

# Cherwell Weekly Aging Report

06 September, 2019

## Part 1 - Tickets Sorted by Owner Within Age

**Total open tickets: 302 / Incidents: 99 / SR's: 203**

Incidents meeting SLA guidelines: 7.07 %

Service Requests meeting SLA guidelines: 17.73 %

Group 1: Aged over 60 Days - 118 tickets 39.07 % of total

ID	Created	Customer	Type	Owner	Due	Duration
23361	2018-03-27	Chaylee Bruce	SR		2018-04-11	528 days
30556	2019-01-29	Christina Henderson	SR		2019-02-12	220 days
31608	2019-03-18	Robbin Crandall	SR		2019-04-01	172 days
31739	2019-03-22	Daniel Carr	SR		2019-04-05	168 days
32891	2019-05-02	Kate Sims	SR		2019-05-16	127 days
33603	2019-05-31	Taryn McNichol	SR		2019-06-17	98 days
33608	2019-05-31	Todd Schauman	SR		2019-06-17	98 days
13270	2017-02-28	Emily Sander	SR	Austin Kingsbery	2017-06-02	920 days
13507	2017-03-10	A.J. Kiser	SR	Austin Kingsbery	2017-11-29	910 days
18423	2017-09-11	Erin Taylor	SR	Austin Kingsbery	2017-09-26	725 days
19539	2017-10-23	Gerald Wilkerson	SR	Austin Kingsbery	2019-08-12	683 days
19822	2017-11-02	Laura Skarie	SR	Austin Kingsbery	2017-11-17	673 days
21426	2018-01-10	Erin Taylor	SR	Austin Kingsbery	2018-01-26	604 days
23116	2018-03-19	Erin Taylor	SR	Austin Kingsbery	2018-04-19	536 days
25828	2018-07-05	Gerald Wilkerson	SR	Austin Kingsbery	2018-07-19	428 days
26863	2018-08-16	Moises Silva	SR	Austin Kingsbery	2018-08-30	386 days

ID	Created	Customer	Type	Owner	Due	Duration
30134	2019-01-09	Susan Sherwood	SR	Austin Kingsbery	2019-01-24	240 days
30728	2019-02-05	Austin Kingsbery	SR	Austin Kingsbery	2019-02-20	213 days
31359	2019-03-06	Carrie Clayton	SR	Austin Kingsbery	2019-03-28	184 days
31732	2019-03-22	Linda Zanoni	SR	Austin Kingsbery	2019-04-05	168 days
31734	2019-03-22	Linda Zanoni	SR	Austin Kingsbery	2019-04-05	168 days
32125	2019-04-04	Moises Silva	SR	Austin Kingsbery	2019-04-22	155 days
30492	2019-01-28	Fred Telschow	SR	Ben Chase	2019-02-11	221 days
30792	2019-02-07	Tad Blake-Weber	Inc	Ben Chase	2019-02-11	211 days
32914	2019-05-03	Carrie Clayton	Inc	Ben Chase	2019-05-07	126 days
33769	2019-06-06	BJ Thompson	Inc	Ben Chase	2019-06-10	92 days
34235	2019-06-25	BJ Thompson	SR	Ben Chase	2019-07-10	73 days
34053	2019-06-18	Todd Schauman	SR	Carlos Alvarez	2019-07-02	80 days
10739	2016-11-02	Kami Evarts	SR	David Palefsky	2018-08-28	1038 days
31210	2019-02-27	Aneta Nilsen	Inc	David Palefsky	2019-03-01	191 days
33170	2019-05-14	Daniel Carr	SR	David Palefsky	2019-05-29	115 days
21446	2018-01-11	Alison Kobierski	SR	Emily Hunt	2018-02-07	603 days
22351	2018-02-14	Alison Kobierski	SR	Emily Hunt	2018-03-01	569 days
23243	2018-03-23	Jason Sell	SR	Emily Hunt	2018-04-06	532 days
23595	2018-04-06	Alison Kobierski	SR	Emily Hunt	2018-08-17	518 days
27872	2018-09-27	Alison Kobierski	SR	Emily Hunt	2018-10-12	344 days
28432	2018-10-18	Austin Kingsbery	SR	Emily Hunt	2018-10-26	323 days
28434	2018-10-18	Emily Hunt	SR	Emily Hunt	2018-11-02	323 days
29827	2018-12-21	Alison Kobierski	SR	Emily Hunt	2019-01-15	259 days
32638	2019-04-25	Alison Kobierski	SR	Emily Hunt	2019-05-09	134 days
32319	2019-04-11	Tara Talbot	SR	Emily Moreno	2019-04-26	148 days

