

AI Risk Dashboard

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@HelpFirst

Home

Performance

Safeguarding

More

9/1/2013 12/1/2014

Key Figures



Total Cases

509

34% ▲

Critical Risks

400

Accuracy

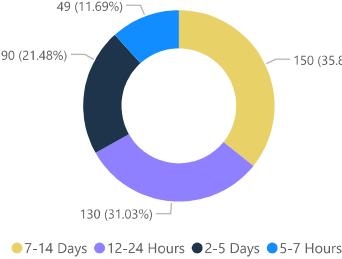
90%

Unassigned Cases

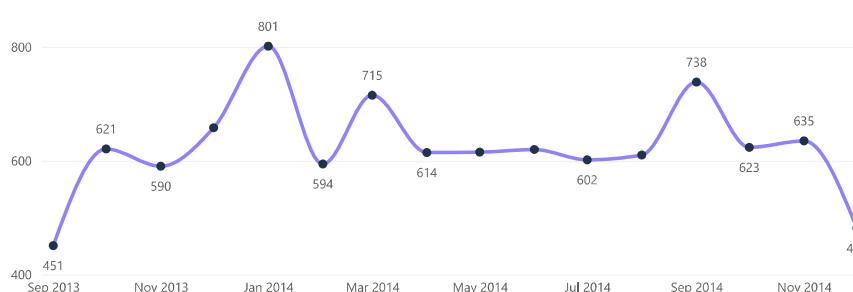
1,000



HelpFirst Score Distribution



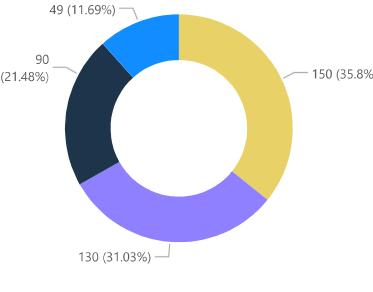
Cases by Date



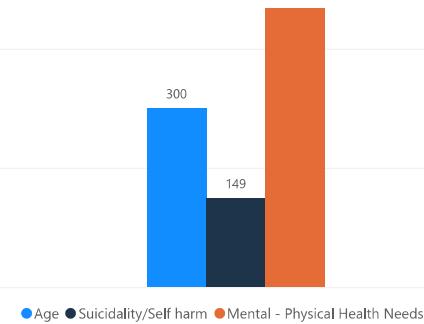
SLA Status



HelpFirst Score Distribution



Critical Risk Distribution



Case Types



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Key Figures



% Cases Resolved

87.0%

Avg. Response Time (days)

4.5

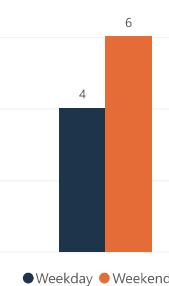
Queries Answered / 2 hrs

300

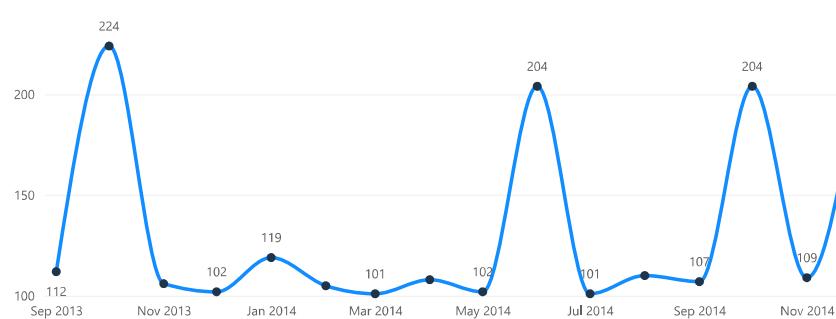
Avg Time to Close (days)

