

# Cherwell Weekly Aging Report

27 September, 2019

## Part 1 - Tickets Sorted by Owner Within Age

**Total open tickets: 220 / Incidents: 44 / SR's: 176**

Incidents meeting SLA guidelines: 13.64 %

Service Requests meeting SLA guidelines: 27.27 %

Group 1: Aged over 60 Days - 105 tickets 47.73 % of total

| ID    | Created    | Customer         | Type | Owner            | Due        | Duration  |
|-------|------------|------------------|------|------------------|------------|-----------|
| 13270 | 2017-02-28 | Emily Sander     | SR   | Austin Kingsbery | 2019-09-11 | 941 days  |
| 21426 | 2018-01-10 | Erin Taylor      | SR   | Austin Kingsbery | 2018-01-26 | 625 days  |
| 31359 | 2019-03-06 | Carrie Clayton   | SR   | Austin Kingsbery | 2019-03-28 | 205 days  |
| 31608 | 2019-03-18 | Robbin Crandall  | SR   | Austin Kingsbery | 2019-04-01 | 193 days  |
| 31732 | 2019-03-22 | Linda Zanoni     | SR   | Austin Kingsbery | 2019-04-05 | 189 days  |
| 31734 | 2019-03-22 | Linda Zanoni     | SR   | Austin Kingsbery | 2019-04-05 | 189 days  |
| 34552 | 2019-07-09 | Natalie Zdan     | SR   | Austin Kingsbery | 2019-07-24 | 80 days   |
| 30492 | 2019-01-28 | Fred Telschow    | SR   | Ben Chase        | 2019-02-11 | 242 days  |
| 32914 | 2019-05-03 | Carrie Clayton   | Inc  | Ben Chase        | 2019-05-07 | 147 days  |
| 33769 | 2019-06-06 | BJ Thompson      | Inc  | Ben Chase        | 2019-06-10 | 113 days  |
| 34235 | 2019-06-25 | BJ Thompson      | SR   | Ben Chase        | 2019-07-10 | 94 days   |
| 34794 | 2019-07-17 | Carl Sheasley    | Inc  | Ben Chase        | 2019-07-19 | 72 days   |
| 10739 | 2016-11-02 | Kami Evarts      | SR   | David Palefsky   | 2018-08-28 | 1059 days |
| 33170 | 2019-05-14 | Daniel Carr      | SR   | David Palefsky   | 2019-05-29 | 136 days  |
| 21446 | 2018-01-11 | Alison Kobierski | SR   | Emily Hunt       | 2018-02-07 | 624 days  |
| 22351 | 2018-02-14 | Alison Kobierski | SR   | Emily Hunt       | 2018-03-01 | 590 days  |

| ID    | Created    | Customer           | Type | Owner        | Due        | Duration |
|-------|------------|--------------------|------|--------------|------------|----------|
| 23243 | 2018-03-23 | Jason Sell         | SR   | Emily Hunt   | 2018-04-06 | 553 days |
| 23595 | 2018-04-06 | Alison Kobierski   | SR   | Emily Hunt   | 2018-08-17 | 539 days |
| 27872 | 2018-09-27 | Alison Kobierski   | SR   | Emily Hunt   | 2018-10-12 | 365 days |
| 28432 | 2018-10-18 | Austin Kingsbery   | SR   | Emily Hunt   | 2018-10-26 | 344 days |
| 28434 | 2018-10-18 | Emily Hunt         | SR   | Emily Hunt   | 2018-11-02 | 344 days |
| 29827 | 2018-12-21 | Alison Kobierski   | SR   | Emily Hunt   | 2019-01-15 | 280 days |
| 26863 | 2018-08-16 | Moises Silva       | SR   | Emily Moreno | 2018-08-30 | 407 days |
| 12090 | 2017-01-17 | Race Brandt        | SR   | Ethan Joy    | 2017-01-31 | 983 days |
| 26587 | 2018-08-06 | Fred Telschow      | Inc  | Ethan Joy    | 2018-08-06 | 417 days |
| 25504 | 2018-06-22 | Chaylee Bruce      | SR   | Kami Evarts  | 2018-07-09 | 462 days |
| 25512 | 2018-06-22 | Stacy Shapiro      | SR   | Kami Evarts  | 2018-07-09 | 462 days |
| 25891 | 2018-07-09 | Larissa O'Donnell  | Inc  | Kami Evarts  | 2019-01-28 | 445 days |
| 27438 | 2018-09-10 | Chaylee Bruce      | Inc  | Kami Evarts  | 2018-09-13 | 382 days |
| 28864 | 2018-11-07 | Gaby Mejía         | SR   | Kami Evarts  | 2018-11-28 | 324 days |
| 29565 | 2018-12-10 | Keb Bemis          | Inc  | Kami Evarts  | 2018-12-12 | 291 days |
| 29681 | 2018-12-14 | Chaylee Bruce      | SR   | Kami Evarts  | 2019-01-08 | 287 days |
| 30066 | 2019-01-07 | Susan Sage         | SR   | Kami Evarts  | 2019-01-22 | 263 days |
| 30689 | 2019-02-04 | Lauren Littell     | SR   | Kami Evarts  | 2019-02-19 | 235 days |
| 30915 | 2019-02-13 | Christine Nacewicz | SR   | Kami Evarts  | 2019-02-28 | 226 days |
| 31370 | 2019-03-06 | Susan Sage         | SR   | Kami Evarts  | 2019-03-20 | 205 days |
| 31928 | 2019-04-01 | Tom Shea           | SR   | Kami Evarts  | 2019-04-16 | 179 days |
| 32481 | 2019-04-19 | Sally Schwartz     | SR   | Kami Evarts  | 2019-05-03 | 161 days |
| 32633 | 2019-04-25 | Dorothy Rivera     | SR   | Kami Evarts  | 2019-05-09 | 155 days |
| 32767 | 2019-05-01 | Nathanael Albins   | SR   | Kami Evarts  | 2019-05-15 | 149 days |
| 33330 | 2019-05-21 | Maurice Coleman    | SR   | Kami Evarts  | 2019-06-05 | 129 days |

