

# Cherwell Weekly Aging Report

20 September, 2019

## Part 1 - Tickets Sorted by Owner Within Age

**Total open tickets: 284 / Incidents: 78 / SR's: 206**

Incidents meeting SLA guidelines: 25.64 %

Service Requests meeting SLA guidelines: 33.98 %

Group 1: Aged over 60 Days - 111 tickets 39.08 % of total

| ID    | Created    | Customer         | Type | Owner            | Due        | Duration  |
|-------|------------|------------------|------|------------------|------------|-----------|
| 13270 | 2017-02-28 | Emily Sander     | SR   | Austin Kingsbery | 2019-09-11 | 934 days  |
| 21426 | 2018-01-10 | Erin Taylor      | SR   | Austin Kingsbery | 2018-01-26 | 618 days  |
| 31359 | 2019-03-06 | Carrie Clayton   | SR   | Austin Kingsbery | 2019-03-28 | 198 days  |
| 31608 | 2019-03-18 | Robbin Crandall  | SR   | Austin Kingsbery | 2019-04-01 | 186 days  |
| 31732 | 2019-03-22 | Linda Zanoni     | SR   | Austin Kingsbery | 2019-04-05 | 182 days  |
| 31734 | 2019-03-22 | Linda Zanoni     | SR   | Austin Kingsbery | 2019-04-05 | 182 days  |
| 34552 | 2019-07-09 | Natalie Zdan     | SR   | Austin Kingsbery | 2019-07-24 | 73 days   |
| 30492 | 2019-01-28 | Fred Telschow    | SR   | Ben Chase        | 2019-02-11 | 235 days  |
| 30792 | 2019-02-07 | Tad Blake-Weber  | Inc  | Ben Chase        | 2019-02-11 | 225 days  |
| 32914 | 2019-05-03 | Carrie Clayton   | Inc  | Ben Chase        | 2019-05-07 | 140 days  |
| 33769 | 2019-06-06 | BJ Thompson      | Inc  | Ben Chase        | 2019-06-10 | 106 days  |
| 34235 | 2019-06-25 | BJ Thompson      | SR   | Ben Chase        | 2019-07-10 | 87 days   |
| 34794 | 2019-07-17 | Carl Sheasley    | Inc  | Ben Chase        | 2019-07-19 | 65 days   |
| 10739 | 2016-11-02 | Kami Evarts      | SR   | David Palefsky   | 2018-08-28 | 1052 days |
| 33170 | 2019-05-14 | Daniel Carr      | SR   | David Palefsky   | 2019-05-29 | 129 days  |
| 21446 | 2018-01-11 | Alison Kobierski | SR   | Emily Hunt       | 2018-02-07 | 617 days  |

| ID    | Created    | Customer           | Type | Owner        | Due        | Duration |
|-------|------------|--------------------|------|--------------|------------|----------|
| 22351 | 2018-02-14 | Alison Kobierski   | SR   | Emily Hunt   | 2018-03-01 | 583 days |
| 23243 | 2018-03-23 | Jason Sell         | SR   | Emily Hunt   | 2018-04-06 | 546 days |
| 23595 | 2018-04-06 | Alison Kobierski   | SR   | Emily Hunt   | 2018-08-17 | 532 days |
| 27872 | 2018-09-27 | Alison Kobierski   | SR   | Emily Hunt   | 2018-10-12 | 358 days |
| 28432 | 2018-10-18 | Austin Kingsbery   | SR   | Emily Hunt   | 2018-10-26 | 337 days |
| 28434 | 2018-10-18 | Emily Hunt         | SR   | Emily Hunt   | 2018-11-02 | 337 days |
| 29827 | 2018-12-21 | Alison Kobierski   | SR   | Emily Hunt   | 2019-01-15 | 273 days |
| 32638 | 2019-04-25 | Alison Kobierski   | SR   | Emily Hunt   | 2019-05-09 | 148 days |
| 26863 | 2018-08-16 | Moises Silva       | SR   | Emily Moreno | 2018-08-30 | 400 days |
| 12090 | 2017-01-17 | Race Brandt        | SR   | Ethan Joy    | 2017-01-31 | 976 days |
| 26587 | 2018-08-06 | Fred Telschow      | Inc  | Ethan Joy    | 2018-08-06 | 410 days |
| 25504 | 2018-06-22 | Chaylee Bruce      | SR   | Kami Evarts  | 2018-07-09 | 455 days |
| 25512 | 2018-06-22 | Stacy Shapiro      | SR   | Kami Evarts  | 2018-07-09 | 455 days |
| 25891 | 2018-07-09 | Larissa O'Donnell  | Inc  | Kami Evarts  | 2019-01-28 | 438 days |
| 27438 | 2018-09-10 | Chaylee Bruce      | Inc  | Kami Evarts  | 2018-09-13 | 375 days |
| 28864 | 2018-11-07 | Gaby Mejía         | SR   | Kami Evarts  | 2018-11-28 | 317 days |
| 29565 | 2018-12-10 | Keb Bemis          | Inc  | Kami Evarts  | 2018-12-12 | 284 days |
| 29681 | 2018-12-14 | Chaylee Bruce      | SR   | Kami Evarts  | 2019-01-08 | 280 days |
| 30066 | 2019-01-07 | Susan Sage         | SR   | Kami Evarts  | 2019-01-22 | 256 days |
| 30689 | 2019-02-04 | Lauren Littell     | SR   | Kami Evarts  | 2019-02-19 | 228 days |
| 30915 | 2019-02-13 | Christine Nacewicz | SR   | Kami Evarts  | 2019-02-28 | 219 days |
| 31370 | 2019-03-06 | Susan Sage         | SR   | Kami Evarts  | 2019-03-20 | 198 days |
| 31928 | 2019-04-01 | Tom Shea           | SR   | Kami Evarts  | 2019-04-16 | 172 days |
| 32481 | 2019-04-19 | Sally Schwartz     | SR   | Kami Evarts  | 2019-05-03 | 154 days |
| 32633 | 2019-04-25 | Dorothy Rivera     | SR   | Kami Evarts  | 2019-05-09 | 148 days |

