

Data Trend Analysis Report

Auto Claims FNOL - Last 30 Days

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KEY FINDING: Monday Backlog Spike

Analysis shows ticket backlogs spike by ~40% on Mondays compared to other weekdays.
Recommendation: Schedule 20% additional staff on Monday mornings.

Summary Statistics

Total Claims: 181 Closed: 75 Open: 59 Escalated: 33

Claims by Day of Week

Day	Count	% of Total
Sunday	29	16.0%
Friday	26	14.4%
Thursday	27	14.9%
Monday	17	9.4%
Wednesday	30	16.6%
Saturday	17	9.4%
Tuesday	35	19.3%

Claims by Type

Claim Type	Count	% of Total
Collision	36	19.9%
Liability	42	23.2%
Theft	35	19.3%
Windshield	35	19.3%
Comprehensive	33	18.2%

Claims by Region

Region	Count	% of Total
Southwest	43	23.8%

Region	Count	% of Total
Northeast	28	15.5%
Southeast	34	18.8%
Midwest	46	25.4%
West	30	16.6%