3

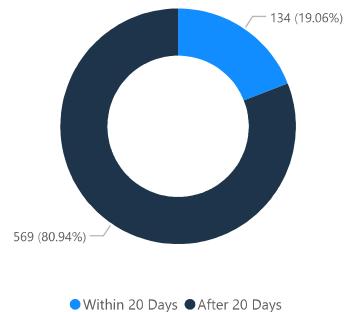
Time To Close



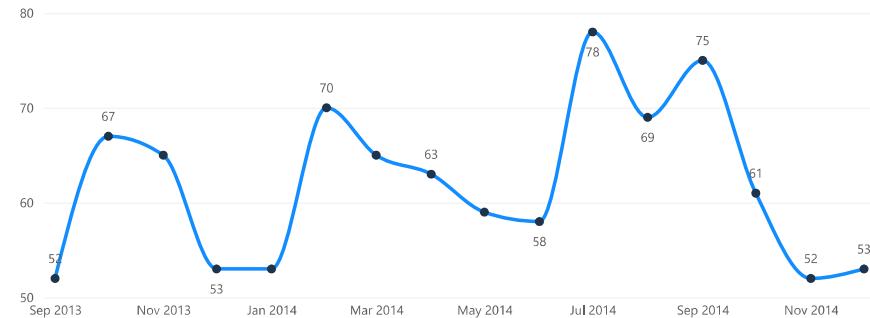
Cases Resolved by Date



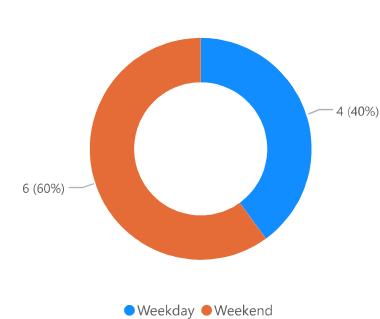
Priority Cases Closed



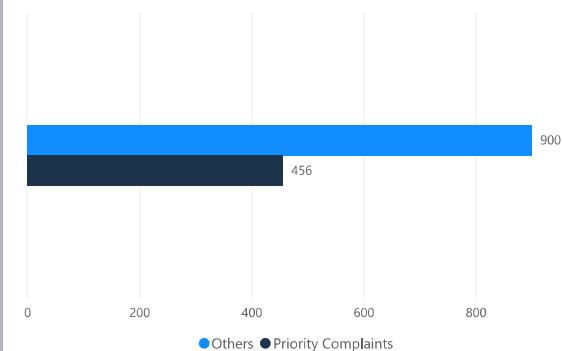
Cases Resolved by Self Service



Time To Close



Cases Resolved By Type



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Key Figures



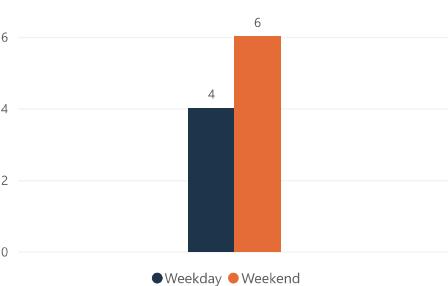
Escalation %
87.0%

Incident Missed
4.5

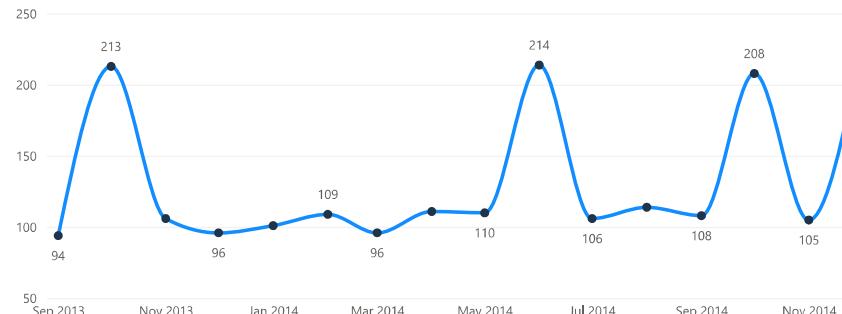
Queries Answered / 2 hrs
300

Avg Time to Close (days)
3

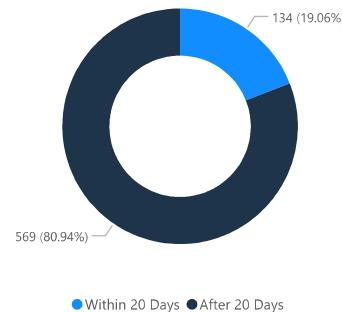
Time To Close



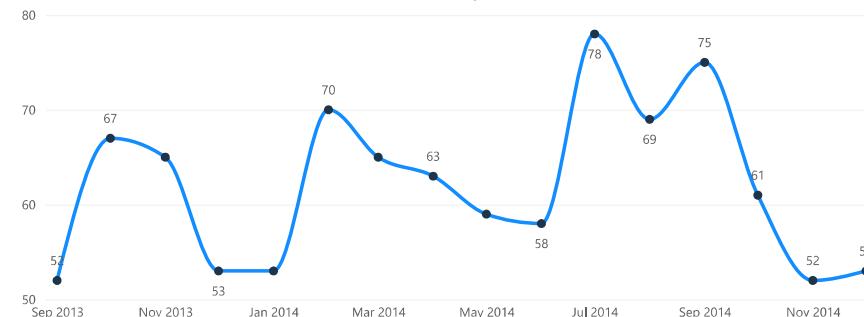
Escalations by Date



