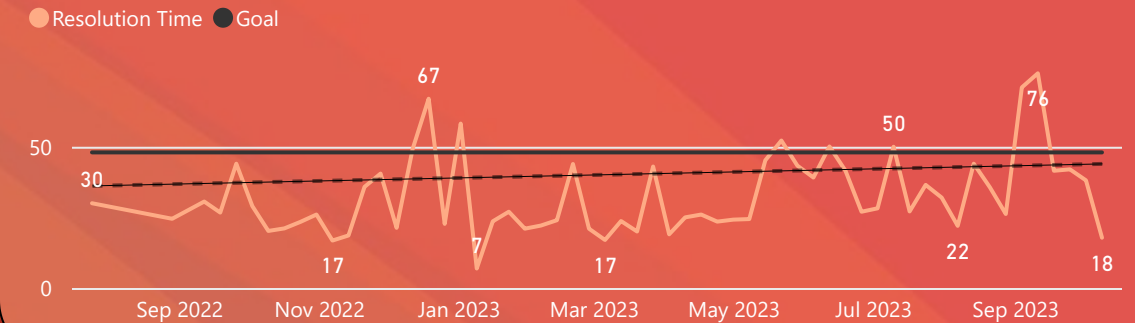
Sum of Service Goal Total and Total Service Time by Year, Quarter, Mon...

● Sum of Service Goal Total ● Total Service Time

Service Tickets

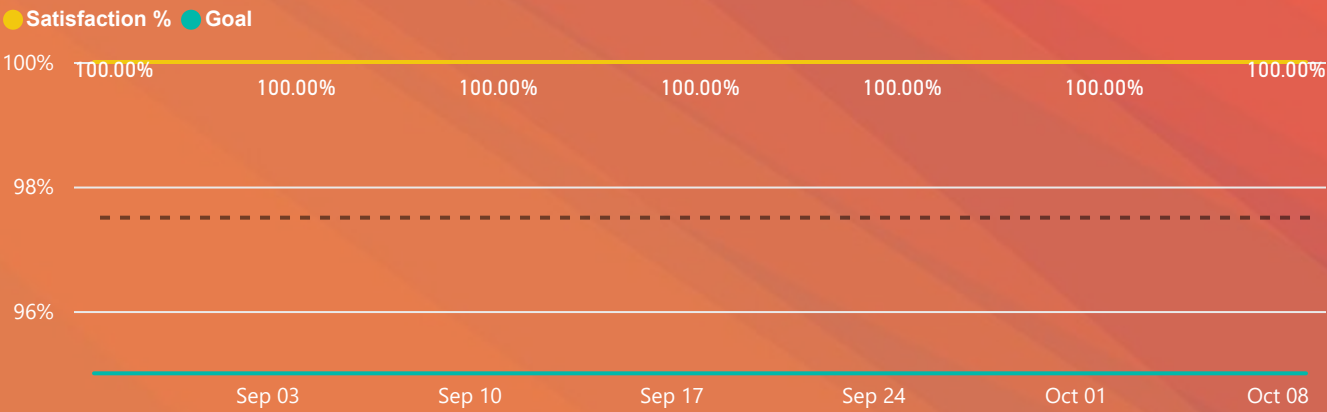| Date	% Tickets Rated	# of Tickets
Monday, October 09, 2023	21%	95
Monday, October 02, 2023	38%	85
Monday, September 25, 2023	33%	70
Monday, September 18, 2023	29%	86
Monday, September 11, 2023	19%	62
Monday, September 04, 2023	40%	106
Monday, August 28, 2023	41%	66
Monday, August 21, 2023	40%	72
Monday, August 14, 2023	29%	65
Monday, August 07, 2023	28%	78
Monday, July 31, 2023	31%	99
Monday, July 24, 2023	30%	95
Monday, July 17, 2023	30%	77
Monday, July 10, 2023	30%	81
Monday, July 03, 2023	36%	87
Monday, June 26, 2023	23%	113
Monday, June 19, 2023	23%	119
Monday, June 12, 2023	26%	107
Monday, June 05, 2023	20%	125
Monday, May 29, 2023	26%	105
Monday, May 22, 2023	26%	130
Monday, May 15, 2023	22%	121
Monday, May 08, 2023	24%	160
Monday, May 01, 2023	26%	124
Monday, April 24, 2023	22%	156
Monday, April 17, 2023	24%	110
Monday, April 10, 2023	22%	99
Monday, April 03, 2023	23%	88
Monday, March 27, 2023	20%	75
Monday, March 20, 2023	28%	87
Monday, March 13, 2023	17%	87
Monday, March 06, 2023	28%	96
Monday, February 27, 2023	28%	80
Monday, February 20, 2023	29%	60
Monday, February 13, 2023	33%	84
Monday, February 06, 2023	29%	64
Monday, January 30, 2023	27%	68
Total		**5206**

of Tickets by Date (Last 90 Days)

