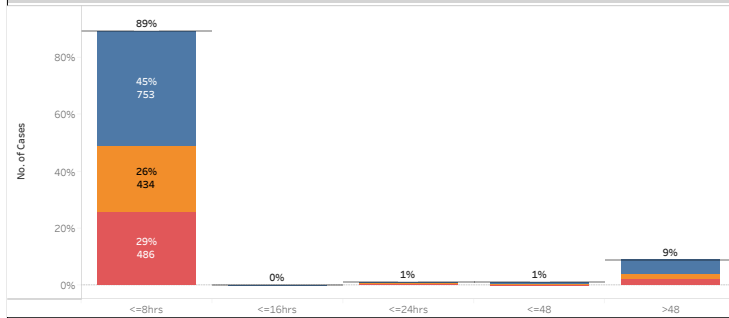
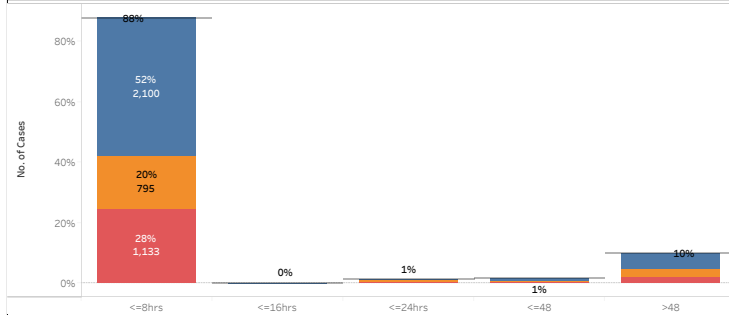


Brand Portal Cases SLA YTD

WoW SLA Metrics of Closed Brand Portal Cases



YTD SLA Metrics of Closed Brand Portal Cases



YTD SLA Metrics of Closed Brand Portal Cases

Week of src_cr...	Case Type	SLA Bucket..		
January 27, 2024	Rights Owner	<=8hrs	86%	228
		<=24hrs	1%	3
		<=48	1%	2
		>48	12%	33
	Brand	<=8hrs	73%	66
		<=24hrs	3%	3
		>48	24%	22
	Supplier Brand	<=8hrs	84%	102
		<=24hrs	4%	5
		>48	12%	15
February 3, 2024	Rights Owner	<=8hrs	86%	146
		<=48	2%	3
		>48	12%	21
	Brand	<=8hrs	76%	62
		<=24hrs	5%	4
		<=48	10%	8
		>48	10%	8
	Supplier Brand	<=8hrs	88%	99
		<=24hrs	2%	2
		<=48	1%	1
>48		10%	11	
February 10, 2024	Rights Owner	<=8hrs	98%	42
		>48	2%	1
	Brand	<=8hrs	81%	13
		>48	19%	3
	Supplier Brand	<=8hrs	91%	60
		>48	9%	6
February 17, 2024	Rights Owner	<=8hrs	88%	228
		<=16hrs	1%	2
		<=24hrs	1%	2
		<=48	2%	6
		>48	8%	21
	Brand	<=8hrs	87%	102
		<=24hrs	3%	4
		<=48	1%	1
		>48	9%	10
	Supplier Brand	<=8hrs	90%	139
		<=24hrs	1%	1
		>48	10%	15

walmart year
Wal-Mart Year 2024

claim created date
2/16/2024 12:00:00 AM t..

case type
■ Rights Owner
■ Brand
■ Supplier Brand