

# Cherwell Weekly Aging Report

31 October, 2019

**Total open tickets: 257 / Incidents: 66 / SR's: 191**

Incidents meeting SLA guidelines: 22.73 %

Service Requests meeting SLA guidelines: 24.08 %

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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	122 days
34794	2019-07-17	Carl Sheasley	Inc	Ben Chase	2019-07-19	100 days
37051	2019-10-17	Robert Witney	Inc	Ben Chase	2019-10-22	8 days

>>> David Palefsky Total tickets: 5

ID	Created	Customer	Type	Owner	Due	Duration
10739	2016-11-02	Kami Evarts	SR	David Palefsky	2018-08-28	1087 days
33170	2019-05-14	Daniel Carr	SR	David Palefsky	2019-05-29	164 days
35721	2019-08-27	Debbie Chibuzor	SR	David Palefsky	2019-09-11	59 days
35749	2019-08-28	Debbie Chibuzor	SR	David Palefsky	2019-09-12	58 days
36664	2019-10-03	Race Brandt	SR	David Palefsky	2019-10-21	22 days

>>> John Pisini Total tickets: 0

No current tickets for John Pisini

>>> Kami Evarts Total tickets: 40

ID	Created	Customer	Type	Owner	Due	Duration
28864	2018-11-07	Gaby Mejía	SR	Kami Evarts	2018-11-28	352 days
29681	2018-12-14	Chaylee Bruce	SR	Kami Evarts	2019-01-08	315 days
30066	2019-01-07	Susan Sage	SR	Kami Evarts	2019-01-22	291 days
30689	2019-02-04	Joshua Christian	SR	Kami Evarts	2019-02-19	263 days
30915	2019-02-13	Christine Nacewicz	SR	Kami Evarts	2019-02-28	254 days
31370	2019-03-06	Susan Sage	SR	Kami Evarts	2019-03-20	233 days
31928	2019-04-01	Tom Shea	SR	Kami Evarts	2019-04-16	207 days
32633	2019-04-25	Dorothy Rivera	SR	Kami Evarts	2019-05-09	183 days
32767	2019-05-01	Nathanael Albins	SR	Kami Evarts	2019-05-15	177 days
33330	2019-05-21	Maurice Coleman	SR	Kami Evarts	2019-06-05	157 days
33372	2019-05-22	Austin Kingsbery	SR	Kami Evarts	2019-06-07	156 days
33500	2019-05-29	Tony Veidelis	SR	Kami Evarts	2019-06-12	149 days
33909	2019-06-12	Susan Sage	Inc	Kami Evarts	2019-06-14	135 days
34261	2019-06-26	Timothy Broderick	SR	Kami Evarts	2019-07-11	121 days
34265	2019-06-26	Matt Poulos	SR	Kami Evarts	2019-07-11	121 days
34275	2019-06-26	Cheryl Ranson	SR	Kami Evarts	2019-07-11	121 days
34369	2019-07-01	Rich Evans	SR	Kami Evarts	2019-07-16	116 days
34673	2019-07-15	Carl Sheasley	Inc	Kami Evarts	2019-07-17	102 days
34755	2019-07-17	Jeanne Evans	SR	Kami Evarts	2019-07-31	100 days
35059	2019-07-29	Natalie Zdan	SR	Kami Evarts	2019-08-12	88 days
35084	2019-07-30	Jan Beard	SR	Kami Evarts	2019-08-13	87 days
35319	2019-08-07	Kami Evarts	Inc	Kami Evarts	2019-08-14	79 days
35353	2019-08-08	Gillian Litchfield	SR	Kami Evarts	2019-08-22	78 days
35478	2019-08-13	Joshua Christian	SR	Kami Evarts	2019-08-27	73 days

ID	Created	Customer	Type	Owner	Due	Duration
35658	2019-08-22	Race Brandt	SR	Kami Evarts	2019-09-06	64 days
35788	2019-08-29	Susan Sage	SR	Kami Evarts	2019-09-13	57 days
35811	2019-08-30	Miranda Albins	SR	Kami Evarts	2019-09-16	56 days
35847	2019-09-03	Fiona Blair	SR	Kami Evarts	2019-09-17	52 days
35918	2019-09-05	Wendy Prugh	Inc	Kami Evarts	2019-09-10	50 days
36002	2019-09-09	Laura Skarie	SR	Kami Evarts	2019-09-24	46 days
36008	2019-09-10	Brian Abbott	SR	Kami Evarts	2019-10-23	45 days
36052	2019-09-11	Barbara Sprague	SR	Kami Evarts	2019-09-25	44 days
36053	2019-09-11	Tony Veidelis	SR	Kami Evarts	2019-09-30	44 days
36098	2019-09-12	Deb Sherwood	SR	Kami Evarts	2019-09-26	43 days
36370	2019-09-23	Ryan Hichens	SR	Kami Evarts	2019-10-07	32 days
36639	2019-10-03	Frederick Telschow	SR	Kami Evarts	2019-10-18	22 days
36890	2019-10-11	Jonathan James	Inc	Kami Evarts	2019-10-16	14 days
37103	2019-10-21	Julie Mahler	SR	Kami Evarts	2019-11-04	4 days
37109	2019-10-21	Julie Mahler	SR	Kami Evarts	2019-11-04	4 days
37228	2019-10-25	William James	SR	Kami Evarts	2019-11-08	0 days

