

AI Risk Dashboard

subtitle here



- Home
- Performance
- Safeguarding
- More

9/1/2013 12/1/2014

Key Figures



Total Cases

509

34% ▲

Critical Risks

400

Accuracy

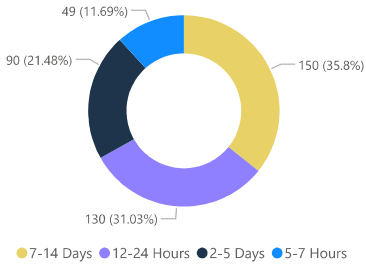
90%

Unassigned Cases

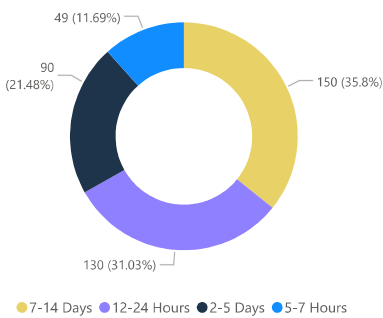
1,000



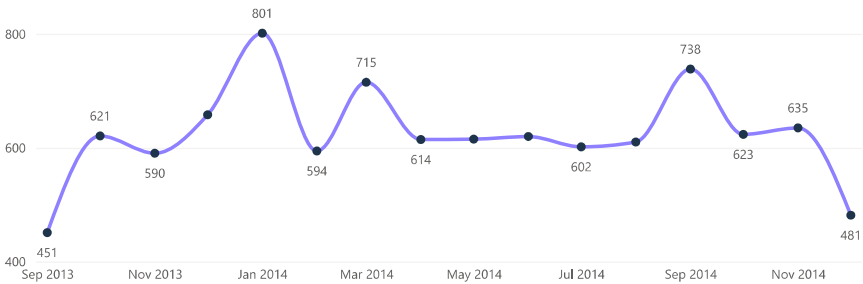
HelpFirst Score Distribution



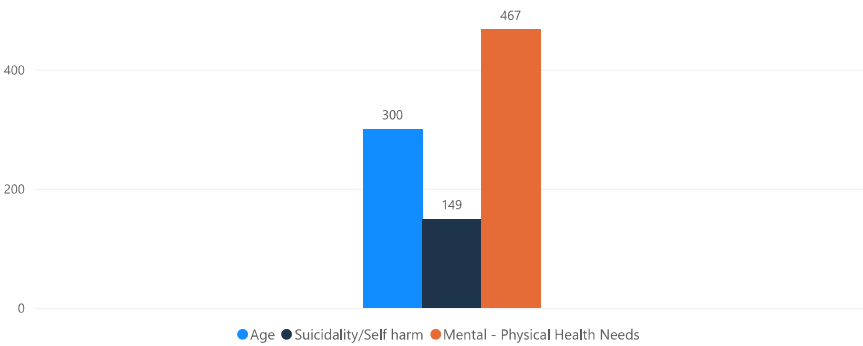
HelpFirst Score Distribution



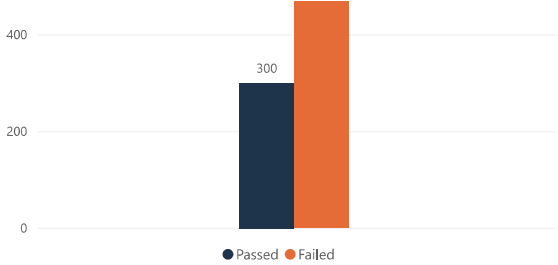
Cases by Date



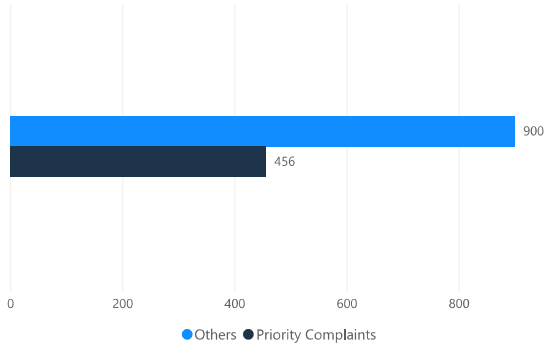
Critical Risk Distribution



SLA Status



Case Types



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9/1/2013 12/1/2014

Key Figures



% Cases Resolved

87.0%

Avg. Response Time (days)