5206
Total Number of Tickets

Date

| 1/6/2020 | 10/9/2023 |

Satisfaction % and Goal (95%) (Last 180 Days)

● Satisfaction % ● Goal

100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00% 100.00%
98%						
96%						
	Sep 03	Sep 10	Sep 17	Sep 24	Oct 01	Oct 08

Quality

Combined Delivery by Date (Last 180 Days)
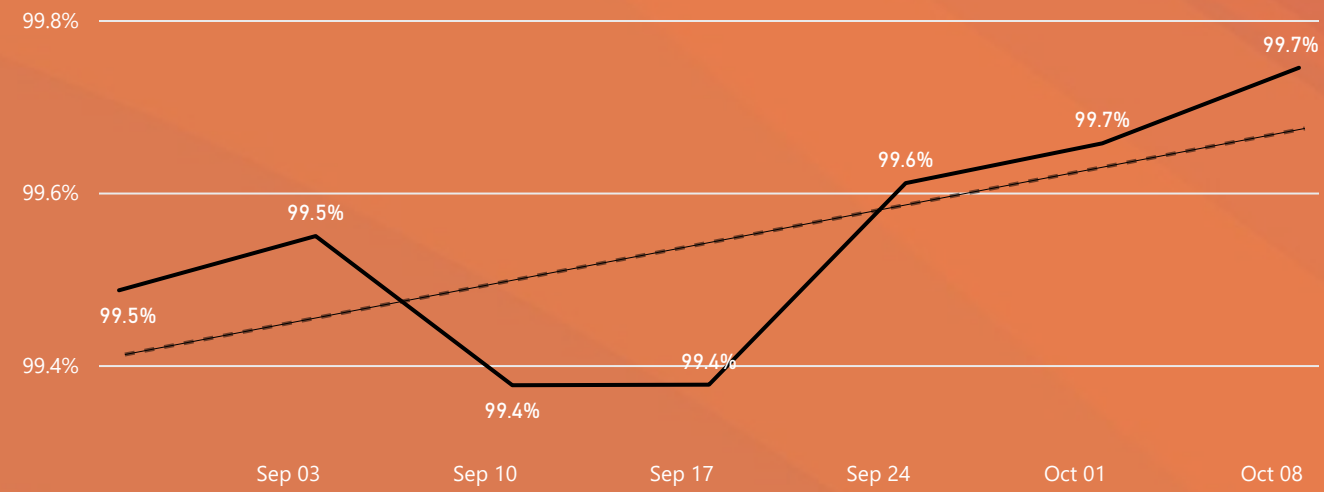