| ID    | Created    | Customer             | Type | Owner           | Due        | Duration |
|-------|------------|----------------------|------|-----------------|------------|----------|
| 32767 | 2019-05-01 | Nathanael Albins     | SR   | Kami Evarts     | 2019-05-15 | 142 days |
| 33330 | 2019-05-21 | Maurice Coleman      | SR   | Kami Evarts     | 2019-06-05 | 122 days |
| 33372 | 2019-05-22 | Austin Kingsbery     | SR   | Kami Evarts     | 2019-06-07 | 121 days |
| 33500 | 2019-05-29 | Tony Veidelis        | SR   | Kami Evarts     | 2019-06-12 | 114 days |
| 33909 | 2019-06-12 | Susan Sage           | Inc  | Kami Evarts     | 2019-06-14 | 100 days |
| 34028 | 2019-06-18 | Tony Veidelis        | SR   | Kami Evarts     | 2019-07-02 | 94 days  |
| 34261 | 2019-06-26 | Timothy Broderick    | SR   | Kami Evarts     | 2019-07-11 | 86 days  |
| 34265 | 2019-06-26 | Matt Poulos          | SR   | Kami Evarts     | 2019-07-11 | 86 days  |
| 34275 | 2019-06-26 | Cheryl Ranson        | SR   | Kami Evarts     | 2019-07-11 | 86 days  |
| 34369 | 2019-07-01 | Rich Evans           | SR   | Kami Evarts     | 2019-07-16 | 81 days  |
| 34673 | 2019-07-15 | Carl Sheasley        | Inc  | Kami Evarts     | 2019-07-17 | 67 days  |
| 34755 | 2019-07-17 | Jeanne Evans         | SR   | Kami Evarts     | 2019-07-31 | 65 days  |
| 31960 | 2019-04-01 | Susan Korthals       | SR   | Lisa Darling    | 2019-04-16 | 172 days |
| 32760 | 2019-05-01 | Julianna Mangelsdorf | SR   | Lisa Darling    | 2019-05-15 | 142 days |
| 33977 | 2019-06-14 | Sherry Darling       | SR   | Lisa Darling    | 2019-06-19 | 98 days  |
| 34068 | 2019-06-19 | Susan Sage           | SR   | Lisa Darling    | 2019-07-03 | 93 days  |
| 34264 | 2019-06-26 | Patrik Jonsson       | SR   | Lisa Darling    | 2019-09-20 | 86 days  |
| 34327 | 2019-06-28 | Geoffrey Hibbs       | SR   | Lisa Darling    | 2019-07-02 | 84 days  |
| 34375 | 2019-07-01 | Alison Kobierski     | SR   | Lisa Darling    | 2019-07-16 | 81 days  |
| 34731 | 2019-07-16 | Jeffrey Sinatra      | SR   | Lisa Darling    | 2019-07-30 | 66 days  |
| 31946 | 2019-04-01 | Gabriella Burns      | SR   | Maurice Coleman | 2019-04-16 | 172 days |
| 32528 | 2019-04-22 | Ann Hermes           | Inc  | Maurice Coleman | 2019-04-29 | 151 days |
| 33229 | 2019-05-15 | Moises Silva         | SR   | Maurice Coleman | 2019-05-30 | 128 days |
| 33362 | 2019-05-22 | Christina Hunt       | SR   | Maurice Coleman | 2019-06-06 | 121 days |
| 33381 | 2019-05-23 | Jason Hunsberger     | SR   | Maurice Coleman | 2019-06-07 | 120 days |

| ID    | Created    | Customer            | Type | Owner           | Due        | Duration |
|-------|------------|---------------------|------|-----------------|------------|----------|
| 33617 | 2019-05-31 | Henry Gass          | SR   | Maurice Coleman | 2019-06-17 | 112 days |
| 33622 | 2019-05-31 | Ethan Joy           | SR   | Maurice Coleman | 2019-06-17 | 112 days |
| 33626 | 2019-05-31 | Gregory Lamb        | SR   | Maurice Coleman | 2019-06-17 | 112 days |
| 34048 | 2019-06-18 | Peter Ford          | SR   | Maurice Coleman | 2019-07-02 | 94 days  |
| 34479 | 2019-07-05 | Rebecca Asoulin     | SR   | Maurice Coleman | 2019-07-19 | 77 days  |
| 34730 | 2019-07-16 | Sally Schwartz      | Inc  | Maurice Coleman | 2019-07-18 | 66 days  |
| 34738 | 2019-07-16 | Anjuli Carr         | SR   | Maurice Coleman | 2019-09-19 | 66 days  |
| 34764 | 2019-07-17 | Diane Bradbury      | Inc  | Maurice Coleman | 2019-07-24 | 65 days  |
| 34813 | 2019-07-18 | Maurice Coleman     | SR   | Maurice Coleman | 2019-08-01 | 64 days  |
| 34361 | 2019-07-01 | Russel Fogg         | SR   | Morgan Anderson | 2019-07-16 | 81 days  |
| 34125 | 2019-06-20 | Clayton Jones       | Inc  | Paul Doherty    | 2019-07-03 | 92 days  |
| 34822 | 2019-07-18 | Kami Evarts         | SR   | Race Brandt     | 2019-08-02 | 64 days  |
| 34823 | 2019-07-18 | Kami Evarts         | SR   | Race Brandt     | 2019-08-02 | 64 days  |
| 12067 | 2017-01-13 | Kate Sims           | SR   | Ryan Hichens    | 2017-01-31 | 980 days |
| 12406 | 2017-01-26 | Kate Sims           | SR   | Ryan Hichens    | 2017-02-09 | 967 days |
| 13263 | 2017-02-28 | Kate Sims           | SR   | Ryan Hichens    | 2017-03-14 | 934 days |
| 13715 | 2017-03-16 | A.J. Kiser          | SR   | Ryan Hichens    | 2017-03-30 | 918 days |
| 17513 | 2017-08-03 | Kate Sims           | SR   | Ryan Hichens    | 2017-08-17 | 778 days |
| 17928 | 2017-08-22 | Tom Shea            | SR   | Ryan Hichens    | 2017-09-06 | 759 days |
| 18092 | 2017-08-30 | Ryan Hichens        | SR   | Ryan Hichens    | 2017-09-14 | 751 days |
| 18093 | 2017-08-30 | Ryan Hichens        | SR   | Ryan Hichens    | 2017-09-14 | 751 days |
| 20393 | 2017-11-27 | Nancy James         | SR   | Ryan Hichens    | 2017-12-11 | 662 days |
| 25828 | 2018-07-05 | Gerald Wilkerson    | SR   | Ryan Hichens    | 2018-07-19 | 442 days |
| 26478 | 2018-07-31 | Kathryn Doerksen    | SR   | Ryan Hichens    | 2018-08-14 | 416 days |
| 27991 | 2018-10-02 | Christina Henderson | SR   | Ryan Hichens    | 2018-10-17 | 353 days |