>>> Maurice Coleman Total tickets: 25

ID	Created	Customer	Type	Owner	Due	Duration
31946	2019-04-01	Gabriella Burns	SR	Maurice Coleman	2019-04-16	207 days
32528	2019-04-22	Ann Hermes	Inc	Maurice Coleman	2019-04-29	186 days
33229	2019-05-15	Moises Silva	SR	Maurice Coleman	2019-05-30	163 days
33362	2019-05-22	Christina Hunt	SR	Maurice Coleman	2019-06-06	156 days
33381	2019-05-23	Jason Hunsberger	SR	Maurice Coleman	2019-06-07	155 days
33622	2019-05-31	Ethan Joy	SR	Maurice Coleman	2019-06-17	147 days
33626	2019-05-31	Gregory Lamb	SR	Maurice Coleman	2019-06-17	147 days
34730	2019-07-16	Sally Schwartz	Inc	Maurice Coleman	2019-07-18	101 days
34764	2019-07-17	Diane Bradbury	Inc	Maurice Coleman	2019-07-24	100 days
34813	2019-07-18	Maurice Coleman	SR	Maurice Coleman	2019-08-01	99 days
34866	2019-07-22	Tat Tatnall	Inc	Maurice Coleman	2019-07-29	95 days
34890	2019-07-22	Emily Hunt	Inc	Maurice Coleman	2019-08-02	95 days
35507	2019-08-14	Eoin O'Carroll	Inc	Maurice Coleman	2019-08-21	72 days
36049	2019-09-11	Celeste Marble	SR	Maurice Coleman	2019-09-25	44 days
36212	2019-09-17	Todd Schauman	Inc	Maurice Coleman	2019-09-20	38 days
36443	2019-09-25	Deb Sherwood	SR	Maurice Coleman	2019-10-09	30 days
36705	2019-10-07	Heather Gregory	Inc	Maurice Coleman	2019-10-09	18 days
36723	2019-10-07	Luisella Jaques-Deraney	SR	Maurice Coleman	2019-10-22	18 days
36976	2019-10-15	Jeanne Evans	SR	Maurice Coleman	2019-10-30	10 days
37002	2019-10-16	Robbin Crandall	Inc	Maurice Coleman	2019-10-18	9 days
37007	2019-10-16	Peggy Novello	SR	Maurice Coleman	2019-10-30	9 days
37025	2019-10-17	Linda Feldmann	Inc	Maurice Coleman	2019-10-21	8 days
37045	2019-10-17	Noel Flatt	SR	Maurice Coleman	2019-10-21	8 days
37161	2019-10-23	ChurchtestE	SR	Maurice Coleman	2019-11-06	2 days

ID	Created	Customer	Type	Owner	Due	Duration
37177	2019-10-24	ChurchtestE	SR	Maurice Coleman	2019-11-07	1 days



>>> Paul Doherty Total tickets: 9

ID	Created	Customer	Type	Owner	Due	Duration
34125	2019-06-20	Clayton Jones	Inc	Paul Doherty	2019-07-03	127 days
36101	2019-09-12	Kami Evarts	SR	Paul Doherty	2019-09-26	43 days
36804	2019-10-09	Susan Sage	SR	Paul Doherty	2019-10-24	16 days
36810	2019-10-09	Marie Palladino	Inc	Paul Doherty	2019-10-11	16 days
36954	2019-10-15	Stefanie Aimonetti	SR	Paul Doherty	2019-10-29	10 days
37072	2019-10-18	Howard LaFranchi	Inc	Paul Doherty	2019-10-25	7 days
37150	2019-10-23	Miranda Albins	Inc	Paul Doherty	2019-10-25	2 days
37191	2019-10-24	Jenita Arini	Inc	Paul Doherty	2019-10-28	1 days
37192	2019-10-24	Susan Sherwood	Inc	Paul Doherty	2019-10-28	1 days