ID	Created	Customer	Type	Owner	Due	Duration
12090	2017-01-17	Race Brandt	SR	Ethan Joy	2017-01-31	962 days
26587	2018-08-06	Fred Telschow	Inc	Ethan Joy	2018-08-06	396 days
21760	2018-01-23	Eliz Crowley	SR	Kami Evarts	2018-02-06	591 days
23764	2018-04-13	Chaylee Bruce	SR	Kami Evarts	2018-04-30	511 days
25213	2018-06-12	Jonathan James	Inc	Kami Evarts	2018-06-14	451 days
25504	2018-06-22	Chaylee Bruce	SR	Kami Evarts	2018-07-09	441 days
25512	2018-06-22	Stacy Shapiro	SR	Kami Evarts	2018-07-09	441 days
25891	2018-07-09	Larissa O'Donnell	Inc	Kami Evarts	2019-01-28	424 days
27438	2018-09-10	Chaylee Bruce	Inc	Kami Evarts	2018-09-13	361 days
28864	2018-11-07	Gaby Mejía	SR	Kami Evarts	2018-11-28	303 days
29282	2018-11-27	Tara Talbot	Inc	Kami Evarts	2018-11-30	283 days
29439	2018-12-04	Deborah Shank	SR	Kami Evarts	2018-12-18	276 days
29565	2018-12-10	Keb Bemis	Inc	Kami Evarts	2018-12-12	270 days
29681	2018-12-14	Chaylee Bruce	SR	Kami Evarts	2019-01-08	266 days
30066	2019-01-07	Susan Sage	SR	Kami Evarts	2019-01-22	242 days
30689	2019-02-04	Lauren Littell	SR	Kami Evarts	2019-02-19	214 days
30915	2019-02-13	Christine Nacewicz	SR	Kami Evarts	2019-02-28	205 days
31370	2019-03-06	Susan Sage	SR	Kami Evarts	2019-03-20	184 days
31928	2019-04-01	Tom Shea	SR	Kami Evarts	2019-04-16	158 days
31955	2019-04-01	Carl Sheasley	SR	Kami Evarts	2019-04-16	158 days
32481	2019-04-19	Sally Schwartz	SR	Kami Evarts	2019-05-03	140 days
32633	2019-04-25	Dorothy Rivera	SR	Kami Evarts	2019-05-09	134 days
32767	2019-05-01	Nathanael Albins	SR	Kami Evarts	2019-05-15	128 days
33330	2019-05-21	Maurice Coleman	SR	Kami Evarts	2019-06-05	108 days
33372	2019-05-22	Austin Kingsbery	SR	Kami Evarts	2019-06-07	107 days

ID	Created	Customer	Type	Owner	Due	Duration
33500	2019-05-29	Tony Veidelis	SR	Kami Evarts	2019-06-12	100 days
33909	2019-06-12	Susan Sage	Inc	Kami Evarts	2019-06-14	86 days
34028	2019-06-18	Tony Veidelis	SR	Kami Evarts	2019-07-02	80 days
34261	2019-06-26	Timothy Broderick	SR	Kami Evarts	2019-07-11	72 days
34265	2019-06-26	Matt Poulos	SR	Kami Evarts	2019-07-11	72 days
34275	2019-06-26	Cheryl Ranson	SR	Kami Evarts	2019-07-11	72 days
34281	2019-06-26	Allyson Lazar	SR	Kami Evarts	2019-07-11	72 days
34369	2019-07-01	Rich Evans	SR	Kami Evarts	2019-07-16	67 days
31960	2019-04-01	Susan Korthals	SR	Lisa Darling	2019-04-16	158 days
32760	2019-05-01	Julianna Mangelsdorf	SR	Lisa Darling	2019-05-15	128 days
33977	2019-06-14	Sherry Darling	SR	Lisa Darling	2019-06-19	84 days
34068	2019-06-19	Susan Sage	SR	Lisa Darling	2019-07-03	79 days
34264	2019-06-26	Patrik Jonsson	SR	Lisa Darling	2019-06-28	72 days
34327	2019-06-28	Geoffrey Hibbs	SR	Lisa Darling	2019-07-02	70 days
34331	2019-06-28	Andy Bickerton	SR	Lisa Darling	2019-07-15	70 days
34375	2019-07-01	Alison Kobierski	SR	Lisa Darling	2019-07-16	67 days
31946	2019-04-01	Gabriella Burns	SR	Maurice Coleman	2019-04-16	158 days
32528	2019-04-22	Ann Hermes	Inc	Maurice Coleman	2019-04-29	137 days
33229	2019-05-15	Moises Silva	SR	Maurice Coleman	2019-05-30	114 days
33362	2019-05-22	Christina Hunt	SR	Maurice Coleman	2019-06-06	107 days
33381	2019-05-23	Jason Hunsberger	SR	Maurice Coleman	2019-06-07	106 days
33617	2019-05-31	Henry Gass	SR	Maurice Coleman	2019-06-17	98 days
33622	2019-05-31	Ethan Joy	SR	Maurice Coleman	2019-06-17	98 days
33626	2019-05-31	Gregory Lamb	SR	Maurice Coleman	2019-06-17	98 days
34048	2019-06-18	Peter Ford	SR	Maurice Coleman	2019-07-02	80 days