| ID    | Created    | Customer             | Type | Owner           | Due        | Duration |
|-------|------------|----------------------|------|-----------------|------------|----------|
| 33372 | 2019-05-22 | Austin Kingsbery     | SR   | Kami Evarts     | 2019-06-07 | 128 days |
| 33500 | 2019-05-29 | Tony Veidelis        | SR   | Kami Evarts     | 2019-06-12 | 121 days |
| 33909 | 2019-06-12 | Susan Sage           | Inc  | Kami Evarts     | 2019-06-14 | 107 days |
| 34261 | 2019-06-26 | Timothy Broderick    | SR   | Kami Evarts     | 2019-07-11 | 93 days  |
| 34265 | 2019-06-26 | Matt Poulos          | SR   | Kami Evarts     | 2019-07-11 | 93 days  |
| 34275 | 2019-06-26 | Cheryl Ranson        | SR   | Kami Evarts     | 2019-07-11 | 93 days  |
| 34369 | 2019-07-01 | Rich Evans           | SR   | Kami Evarts     | 2019-07-16 | 88 days  |
| 34673 | 2019-07-15 | Carl Sheasley        | Inc  | Kami Evarts     | 2019-07-17 | 74 days  |
| 34755 | 2019-07-17 | Jeanne Evans         | SR   | Kami Evarts     | 2019-07-31 | 72 days  |
| 31960 | 2019-04-01 | Susan Korthals       | SR   | Lisa Darling    | 2019-04-16 | 179 days |
| 32760 | 2019-05-01 | Julianna Mangelsdorf | SR   | Lisa Darling    | 2019-05-15 | 149 days |
| 33608 | 2019-05-31 | Todd Schauman        | SR   | Lisa Darling    | 2019-06-17 | 119 days |
| 33977 | 2019-06-14 | Sherry Darling       | SR   | Lisa Darling    | 2019-06-19 | 105 days |
| 34068 | 2019-06-19 | Susan Sage           | SR   | Lisa Darling    | 2019-07-03 | 100 days |
| 34327 | 2019-06-28 | Geoffrey Hibbs       | SR   | Lisa Darling    | 2019-07-02 | 91 days  |
| 34375 | 2019-07-01 | Alison Kobierski     | SR   | Lisa Darling    | 2019-07-16 | 88 days  |
| 34731 | 2019-07-16 | Jeffrey Sinatra      | SR   | Lisa Darling    | 2019-07-30 | 73 days  |
| 31946 | 2019-04-01 | Gabriella Burns      | SR   | Maurice Coleman | 2019-04-16 | 179 days |
| 32528 | 2019-04-22 | Ann Hermes           | Inc  | Maurice Coleman | 2019-04-29 | 158 days |
| 33229 | 2019-05-15 | Moises Silva         | SR   | Maurice Coleman | 2019-05-30 | 135 days |
| 33362 | 2019-05-22 | Christina Hunt       | SR   | Maurice Coleman | 2019-06-06 | 128 days |
| 33381 | 2019-05-23 | Jason Hunsberger     | SR   | Maurice Coleman | 2019-06-07 | 127 days |
| 33622 | 2019-05-31 | Ethan Joy            | SR   | Maurice Coleman | 2019-06-17 | 119 days |
| 33626 | 2019-05-31 | Gregory Lamb         | SR   | Maurice Coleman | 2019-06-17 | 119 days |
| 34730 | 2019-07-16 | Sally Schwartz       | Inc  | Maurice Coleman | 2019-07-18 | 73 days  |

