

Cherwell Weekly Aging Report

08 November, 2019

Total open tickets: 235 / Incidents: 45 / SR's: 190

Incidents meeting SLA guidelines: 17.78 %

Service Requests meeting SLA guidelines: 36.32 %

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Part 1 - Service Desk Team - Tickets by Owner Sorted by Age

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>>> Ben Chase Total tickets: 3

ID	Created	Customer	Type	Owner	Due	Duration
34235	2019-06-25	BJ Thompson	SR	Ben Chase	2019-07-10	136 days
34794	2019-07-17	Carl Sheasley	Inc	Ben Chase	2019-07-19	114 days
37051	2019-10-17	Robert Witney	Inc	Ben Chase	2019-10-22	22 days

>>> David Palefsky Total tickets: 6

ID	Created	Customer	Type	Owner	Due	Duration
10739	2016-11-02	Kami Evarts	SR	David Palefsky	2018-08-28	1101 days
33170	2019-05-14	Daniel Carr	SR	David Palefsky	2019-05-29	178 days
35721	2019-08-27	Debbie Chibuzor	SR	David Palefsky	2019-09-11	73 days
35749	2019-08-28	Debbie Chibuzor	SR	David Palefsky	2019-09-12	72 days
36664	2019-10-03	Race Brandt	SR	David Palefsky	2019-10-21	36 days
37477	2019-11-04	Race Brandt	SR	David Palefsky	2019-11-19	4 days

>>> John Pisini Total tickets: 0

No current tickets for John Pisini

>>> Kami Evarts Total tickets: 27

ID	Created	Customer	Type	Owner	Due	Duration
28864	2018-11-07	Gaby Mejía	SR	Kami Evarts	2018-11-28	366 days
30066	2019-01-07	Susan Sage	SR	Kami Evarts	2019-07-26	305 days
31370	2019-03-06	Susan Sage	SR	Kami Evarts	2019-03-20	247 days
32767	2019-05-01	Nathanael Albins	SR	Kami Evarts	2019-05-15	191 days
33372	2019-05-22	Austin Kingsbery	SR	Kami Evarts	2019-06-07	170 days
33500	2019-05-29	Tony Veidelis	SR	Kami Evarts	2019-06-12	163 days
34265	2019-06-26	Matt Poulos	SR	Kami Evarts	2019-07-11	135 days
35084	2019-07-30	Jan Beard	SR	Kami Evarts	2019-08-13	101 days
35319	2019-08-07	Kami Evarts	Inc	Kami Evarts	2019-08-14	93 days
35353	2019-08-08	Gillian Litchfield	SR	Kami Evarts	2019-08-22	92 days
35478	2019-08-13	Joshua Christian	SR	Kami Evarts	2019-08-27	87 days
36052	2019-09-11	Barbara Sprague	SR	Kami Evarts	2019-09-25	58 days
36053	2019-09-11	Tony Veidelis	SR	Kami Evarts	2019-09-30	58 days
36098	2019-09-12	Deb Sherwood	SR	Kami Evarts	2019-09-26	57 days
36370	2019-09-23	Ryan Hichens	SR	Kami Evarts	2019-10-07	46 days
36639	2019-10-03	Frederick Telschow	SR	Kami Evarts	2019-10-18	36 days
36890	2019-10-11	Jonathan James	Inc	Kami Evarts	2019-10-16	28 days
37103	2019-10-21	Julie Mahler	SR	Kami Evarts	2019-11-04	18 days
37159	2019-10-23	Noah Robertson	SR	Kami Evarts	2019-11-06	16 days
37262	2019-10-28	Linda Feldmann	Inc	Kami Evarts	2019-10-30	11 days
37267	2019-10-28	Race Brandt	SR	Kami Evarts	2019-11-12	11 days
37294	2019-10-28	Amy J. Richmond	SR	Kami Evarts	2019-11-13	11 days
37395	2019-10-31	Jennifer McLaughlin	SR	Kami Evarts	2019-11-15	8 days
37512	2019-11-04	Al Belote	SR	Kami Evarts	2019-11-20	4 days

ID	Created	Customer	Type	Owner	Due	Duration
37539	2019-11-05	Stacy Shapiro	SR	Kami Evarts	2019-11-20	3 days
37573	2019-11-06	Miranda Albins	SR	Kami Evarts	2019-11-21	2 days
37597	2019-11-07	Amanda Cartwright	SR	Kami Evarts	2019-11-22	1 days