| ID    | Created    | Customer            | Type | Owner           | Due        | Duration |
|-------|------------|---------------------|------|-----------------|------------|----------|
| 29831 | 2018-12-21 | Christina Henderson | SR   | Ryan Hichens    | 2019-01-15 | 273 days |
| 31813 | 2019-03-26 | Brian Abbott        | SR   | Ryan Hichens    | 2019-04-09 | 178 days |
| 32070 | 2019-04-03 | Haide Bolanos       | SR   | Ryan Hichens    | 2019-04-18 | 170 days |
| 32743 | 2019-04-30 | Jeanne Evans        | SR   | Ryan Hichens    | 2019-05-14 | 143 days |
| 33603 | 2019-05-31 | Taryn McNichol      | SR   | Sean Austin     | 2019-06-17 | 112 days |
| 34330 | 2019-06-28 | Carl Sheasley       | Inc  | Sean Austin     | 2019-07-02 | 84 days  |
| 34350 | 2019-07-01 | Christy Hunsberger  | SR   | Sean Austin     | 2019-07-16 | 81 days  |
| 34428 | 2019-07-02 | Kathleen Solomon    | SR   | Sean Austin     | 2019-07-17 | 80 days  |
| 34614 | 2019-07-11 | Mary Ann Lomascolo  | SR   | Sean Austin     | 2019-07-25 | 71 days  |
| 34754 | 2019-07-17 | Mary Ann Lomascolo  | Inc  | Sean Austin     | 2019-07-19 | 65 days  |
| 25992 | 2018-07-11 | Gary Harber         | Inc  | Tad Blake-Weber | 2018-07-13 | 436 days |
| 31347 | 2019-03-05 | Emily Sander        | SR   | Tad Blake-Weber | 2019-03-07 | 199 days |
| 34003 | 2019-06-17 | Kathryn Doerksen    | SR   | Tad Blake-Weber | 2019-07-01 | 95 days  |
| 34331 | 2019-06-28 | Andy Bickerton      | SR   | To Be Deleted   | 2019-07-15 | 84 days  |
| 31501 | 2019-03-12 | Austin Kingsbery    | SR   | Tony Veidelis   | 2019-03-27 | 192 days |
| 23361 | 2018-03-27 | Chaylee Bruce       | SR   | NA              | 2018-04-11 | 542 days |
| 30556 | 2019-01-29 | Christina Henderson | SR   | NA              | 2019-02-12 | 234 days |
| 31739 | 2019-03-22 | Daniel Carr         | SR   | NA              | 2019-04-05 | 182 days |
| 32891 | 2019-05-02 | Kate Sims           | SR   | NA              | 2019-05-16 | 141 days |
| 33608 | 2019-05-31 | Todd Schauman       | SR   | NA              | 2019-06-17 | 112 days |

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Group 2: Aged 30 - 60 Days - 34 tickets 11.97 % of total  
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| ID    | Created    | Customer        | Type | Owner        | Due        | Duration |
|-------|------------|-----------------|------|--------------|------------|----------|
| 35375 | 2019-08-08 | BJ Thompson     | SR   | B.J Thompson | 2019-08-22 | 43 days  |
| 35254 | 2019-08-05 | Morgan Anderson | SR   | Ben Chase    | 2019-08-20 | 46 days  |