| ID    | Created    | Customer            | Type | Owner           | Due        | Duration |
|-------|------------|---------------------|------|-----------------|------------|----------|
| 34764 | 2019-07-17 | Diane Bradbury      | Inc  | Maurice Coleman | 2019-07-24 | 72 days  |
| 34813 | 2019-07-18 | Maurice Coleman     | SR   | Maurice Coleman | 2019-08-01 | 71 days  |
| 34866 | 2019-07-22 | Tat Tatnall         | Inc  | Maurice Coleman | 2019-07-29 | 67 days  |
| 34890 | 2019-07-22 | Emily Hunt          | Inc  | Maurice Coleman | 2019-08-02 | 67 days  |
| 34361 | 2019-07-01 | Russel Fogg         | SR   | Morgan Anderson | 2019-07-16 | 88 days  |
| 34877 | 2019-07-22 | Russel Fogg         | SR   | Morgan Anderson | 2019-08-05 | 67 days  |
| 34125 | 2019-06-20 | Clayton Jones       | Inc  | Paul Doherty    | 2019-07-03 | 99 days  |
| 34822 | 2019-07-18 | Kami Evarts         | SR   | Race Brandt     | 2019-08-02 | 71 days  |
| 34823 | 2019-07-18 | Kami Evarts         | SR   | Race Brandt     | 2019-08-02 | 71 days  |
| 34982 | 2019-07-25 | Kami Evarts         | SR   | Race Brandt     | 2019-08-08 | 64 days  |
| 12067 | 2017-01-13 | Kate Sims           | SR   | Ryan Hichens    | 2017-01-31 | 987 days |
| 12406 | 2017-01-26 | Kate Sims           | SR   | Ryan Hichens    | 2017-02-09 | 974 days |
| 13263 | 2017-02-28 | Kate Sims           | SR   | Ryan Hichens    | 2017-03-14 | 941 days |
| 13715 | 2017-03-16 | A.J. Kiser          | SR   | Ryan Hichens    | 2017-03-30 | 925 days |
| 17513 | 2017-08-03 | Kate Sims           | SR   | Ryan Hichens    | 2017-08-17 | 785 days |
| 17928 | 2017-08-22 | Tom Shea            | SR   | Ryan Hichens    | 2017-09-06 | 766 days |
| 18092 | 2017-08-30 | Ryan Hichens        | SR   | Ryan Hichens    | 2017-09-14 | 758 days |
| 18093 | 2017-08-30 | Ryan Hichens        | SR   | Ryan Hichens    | 2017-09-14 | 758 days |
| 20393 | 2017-11-27 | Nancy James         | SR   | Ryan Hichens    | 2017-12-11 | 669 days |
| 25828 | 2018-07-05 | Gerald Wilkerson    | SR   | Ryan Hichens    | 2018-07-19 | 449 days |
| 26478 | 2018-07-31 | Kathryn Doerksen    | SR   | Ryan Hichens    | 2018-08-14 | 423 days |
| 27991 | 2018-10-02 | Christina Henderson | SR   | Ryan Hichens    | 2018-10-17 | 360 days |
| 29831 | 2018-12-21 | Christina Henderson | SR   | Ryan Hichens    | 2019-01-15 | 280 days |
| 31813 | 2019-03-26 | Brian Abbott        | SR   | Ryan Hichens    | 2019-04-09 | 185 days |
| 32070 | 2019-04-03 | Haide Bolanos       | SR   | Ryan Hichens    | 2019-04-18 | 177 days |