99.8%	99.7%			99.7%	
		99.5%	99.5%		
	99.1%				99.2%

Sep 03 · Sep 10 · Sep 17 · Sep 24 · Oct 01 · Oct 08
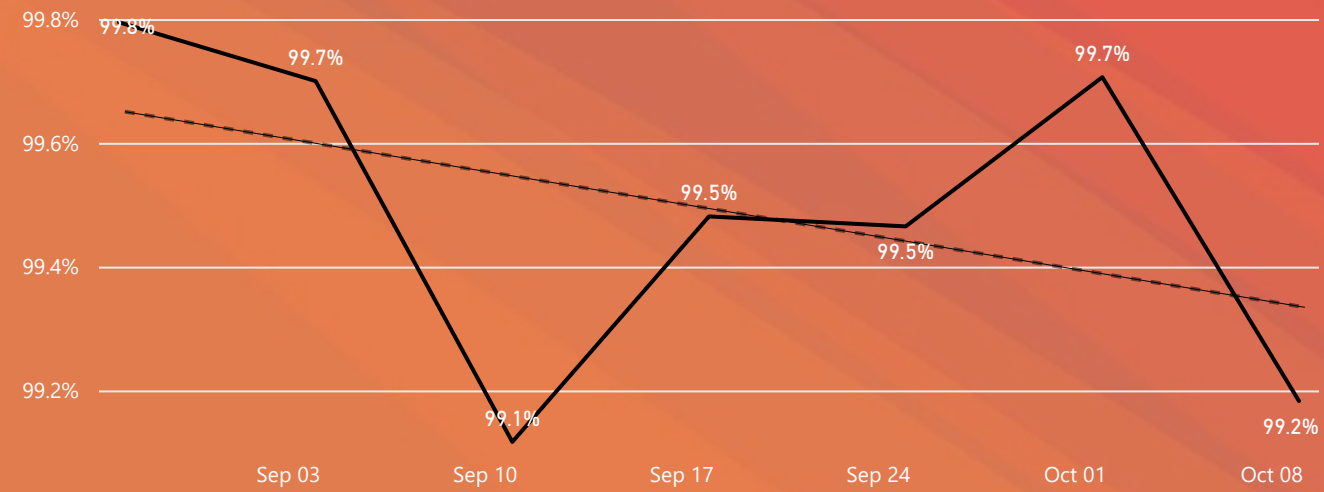
Total Escalations By EP & Date (Last 90 Days)

Combined Revision Rate by Date (Last 180 Days)

					99.7%
	99.5%		99.6%	99.7%	
99.5%					
	99.4%	99.4%			

Sep 03 · Sep 10 · Sep 17 · Sep 24 · Oct 01 · Oct 08

Total Delivery Misses By EP & Date (Last 90 Days)

Product Adaption Over Time

15.9%
Average of 3 Tier Adoption

8.25%
Average of LL/PD Adoption

2.8%
Average of Photo Reel Adoption

63.1%
Average of Overall Adoption

6.7%
Average of Social Media Reels Adoption

2.70%
Average of NDP 3DT Adoption

Product Adaption Over Time

Legend: ● NDP 3DT Adoption ● LL/PD Adoption ● Photo Reel Adoption ● Social Media Reels Adoption ● Social Reels Adoption
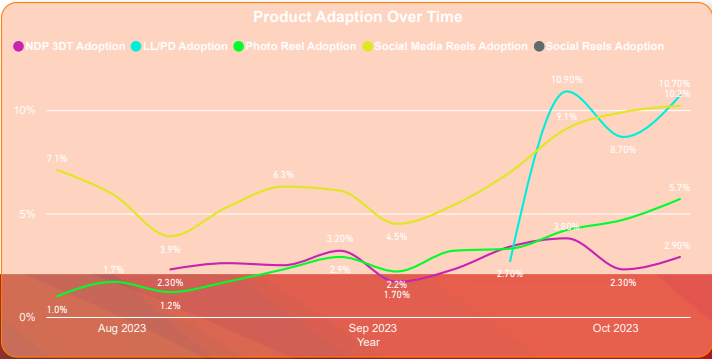
Date	3 Tier Adoption	LL/PD Adoption	NDP 3DT Adoption	Photo Reel Adoption	Social Media Reels Adoption	Social Reels Adoption
Monday, July 17, 2023	18.2%					
Monday, July 24, 2023	19.0%			1.0%	7.1%	
Monday, July 31, 2023	17.8%			1.7%	5.9%	
Monday, August 07, 2023	15.4%		2.30%	1.2%	3.9%	
Monday, August 14, 2023	17.4%		2.60%	1.7%	5.3%	
Monday, August 21, 2023	17.2%		2.50%	2.3%	6.3%	
Monday, August 28, 2023	16.1%		3.20%	2.9%	6.1%	
Monday, September 04, 2023	14.4%		1.70%	2.2%	4.5%	
Monday, September 11, 2023	18.6%		2.30%	3.2%	5.4%	
Monday, September 18, 2023	14.0%	2.70%	3.40%	3.3%	7.0%	
Monday, September 25, 2023	15.5%	10.90%	3.80%	4.2%	9.1%	
Monday, October 02, 2023	12.3%	8.70%	2.30%	4.7%	9.9%	
Monday, October 09, 2023	10.6%	10.70%	2.90%	5.7%	10.2%	
Total	**206.5%**	**33.00%**	**27.00%**	**34.1%**	**80.7%**	

Date

1/6/2020 — 10/9/2023