| ID    | Created    | Customer            | Type | Owner           | Due        | Duration |
|-------|------------|---------------------|------|-----------------|------------|----------|
| 35610 | 2019-08-20 | BJ Thompson         | SR   | Dorian Atkns    | 2019-09-04 | 31 days  |
| 35242 | 2019-08-05 | Race Brandt         | Inc  | Ian Blaquiere   | 2019-08-07 | 46 days  |
| 35059 | 2019-07-29 | Natalie Zdan        | SR   | Kami Evarts     | 2019-08-12 | 53 days  |
| 35084 | 2019-07-30 | Jan Beard           | SR   | Kami Evarts     | 2019-08-13 | 52 days  |
| 35319 | 2019-08-07 | Kami Evarts         | Inc  | Kami Evarts     | 2019-08-14 | 44 days  |
| 35353 | 2019-08-08 | Gillian Litchfield  | SR   | Kami Evarts     | 2019-08-22 | 43 days  |
| 35478 | 2019-08-13 | Joshua Christian    | SR   | Kami Evarts     | 2019-08-27 | 38 days  |
| 35229 | 2019-08-05 | Kanoe Wagner        | SR   | Lisa Darling    | 2019-08-19 | 46 days  |
| 35259 | 2019-08-06 | Morgan Anderson     | SR   | Lisa Darling    | 2019-08-20 | 45 days  |
| 35278 | 2019-08-06 | Gabriella Burns     | SR   | Lisa Darling    | 2019-08-26 | 45 days  |
| 35280 | 2019-08-06 | Gabriella Burns     | SR   | Lisa Darling    | 2019-08-20 | 45 days  |
| 35361 | 2019-08-08 | Ken Baughman        | SR   | Lisa Darling    | 2019-08-22 | 43 days  |
| 35371 | 2019-08-08 | Larissa Snorek      | SR   | Lisa Darling    | 2019-08-22 | 43 days  |
| 35396 | 2019-08-09 | Jeff Turton         | SR   | Lisa Darling    | 2019-08-23 | 42 days  |
| 34866 | 2019-07-22 | Tat Tatnall         | Inc  | Maurice Coleman | 2019-07-29 | 60 days  |
| 34890 | 2019-07-22 | Emily Hunt          | Inc  | Maurice Coleman | 2019-08-02 | 60 days  |
| 34988 | 2019-07-25 | Gabriella Burns     | Inc  | Maurice Coleman | 2019-07-29 | 57 days  |
| 35221 | 2019-08-05 | Kendra Nordin Beato | SR   | Maurice Coleman | 2019-08-19 | 46 days  |
| 35507 | 2019-08-14 | Eoin O'Carroll      | Inc  | Maurice Coleman | 2019-08-21 | 37 days  |
| 34877 | 2019-07-22 | Russel Fogg         | SR   | Morgan Anderson | 2019-08-05 | 60 days  |
| 34982 | 2019-07-25 | Kami Evarts         | SR   | Race Brandt     | 2019-08-08 | 57 days  |
| 35052 | 2019-07-29 | Brian Abbott        | SR   | Sahil Kaila     | 2019-07-31 | 53 days  |
| 34896 | 2019-07-22 | Robbin Crandall     | Inc  | Sean Austin     | 2019-07-25 | 60 days  |
| 34929 | 2019-07-23 | Robbin Crandall     | Inc  | Sean Austin     | 2019-07-25 | 59 days  |
| 35152 | 2019-08-01 | ChurchtestE         | SR   | Sean Austin     | 2019-08-15 | 50 days  |

| ID    | Created    | Customer           | Type | Owner          | Due        | Duration |
|-------|------------|--------------------|------|----------------|------------|----------|
| 35269 | 2019-08-06 | Customer Not Found | Inc  | Sean Austin    | 2019-08-08 | 45 days  |
| 35270 | 2019-08-06 | Customer Not Found | Inc  | Sean Austin    | 2019-08-08 | 45 days  |
| 35390 | 2019-08-09 | Susan Sherwood     | SR   | Sean Austin    | 2019-08-23 | 42 days  |
| 35448 | 2019-08-12 | TMC Reading Room   | Inc  | Sean Austin    | 2019-08-15 | 39 days  |
| 35570 | 2019-08-19 | Emily Hunt         | SR   | Sean Austin    | 2019-09-03 | 32 days  |
| 35601 | 2019-08-20 | Emily Sander       | Inc  | Sean Austin    | 2019-08-20 | 31 days  |
| 35376 | 2019-08-08 | BJ Thompson        | SR   | Timothy Malone | 2019-08-22 | 43 days  |

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Group 3: Aged up to 30 Days - 66 tickets 23.24 % of total  
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| ID    | Created    | Customer           | Type | Owner          | Due        | Duration |
|-------|------------|--------------------|------|----------------|------------|----------|
| 36055 | 2019-09-11 | Peter Keung        | SR   | Ben Chase      | 2019-09-25 | 9 days   |
| 35878 | 2019-09-04 | Jenny Sinatra      | Inc  | Carlos Alvarez | 2019-09-11 | 16 days  |
| 36047 | 2019-09-11 | John Titus         | Inc  | Carlos Alvarez | 2019-09-13 | 9 days   |
| 36019 | 2019-09-10 | Fred Telschow      | SR   | Carrie Clayton | 2019-09-24 | 10 days  |
| 36046 | 2019-09-11 | Rob Day            | SR   | Carrie Clayton | 2019-09-25 | 9 days   |
| 35721 | 2019-08-27 | Debbie Chibuzor    | SR   | David Palefsky | 2019-09-11 | 24 days  |
| 35749 | 2019-08-28 | Debbie Chibuzor    | SR   | David Palefsky | 2019-09-12 | 23 days  |
| 36050 | 2019-09-11 | Alex Griffin       | SR   | Dorian Atkns   | 2019-09-25 | 9 days   |
| 35809 | 2019-08-30 | Alison Kobierski   | SR   | Emily Hunt     | 2019-09-16 | 21 days  |
| 35872 | 2019-09-04 | Alison Kobierski   | SR   | Emily Hunt     | 2019-09-18 | 16 days  |
| 35887 | 2019-09-04 | Diane Bradbury     | Inc  | Emily Hunt     | 2019-09-06 | 16 days  |
| 35910 | 2019-09-05 | Alison Kobierski   | SR   | Emily Hunt     | 2019-09-19 | 15 days  |
| 36063 | 2019-09-11 | Stacy Shapiro      | SR   | Emily Hunt     | 2019-09-25 | 9 days   |
| 35730 | 2019-08-27 | Rufus Streeter     | SR   | Emily Moreno   | 2019-09-11 | 24 days  |
| 36023 | 2019-09-10 | Christine Nacewicz | Inc  | Ian Blaquiere  | 2019-09-12 | 10 days  |