ID	Created	Customer	Type	Owner	Due	Duration
34479	2019-07-05	Rebecca Asoulin	SR	Maurice Coleman	2019-07-19	63 days
34361	2019-07-01	Russel Fogg	SR	Morgan Anderson	2019-07-16	67 days
34125	2019-06-20	Clayton Jones	Inc	Paul Doherty	2019-07-03	78 days
12067	2017-01-13	Kate Sims	SR	Ryan Hichens	2017-01-31	966 days
12406	2017-01-26	Kate Sims	SR	Ryan Hichens	2017-02-09	953 days
13263	2017-02-28	Kate Sims	SR	Ryan Hichens	2017-03-14	920 days
13715	2017-03-16	A.J. Kiser	SR	Ryan Hichens	2017-03-30	904 days
17513	2017-08-03	Kate Sims	SR	Ryan Hichens	2017-08-17	764 days
17928	2017-08-22	Tom Shea	SR	Ryan Hichens	2017-09-06	745 days
18092	2017-08-30	Ryan Hichens	SR	Ryan Hichens	2017-09-14	737 days
18093	2017-08-30	Ryan Hichens	SR	Ryan Hichens	2017-09-14	737 days
20393	2017-11-27	Nancy James	SR	Ryan Hichens	2017-12-11	648 days
26478	2018-07-31	Kathryn Doerksen	SR	Ryan Hichens	2018-08-14	402 days
27991	2018-10-02	Christina Henderson	SR	Ryan Hichens	2018-10-17	339 days
29831	2018-12-21	Christina Henderson	SR	Ryan Hichens	2019-01-15	259 days
31813	2019-03-26	Brian Abbott	SR	Ryan Hichens	2019-04-09	164 days
32070	2019-04-03	Haide Bolanos	SR	Ryan Hichens	2019-04-18	156 days
32743	2019-04-30	Jeanne Evans	SR	Ryan Hichens	2019-05-14	129 days
33522	2019-05-29	Sally Schwartz	SR	Sean Austin	2019-06-12	100 days
34307	2019-06-27	Carl Sheasley	SR	Sean Austin	2019-07-12	71 days
34330	2019-06-28	Carl Sheasley	Inc	Sean Austin	2019-07-02	70 days
34350	2019-07-01	Christy Hunsberger	SR	Sean Austin	2019-07-16	67 days
34428	2019-07-02	Kathleen Solomon	SR	Sean Austin	2019-07-17	66 days
25992	2018-07-11	Gary Harber	Inc	Tad Blake-Weber	2018-07-13	422 days
31347	2019-03-05	Emily Sander	SR	Tad Blake-Weber	2019-03-07	185 days

ID	Created	Customer	Type	Owner	Due	Duration
34003	2019-06-17	Kathryn Doerksen	SR	Tad Blake-Weber	2019-07-01	81 days
31501	2019-03-12	Austin Kingsbery	SR	Tony Veidelis	2019-03-27	178 days

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Group 2: Aged 30 - 60 Days - 69 tickets 22.85 % of total

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ID	Created	Customer	Type	Owner	Due	Duration
34552	2019-07-09	Natalie Zdan	SR	Austin Kingsbery	2019-07-24	59 days
34794	2019-07-17	Carl Sheasley	Inc	Ben Chase	2019-07-19	51 days
35254	2019-08-05	Morgan Anderson	SR	Ben Chase	2019-08-20	32 days
35129	2019-07-31	Jasmine Heyward	SR	Carlos Alvarez	2019-08-14	37 days
34948	2019-07-24	Tony J. Lobl	SR	Ian Blaquiere	2019-08-07	44 days
34978	2019-07-25	Chris Sheasley	SR	Ian Blaquiere	2019-08-08	43 days
35071	2019-07-30	Tony J. Lobl	SR	Ian Blaquiere	2019-08-13	38 days
35072	2019-07-30	Tony J. Lobl	SR	Ian Blaquiere	2019-08-13	38 days
35242	2019-08-05	Race Brandt	Inc	Ian Blaquiere	2019-08-07	32 days
34673	2019-07-15	Carl Sheasley	Inc	Kami Evarts	2019-07-17	53 days
34755	2019-07-17	Jeanne Evans	SR	Kami Evarts	2019-07-31	51 days
35059	2019-07-29	Natalie Zdan	SR	Kami Evarts	2019-08-12	39 days
35070	2019-07-30	Jan Beard	SR	Kami Evarts	2019-08-06	38 days
35084	2019-07-30	Jan Beard	SR	Kami Evarts	2019-08-13	38 days
35201	2019-08-02	Kendra Nordin Beato	SR	Kami Evarts	2019-08-16	35 days
35202	2019-08-02	Kendra Nordin Beato	SR	Kami Evarts	2019-08-16	35 days
34731	2019-07-16	Jeffrey Sinatra	SR	Lisa Darling	2019-07-30	52 days
34748	2019-07-17	Shanna Lee Smith	SR	Lisa Darling	2019-07-31	51 days
35114	2019-07-31	Gillian Litchfield	SR	Lisa Darling	2019-08-14	37 days
35115	2019-07-31	Gillian Litchfield	SR	Lisa Darling	2019-08-14	37 days

ID	Created	Customer	Type	Owner	Due	Duration
35190	2019-08-01	Emily Sander	SR	Lisa Darling	2019-08-16	36 days
35191	2019-08-01	Robbin Crandall	Inc	Lisa Darling	2019-08-06	36 days
35194	2019-08-02	Chris Sheasley	SR	Lisa Darling	2019-08-16	35 days
35229	2019-08-05	Kanoe Wagner	SR	Lisa Darling	2019-08-19	32 days
35243	2019-08-05	Kendra Nordin Beato	SR	Lisa Darling	2019-08-19	32 days
35246	2019-08-05	Kendra Nordin Beato	SR	Lisa Darling	2019-08-19	32 days
35259	2019-08-06	Morgan Anderson	SR	Lisa Darling	2019-08-20	31 days
35278	2019-08-06	Gabriella Burns	SR	Lisa Darling	2019-08-26	31 days
35280	2019-08-06	Gabriella Burns	SR	Lisa Darling	2019-08-20	31 days
34730	2019-07-16	Sally Schwartz	Inc	Maurice Coleman	2019-07-18	52 days
34738	2019-07-16	Anjuli Carr	SR	Maurice Coleman	2019-09-19	52 days
34764	2019-07-17	Diane Bradbury	Inc	Maurice Coleman	2019-07-24	51 days
34813	2019-07-18	Maurice Coleman	SR	Maurice Coleman	2019-08-01	50 days
34866	2019-07-22	Tat Tatnall	Inc	Maurice Coleman	2019-07-29	46 days
34890	2019-07-22	Emily Hunt	Inc	Maurice Coleman	2019-08-02	46 days
34988	2019-07-25	Gabriella Burns	Inc	Maurice Coleman	2019-07-29	43 days
35119	2019-07-31	Emily Hunt	Inc	Maurice Coleman	2019-08-02	37 days
35220	2019-08-05	Kendra Nordin Beato	SR	Maurice Coleman	2019-08-19	32 days
35221	2019-08-05	Kendra Nordin Beato	SR	Maurice Coleman	2019-08-19	32 days
35222	2019-08-05	Kendra Nordin Beato	SR	Maurice Coleman	2019-08-19	32 days
35303	2019-08-06	Cristina Gudiño López	SR	Maurice Coleman	2019-08-29	31 days
34877	2019-07-22	Russel Fogg	SR	Morgan Anderson	2019-08-05	46 days
34822	2019-07-18	Kami Evarts	SR	Race Brandt	2019-08-02	50 days
34823	2019-07-18	Kami Evarts	SR	Race Brandt	2019-08-02	50 days
34982	2019-07-25	Kami Evarts	SR	Race Brandt	2019-08-08	43 days