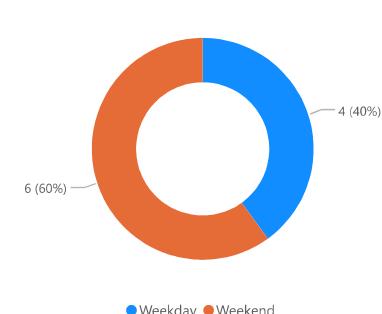
Priority Cases Closed



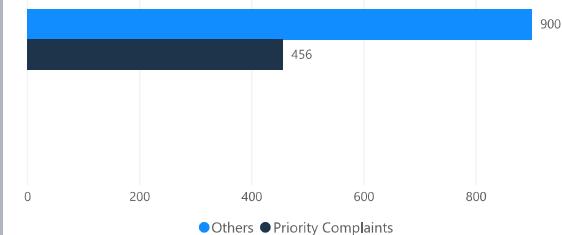
Cases Resolved by Self Service



Time To Close



Cases Resolved By Type



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Calls

9/1/2013 12/1/2014

Key Figures



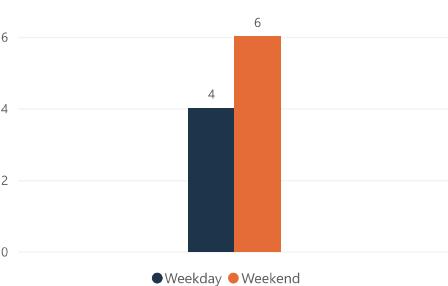
% Time on Call for Cases

73.0%

Avg no. of Cases per Staff

670

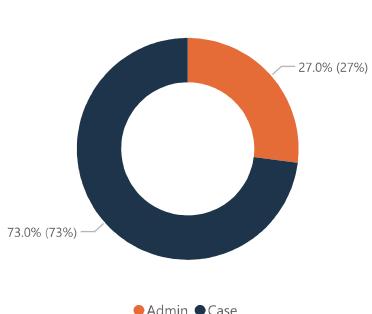
Time To Close



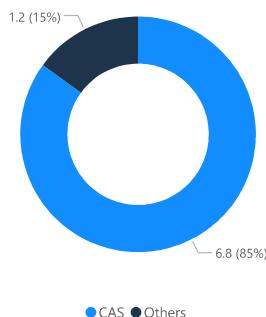
Escalations by Date



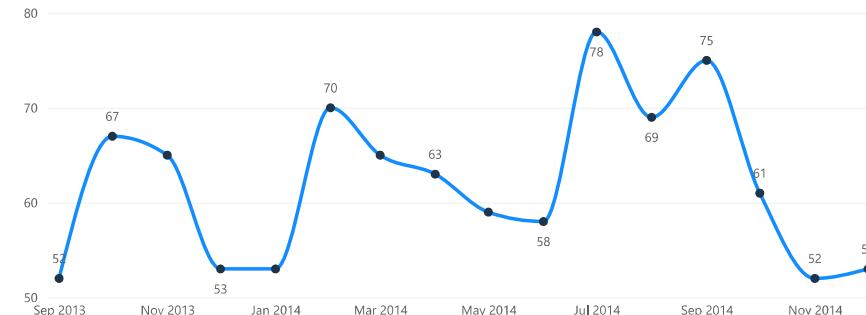
Calls Related to Case vs Admin



Avg hours on CAS vs Others



Cases Resolved by Self Service



Cases Resolved By Type