| ID    | Created    | Customer                | Type | Owner                      | Due        | Duration |
|-------|------------|-------------------------|------|----------------------------|------------|----------|
| 35658 | 2019-08-22 | Race Brandt             | SR   | Kami Evarts                | 2019-09-06 | 29 days  |
| 35811 | 2019-08-30 | Miranda Albins          | SR   | Kami Evarts                | 2019-09-16 | 21 days  |
| 35847 | 2019-09-03 | Fiona Blair             | SR   | Kami Evarts                | 2019-09-17 | 17 days  |
| 35918 | 2019-09-05 | Wendy Prugh             | Inc  | Kami Evarts                | 2019-09-10 | 15 days  |
| 35964 | 2019-09-09 | Jason Hunsberger        | SR   | Kami Evarts                | 2019-09-23 | 11 days  |
| 36002 | 2019-09-09 | Laura Skarie            | SR   | Kami Evarts                | 2019-09-24 | 11 days  |
| 36052 | 2019-09-11 | Barbara Sprague         | SR   | Kami Evarts                | 2019-09-25 | 9 days   |
| 36053 | 2019-09-11 | Tony Veidelis           | SR   | Kami Evarts                | 2019-09-30 | 9 days   |
| 36088 | 2019-09-12 | Noel Flatt              | SR   | Kami Evarts                | 2019-09-26 | 8 days   |
| 36098 | 2019-09-12 | Deb Sherwood            | SR   | Kami Evarts                | 2019-09-26 | 8 days   |
| 35788 | 2019-08-29 | Susan Sage              | SR   | Lisa Darling               | 2019-09-13 | 22 days  |
| 35870 | 2019-09-04 | Geoffrey Hibbs          | Inc  | Lisa Darling               | 2019-09-04 | 16 days  |
| 36059 | 2019-09-11 | Stacy Shapiro           | SR   | Lisa Darling               | 2019-09-11 | 9 days   |
| 36049 | 2019-09-11 | Celeste Marble          | SR   | Maurice Coleman            | 2019-09-25 | 9 days   |
| 36073 | 2019-09-11 | Todd Schauman           | SR   | Maurice Coleman            | 2019-09-26 | 9 days   |
| 36008 | 2019-09-10 | Brian Abbott            | SR   | New Hire - Transfer - Exit | 2019-09-24 | 10 days  |
| 36086 | 2019-09-12 | BJ Thompson             | SR   | Noel Flatt                 | 2019-09-26 | 8 days   |
| 35875 | 2019-09-04 | Keb Bemis               | SR   | Paul Doherty               | 2019-09-18 | 16 days  |
| 36034 | 2019-09-11 | Brooke Ten Eyck         | Inc  | Paul Doherty               | 2019-09-24 | 9 days   |
| 36051 | 2019-09-11 | Jeramy Shays            | Inc  | Paul Doherty               | 2019-09-18 | 9 days   |
| 36077 | 2019-09-11 | Linda Feldmann          | SR   | Paul Doherty               | 2019-09-26 | 9 days   |
| 36094 | 2019-09-12 | Tony Veidelis           | SR   | Paul Doherty               | 2019-10-03 | 8 days   |
| 36106 | 2019-09-12 | Peter Grier             | SR   | Paul Doherty               | 2019-09-27 | 8 days   |
| 36107 | 2019-09-12 | Story Hinckley          | SR   | Paul Doherty               | 2019-09-27 | 8 days   |
| 35974 | 2019-09-09 | Luisella Jaques-Deraney | SR   | Ryan Hichens               | 2019-09-23 | 11 days  |



| ID    | Created    | Customer              | Type | Owner         | Due        | Duration |
|-------|------------|-----------------------|------|---------------|------------|----------|
| 36075 | 2019-09-11 | Tara Talbot           | SR   | Sahil Kaila   | 2019-09-26 | 9 days   |
| 35810 | 2019-08-30 | Alison Kobierski      | SR   | Sean Austin   | 2019-09-27 | 21 days  |
| 35912 | 2019-09-05 | Michael Hamilton      | SR   | Sean Austin   | 2019-09-19 | 15 days  |
| 35983 | 2019-09-09 | Susanne Smith         | SR   | Sean Austin   | 2019-09-23 | 11 days  |
| 36012 | 2019-09-10 | Jonathan James        | Inc  | Sean Austin   | 2019-09-12 | 10 days  |
| 36041 | 2019-09-11 | Natalie Zdan          | SR   | Sean Austin   | 2019-09-25 | 9 days   |
| 36072 | 2019-09-11 | Anna Carlson Reynolds | SR   | Sean Austin   | 2019-09-25 | 9 days   |
| 36103 | 2019-09-12 | Susan Stark           | SR   | Sean Austin   | 2019-09-26 | 8 days   |
| 35831 | 2019-09-03 | ChurchtestE           | SR   | To Be Deleted | 2019-09-17 | 17 days  |
| 35877 | 2019-09-04 | ChurchtestE           | SR   | To Be Deleted | 2019-09-18 | 16 days  |
| 35940 | 2019-09-06 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-10 | 14 days  |
| 35943 | 2019-09-06 | Ernesto Buenrostro    | Inc  | To Be Deleted | 2019-09-10 | 14 days  |
| 35944 | 2019-09-06 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-10 | 14 days  |
| 35979 | 2019-09-09 | Benjamin Chase        | Inc  | To Be Deleted | 2019-09-11 | 11 days  |
| 35985 | 2019-09-09 | Ernesto Buenrostro    | Inc  | To Be Deleted | 2019-09-11 | 11 days  |
| 35988 | 2019-09-09 | John Pisini           | Inc  | To Be Deleted | 2019-09-11 | 11 days  |
| 35989 | 2019-09-09 | Benjamin Chase        | Inc  | To Be Deleted | 2019-09-11 | 11 days  |
| 35990 | 2019-09-09 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-11 | 11 days  |
| 35995 | 2019-09-09 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-11 | 11 days  |
| 35998 | 2019-09-09 | Nathan Mozzer         | Inc  | To Be Deleted | 2019-09-11 | 11 days  |
| 36009 | 2019-09-10 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-12 | 10 days  |
| 36013 | 2019-09-10 | Doug Plant            | Inc  | To Be Deleted | 2019-09-12 | 10 days  |
| 36040 | 2019-09-11 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-13 | 9 days   |
| 35992 | 2019-09-09 | Ernesto Buenrostro    | SR   | NA            | 2019-09-23 | 11 days  |
| 36101 | 2019-09-12 | Kami Evarts           | SR   | NA            | 2019-09-26 | 8 days   |