ID	Created	Customer	Type	Owner	Due	Duration
35052	2019-07-29	Brian Abbott	SR	Sahil Kaila	2019-07-31	39 days
34614	2019-07-11	Mary Ann Lomascolo	SR	Sean Austin	2019-07-25	57 days
34754	2019-07-17	Mary Ann Lomascolo	Inc	Sean Austin	2019-07-19	51 days
34896	2019-07-22	Robbin Crandall	Inc	Sean Austin	2019-07-25	46 days
34929	2019-07-23	Robbin Crandall	Inc	Sean Austin	2019-07-25	45 days
35152	2019-08-01	ChurchtestE	SR	Sean Austin	2019-08-15	36 days
35269	2019-08-06	Customer Not Found	Inc	Sean Austin	2019-08-08	31 days
35270	2019-08-06	Customer Not Found	Inc	Sean Austin	2019-08-08	31 days
35083	2019-07-30	Alex Griffin	SR	Timothy Malone	2019-08-13	38 days
35058	2019-07-29	Jonathan James	SR	To Be Deleted	2019-08-13	39 days
35162	2019-08-01	Customer Not Found	Inc	To Be Deleted	2019-08-05	36 days
35163	2019-08-01	Customer Not Found	Inc	To Be Deleted	2019-08-05	36 days
35167	2019-08-01	Fred Telschow	Inc	To Be Deleted	2019-08-05	36 days
35169	2019-08-01	Debbie Chibuzor	Inc	To Be Deleted	2019-08-05	36 days
35170	2019-08-01	Fred Telschow	Inc	To Be Deleted	2019-08-05	36 days
35171	2019-08-01	Fred Telschow	Inc	To Be Deleted	2019-08-05	36 days
35205	2019-08-02	Customer Not Found	Inc	To Be Deleted	2019-08-06	35 days
35209	2019-08-03	ChurchtestE	SR	To Be Deleted	2019-08-16	34 days
35244	2019-08-05	Fred Telschow	Inc	To Be Deleted	2019-08-07	32 days
35247	2019-08-05	Jonathan James	Inc	To Be Deleted	2019-08-07	32 days
35248	2019-08-05	Fred Telschow	Inc	To Be Deleted	2019-08-07	32 days
35249	2019-08-05	Jonathan James	Inc	To Be Deleted	2019-08-08	32 days
35251	2019-08-05	Fred Telschow	Inc	To Be Deleted	2019-08-08	32 days
35265	2019-08-06	Customer Not Found	Inc	To Be Deleted	2019-08-08	31 days



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Group 3: Aged up to 30 Days - 78 tickets 25.83 % of total

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ID	Created	Customer	Type	Owner	Due	Duration
35486	2019-08-13	Customer Not Found	SR		2019-08-28	24 days
35489	2019-08-13	Customer Not Found	SR		2019-08-28	24 days
35620	2019-08-21	BJ Thompson	SR		2019-09-05	16 days
35721	2019-08-27	Debbie Chibuzor	SR	David Palefsky	2019-09-11	10 days
35735	2019-08-27	Doug Plant	SR	David Palefsky	2019-09-11	10 days
35740	2019-08-27	Rufus Streeter	SR	David Palefsky	2019-09-11	10 days
35749	2019-08-28	Debbie Chibuzor	SR	David Palefsky	2019-09-12	9 days
35763	2019-08-28	Fred Telschow	SR	David Palefsky	2019-09-05	9 days
35730	2019-08-27	Rufus Streeter	SR	Emily Moreno	2019-09-11	10 days
35327	2019-08-07	Shari Douglas	SR	Ian Blaquiere	2019-08-21	30 days
35610	2019-08-20	BJ Thompson	SR	Ian Blaquiere	2019-09-04	17 days
35800	2019-08-29	Kami Evarts	SR	John Pisini	2019-09-16	8 days
35319	2019-08-07	Kami Evarts	Inc	Kami Evarts	2019-08-14	30 days
35353	2019-08-08	Gillian Litchfield	SR	Kami Evarts	2019-08-22	29 days
35658	2019-08-22	Race Brandt	Inc	Kami Evarts	2019-08-26	15 days
35690	2019-08-24	Carol Niederbrach	SR	Kami Evarts	2019-09-13	13 days
35361	2019-08-08	Ken Baughman	SR	Lisa Darling	2019-08-22	29 days
35371	2019-08-08	Larissa Snorek	SR	Lisa Darling	2019-08-22	29 days
35396	2019-08-09	Jeff Turton	SR	Lisa Darling	2019-08-23	28 days
35788	2019-08-29	Susan Sage	SR	Lisa Darling	2019-09-13	8 days
35507	2019-08-14	Eoin O'Carroll	Inc	Maurice Coleman	2019-08-21	23 days
35374	2019-08-08	BJ Thompson	SR	Morgan Anderson	2019-08-22	29 days
35478	2019-08-13	Joshua Christian	SR	New Hire - Transfer - Exit	2019-08-27	24 days