>>> Maurice Coleman Total tickets: 22

ID	Created	Customer	Type	Owner	Due	Duration
33229	2019-05-15	Moises Silva	SR	Maurice Coleman	2019-05-30	177 days
33362	2019-05-22	Christina Hunt	SR	Maurice Coleman	2019-06-06	170 days
33622	2019-05-31	Ethan Joy	SR	Maurice Coleman	2019-06-17	161 days
34730	2019-07-16	Sally Schwartz	Inc	Maurice Coleman	2019-07-18	115 days
34764	2019-07-17	Diane Bradbury	Inc	Maurice Coleman	2019-07-24	114 days
34813	2019-07-18	Maurice Coleman	SR	Maurice Coleman	2019-08-01	113 days
34890	2019-07-22	Emily Hunt	Inc	Maurice Coleman	2019-08-02	109 days
35507	2019-08-14	Eoin O'Carroll	Inc	Maurice Coleman	2019-08-21	86 days
36049	2019-09-11	Celeste Marble	SR	Maurice Coleman	2019-09-25	58 days
36212	2019-09-17	Todd Schauman	Inc	Maurice Coleman	2019-09-20	52 days
36443	2019-09-25	Deb Sherwood	SR	Maurice Coleman	2019-10-09	44 days
36705	2019-10-07	Heather Gregory	Inc	Maurice Coleman	2019-10-09	32 days
36976	2019-10-15	Jeanne Evans	SR	Maurice Coleman	2019-10-30	24 days
37007	2019-10-16	Peggy Novello	SR	Maurice Coleman	2019-10-30	23 days
37025	2019-10-17	Linda Feldmann	SR	Maurice Coleman	2019-10-31	22 days
37077	2019-10-18	Rebecca Asoulin	SR	Maurice Coleman	2019-11-01	21 days
37289	2019-10-28	Linda Zanoni	Inc	Maurice Coleman	2019-10-30	11 days
37348	2019-10-30	Christina Hunt	SR	Maurice Coleman	2019-11-14	9 days
37356	2019-10-30	Anjuli Carr	Inc	Maurice Coleman	2019-11-01	9 days
37397	2019-10-31	Lisa Darling	SR	Maurice Coleman	2019-11-15	8 days
37551	2019-11-06	Sal Giliberto	SR	Maurice Coleman	2019-11-21	2 days
37591	2019-11-07	ChurchtestE	SR	Maurice Coleman	2019-11-22	1 days

>>> Paul Doherty Total tickets: 8

ID	Created	Customer	Type	Owner	Due	Duration
31928	2019-04-01	Tom Shea	SR	Paul Doherty	2019-04-16	221 days
34125	2019-06-20	Clayton Jones	Inc	Paul Doherty	2019-07-03	141 days
36101	2019-09-12	Kami Evarts	SR	Paul Doherty	2019-09-26	57 days
36804	2019-10-09	Susan Sage	SR	Paul Doherty	2019-10-24	30 days
37326	2019-10-29	Susan Kerr	SR	Paul Doherty	2019-11-14	10 days
37524	2019-11-05	Tara Talbot	SR	Paul Doherty	2019-11-20	3 days
37616	2019-11-08	Luisella Jaques-Deraney	SR	Paul Doherty	2019-11-25	0 days
37620	2019-11-08	Gabriella(Brie) Burns	SR	Paul Doherty	2019-11-25	0 days

>>> Sean Austin Total tickets: 24

ID	Created	Customer	Type	Owner	Due	Duration
35601	2019-08-20	Emily Sander	Inc	Sean Austin	2019-08-20	80 days
36111	2019-09-13	Clayton Jones	SR	Sean Austin	2019-09-27	56 days
36118	2019-09-13	Jasmine Holzworth	Inc	Sean Austin	2019-09-17	56 days
36279	2019-09-19	Jasmine Holzworth	SR	Sean Austin	2019-10-03	50 days
36695	2019-10-05	Linda Zanoni	SR	Sean Austin	2019-10-21	34 days
36741	2019-10-07	Deborah Shank	SR	Sean Austin	2019-10-23	32 days
36815	2019-10-09	Race Brandt	Inc	Sean Austin	2019-10-11	30 days
36906	2019-10-11	Deonna Heath	Inc	Sean Austin	2019-10-16	28 days
36949	2019-10-15	Mary Ann Lomascolo	Inc	Sean Austin	2019-10-17	24 days
36953	2019-10-15	TMC Reading Room	Inc	Sean Austin	2019-10-17	24 days
37158	2019-10-23	Laurent Belsie	SR	Sean Austin	2019-11-06	16 days
37196	2019-10-24	Ken Baughman	SR	Sean Austin	2019-11-07	15 days
37199	2019-10-24	Susan Sherwood	Inc	Sean Austin	2019-10-28	15 days
37213	2019-10-24	Edwin Blomquist	SR	Sean Austin	2019-11-07	15 days
37249	2019-10-28	Emily Sander	SR	Sean Austin	2019-11-12	11 days
37298	2019-10-29	Clayton Collins	SR	Sean Austin	2019-11-13	10 days
37350	2019-10-30	Customer Not Found	Inc	Sean Austin	2019-11-01	9 days
37353	2019-10-30	ChurchtestE	SR	Sean Austin	2019-11-14	9 days
37365	2019-10-30	Deb Sherwood	Inc	Sean Austin	2019-11-04	9 days
37411	2019-11-01	ChurchtestE	SR	Sean Austin	2019-11-18	7 days
37568	2019-11-06	Deonna Heath	Inc	Sean Austin	2019-11-08	2 days
37595	2019-11-07	Carl Sheasley	Inc	Sean Austin	2019-11-12	1 days
37605	2019-11-07	Christina Hunt	Inc	Sean Austin	2019-11-07	1 days
37618	2019-11-08	Laura Skarie	Inc	Sean Austin	2019-11-13	0 days