| ID    | Created    | Customer           | Type | Owner | Due        | Duration |
|-------|------------|--------------------|------|-------|------------|----------|
| 36100 | 2019-09-12 | Ernesto Buenrostro | SR   | NA    | 2019-09-26 | 8 days   |

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Group 4: Aged 1 Week or Less - 73 tickets 25.7 % of total  
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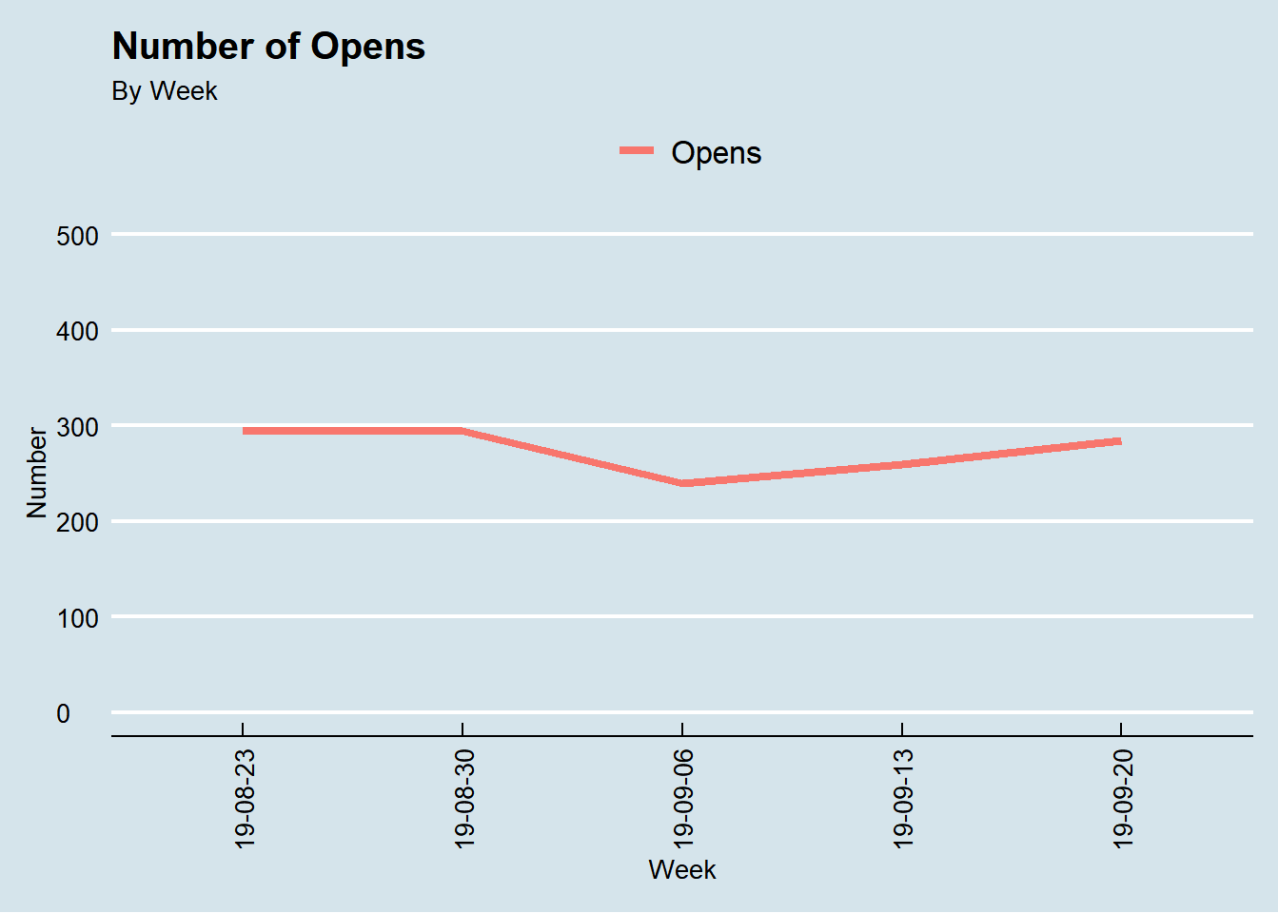
| ID    | Created    | Customer           | Type | Owner           | Due        | Duration |
|-------|------------|--------------------|------|-----------------|------------|----------|
| 36167 | 2019-09-16 | Matt Poulos        | SR   | Carlos Alvarez  | 2019-10-01 | 4 days   |
| 36249 | 2019-09-18 | Peggy Novello      | Inc  | Carlos Alvarez  | 2019-09-23 | 2 days   |
| 36216 | 2019-09-18 | Linda Zanoni       | SR   | David Palefsky  | 2019-10-02 | 2 days   |
| 36265 | 2019-09-19 | Tad Blake-Weber    | Inc  | David Palefsky  | 2019-09-23 | 1 days   |
| 36164 | 2019-09-16 | Emily Moreno       | SR   | Emily Moreno    | 2019-09-30 | 4 days   |
| 36303 | 2019-09-20 | Shanna Lee Smith   | SR   | Fred Telschow   | 2019-10-04 | 0 days   |
| 36182 | 2019-09-17 | Christine Nacewicz | Inc  | Ian Blaquiere   | 2019-09-19 | 3 days   |
| 36213 | 2019-09-18 | Eric Bashor        | SR   | Ian Blaquiere   | 2019-10-02 | 2 days   |
| 36306 | 2019-09-20 | William James      | SR   | Kami Evarts     | 2019-10-04 | 0 days   |
| 36313 | 2019-09-20 | Daniel Carr        | SR   | Kami Evarts     | 2019-10-04 | 0 days   |
| 36139 | 2019-09-16 | Andrea Foersch     | SR   | Lisa Darling    | 2019-09-30 | 4 days   |
| 36141 | 2019-09-16 | Kanoe Wagner       | SR   | Lisa Darling    | 2019-09-30 | 4 days   |
| 36155 | 2019-09-16 | Jonathan James     | SR   | Lisa Darling    | 2019-09-30 | 4 days   |
| 36171 | 2019-09-17 | ChurchtestE        | SR   | Lisa Darling    | 2019-10-01 | 3 days   |
| 36210 | 2019-09-17 | Holly Bolon        | SR   | Lisa Darling    | 2019-10-01 | 3 days   |
| 36224 | 2019-09-18 | Celeste Marble     | SR   | Lisa Darling    | 2019-10-02 | 2 days   |
| 36212 | 2019-09-17 | Todd Schauman      | Inc  | Maurice Coleman | 2019-09-20 | 3 days   |
| 36225 | 2019-09-18 | Gabriella Burns    | Inc  | Maurice Coleman | 2019-09-18 | 2 days   |
| 36237 | 2019-09-18 | ChurchtestE        | SR   | Maurice Coleman | 2019-10-02 | 2 days   |
| 36266 | 2019-09-19 | Jan Beard          | SR   | Maurice Coleman | 2019-10-03 | 1 days   |
| 36192 | 2019-09-17 | Christine Nacewicz | Inc  | Paul Doherty    | 2019-09-19 | 3 days   |