ID	Created	Customer	Type	Owner	Due	Duration
35446	2019-08-12	Emily Sander	Inc	Paul Doherty	2019-08-12	25 days
35546	2019-08-15	Lily Mui	SR	Paul Doherty	2019-08-30	22 days
35390	2019-08-09	Susan Sherwood	SR	Sean Austin	2019-08-23	28 days
35448	2019-08-12	TMC Reading Room	Inc	Sean Austin	2019-08-15	25 days
35570	2019-08-19	Emily Hunt	SR	Sean Austin	2019-09-03	18 days
35601	2019-08-20	Emily Sander	Inc	Sean Austin	2019-08-20	17 days
35640	2019-08-21	Cristina Gudiño López	SR	Sean Austin	2019-09-06	16 days
35667	2019-08-22	Emily Hunt	SR	Sean Austin	2019-09-09	15 days
35710	2019-08-26	Kami Evarts	SR	Sean Austin	2019-09-10	11 days
35741	2019-08-27	Tessa Frost	SR	Sean Austin	2019-09-12	10 days
35750	2019-08-28	Kami Evarts	SR	Sean Austin	2019-09-12	9 days
35757	2019-08-28	Elisabeth Schwartz	SR	Sean Austin	2019-09-12	9 days
35774	2019-08-28	Matt Poulos	SR	Sean Austin	2019-09-13	9 days
35789	2019-08-29	Terra Cutaia	SR	Sean Austin	2019-09-13	8 days
35795	2019-08-29	Matt Poulos	SR	Sean Austin	2019-09-13	8 days
35375	2019-08-08	BJ Thompson	SR	Timothy Malone	2019-08-22	29 days
35376	2019-08-08	BJ Thompson	SR	Timothy Malone	2019-08-22	29 days
35340	2019-08-07	ChurchtestE	SR	To Be Deleted	2019-08-21	30 days
35343	2019-08-07	ChurchtestE	SR	To Be Deleted	2019-08-21	30 days
35352	2019-08-08	Customer Not Found	Inc	To Be Deleted	2019-08-12	29 days
35385	2019-08-09	ChurchtestE	SR	To Be Deleted	2019-08-23	28 days
35393	2019-08-09	Customer Not Found	Inc	To Be Deleted	2019-08-13	28 days
35395	2019-08-09	Customer Not Found	Inc	To Be Deleted	2019-08-13	28 days
35494	2019-08-14	Levi Kline	Inc	To Be Deleted	2019-08-16	23 days
35495	2019-08-14	Levi Kline	Inc	To Be Deleted	2019-08-16	23 days

ID	Created	Customer	Type	Owner	Due	Duration
35496	2019-08-14	Levi Kline	Inc	To Be Deleted	2019-08-16	23 days
35497	2019-08-14	Customer Not Found	Inc	To Be Deleted	2019-08-16	23 days
35503	2019-08-14	Customer Not Found	Inc	To Be Deleted	2019-08-16	23 days
35504	2019-08-14	Customer Not Found	Inc	To Be Deleted	2019-08-16	23 days
35505	2019-08-14	Ethan Joy	Inc	To Be Deleted	2019-08-16	23 days
35509	2019-08-14	Peter Keung	Inc	To Be Deleted	2019-08-16	23 days
35511	2019-08-14	Customer Not Found	Inc	To Be Deleted	2019-08-16	23 days
35513	2019-08-14	Levi Kline	Inc	To Be Deleted	2019-08-16	23 days
35524	2019-08-14	Customer Not Found	Inc	To Be Deleted	2019-08-16	23 days
35533	2019-08-15	Customer Not Found	Inc	To Be Deleted	2019-08-19	22 days
35554	2019-08-16	Customer Not Found	Inc	To Be Deleted	2019-08-20	21 days
35614	2019-08-20	Customer Not Found	Inc	To Be Deleted	2019-08-22	17 days
35624	2019-08-21	Customer Not Found	Inc	To Be Deleted	2019-08-23	16 days
35653	2019-08-22	Race Brandt	Inc	To Be Deleted	2019-08-26	15 days
35655	2019-08-22	Customer Not Found	Inc	To Be Deleted	2019-08-26	15 days
35656	2019-08-22	Fred Telschow	Inc	To Be Deleted	2019-08-26	15 days
35657	2019-08-22	Race Brandt	Inc	To Be Deleted	2019-08-26	15 days
35660	2019-08-22	Customer Not Found	Inc	To Be Deleted	2019-08-26	15 days
35666	2019-08-22	Customer Not Found	Inc	To Be Deleted	2019-08-26	15 days
35677	2019-08-23	Customer Not Found	Inc	To Be Deleted	2019-08-27	14 days
35682	2019-08-23	Customer Not Found	Inc	To Be Deleted	2019-08-27	14 days
35684	2019-08-23	Natalie Zdan	Inc	To Be Deleted	2019-08-27	14 days
35691	2019-08-24	Customer Not Found	Inc	To Be Deleted	2019-08-27	13 days
35702	2019-08-26	Eoin O'Carroll	Inc	To Be Deleted	2019-08-28	11 days
35734	2019-08-27	A.J. Kiser	Inc	To Be Deleted	2019-08-29	10 days