All staff have been processed

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Part 2 - Remaining Tickets Sorted by Non-Service Desk Owner

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Group 1: Total Tickets over 60 Days: 74 (31.49 % of total)

Non-Service Desk Tickets: 62

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Owner	ID	Created	Customer	Type	Due	Duration
Austin Kingsbery	21426	2018-01-10	Erin Taylor	SR	2018-01-26	667 days
Austin Kingsbery	31734	2019-03-22	Linda Zanoni	SR	2019-04-05	231 days
Austin Kingsbery	31732	2019-03-22	Linda Zanoni	SR	2019-04-05	231 days
Emily Hunt	21446	2018-01-11	Alison Kobierski	SR	2018-02-07	666 days
Emily Hunt	22351	2018-02-14	Alison Kobierski	SR	2018-03-01	632 days
Emily Hunt	23243	2018-03-23	Jason Sell	SR	2018-04-06	595 days
Emily Hunt	23595	2018-04-06	Alison Kobierski	SR	2018-08-17	581 days
Emily Hunt	27872	2018-09-27	Alison Kobierski	SR	2018-10-12	407 days
Emily Hunt	28432	2018-10-18	Austin Kingsbery	SR	2018-10-26	386 days
Emily Hunt	28434	2018-10-18	Emily Hunt	SR	2018-11-02	386 days
Emily Hunt	29827	2018-12-21	Alison Kobierski	SR	2019-01-15	322 days
Emily Hunt	35809	2019-08-30	Alison Kobierski	SR	2019-09-16	70 days
Emily Hunt	35887	2019-09-04	Diane Bradbury	Inc	2019-09-06	65 days
Emily Hunt	35872	2019-09-04	Alison Kobierski	SR	2019-09-18	65 days
Emily Hunt	35910	2019-09-05	Alison Kobierski	SR	2019-09-19	64 days
Emily Moreno	26863	2018-08-16	Moises Silva	SR	2018-08-30	449 days
Ethan Joy	12090	2017-01-17	Race Brandt	SR	2017-01-31	1025 days
Ethan Joy	26587	2018-08-06	Fred Telschow	Inc	2018-08-06	459 days
Lisa Darling	35371	2019-08-08	Larissa Snorek	SR	2019-08-22	92 days
Lisa Darling	35396	2019-08-09	Jeff Turton	SR	2019-08-23	91 days
Morgan Anderson	34877	2019-07-22	Russel Fogg	SR	2019-08-05	109 days

Owner	ID	Created	Customer	Type	Due	Duration
Ryan Hichens	12067	2017-01-13	Kate Sims	SR	2017-01-31	1029 days
Ryan Hichens	12067	2017-01-13	Kate Sims	SR	2017-01-31	1029 days
Ryan Hichens	12406	2017-01-26	Kate Sims	SR	2017-02-09	1016 days
Ryan Hichens	12406	2017-01-26	Kate Sims	SR	2017-02-09	1016 days
Ryan Hichens	13263	2017-02-28	Kate Sims	SR	2017-03-14	983 days
Ryan Hichens	13263	2017-02-28	Kate Sims	SR	2017-03-14	983 days
Ryan Hichens	13715	2017-03-16	A.J. Kiser	SR	2017-03-30	967 days
Ryan Hichens	13715	2017-03-16	A.J. Kiser	SR	2017-03-30	967 days
Ryan Hichens	17513	2017-08-03	Kate Sims	SR	2017-08-17	827 days
Ryan Hichens	17513	2017-08-03	Kate Sims	SR	2017-08-17	827 days
Ryan Hichens	17928	2017-08-22	Tom Shea	SR	2017-09-06	808 days
Ryan Hichens	17928	2017-08-22	Tom Shea	SR	2017-09-06	808 days
Ryan Hichens	18092	2017-08-30	Ryan Hichens	SR	2017-09-14	800 days
Ryan Hichens	18093	2017-08-30	Ryan Hichens	SR	2017-09-14	800 days
Ryan Hichens	18092	2017-08-30	Ryan Hichens	SR	2017-09-14	800 days
Ryan Hichens	18093	2017-08-30	Ryan Hichens	SR	2017-09-14	800 days
Ryan Hichens	20393	2017-11-27	Nancy James	SR	2017-12-11	711 days
Ryan Hichens	20393	2017-11-27	Nancy James	SR	2017-12-11	711 days
Ryan Hichens	25828	2018-07-05	Gerald Wilkerson	SR	2018-07-19	491 days
Ryan Hichens	25828	2018-07-05	Gerald Wilkerson	SR	2018-07-19	491 days
Ryan Hichens	26478	2018-07-31	Kathryn Doerksen	SR	2018-08-14	465 days
Ryan Hichens	26478	2018-07-31	Kathryn Doerksen	SR	2018-08-14	465 days
Ryan Hichens	27991	2018-10-02	Christina Henderson	SR	2018-10-17	402 days
Ryan Hichens	27991	2018-10-02	Christina Henderson	SR	2018-10-17	402 days
Ryan Hichens	29831	2018-12-21	Christina Henderson	SR	2019-01-15	322 days