>>> Sean Austin Total tickets: 28

ID	Created	Customer	Type	Owner	Due	Duration
33603	2019-05-31	Taryn McNichol	SR	Sean Austin	2019-06-17	147 days
34428	2019-07-02	Kathleen Solomon	SR	Sean Austin	2019-07-17	115 days
34896	2019-07-22	Robbin Crandall	Inc	Sean Austin	2019-07-25	95 days
34929	2019-07-23	Robbin Crandall	Inc	Sean Austin	2019-07-25	94 days
35390	2019-08-09	Susan Sherwood	SR	Sean Austin	2019-08-23	77 days
35601	2019-08-20	Emily Sander	Inc	Sean Austin	2019-08-20	66 days
35810	2019-08-30	Alison Kobierski	SR	Sean Austin	2019-09-27	56 days
36111	2019-09-13	Clayton Jones	SR	Sean Austin	2019-09-27	42 days
36118	2019-09-13	Jasmine Holzworth	Inc	Sean Austin	2019-09-17	42 days
36279	2019-09-19	Jasmine Holzworth	SR	Sean Austin	2019-10-03	36 days
36395	2019-09-24	Geoffrey Hibbs	Inc	Sean Austin	2019-09-26	31 days
36433	2019-09-25	Christine Nacewicz	SR	Sean Austin	2019-10-09	30 days
36576	2019-10-01	Brooke Ten Eyck	SR	Sean Austin	2019-10-16	24 days
36585	2019-10-01	Anna Reynolds	Inc	Sean Austin	2019-10-03	24 days
36660	2019-10-03	Ken Baughman	SR	Sean Austin	2019-10-18	22 days
36695	2019-10-05	Linda Zanoni	SR	Sean Austin	2019-10-21	20 days
36701	2019-10-07	ChurchtestE	SR	Sean Austin	2019-10-22	18 days
36741	2019-10-07	Deborah Shank	SR	Sean Austin	2019-10-23	18 days
36906	2019-10-11	Deonna Heath	Inc	Sean Austin	2019-10-16	14 days
37013	2019-10-16	Holley Eddington	Inc	Sean Austin	2019-10-21	9 days
37048	2019-10-17	Laura Skarie	Inc	Sean Austin	2019-10-22	8 days
37106	2019-10-21	Angela Wang	Inc	Sean Austin	2019-10-23	4 days
37108	2019-10-21	Customer Not Found	Inc	Sean Austin	2019-10-23	4 days
37113	2019-10-21	Kendall Tuchkova	Inc	Sean Austin	2019-10-23	4 days

ID	Created	Customer	Type	Owner	Due	Duration
37156	2019-10-23	Linda Zaroni	SR	Sean Austin	2019-11-06	2 days
37158	2019-10-23	Laurent Belsie	SR	Sean Austin	2019-11-06	2 days
37196	2019-10-24	Ken Baughman	SR	Sean Austin	2019-11-07	1 days
37199	2019-10-24	Susan Sherwood	Inc	Sean Austin	2019-10-28	1 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: 99 (38.52 % of total)**

**Non-Service Desk Tickets: 56**

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Owner	ID	Created	Customer	Type	Due	Duration
Austin Kingsbery	13270	2017-02-28	Emily Sander	SR	2019-09-11	969 days
Austin Kingsbery	13270	2017-02-28	Emily Sander	SR	2019-09-11	969 days
Austin Kingsbery	21426	2018-01-10	Erin Taylor	SR	2018-01-26	653 days
Austin Kingsbery	21426	2018-01-10	Erin Taylor	SR	2018-01-26	653 days
Austin Kingsbery	31608	2019-03-18	Robbin Crandall	SR	2019-04-01	221 days
Austin Kingsbery	31608	2019-03-18	Robbin Crandall	SR	2019-04-01	221 days
Austin Kingsbery	31734	2019-03-22	Linda Zanoni	SR	2019-04-05	217 days
Austin Kingsbery	31732	2019-03-22	Linda Zanoni	SR	2019-04-05	217 days
Austin Kingsbery	31732	2019-03-22	Linda Zanoni	SR	2019-04-05	217 days
Austin Kingsbery	31734	2019-03-22	Linda Zanoni	SR	2019-04-05	217 days
Austin Kingsbery	34552	2019-07-09	Natalie Zdan	SR	2019-07-24	108 days
Austin Kingsbery	34552	2019-07-09	Natalie Zdan	SR	2019-07-24	108 days
Emily Hunt	21446	2018-01-11	Alison Kobierski	SR	2018-02-07	652 days
Emily Hunt	22351	2018-02-14	Alison Kobierski	SR	2018-03-01	618 days
Emily Hunt	23243	2018-03-23	Jason Sell	SR	2018-04-06	581 days
Emily Hunt	23595	2018-04-06	Alison Kobierski	SR	2018-08-17	567 days
Emily Hunt	27872	2018-09-27	Alison Kobierski	SR	2018-10-12	393 days
Emily Hunt	28432	2018-10-18	Austin Kingsbery	SR	2018-10-26	372 days
Emily Hunt	28434	2018-10-18	Emily Hunt	SR	2018-11-02	372 days
Emily Hunt	29827	2018-12-21	Alison Kobierski	SR	2019-01-15	308 days
Emily Moreno	26863	2018-08-16	Moises Silva	SR	2018-08-30	435 days