ID	Created	Customer	Type	Owner	Due	Duration
35778	2019-08-29	John Pisini	Inc	To Be Deleted	2019-09-03	8 days
35780	2019-08-29	Customer Not Found	Inc	To Be Deleted	2019-09-03	8 days
35781	2019-08-29	Ethan Joy	Inc	To Be Deleted	2019-09-03	8 days
35784	2019-08-29	John Pisini	Inc	To Be Deleted	2019-09-03	8 days
35787	2019-08-29	Customer Not Found	Inc	To Be Deleted	2019-09-03	8 days

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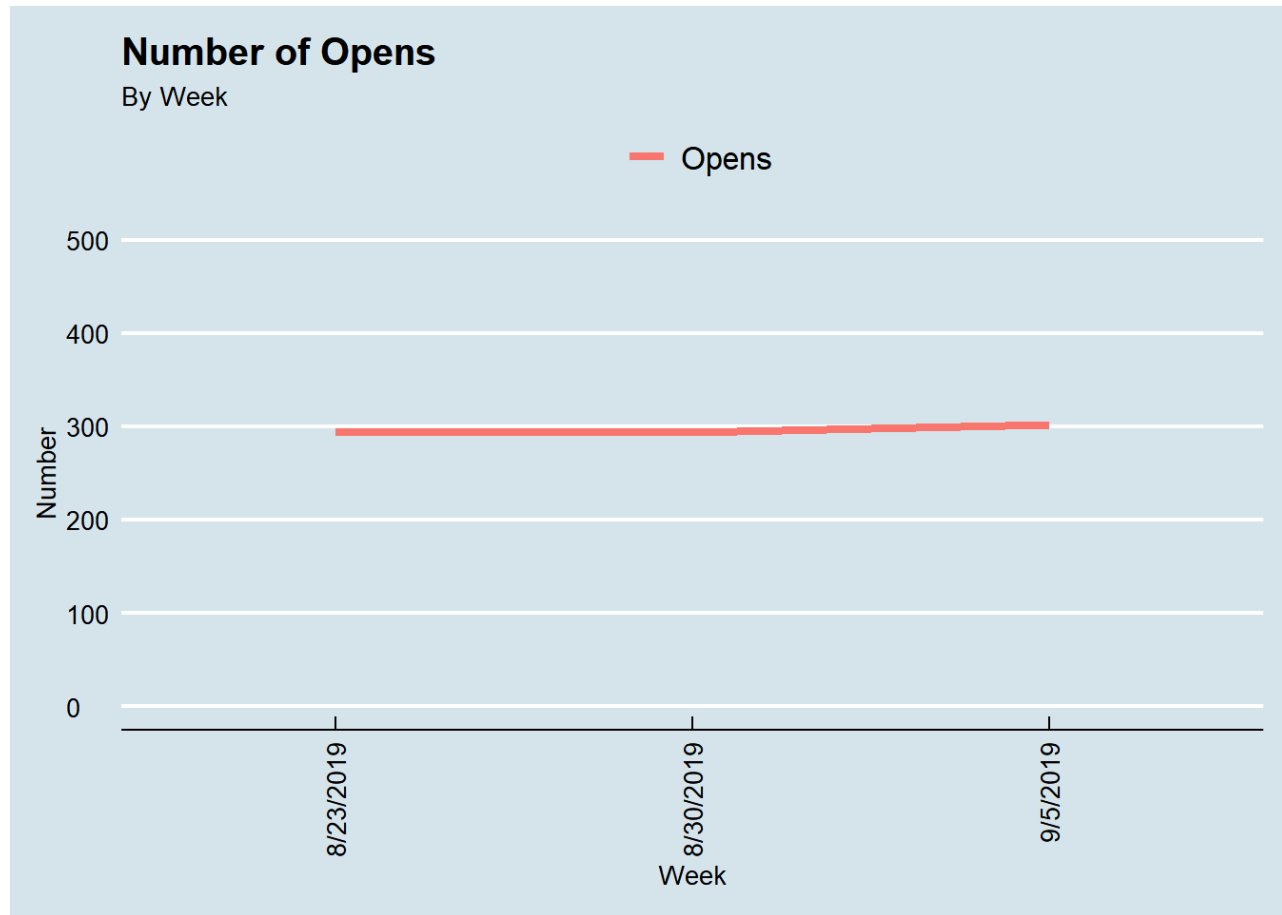
Group 4: Aged 1 Week or Less - 37 tickets 12.25 % of total