4.5

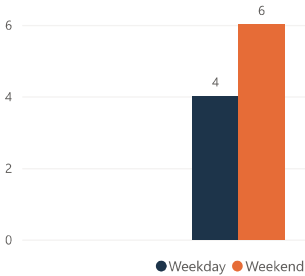
Queries Answered / 2 hrs

300

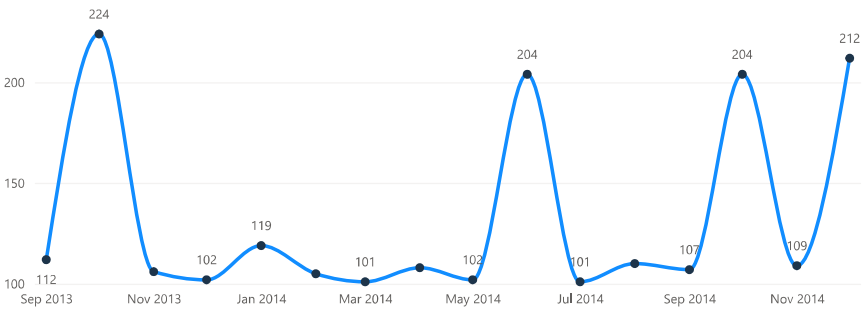
Avg Time to Close (days)