Owner	ID	Created	Customer	Type	Due	Duration
Ryan Hichens	29831	2018-12-21	Christina Henderson	SR	2019-01-15	322 days
Ryan Hichens	31813	2019-03-26	Brian Abbott	SR	2019-04-09	227 days
Ryan Hichens	31813	2019-03-26	Brian Abbott	SR	2019-04-09	227 days
Ryan Hichens	32070	2019-04-03	Haide Bolanos	SR	2019-04-18	219 days
Ryan Hichens	32070	2019-04-03	Haide Bolanos	SR	2019-04-18	219 days
Ryan Hichens	32743	2019-04-30	Jeanne Evans	SR	2019-05-14	192 days
Ryan Hichens	32743	2019-04-30	Jeanne Evans	SR	2019-05-14	192 days
Sahil Kaila	35052	2019-07-29	Brian Abbott	SR	2019-07-31	102 days
Timothy Malone	35376	2019-08-08	BJ Thompson	SR	2019-08-22	92 days
Tony Veidelis	31501	2019-03-12	Austin Kingsbery	SR	2019-03-27	241 days
NA	23361	2018-03-27	Chaylee Bruce	SR	2018-04-11	591 days
NA	30556	2019-01-29	Christina Henderson	SR	2019-02-12	283 days
NA	31739	2019-03-22	Daniel Carr	SR	2019-04-05	231 days
NA	32633	2019-04-25	Dorothy Rivera	SR	2019-05-09	197 days
NA	32891	2019-05-02	Kate Sims	SR	2019-05-16	190 days
NA	34552	2019-07-09	Natalie Zdan	SR	2019-07-24	122 days

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Group 2: Total Tickets Aged 30 - 60 Days: 26 (11.06 % of total)

Non-Service Desk Tickets: 11

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Owner	ID	Created	Customer	Type	Due	Duration
Carrie Clayton	36685	2019-10-04	Frederick Telschow	SR	2019-10-21	35 days
Emily Hunt	36420	2019-09-24	Alison Kobierski	SR	2019-10-08	45 days
Fred Telschow	36611	2019-10-02	BJ Thompson	Inc	2019-10-02	37 days
Lisa Darling	36302	2019-09-20	Gabriella Burns	SR	2019-10-04	49 days
Ryan Hichens	36596	2019-10-01	Leslie Crecelius	SR	2019-10-16	38 days

Owner	ID	Created	Customer	Type	Due	Duration
Ryan Hichens	36596	2019-10-01	Leslie Crecelius	SR	2019-10-16	38 days
Sahil Kaila	36772	2019-10-08	Erin Taylor	SR	2019-10-23	31 days
Systems User	36525	2019-09-30	Jonathan James	SR	2019-10-15	39 days
Timothy Malone	36451	2019-09-25	Jonathan James	SR	2019-10-09	44 days
NA	36184	2019-09-17	Christina Henderson	SR	2019-10-01	52 days
NA	36318	2019-09-20	Christina Henderson	SR	2019-10-04	49 days

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Group 3: Total Tickets Aged up to 30 Days: 67 (28.51 % of total)

Non-Service Desk Tickets: 32

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Owner	ID	Created	Customer	Type	Due	Duration
Emily Hunt	36986	2019-10-16	Alison Kobierski	SR	2019-10-30	23 days
Emily Hunt	37037	2019-10-17	Aneta Nilsen	Inc	2019-10-21	22 days
Emily Hunt	37064	2019-10-18	Alison Kobierski	SR	2019-11-01	21 days
Emily Moreno	37181	2019-10-24	Brian Abbott	SR	2019-11-07	15 days
Emily Moreno	37201	2019-10-24	Brian Abbott	SR	2019-11-07	15 days
Emily Moreno	37204	2019-10-24	Brian Abbott	SR	2019-11-07	15 days
Emily Moreno	37186	2019-10-24	Brian Abbott	SR	2019-11-07	15 days
Ian Blaquiere	37275	2019-10-28	Jeanne Evans	Inc	2019-10-30	11 days
Ian Blaquiere	37360	2019-10-30	Shari Douglas	SR	2019-11-14	9 days
Lisa Darling	36880	2019-10-11	Judith A. Huenneke	SR	2019-10-28	28 days
Lisa Darling	36876	2019-10-11	Stephanie Mokszycki	SR	2019-10-28	28 days
Lisa Darling	37012	2019-10-16	Gaby Mejía	SR	2019-10-31	23 days
Lisa Darling	37128	2019-10-22	Sally Schwartz	SR	2019-11-05	17 days
Lisa Darling	37233	2019-10-25	Dianne Fiske	Inc	2019-10-29	14 days
Lisa Darling	37315	2019-10-29	Joshua Christian	SR	2019-11-13	10 days