Owner	ID	Created	Customer	Type	Due	Duration
Ethan Joy	12090	2017-01-17	Race Brandt	SR	2017-01-31	1011 days
Ethan Joy	26587	2018-08-06	Fred Telschow	Inc	2018-08-06	445 days
Lisa Darling	31960	2019-04-01	Susan Korthals	SR	2019-04-16	207 days
Lisa Darling	32760	2019-05-01	Julianna Mangelsdorf	SR	2019-05-15	177 days
Lisa Darling	33977	2019-06-14	Sherry Darling	SR	2019-06-19	133 days
Lisa Darling	34068	2019-06-19	Susan Sage	SR	2019-07-03	128 days
Lisa Darling	34375	2019-07-01	Alison Kobierski	SR	2019-07-16	116 days
Lisa Darling	35229	2019-08-05	Kanoe Wagner	SR	2019-08-19	81 days
Lisa Darling	35280	2019-08-06	Jason Hunsberger	SR	2019-08-20	80 days
Lisa Darling	35371	2019-08-08	Larissa Snorek	SR	2019-08-22	78 days
Lisa Darling	35396	2019-08-09	Jeff Turton	SR	2019-08-23	77 days
Morgan Anderson	34877	2019-07-22	Russel Fogg	SR	2019-08-05	95 days
Ryan Hichens	12067	2017-01-13	Kate Sims	SR	2017-01-31	1015 days
Ryan Hichens	12406	2017-01-26	Kate Sims	SR	2017-02-09	1002 days
Ryan Hichens	13263	2017-02-28	Kate Sims	SR	2017-03-14	969 days
Ryan Hichens	13715	2017-03-16	A.J. Kiser	SR	2017-03-30	953 days
Ryan Hichens	17513	2017-08-03	Kate Sims	SR	2017-08-17	813 days
Ryan Hichens	17928	2017-08-22	Tom Shea	SR	2017-09-06	794 days
Ryan Hichens	18093	2017-08-30	Ryan Hichens	SR	2017-09-14	786 days
Ryan Hichens	18092	2017-08-30	Ryan Hichens	SR	2017-09-14	786 days
Ryan Hichens	20393	2017-11-27	Nancy James	SR	2017-12-11	697 days
Ryan Hichens	25828	2018-07-05	Gerald Wilkerson	SR	2018-07-19	477 days
Ryan Hichens	26478	2018-07-31	Kathryn Doerksen	SR	2018-08-14	451 days
Ryan Hichens	27991	2018-10-02	Christina Henderson	SR	2018-10-17	388 days
Ryan Hichens	29831	2018-12-21	Christina Henderson	SR	2019-01-15	308 days

Owner	ID	Created	Customer	Type	Due	Duration
Ryan Hichens	31813	2019-03-26	Brian Abbott	SR	2019-04-09	213 days
Ryan Hichens	32070	2019-04-03	Haide Bolanos	SR	2019-04-18	205 days
Ryan Hichens	32743	2019-04-30	Jeanne Evans	SR	2019-05-14	178 days
Sahil Kaila	35052	2019-07-29	Brian Abbott	SR	2019-07-31	88 days
Timothy Malone	35376	2019-08-08	BJ Thompson	SR	2019-08-22	78 days
Tony Veidelis	31501	2019-03-12	Austin Kingsbery	SR	2019-03-27	227 days
NA	23361	2018-03-27	Chaylee Bruce	SR	2018-04-11	577 days
NA	30556	2019-01-29	Christina Henderson	SR	2019-02-12	269 days
NA	31739	2019-03-22	Daniel Carr	SR	2019-04-05	217 days
NA	32891	2019-05-02	Kate Sims	SR	2019-05-16	176 days

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**Group 2: Total Tickets Aged 30 - 60 Days: 31 (12.06 % of total)**

**Non-Service Desk Tickets: 11**

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Owner	ID	Created	Customer	Type	Due	Duration
Emily Hunt	35809	2019-08-30	Alison Kobierski	SR	2019-09-16	56 days
Emily Hunt	35872	2019-09-04	Alison Kobierski	SR	2019-09-18	51 days
Emily Hunt	35887	2019-09-04	Diane Bradbury	Inc	2019-09-06	51 days
Emily Hunt	35910	2019-09-05	Alison Kobierski	SR	2019-09-19	50 days
Emily Hunt	36420	2019-09-24	Alison Kobierski	SR	2019-10-08	31 days
Lisa Darling	36141	2019-09-16	Kanoe Wagner	SR	2019-09-30	39 days
Lisa Darling	36224	2019-09-18	Celeste Marble	SR	2019-10-02	37 days
Lisa Darling	36302	2019-09-20	Gabriella Burns	SR	2019-10-04	35 days
Lisa Darling	36354	2019-09-23	Nathanael Albins	SR	2019-10-07	32 days
NA	36184	2019-09-17	Christina Henderson	SR	2019-10-01	38 days
NA	36318	2019-09-20	Christina Henderson	SR	2019-10-04	35 days

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**Group 3: Total Tickets Aged up to 30 Days: 72 (28.02 % of total)**