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ID	Created	Customer	Type	Owner	Due	Duration
35847	2019-09-03	Fiona Blair	SR		2019-09-17	3 days
35864	2019-09-04	Customer Not Found	SR		2019-09-18	2 days
35875	2019-09-04	Keb Bemis	SR		2019-09-18	2 days
35888	2019-09-04	Kim Proctor	SR		2019-09-19	2 days
35871	2019-09-04	Fred Telschow	SR		2019-09-18	2 days
35870	2019-09-04	Geoffrey Hibbs	Inc		2019-09-04	2 days
35892	2019-09-05	Maddi Demaree	Inc		2019-09-09	1 days
35894	2019-09-05	Race Brandt	Inc		2019-09-09	1 days
35840	2019-09-03	Levi Kline	SR	Austin Kingsbery	2019-09-17	3 days
35878	2019-09-04	Jenny Sinatra	Inc	Carlos Alvarez	2019-09-11	2 days
35809	2019-08-30	Alison Kobierski	SR	Emily Hunt	2019-09-16	7 days
35872	2019-09-04	Alison Kobierski	SR	Emily Hunt	2019-09-18	2 days
35887	2019-09-04	Diane Bradbury	Inc	Emily Hunt	2019-09-06	2 days
35836	2019-09-03	Tabitha Kemnitz	SR	Ian Blaquiere	2019-09-17	3 days
35884	2019-09-04	BJ Thompson	SR	Ian Blaquiere	2019-09-18	2 days
35811	2019-08-30	Miranda Albins	SR	Kami Evarts	2019-09-16	7 days
35829	2019-09-02	Rita Polatin	SR	Lisa Darling	2019-09-17	4 days

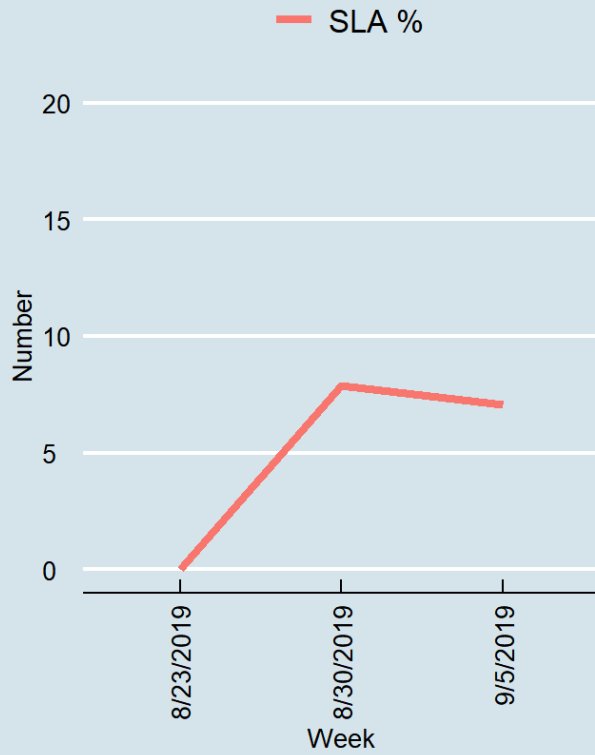
ID	Created	Customer	Type	Owner	Due	Duration
35839	2019-09-03	Lindsey McGinnis	SR	Lisa Darling	2019-09-17	3 days
35849	2019-09-03	Lisa Darling	SR	Lisa Darling	2019-09-17	3 days
35859	2019-09-04	Owen Thomas	SR	Lisa Darling	2019-09-18	2 days
35868	2019-09-04	Cara Cusack-Theodule	SR	Lisa Darling	2019-09-18	2 days
35886	2019-09-04	Chris Sheasley	SR	Lisa Darling	2019-09-18	2 days
35812	2019-08-30	Henry Gass	Inc	Paul Doherty	2019-09-10	7 days
35848	2019-09-03	Race Brandt	SR	Paul Doherty	2019-09-17	3 days
35852	2019-09-03	Amelia Newcomb	Inc	Paul Doherty	2019-09-06	3 days
35810	2019-08-30	Alison Kobierski	SR	Sean Austin	2019-09-16	7 days
35831	2019-09-03	ChurchtestE	SR	Sean Austin	2019-09-17	3 days
35843	2019-09-03	Eric Bashor	SR	Sean Austin	2019-09-17	3 days
35877	2019-09-04	ChurchtestE	SR	Sean Austin	2019-09-18	2 days
35804	2019-08-30	Customer Not Found	Inc	To Be Deleted	2019-09-04	7 days
35807	2019-08-30	Customer Not Found	Inc	To Be Deleted	2019-09-04	7 days
35813	2019-08-31	Customer Not Found	Inc	To Be Deleted	2019-09-04	6 days
35822	2019-09-01	Customer Not Found	Inc	To Be Deleted	2019-09-04	5 days
35828	2019-09-02	Customer Not Found	Inc	To Be Deleted	2019-09-04	4 days
35835	2019-09-03	Customer Not Found	Inc	To Be Deleted	2019-09-05	3 days
35858	2019-09-04	Kim Proctor	Inc	To Be Deleted	2019-09-06	2 days
35861	2019-09-04	Customer Not Found	Inc	To Be Deleted	2019-09-06	2 days

