

****This document is a template for the actual scorecard. Please keeping mind that NONE of this date is an accurate representation of the Customer and Product Support TRACE Team's accomplishments. Actual data and some labels have been removed for confidentiality reasons.****

LARGE TRACTOR CONNECTED SUPPORT UPDATE

July 2020

Expert Alert Development Status: **XX** in process **XX** cancelled **XX** total made in FY20

DTAC Case Reduction: **XX**

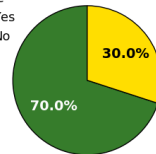
Impact of Completed Alerts

Savings in the last 12 months due to completed alerts:

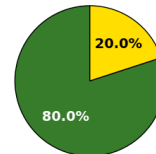
Customer	\$XXXX
Dealer	XXXX hours
Company	\$XXXX

Connected Fleet

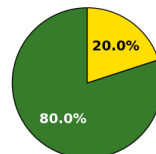
Active
Yes
No



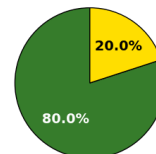
Waterloo's Total Population: XXXX tractors



Russia's Total Population: XXXX tractors



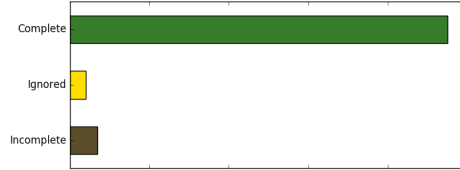
Brazil's Total Population: XXXX tractors



Overall Total Population: XXXX tractors

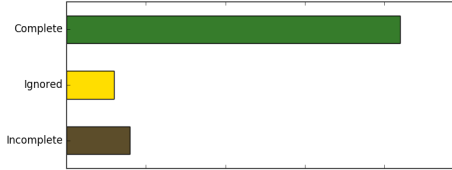
Expert Alert Count

Total Alert Count



Number of Alerts

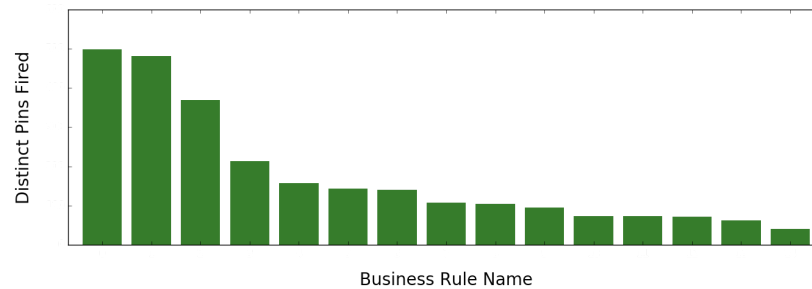
Machine Count



Number of Machines

Top Alerts Fired in Last 30 Days

July 1, 2020 to July 30, 2020



Roadblocks:

[Insert Text Here]

Successes:

[Insert Text Here]