**Non-Service Desk Tickets: 44**

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Owner	ID	Created	Customer	Type	Due	Duration
Carrie Clayton	36685	2019-10-04	Frederick Telschow	SR	2019-10-21	21 days
Carrie Clayton	36939	2019-10-15	Miranda Albins	SR	2019-10-29	10 days
Emily Hunt	36986	2019-10-16	Alison Kobierski	SR	2019-10-30	9 days
Emily Hunt	37037	2019-10-17	Aneta Nilsen	Inc	2019-10-21	8 days
Fred Telschow	36611	2019-10-02	BJ Thompson	Inc	2019-10-02	23 days
Ian Blaquiere	36649	2019-10-03	Alex Griffin	SR	2019-10-18	22 days
Lisa Darling	36534	2019-09-30	Amy J. Richmond	Inc	2019-10-02	25 days
Lisa Darling	36663	2019-10-03	A.J. Kiser	SR	2019-10-21	22 days
Lisa Darling	36635	2019-10-03	ChurchtestE	SR	2019-10-18	22 days
Lisa Darling	36700	2019-10-07	ChurchtestE	SR	2019-10-22	18 days
Lisa Darling	36811	2019-10-09	Marie Palladino	SR	2019-10-24	16 days
Lisa Darling	36929	2019-10-15	ChurchtestE	SR	2019-10-29	10 days
Lisa Darling	37001	2019-10-16	Judith A. Huenneke	Inc	2019-10-18	9 days
Lisa Darling	37012	2019-10-16	Gaby Mejía	Inc	2019-10-21	9 days
Lisa Darling	36995	2019-10-16	Tara Talbot	SR	2019-10-30	9 days
Lisa Darling	37010	2019-10-16	Anna Mansella	Inc	2019-10-21	9 days
Lisa Darling	37006	2019-10-16	Allyson Lazar	Inc	2019-10-18	9 days
Lisa Darling	37018	2019-10-17	Alex Griffin	SR	2019-10-31	8 days
Lisa Darling	37017	2019-10-17	Lisa Darling	SR	2019-10-31	8 days
Lisa Darling	37022	2019-10-17	April Austin	SR	2019-10-31	8 days
Lisa Darling	37019	2019-10-17	Dan Bullman	Inc	2019-10-21	8 days
Ryan Hichens	36596	2019-10-01	Leslie Crecelius	SR	2019-10-16	24 days
Sahil Kaila	36772	2019-10-08	Erin Taylor	SR	2019-10-23	17 days

Owner	ID	Created	Customer	Type	Due	Duration
Systems User	36525	2019-09-30	Jonathan James	SR	2019-10-15	25 days
Timothy Malone	36451	2019-09-25	Jonathan James	SR	2019-10-09	30 days
Timothy Malone	36648	2019-10-03	Alex Griffin	SR	2019-10-18	22 days
NA	36816	2019-10-09	Natalie Zdan	SR	2019-10-24	16 days
NA	36815	2019-10-09	Race Brandt	Inc	2019-10-11	16 days
NA	36863	2019-10-10	Jean Nkouka	SR	2019-10-25	15 days
NA	36862	2019-10-10	Sarah Schelde	SR	2019-10-25	15 days
NA	36858	2019-10-10	Ryan Hichens	SR	2019-10-25	15 days
NA	36864	2019-10-10	Kanoe Wagner	SR	NA	15 days
NA	36876	2019-10-11	Stephanie Mokszycki	SR	2019-10-28	14 days
NA	36883	2019-10-11	Christina Henderson	SR	2019-10-28	14 days
NA	36880	2019-10-11	Judith A. Huenneke	SR	2019-10-28	14 days
NA	36893	2019-10-11	Austin Kingsbery	SR	2019-10-28	14 days
NA	36892	2019-10-11	Christina Henderson	SR	2019-10-28	14 days
NA	36953	2019-10-15	TMC Reading Room	Inc	2019-10-17	10 days
NA	36956	2019-10-15	Susan Kerr	Inc	2019-10-17	10 days
NA	36949	2019-10-15	Mary Ann Lomascolo	Inc	2019-10-17	10 days
NA	36969	2019-10-15	Christina Henderson	SR	2019-10-29	10 days
NA	36993	2019-10-16	Francine Kiefer	SR	2019-10-30	9 days
NA	37027	2019-10-17	Ian Blaquiere	Inc	2019-10-21	8 days
NA	37031	2019-10-17	Alison Kobierski	SR	2019-10-31	8 days

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**Group 4: Total Tickets Aged 1 Week or Less: 55 (21.4 % of total)**