## Part 2: Graphics



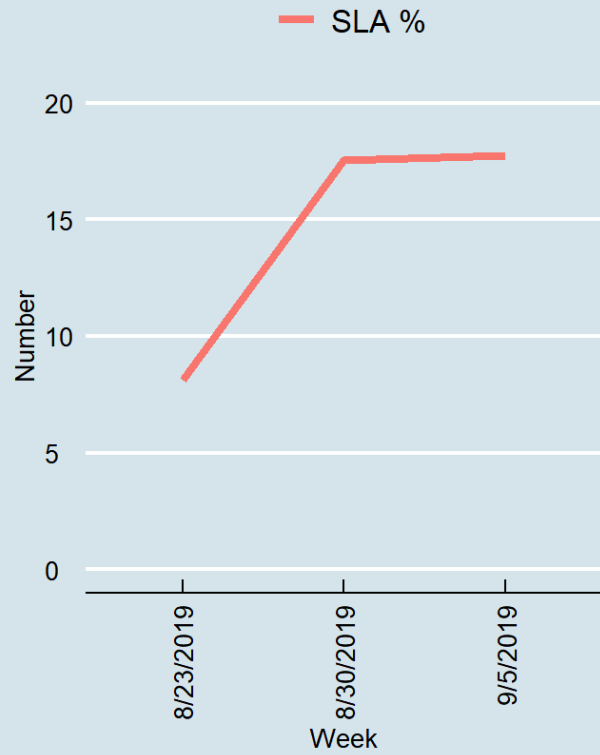
## % Incidents Meeting SLA

By Week



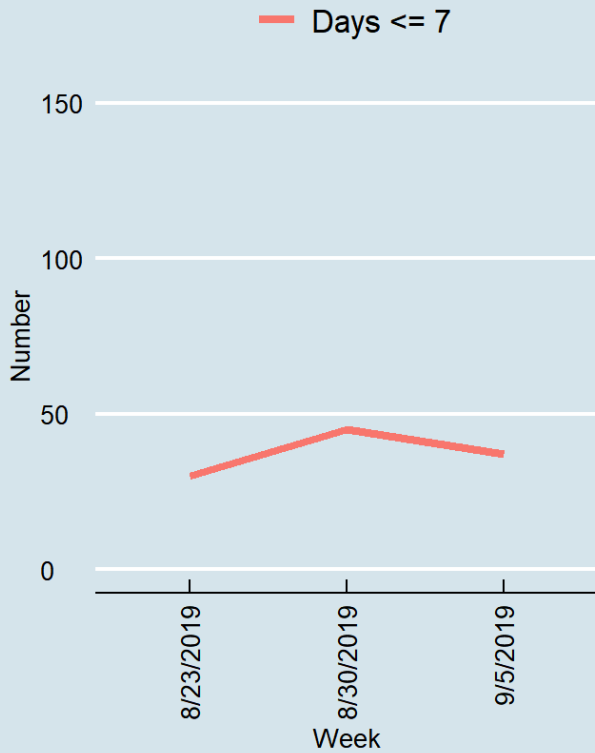
## % SRs Meeting SLA

By Week



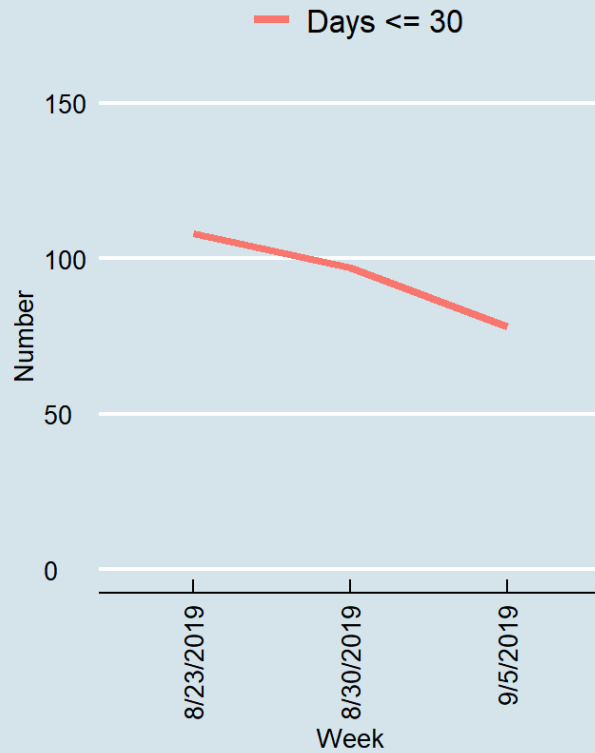
### Tickets Open 7 Days or Less

By Week



### Tickets Open 8 to 30 Days

By Week



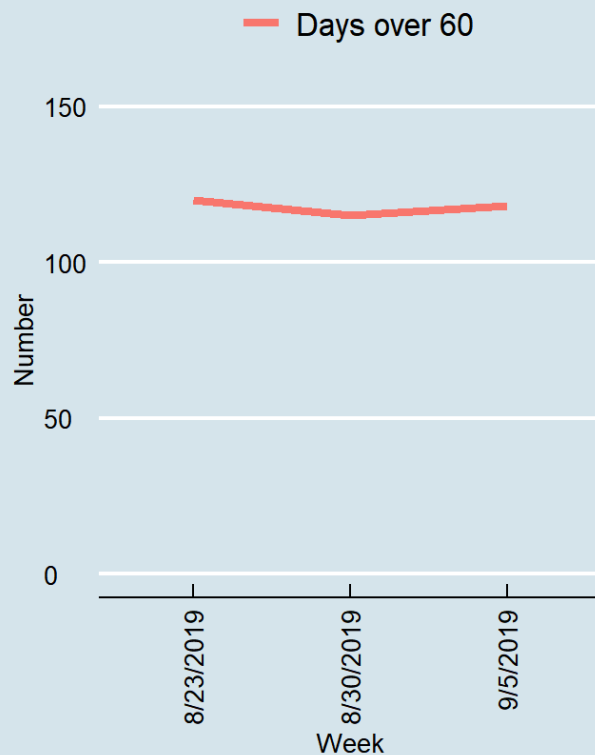
### Tickets Open 31 to 60 Days

By Week



### Tickets Open Over 60 Days

By Week



End of Report