| ID    | Created    | Customer              | Type | Owner         | Due        | Duration |
|-------|------------|-----------------------|------|---------------|------------|----------|
| 36250 | 2019-09-18 | Howard LaFranchi      | SR   | Paul Doherty  | 2019-10-03 | 2 days   |
| 36280 | 2019-09-19 | Lily Mui              | SR   | Paul Doherty  | 2019-10-03 | 1 days   |
| 36283 | 2019-09-19 | Anna Carlson Reynolds | SR   | Paul Doherty  | 2019-10-03 | 1 days   |
| 36296 | 2019-09-20 | Gabriella Burns       | Inc  | Paul Doherty  | 2019-09-24 | 0 days   |
| 36118 | 2019-09-13 | Jasmine Holzworth     | Inc  | Sean Austin   | 2019-09-17 | 7 days   |
| 36163 | 2019-09-16 | Joshua Christian      | SR   | Sean Austin   | 2019-09-30 | 4 days   |
| 36262 | 2019-09-19 | Carol Niederbrach     | SR   | Sean Austin   | 2019-10-03 | 1 days   |
| 36276 | 2019-09-19 | Heather Gregory       | SR   | Sean Austin   | 2019-10-03 | 1 days   |
| 36279 | 2019-09-19 | Jasmine Holzworth     | SR   | Sean Austin   | 2019-10-03 | 1 days   |
| 36285 | 2019-09-19 | Heather Gregory       | SR   | Sean Austin   | 2019-10-03 | 1 days   |
| 36289 | 2019-09-19 | Jan Beard             | Inc  | Sean Austin   | 2019-09-23 | 1 days   |
| 36291 | 2019-09-19 | Sean Austin           | SR   | Sean Austin   | 2019-10-03 | 1 days   |
| 36305 | 2019-09-20 | Conrad Heath          | SR   | Sean Austin   | 2019-10-04 | 0 days   |
| 36307 | 2019-09-20 | Jonathon Eder         | Inc  | Sean Austin   | 2019-09-24 | 0 days   |
| 36308 | 2019-09-20 | Customer Not Found    | Inc  | Sean Austin   | 2019-09-24 | 0 days   |
| 36116 | 2019-09-13 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-17 | 7 days   |
| 36134 | 2019-09-15 | Customer Not Found    | Inc  | To Be Deleted | 2019-09-17 | 5 days   |
| 36220 | 2019-09-18 | ChurchtestE           | SR   | To Be Deleted | 2019-10-02 | 2 days   |
| 36221 | 2019-09-18 | William James         | SR   | To Be Deleted | 2019-10-02 | 2 days   |
| 36222 | 2019-09-18 | ChurchtestE           | SR   | To Be Deleted | 2019-10-02 | 2 days   |
| 36223 | 2019-09-18 | William James         | SR   | To Be Deleted | 2019-10-02 | 2 days   |
| 36252 | 2019-09-18 | Ernesto Buenrostro    | Inc  | To Be Deleted | 2019-09-23 | 2 days   |
| 36253 | 2019-09-18 | Cara Cusack-Theodule  | Inc  | To Be Deleted | 2019-09-23 | 2 days   |
| 36255 | 2019-09-18 | David Palefsky        | Inc  | To Be Deleted | 2019-09-23 | 2 days   |
| 36256 | 2019-09-18 | Ernesto Buenrostro    | Inc  | To Be Deleted | 2019-09-23 | 2 days   |