**Non-Service Desk Tickets: 37**

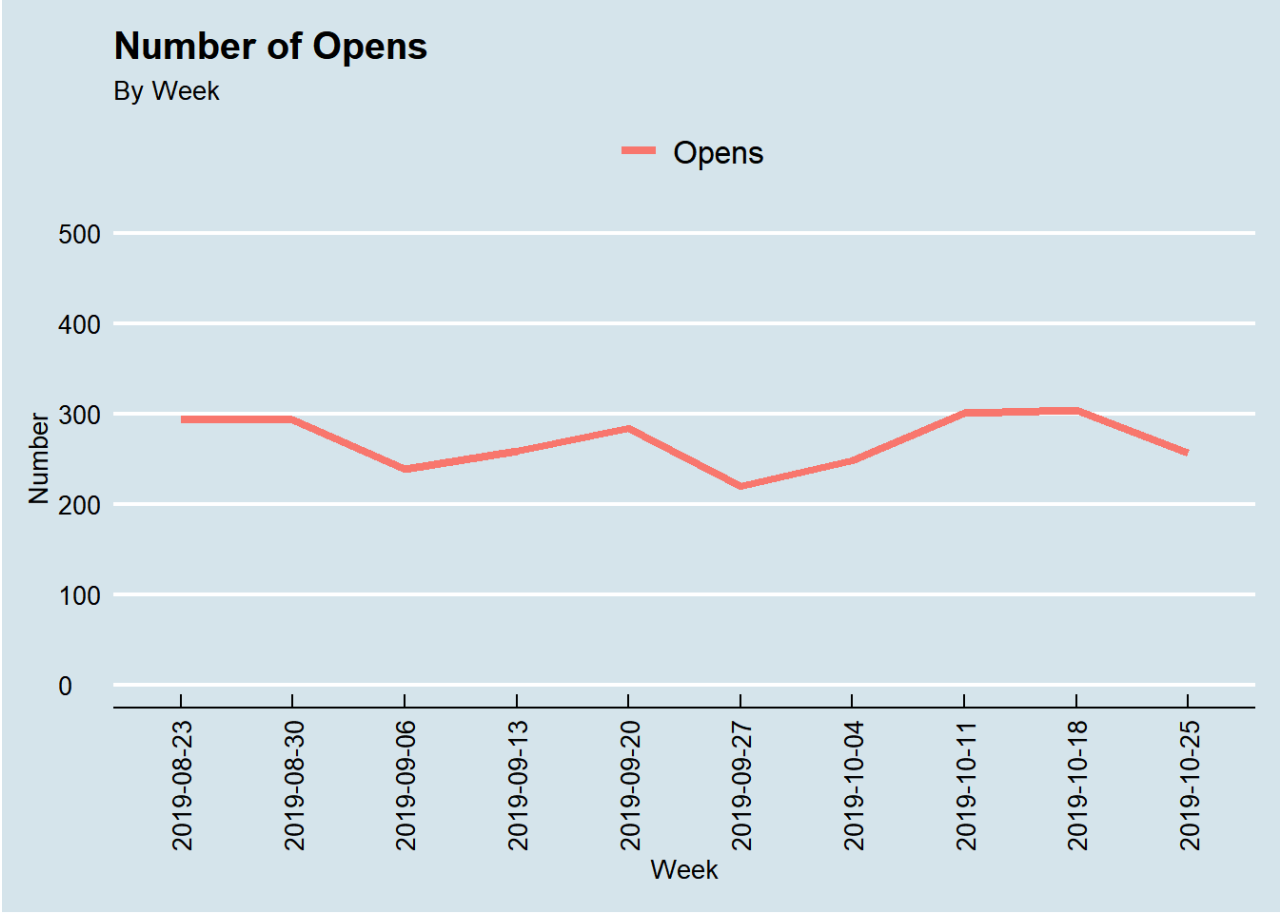
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Owner	ID	Created	Customer	Type	Due	Duration
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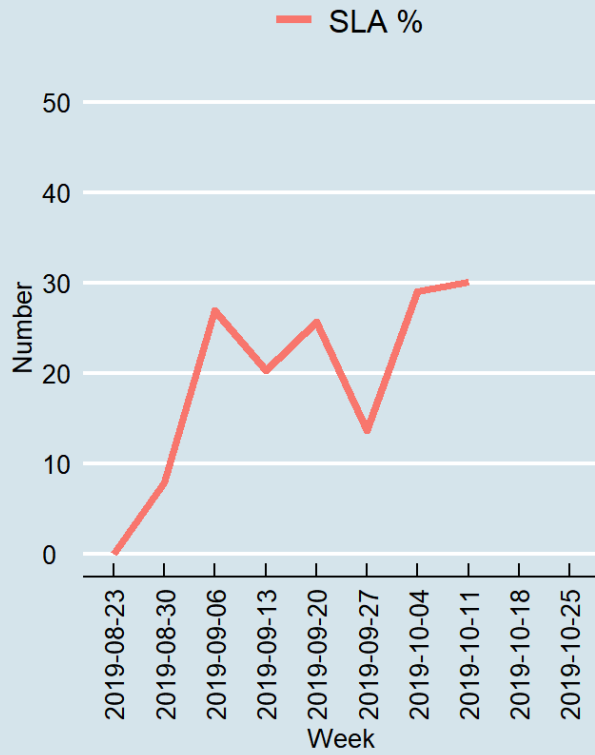
Owner	ID	Created	Customer	Type	Due	Duration
Carrie Clayton	37114	2019-10-21	Paul Doherty	SR	2019-11-04	4 days
Emily Hunt	37064	2019-10-18	Alison Kobierski	SR	2019-11-01	7 days
Emily Moreno	37204	2019-10-24	Brian Abbott	SR	2019-11-07	1 days
Emily Moreno	37181	2019-10-24	Brian Abbott	SR	2019-11-07	1 days
Emily Moreno	37201	2019-10-24	Brian Abbott	SR	2019-11-07	1 days
Emily Moreno	37186	2019-10-24	Brian Abbott	SR	2019-11-07	1 days
Ian Blaquiere	37073	2019-10-18	Jenita Arini	Inc	2019-10-22	7 days
Lisa Darling	37063	2019-10-18	Chris Sheasley	SR	2019-11-01	7 days
Lisa Darling	37120	2019-10-22	ChurchtestE	SR	2019-11-05	3 days
Lisa Darling	37225	2019-10-25	Joey Jiang	SR	2019-11-08	0 days
Lisa Darling	37235	2019-10-25	Noel Flatt	SR	2019-11-08	0 days
Ryan Hichens	37202	2019-10-24	Stefanie Aimonetti	SR	2019-11-07	1 days
NA	37077	2019-10-18	Rebecca Asoulin	SR	2019-11-01	7 days
NA	37097	2019-10-21	Susan Sherwood	Inc	2019-10-23	4 days
NA	37107	2019-10-21	Ernesto Buenrostro	Inc	2019-10-23	4 days
NA	37140	2019-10-22	Benjamin Chase	Inc	2019-10-24	3 days
NA	37125	2019-10-22	Chaylee Bruce	SR	2019-11-05	3 days
NA	37128	2019-10-22	Sally Schwartz	SR	2019-11-05	3 days
NA	37137	2019-10-22	Race Brandt	SR	2019-11-05	3 days
NA	37159	2019-10-23	Noah Peterson	Inc	2019-10-25	2 days
NA	37188	2019-10-24	Chris Sheasley	SR	2019-11-07	1 days
NA	37198	2019-10-24	Sherry Darling	Inc	2019-10-28	1 days
NA	37206	2019-10-24	Emily Hunt	SR	2019-11-07	1 days
NA	37215	2019-10-24	William James	Inc	2019-10-29	1 days
NA	37217	2019-10-24	Heloisa Rivas	Inc	2019-10-29	1 days