| ID    | Created    | Customer            | Type | Owner         | Due        | Duration |
|-------|------------|---------------------|------|---------------|------------|----------|
| 32743 | 2019-04-30 | Jeanne Evans        | SR   | Ryan Hichens  | 2019-05-14 | 150 days |
| 33603 | 2019-05-31 | Taryn McNichol      | SR   | Sean Austin   | 2019-06-17 | 119 days |
| 34330 | 2019-06-28 | Carl Sheasley       | Inc  | Sean Austin   | 2019-07-02 | 91 days  |
| 34350 | 2019-07-01 | Christy Hunsberger  | SR   | Sean Austin   | 2019-07-16 | 88 days  |
| 34428 | 2019-07-02 | Kathleen Solomon    | SR   | Sean Austin   | 2019-07-17 | 87 days  |
| 34614 | 2019-07-11 | Mary Ann Lomascolo  | SR   | Sean Austin   | 2019-07-25 | 78 days  |
| 34754 | 2019-07-17 | Mary Ann Lomascolo  | Inc  | Sean Austin   | 2019-07-19 | 72 days  |
| 34896 | 2019-07-22 | Robbin Crandall     | Inc  | Sean Austin   | 2019-07-25 | 67 days  |
| 34929 | 2019-07-23 | Robbin Crandall     | Inc  | Sean Austin   | 2019-07-25 | 66 days  |
| 31501 | 2019-03-12 | Austin Kingsbery    | SR   | Tony Veidelis | 2019-03-27 | 199 days |
| 23361 | 2018-03-27 | Chaylee Bruce       | SR   | NA            | 2018-04-11 | 549 days |
| 30556 | 2019-01-29 | Christina Henderson | SR   | NA            | 2019-02-12 | 241 days |
| 31739 | 2019-03-22 | Daniel Carr         | SR   | NA            | 2019-04-05 | 189 days |
| 32891 | 2019-05-02 | Kate Sims           | SR   | NA            | 2019-05-16 | 148 days |

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Group 2: Aged 30 - 60 Days - 21 tickets 9.55 % 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 | 50 days  |
| 35254 | 2019-08-05 | Morgan Anderson    | SR   | Ben Chase      | 2019-08-20 | 53 days  |
| 35721 | 2019-08-27 | Debbie Chibuzor    | SR   | David Palefsky | 2019-09-11 | 31 days  |
| 35610 | 2019-08-20 | BJ Thompson        | SR   | Dorian Atkns   | 2019-09-04 | 38 days  |
| 35059 | 2019-07-29 | Natalie Zdan       | SR   | Kami Evarts    | 2019-08-12 | 60 days  |
| 35084 | 2019-07-30 | Jan Beard          | SR   | Kami Evarts    | 2019-08-13 | 59 days  |
| 35319 | 2019-08-07 | Kami Evarts        | Inc  | Kami Evarts    | 2019-08-14 | 51 days  |
| 35353 | 2019-08-08 | Gillian Litchfield | SR   | Kami Evarts    | 2019-08-22 | 50 days  |

| ID    | Created    | Customer         | Type | Owner           | Due        | Duration |
|-------|------------|------------------|------|-----------------|------------|----------|
| 35478 | 2019-08-13 | Joshua Christian | SR   | Kami Evarts     | 2019-08-27 | 45 days  |
| 35658 | 2019-08-22 | Race Brandt      | SR   | Kami Evarts     | 2019-09-06 | 36 days  |
| 35229 | 2019-08-05 | Kanoe Wagner     | SR   | Lisa Darling    | 2019-08-19 | 53 days  |
| 35259 | 2019-08-06 | Morgan Anderson  | SR   | Lisa Darling    | 2019-08-20 | 52 days  |
| 35280 | 2019-08-06 | Jason Hunsberger | SR   | Lisa Darling    | 2019-08-20 | 52 days  |
| 35361 | 2019-08-08 | Ken Baughman     | SR   | Lisa Darling    | 2019-08-22 | 50 days  |
| 35371 | 2019-08-08 | Larissa Snorek   | SR   | Lisa Darling    | 2019-08-22 | 50 days  |
| 35396 | 2019-08-09 | Jeff Turton      | SR   | Lisa Darling    | 2019-08-23 | 49 days  |
| 35507 | 2019-08-14 | Eoin O'Carroll   | Inc  | Maurice Coleman | 2019-08-21 | 44 days  |
| 35052 | 2019-07-29 | Brian Abbott     | SR   | Sahil Kaila     | 2019-07-31 | 60 days  |
| 35390 | 2019-08-09 | Susan Sherwood   | SR   | Sean Austin     | 2019-08-23 | 49 days  |
| 35601 | 2019-08-20 | Emily Sander     | Inc  | Sean Austin     | 2019-08-20 | 38 days  |
| 35376 | 2019-08-08 | BJ Thompson      | SR   | Timothy Malone  | 2019-08-22 | 50 days  |