3

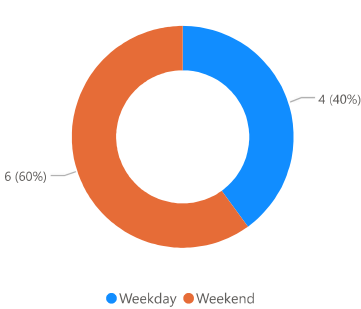
Time To Close



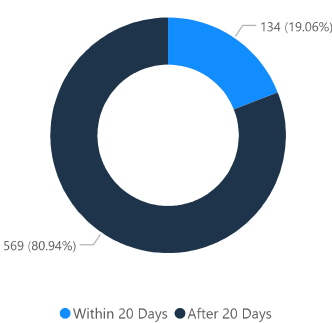
Cases Resolved by Date



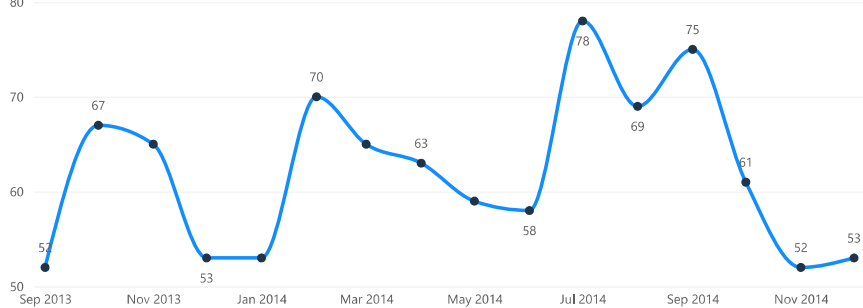
Time To Close



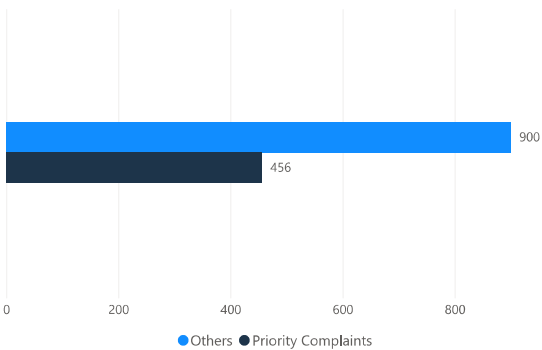
Priority Cases Closed



Cases Resolved by Self Service



Cases Resolved By Type



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- More

9/1/2013 12/1/2014

Key Figures



Escalation %

87.0%

Incident Missed

4.5

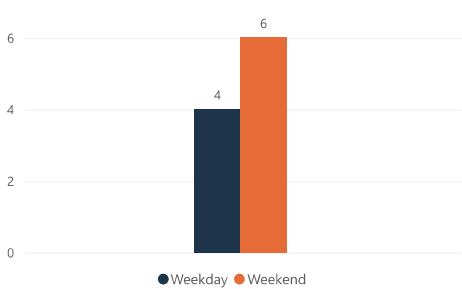
Queries Answered / 2 hrs

300

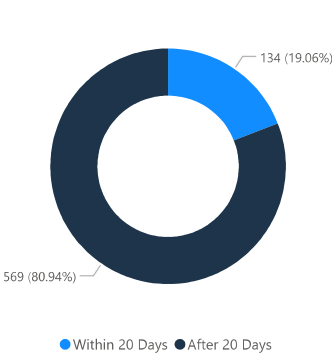
Avg Time to Close (days)