Owner	ID	Created	Customer	Type	Due	Duration
Lisa Darling	37299	2019-10-29	Emily Hunt	SR	2019-11-13	10 days
Lisa Darling	37357	2019-10-30	Karen Norris	SR	2019-11-14	9 days
Lisa Darling	37388	2019-10-31	Jack Train	SR	2019-11-15	8 days
Lisa Darling	37389	2019-10-31	Jack Train	SR	2019-11-21	8 days
NA	36816	2019-10-09	Natalie Zdan	SR	2019-10-24	30 days
NA	36858	2019-10-10	Ryan Hichens	SR	2019-10-25	29 days
NA	36883	2019-10-11	Christina Henderson	SR	2019-10-28	28 days
NA	36969	2019-10-15	Christina Henderson	SR	2019-10-29	24 days
NA	37097	2019-10-21	Susan Sherwood	Inc	2019-10-23	18 days
NA	37137	2019-10-22	Race Brandt	SR	2019-11-05	17 days
NA	37140	2019-10-22	Benjamin Chase	Inc	2019-10-24	17 days
NA	37195	2019-10-24	Susan Sherwood	SR	2019-11-07	15 days
NA	37209	2019-10-24	Gabriella(Brie) Burns	SR	2019-11-07	15 days
NA	37241	2019-10-25	Jennifer McLaughlin	SR	2019-10-25	14 days
NA	37266	2019-10-28	Barry Wills	Inc	2019-10-30	11 days
NA	37328	2019-10-29	Ernesto Buenrostro	SR	2019-11-14	10 days
NA	37394	2019-10-31	Christina Henderson	SR	2019-11-15	8 days

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Group 4: Total Tickets Aged 1 Week or Less: 68 (28.94 % of total)