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Group 3: Aged up to 30 Days - 46 tickets 20.91 % 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 | 16 days  |
| 35878 | 2019-09-04 | Jenny Sinatra    | Inc  | Carlos Alvarez | 2019-09-11 | 23 days  |
| 35749 | 2019-08-28 | Debbie Chibuzor  | SR   | David Palefsky | 2019-09-12 | 30 days  |
| 36216 | 2019-09-18 | Linda Zanoni     | SR   | David Palefsky | 2019-10-02 | 9 days   |
| 36265 | 2019-09-19 | Tad Blake-Weber  | Inc  | David Palefsky | 2019-09-23 | 8 days   |
| 35809 | 2019-08-30 | Alison Kobierski | SR   | Emily Hunt     | 2019-09-16 | 28 days  |
| 35872 | 2019-09-04 | Alison Kobierski | SR   | Emily Hunt     | 2019-09-18 | 23 days  |
| 35887 | 2019-09-04 | Diane Bradbury   | Inc  | Emily Hunt     | 2019-09-06 | 23 days  |
| 35910 | 2019-09-05 | Alison Kobierski | SR   | Emily Hunt     | 2019-09-19 | 22 days  |

| ID    | Created    | Customer           | Type | Owner                      | Due        | Duration |
|-------|------------|--------------------|------|----------------------------|------------|----------|
| 36063 | 2019-09-11 | Stacy Shapiro      | SR   | Emily Hunt                 | 2019-09-25 | 16 days  |
| 36290 | 2019-09-19 | Stacy Shapiro      | SR   | Emily Moreno               | 2019-10-03 | 8 days   |
| 36023 | 2019-09-10 | Christine Nacewicz | Inc  | Ian Blaquiere              | 2019-09-12 | 17 days  |
| 36182 | 2019-09-17 | Christine Nacewicz | Inc  | Ian Blaquiere              | 2019-09-19 | 10 days  |
| 36213 | 2019-09-18 | Eric Bashor        | SR   | Ian Blaquiere              | 2019-10-02 | 9 days   |
| 36233 | 2019-09-18 | Tad Blake-Weber    | SR   | John Pisini                | 2019-10-02 | 9 days   |
| 35811 | 2019-08-30 | Miranda Albins     | SR   | Kami Evarts                | 2019-09-16 | 28 days  |
| 35847 | 2019-09-03 | Fiona Blair        | SR   | Kami Evarts                | 2019-09-17 | 24 days  |
| 35918 | 2019-09-05 | Wendy Prugh        | Inc  | Kami Evarts                | 2019-09-10 | 22 days  |
| 35964 | 2019-09-09 | Jason Hunsberger   | SR   | Kami Evarts                | 2019-09-23 | 18 days  |
| 36002 | 2019-09-09 | Laura Skarie       | SR   | Kami Evarts                | 2019-09-24 | 18 days  |
| 36052 | 2019-09-11 | Barbara Sprague    | SR   | Kami Evarts                | 2019-09-25 | 16 days  |
| 36053 | 2019-09-11 | Tony Veidelis      | SR   | Kami Evarts                | 2019-09-30 | 16 days  |
| 36098 | 2019-09-12 | Deb Sherwood       | SR   | Kami Evarts                | 2019-09-26 | 15 days  |
| 35788 | 2019-08-29 | Susan Sage         | SR   | Lisa Darling               | 2019-09-13 | 29 days  |
| 35870 | 2019-09-04 | Geoffrey Hibbs     | Inc  | Lisa Darling               | 2019-09-04 | 23 days  |
| 36059 | 2019-09-11 | Stacy Shapiro      | SR   | Lisa Darling               | 2019-09-25 | 16 days  |
| 36141 | 2019-09-16 | Kanoe Wagner       | SR   | Lisa Darling               | 2019-09-30 | 11 days  |
| 36171 | 2019-09-17 | ChurchtestE        | SR   | Lisa Darling               | 2019-10-01 | 10 days  |
| 36210 | 2019-09-17 | Holly Bolon        | SR   | Lisa Darling               | 2019-10-01 | 10 days  |
| 36224 | 2019-09-18 | Celeste Marble     | SR   | Lisa Darling               | 2019-10-02 | 9 days   |
| 36049 | 2019-09-11 | Celeste Marble     | SR   | Maurice Coleman            | 2019-09-25 | 16 days  |
| 36073 | 2019-09-11 | Todd Schauman      | SR   | Maurice Coleman            | 2019-09-26 | 16 days  |
| 36212 | 2019-09-17 | Todd Schauman      | Inc  | Maurice Coleman            | 2019-09-20 | 10 days  |
| 36008 | 2019-09-10 | Brian Abbott       | SR   | New Hire - Transfer - Exit | 2019-09-24 | 17 days  |