3

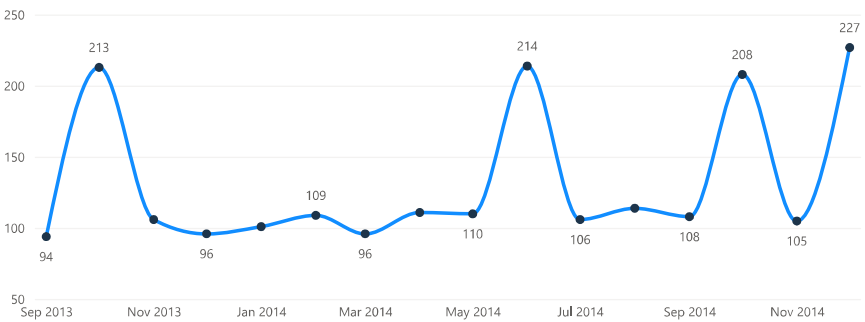
Time To Close



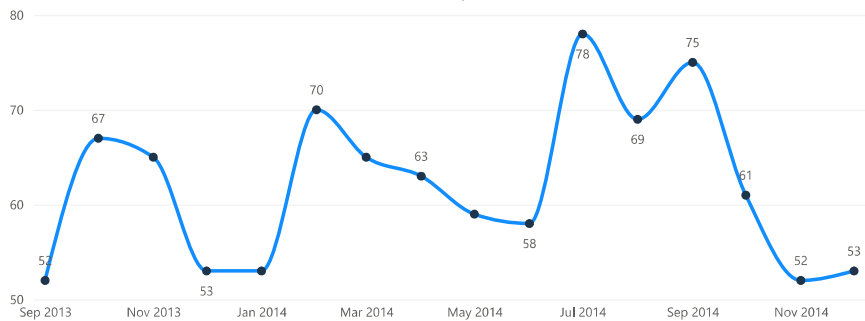
Priority Cases Closed



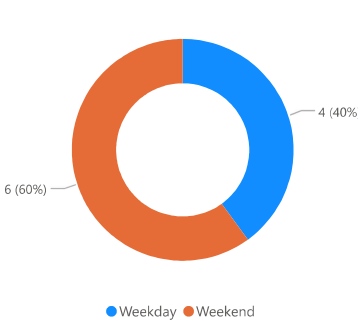
Escalations by Date



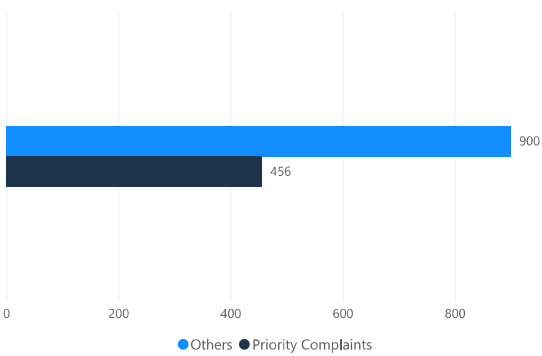
Cases Resolved by Self Service



Time To Close



Cases Resolved By Type



AI Risk Dashboard

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- Home
- Performance
- Safeguard
- Calls

9/1/2013 12/1/2014

Key Figures



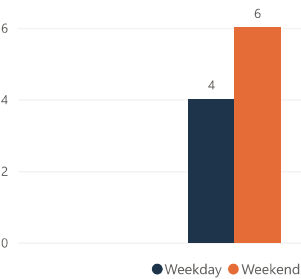
% Time on Call for Cases

73.0%

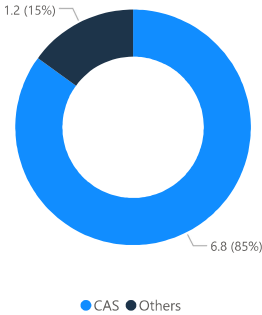
Avg no. of Cases per Staff

670

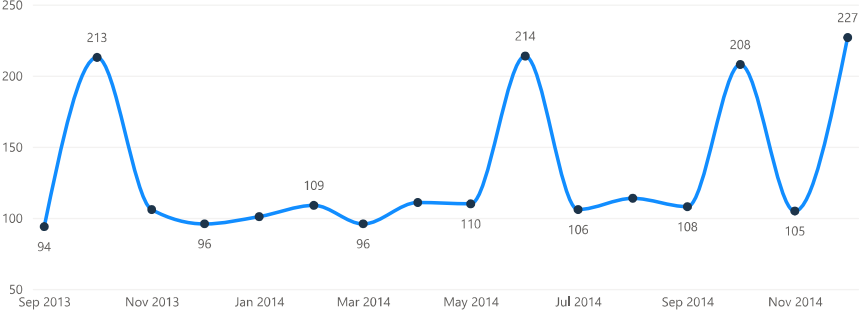
Time To Close



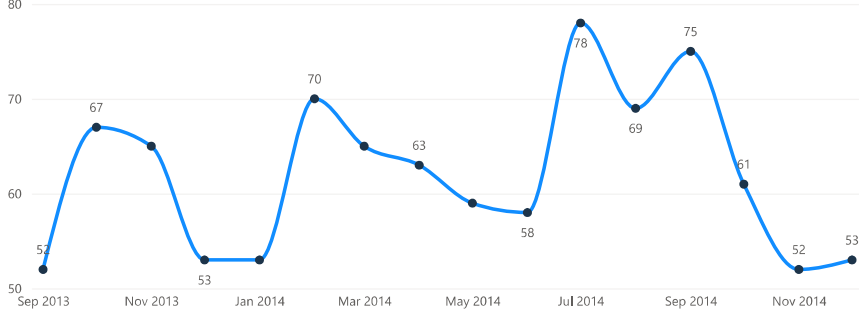
Avg hours on CAS vs Others



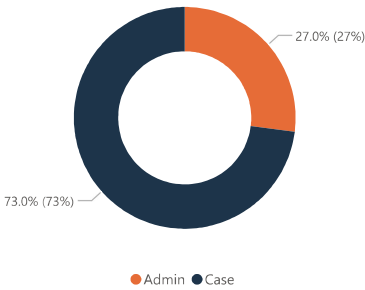
Escalations by Date



Cases Resolved by Self Service



Calls Related to Case vs Admin



Cases Resolved By Type