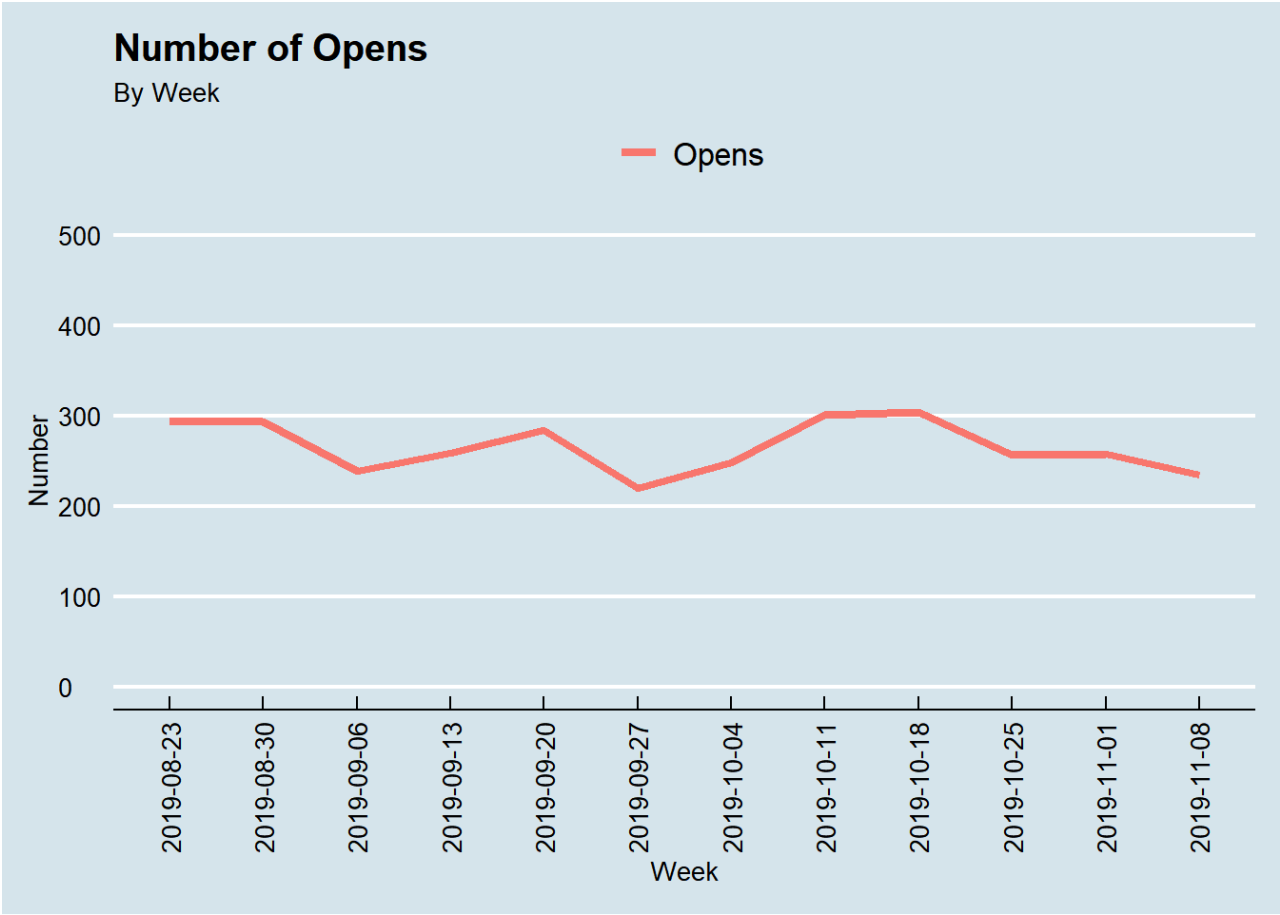
Non-Service Desk Tickets: 50

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Owner	ID	Created	Customer	Type	Due	Duration
Austin Kingsbery	37593	2019-11-07	Tabitha Kemnitz	SR	2019-11-22	1 days
Carrie Clayton	37486	2019-11-04	Enterprise ZipCodeDownload	Inc	2019-11-06	4 days
Fred Telschow	37429	2019-11-01	BJ Thompson	Inc	2019-11-01	7 days
Ian Blaquiere	37426	2019-11-01	Chris Sheasley	SR	2019-11-18	7 days

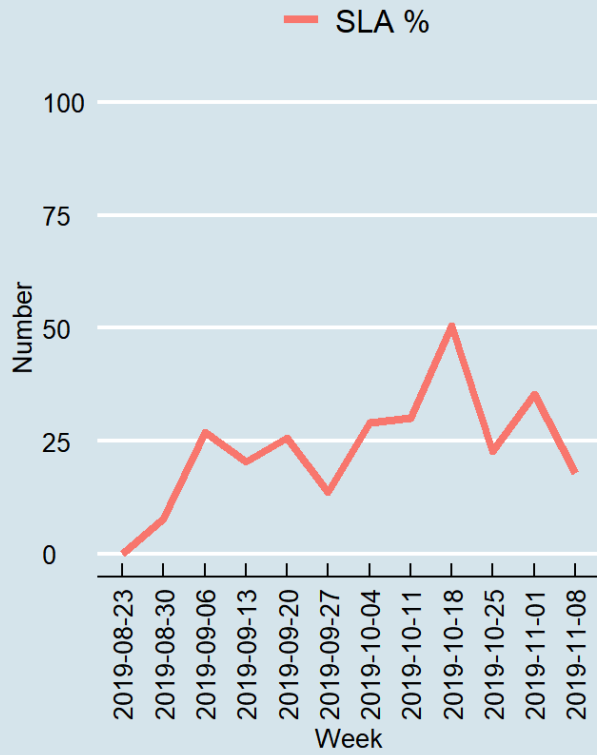
Owner	ID	Created	Customer	Type	Due	Duration
Lisa Darling	37425	2019-11-01	BJ Thompson	SR	2019-11-18	7 days
Lisa Darling	37501	2019-11-04	Lily Mui	SR	2019-11-19	4 days
Lisa Darling	37480	2019-11-04	Sherry Darling	SR	2019-11-19	4 days
Lisa Darling	37563	2019-11-06	ChurchtestE	SR	2019-11-21	2 days
Lisa Darling	37555	2019-11-06	Scott Baston	SR	2019-11-21	2 days
Lisa Darling	37560	2019-11-06	Diane Marrapodi	SR	2019-11-21	2 days
Lisa Darling	37603	2019-11-07	Stefanie Aimonetti	SR	2019-11-22	1 days
Lisa Darling	37612	2019-11-08	T. Michael Fish	SR	2019-11-25	0 days
Ryan Hichens	37598	2019-11-07	Stefanie Aimonetti	SR	2019-11-22	1 days
Ryan Hichens	37598	2019-11-07	Stefanie Aimonetti	SR	2019-11-22	1 days
NA	37457	2019-11-01	Caroline Safreed	SR	2019-11-18	7 days
NA	37450	2019-11-01	Vincent Lomascolo	SR	2019-11-18	7 days
NA	37445	2019-11-01	Matt Poulos	SR	2019-11-18	7 days
NA	37416	2019-11-01	ChurchtestE	SR	2019-11-18	7 days
NA	37502	2019-11-04	Emma Herman	Inc	2019-11-06	4 days
NA	37496	2019-11-04	Enterprise ZipCodeDownload	SR	2019-11-19	4 days
NA	37542	2019-11-05	Brian Abbott	SR	NA	3 days
NA	37535	2019-11-05	Emily Hunt	SR	2019-11-20	3 days
NA	37545	2019-11-05	Customer Not Found	SR	2019-11-21	3 days
NA	37579	2019-11-06	Tom McElroy	SR	2019-11-21	2 days
NA	37567	2019-11-06	Harry Bruinius	SR	2019-11-21	2 days
NA	37570	2019-11-06	Rebecca Asoulin	SR	2019-11-21	2 days
NA	37583	2019-11-06	Tim Rauschenberger	SR	2019-11-22	2 days
NA	37586	2019-11-06	Katie Ward Beim-Esche	SR	2019-11-22	2 days
NA	37569	2019-11-06	Robert Witney	SR	2019-11-21	2 days