| ID    | Created    | Customer            | Type | Owner        | Due        | Duration |
|-------|------------|---------------------|------|--------------|------------|----------|
| 36086 | 2019-09-12 | BJ Thompson         | SR   | Noel Flatt   | 2019-09-26 | 15 days  |
| 36034 | 2019-09-11 | Brooke Ten Eyck     | Inc  | Paul Doherty | 2019-09-24 | 16 days  |
| 36101 | 2019-09-12 | Kami Evarts         | SR   | Paul Doherty | 2019-09-26 | 15 days  |
| 35810 | 2019-08-30 | Alison Kobierski    | SR   | Sean Austin  | 2019-09-27 | 28 days  |
| 36111 | 2019-09-13 | Clayton Jones       | SR   | Sean Austin  | 2019-09-27 | 14 days  |
| 36118 | 2019-09-13 | Jasmine Holzworth   | Inc  | Sean Austin  | 2019-09-17 | 14 days  |
| 36163 | 2019-09-16 | Joshua Christian    | SR   | Sean Austin  | 2019-09-30 | 11 days  |
| 36279 | 2019-09-19 | Jasmine Holzworth   | SR   | Sean Austin  | 2019-10-03 | 8 days   |
| 36285 | 2019-09-19 | Heather Gregory     | SR   | Sean Austin  | 2019-10-03 | 8 days   |
| 36286 | 2019-09-19 | Heidi Dufresne      | Inc  | Sean Austin  | 2019-09-26 | 8 days   |
| 36292 | 2019-09-19 | Fiona Blair         | Inc  | Sean Austin  | 2019-09-24 | 8 days   |
| 36184 | 2019-09-17 | Christina Henderson | SR   | NA           | 2019-10-01 | 10 days  |

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Group 4: Aged 1 Week or Less - 48 tickets 21.82 % of total