Owner	ID	Created	Customer	Type	Due	Duration
NA	37195	2019-10-24	Susan Sherwood	SR	2019-11-07	1 days
NA	37209	2019-10-24	Gabriella(Brie) Burns	SR	2019-11-07	1 days
NA	37193	2019-10-24	Lily Mui	Inc	2019-10-28	1 days
NA	37200	2019-10-24	Gabriella(Brie) Burns	Inc	2019-10-28	1 days
NA	37213	2019-10-24	Edwin Blomquist	SR	2019-11-07	1 days
NA	37214	2019-10-24	Timothy Broderick	Inc	2019-10-29	1 days
NA	37222	2019-10-25	Tom Shea	Inc	2019-10-29	0 days
NA	37233	2019-10-25	Dianne Fiske	Inc	2019-10-29	0 days
NA	37227	2019-10-25	Customer Not Found	Inc	2019-10-29	0 days
NA	37234	2019-10-25	Brooke Ten Eyck	SR	2019-11-08	0 days
NA	37224	2019-10-25	Lily Mui	Inc	2019-10-29	0 days
NA	37226	2019-10-25	Tony Veidelis	SR	2019-11-08	0 days



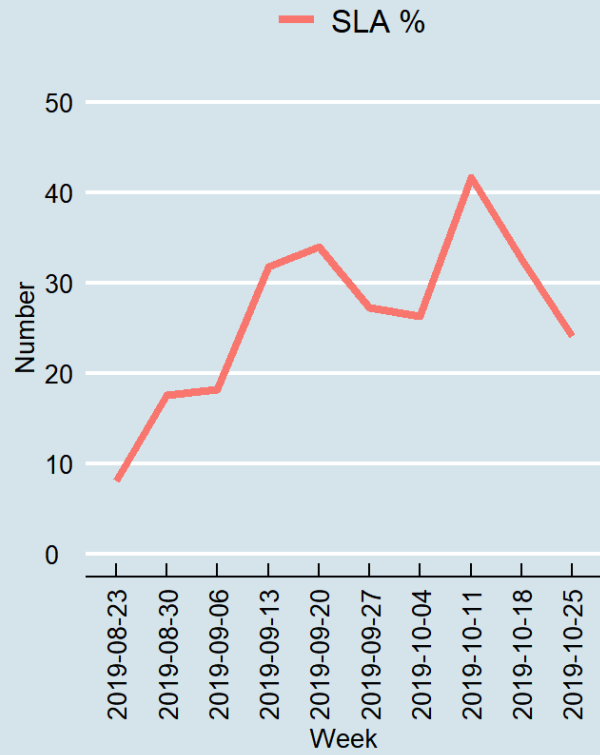
## % Incidents Meeting SLA

By Week



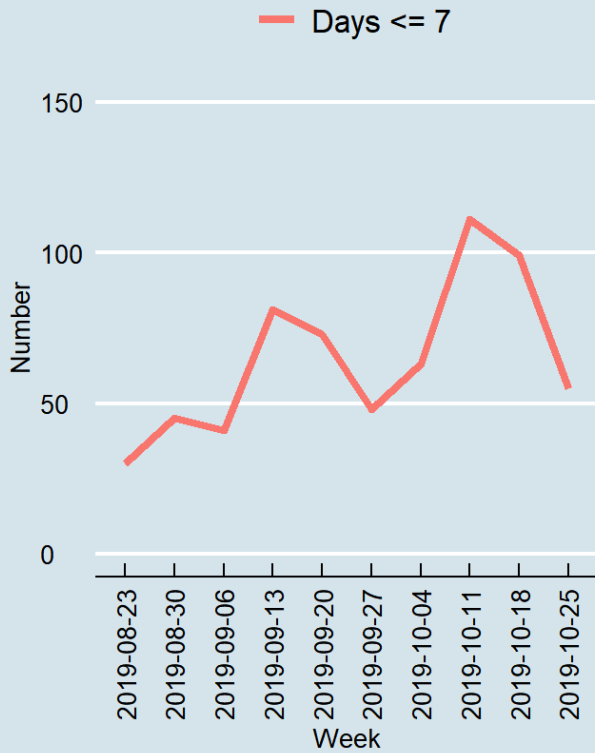
## % SRs Meeting SLA

By Week



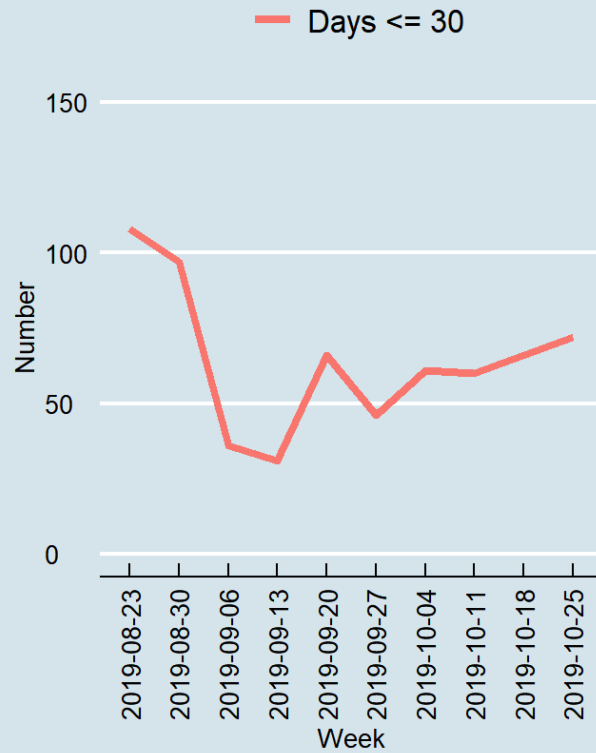
## Tickets Open 7 Days or Less

By Week



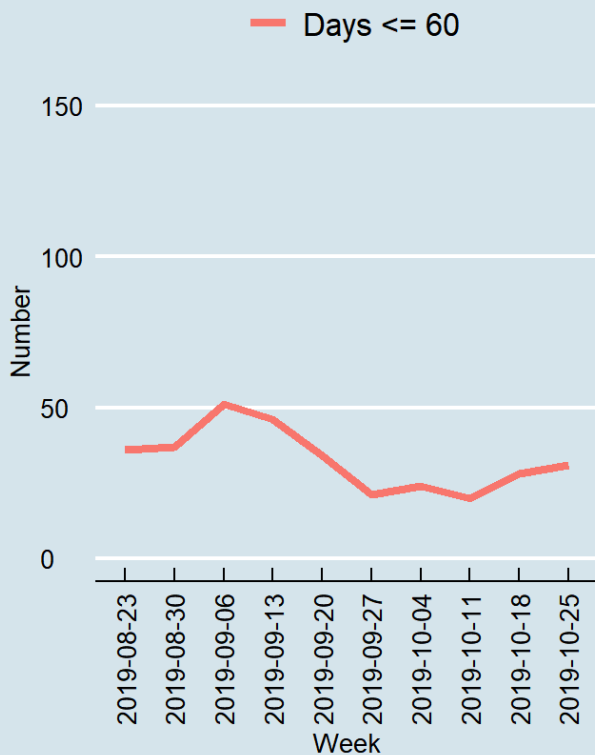
## Tickets Open 8 to 30 Days

By Week



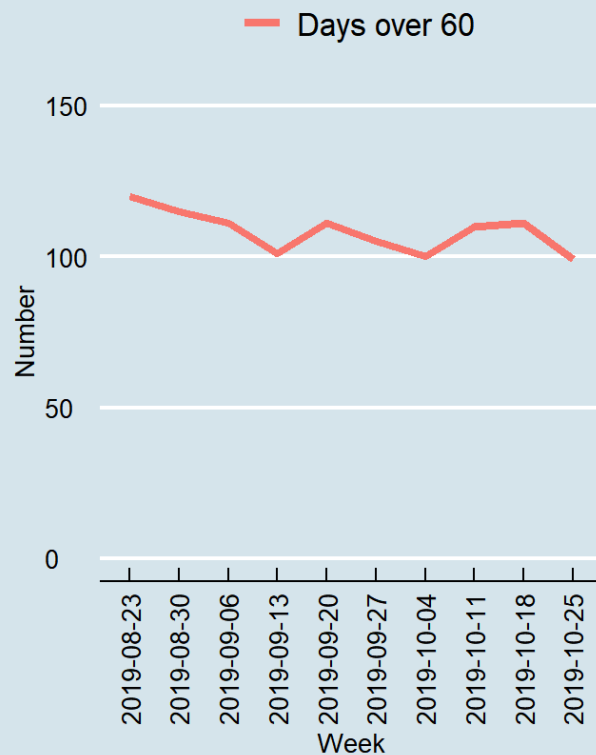
## Tickets Open 31 to 60 Days

By Week



## Tickets Open Over 60 Days

By Week



End of Report