Owner	ID	Created	Customer	Type	Due	Duration
NA	37584	2019-11-06	Bryan Ashley	SR	2019-11-22	2 days
NA	37576	2019-11-06	Brendunt Scott	SR	2019-11-21	2 days
NA	37587	2019-11-06	Maurice Coleman	SR	2019-11-22	2 days
NA	37565	2019-11-06	Gregory Lamb	SR	2019-11-21	2 days
NA	37577	2019-11-06	Amy J. Richmond	SR	2019-11-21	2 days
NA	37559	2019-11-06	Laura Witney	SR	2019-11-21	2 days
NA	37580	2019-11-06	Bonnie Castroman	SR	2019-11-22	2 days
NA	37572	2019-11-06	Gary Bottje	Inc	2019-11-06	2 days
NA	37585	2019-11-06	Christina Hunt	SR	2019-11-22	2 days
NA	37596	2019-11-07	Stefanie Aimonetti	SR	2019-11-22	1 days
NA	37588	2019-11-07	ChurchtestE	SR	2019-11-22	1 days
NA	37613	2019-11-08	Debbie Chibuzor	SR	2019-11-25	0 days
NA	37625	2019-11-08	Tabitha Kemnitz	SR	2019-11-25	0 days
NA	37623	2019-11-08	Susan Kerr	Inc	2019-11-13	0 days
NA	37622	2019-11-08	Carrie Clayton	SR	2019-11-25	0 days
NA	37615	2019-11-08	Alan Messmer	SR	2019-11-25	0 days
NA	37628	2019-11-08	Paul Doherty	SR	2019-11-25	0 days
NA	37627	2019-11-08	Randall Updegraff	Inc	2019-11-13	0 days
NA	37626	2019-11-08	Randall Updegraff	SR	2019-11-25	0 days
NA	37614	2019-11-08	Debbie Chibuzor	SR	2019-11-25	0 days
NA	37624	2019-11-08	Barbara Sprague	SR	2019-11-25	0 days