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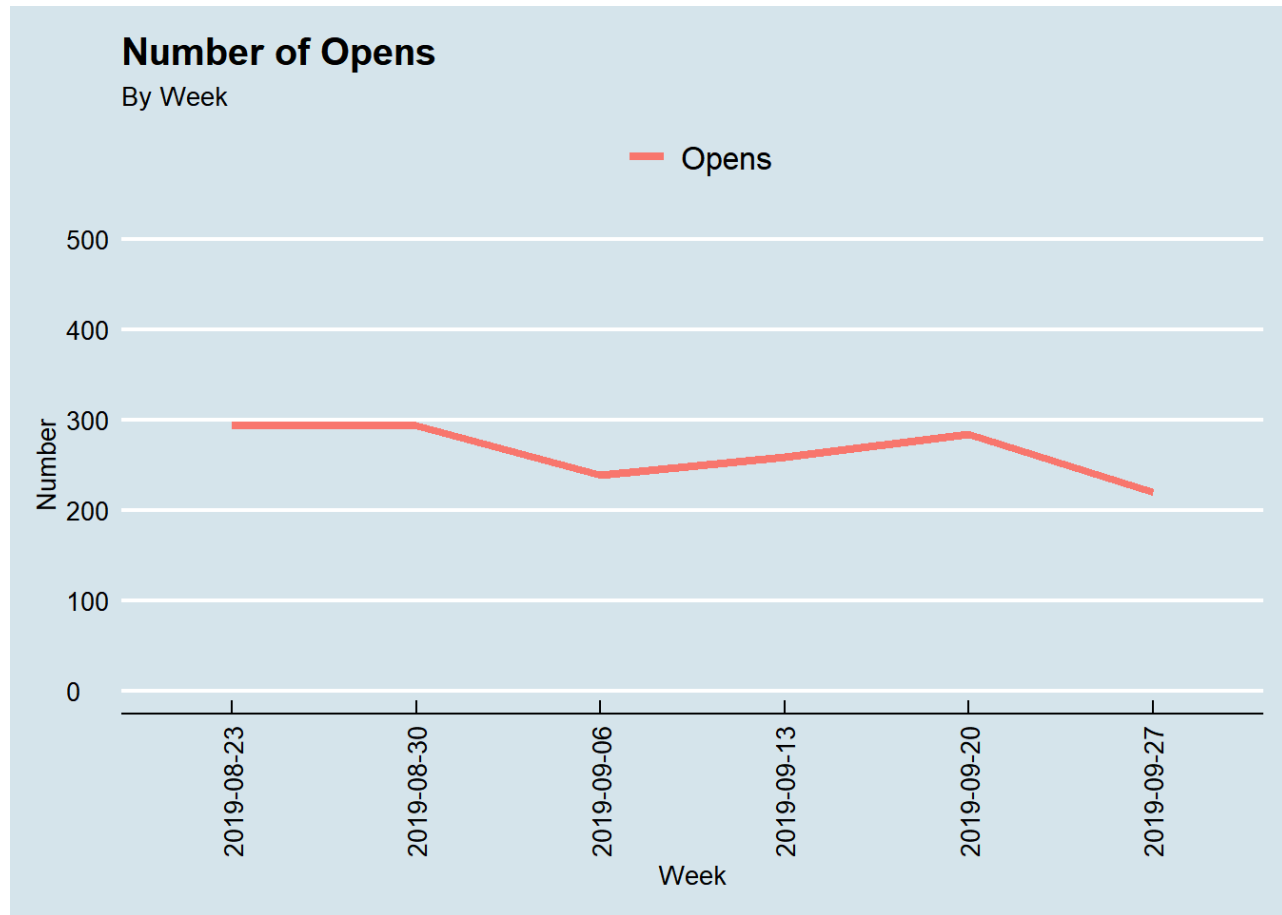
| ID    | Created    | Customer           | Type | Owner          | Due        | Duration |
|-------|------------|--------------------|------|----------------|------------|----------|
| 36487 | 2019-09-26 | Allyson Lazar      | Inc  | Ben Chase      | 2019-10-10 | 1 days   |
| 36422 | 2019-09-24 | Amanda Cartwright  | SR   | Carlos Alvarez | 2019-10-09 | 3 days   |
| 36425 | 2019-09-24 | Stacy Shapiro      | SR   | Carlos Alvarez | 2019-10-09 | 3 days   |
| 36461 | 2019-09-25 | Jack Train         | Inc  | Carlos Alvarez | 2019-10-02 | 2 days   |
| 36462 | 2019-09-25 | Christine Nacewicz | SR   | Carlos Alvarez | 2019-10-10 | 2 days   |
| 36456 | 2019-09-25 | Frederick Telschow | SR   | Carrie Clayton | 2019-10-09 | 2 days   |
| 36328 | 2019-09-20 | Tad Blake-Weber    | Inc  | David Palefsky | 2019-09-20 | 7 days   |
| 36338 | 2019-09-23 | BJ Thompson        | SR   | David Palefsky | 2019-10-07 | 4 days   |
| 36420 | 2019-09-24 | Alison Kobierski   | SR   | Emily Hunt     | 2019-10-08 | 3 days   |
| 36416 | 2019-09-24 | Joshua Christian   | Inc  | Emily Moreno   | 2019-09-26 | 3 days   |