| ID    | Created    | Customer              | Type | Owner         | Due        | Duration |
|-------|------------|-----------------------|------|---------------|------------|----------|
| 36257 | 2019-09-18 | David Palefsky        | Inc  | To Be Deleted | 2019-09-23 | 2 days   |
| 36111 | 2019-09-13 | Clayton Jones         | SR   | NA            | 2019-09-27 | 7 days   |
| 36115 | 2019-09-13 | Jacob Turcotte        | SR   | NA            | 2019-09-27 | 7 days   |
| 36145 | 2019-09-16 | Joey Jiang            | SR   | NA            | 2019-09-30 | 4 days   |
| 36170 | 2019-09-16 | Kim Proctor           | SR   | NA            | 2019-10-01 | 4 days   |
| 36184 | 2019-09-17 | Christina Henderson   | SR   | NA            | 2019-10-01 | 3 days   |
| 36188 | 2019-09-17 | Dianne Fiske          | Inc  | NA            | 2019-09-19 | 3 days   |
| 36211 | 2019-09-17 | BJ Thompson           | SR   | NA            | 2019-10-02 | 3 days   |
| 36195 | 2019-09-17 | Deborah Shank         | SR   | NA            | 2019-10-01 | 3 days   |
| 36259 | 2019-09-18 | John Pisini           | Inc  | NA            | 2019-09-23 | 2 days   |
| 36233 | 2019-09-18 | Tad Blake-Weber       | SR   | NA            | 2019-10-02 | 2 days   |
| 36238 | 2019-09-18 | Ian Blaquiere         | SR   | NA            | 2019-09-25 | 2 days   |
| 36254 | 2019-09-18 | Ernesto Buenrostro    | SR   | NA            | 2019-10-03 | 2 days   |
| 36258 | 2019-09-18 | Ernesto Buenrostro    | Inc  | NA            | 2019-09-23 | 2 days   |
| 36260 | 2019-09-18 | Ernesto Buenrostro    | SR   | NA            | 2019-10-03 | 2 days   |
| 36277 | 2019-09-19 | Charlotte Lellman     | SR   | NA            | 2019-10-03 | 1 days   |
| 36286 | 2019-09-19 | Heidi Dufresne        | Inc  | NA            | 2019-09-26 | 1 days   |
| 36290 | 2019-09-19 | Stacy Shapiro         | SR   | NA            | 2019-10-03 | 1 days   |
| 36292 | 2019-09-19 | Fiona Blair           | Inc  | NA            | 2019-09-24 | 1 days   |
| 36309 | 2019-09-20 | Christina Henderson   | SR   | NA            | 2019-10-04 | 0 days   |
| 36299 | 2019-09-20 | Celeste Marble        | SR   | NA            | 2019-09-22 | 0 days   |
| 36298 | 2019-09-20 | Anna Carlson Reynolds | SR   | NA            | 2019-10-04 | 0 days   |
| 36302 | 2019-09-20 | Gabriella Burns       | Inc  | NA            | 2019-09-24 | 0 days   |
| 36304 | 2019-09-20 | Laura Skarie          | Inc  | NA            | 2019-10-03 | 0 days   |
| 36311 | 2019-09-20 | Michael Hamilton      | Inc  | NA            | 2019-09-24 | 0 days   |

| ID    | Created    | Customer           | Type | Owner | Due        | Duration |
|-------|------------|--------------------|------|-------|------------|----------|
| 36312 | 2019-09-20 | Stefanie Aimonetti | SR   | NA    | 2019-10-04 | 0 days   |
| 36314 | 2019-09-20 | Kendall Tuchkova   | Inc  | NA    | 2019-09-24 | 0 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



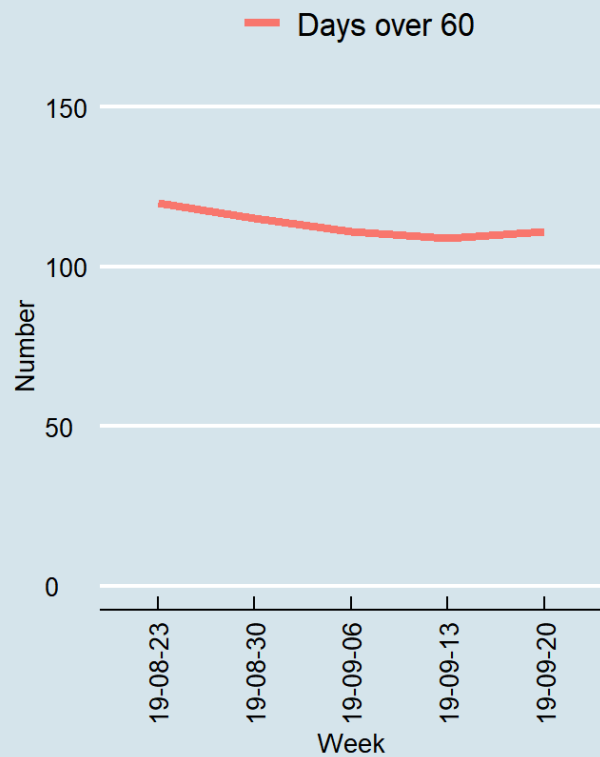
### Tickets Open 31 to 60 Days

By Week



### Tickets Open Over 60 Days

By Week



End of Report