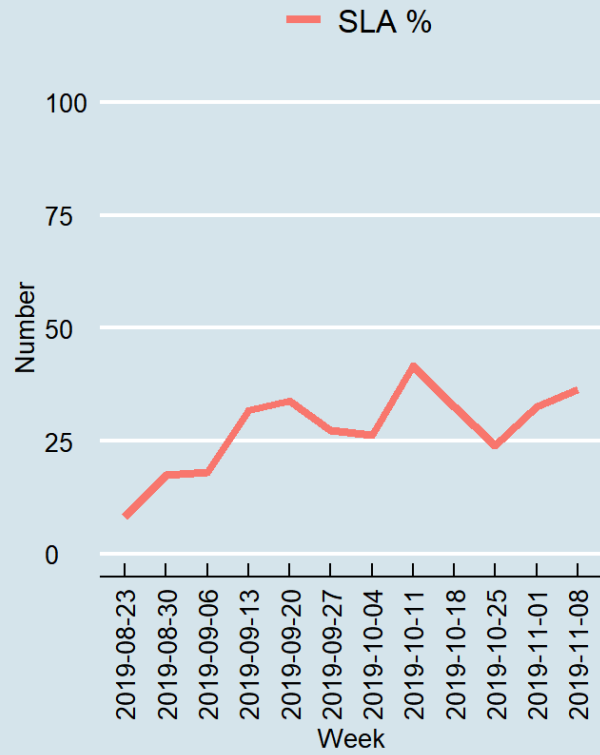
% Incidents Meeting SLA

By Week



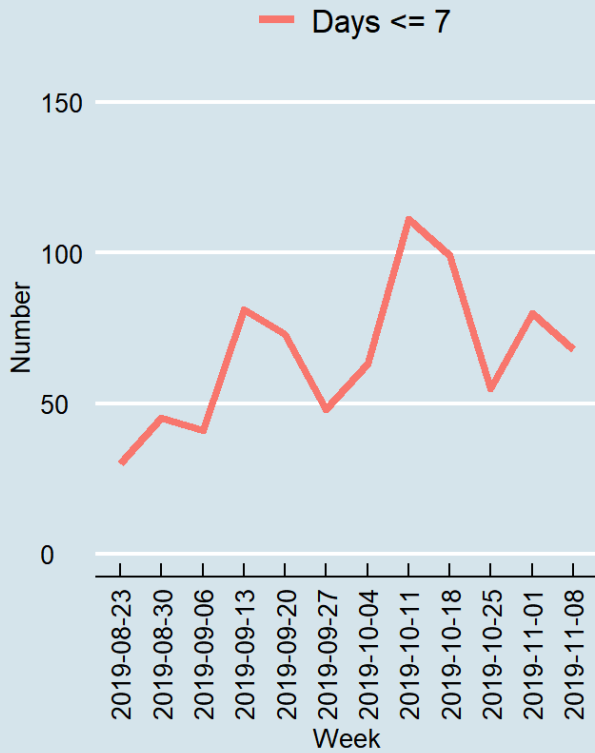
% SRs Meeting SLA

By Week



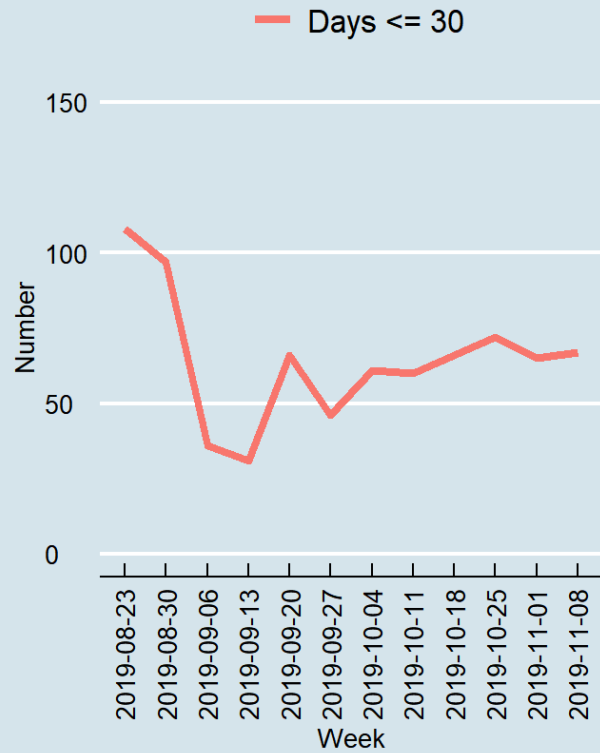
Tickets Open 7 Days or Less

By Week



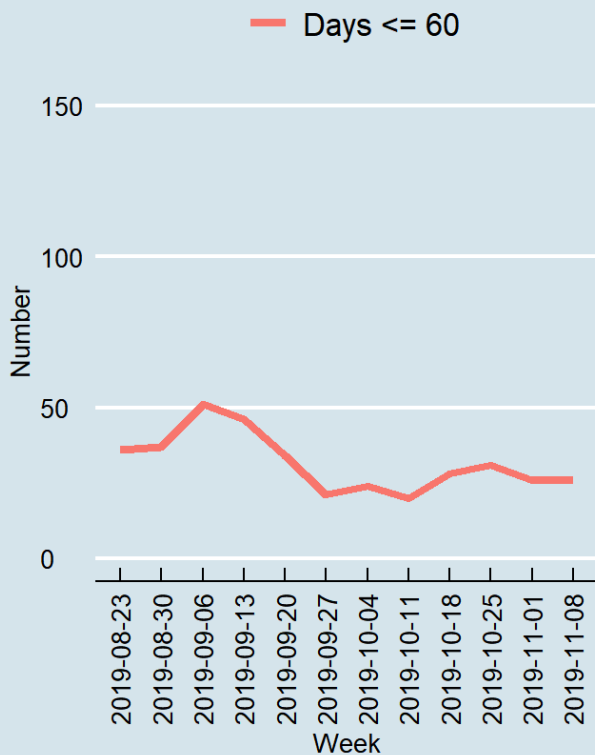
Tickets Open 8 to 30 Days

By Week



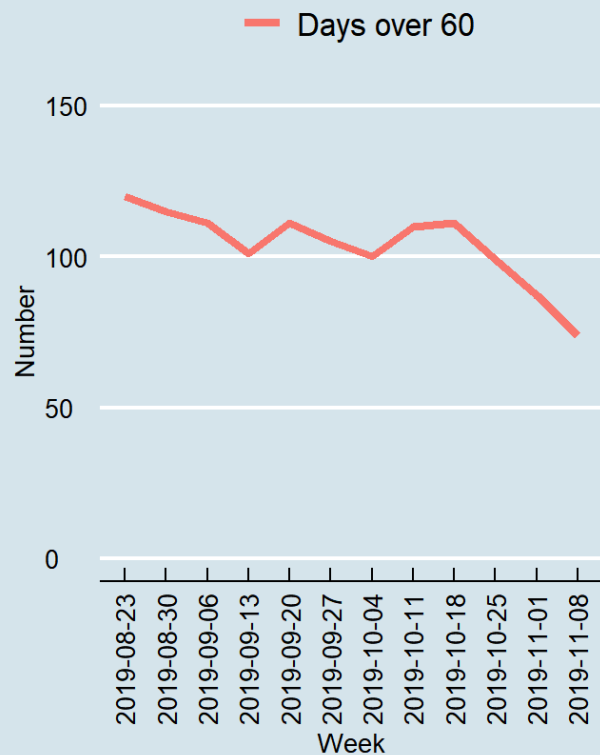
Tickets Open 31 to 60 Days

By Week



Tickets Open Over 60 Days

By Week



End of Report