| ID    | Created    | Customer              | Type | Owner           | Due        | Duration |
|-------|------------|-----------------------|------|-----------------|------------|----------|
| 36303 | 2019-09-20 | Shanna Lee Smith      | SR   | Fred Telschow   | 2019-10-04 | 7 days   |
| 36418 | 2019-09-24 | Shanna Lee Smith      | SR   | Fred Telschow   | 2019-10-08 | 3 days   |
| 36482 | 2019-09-26 | BJ Thompson           | SR   | Fred Telschow   | 2019-10-10 | 1 days   |
| 36313 | 2019-09-20 | Daniel Carr           | SR   | Kami Evarts     | 2019-10-04 | 7 days   |
| 36369 | 2019-09-23 | Ryan Hichens          | SR   | Kami Evarts     | 2019-10-07 | 4 days   |
| 36370 | 2019-09-23 | Ryan Hichens          | SR   | Kami Evarts     | 2019-10-07 | 4 days   |
| 36298 | 2019-09-20 | Anna Carlson Reynolds | SR   | Lisa Darling    | 2019-10-04 | 7 days   |
| 36302 | 2019-09-20 | Gabriella Burns       | SR   | Lisa Darling    | 2019-10-04 | 7 days   |
| 36312 | 2019-09-20 | Stefanie Aimonetti    | SR   | Lisa Darling    | 2019-10-04 | 7 days   |
| 36327 | 2019-09-20 | Howard LaFranchi      | SR   | Lisa Darling    | 2019-10-07 | 7 days   |
| 36354 | 2019-09-23 | Nathanael Albins      | SR   | Lisa Darling    | 2019-10-07 | 4 days   |
| 36380 | 2019-09-24 | Tony J. Lobl          | SR   | Lisa Darling    | 2019-10-08 | 3 days   |
| 36382 | 2019-09-24 | ChurchtestE           | SR   | Lisa Darling    | 2019-10-08 | 3 days   |
| 36396 | 2019-09-24 | Diane Bradbury        | SR   | Lisa Darling    | 2019-10-08 | 3 days   |
| 36403 | 2019-09-24 | Delali Davies         | SR   | Lisa Darling    | 2019-10-08 | 3 days   |
| 36474 | 2019-09-26 | Linda Zanoni          | Inc  | Lisa Darling    | 2019-09-30 | 1 days   |
| 36492 | 2019-09-27 | William James         | SR   | Lisa Darling    | 2019-10-11 | 0 days   |
| 36372 | 2019-09-23 | Joshua Christian      | SR   | Maurice Coleman | 2019-10-07 | 4 days   |
| 36443 | 2019-09-25 | Deb Sherwood          | SR   | Maurice Coleman | 2019-10-09 | 2 days   |
| 36445 | 2019-09-25 | ChurchtestE           | SR   | Maurice Coleman | 2019-10-09 | 2 days   |
| 36465 | 2019-09-26 | ChurchtestE           | SR   | Maurice Coleman | 2019-10-10 | 1 days   |
| 36356 | 2019-09-23 | Jan Beard             | SR   | Paul Doherty    | 2019-10-07 | 4 days   |
| 36360 | 2019-09-23 | Jonathan James        | SR   | Paul Doherty    | 2019-10-07 | 4 days   |
| 36432 | 2019-09-25 | Susanne Smith         | Inc  | Paul Doherty    | 2019-10-08 | 2 days   |
| 36334 | 2019-09-22 | Bonnie Mansfield      | SR   | Sean Austin     | 2019-10-04 | 5 days   |

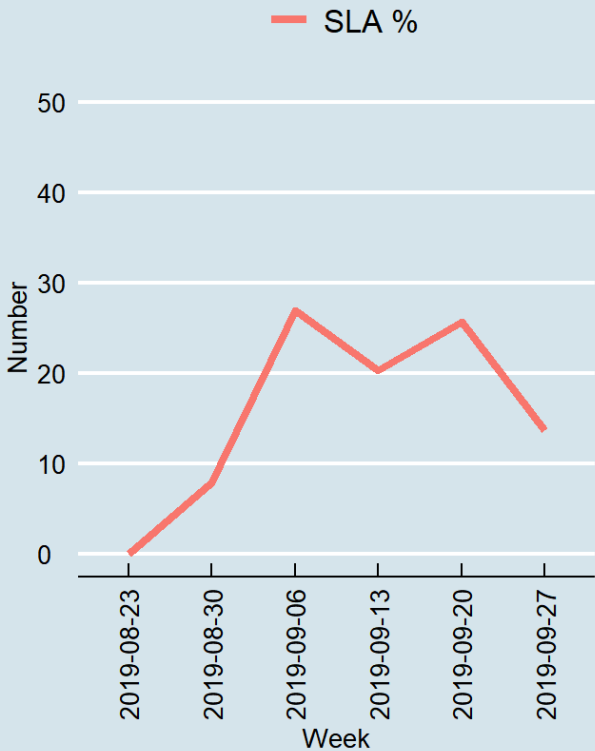
| ID    | Created    | Customer            | Type | Owner          | Due        | Duration |
|-------|------------|---------------------|------|----------------|------------|----------|
| 36374 | 2019-09-23 | Mary Ann Lomascolo  | SR   | Sean Austin    | 2019-10-07 | 4 days   |
| 36381 | 2019-09-24 | Tony J. Lobl        | Inc  | Sean Austin    | 2019-09-26 | 3 days   |
| 36395 | 2019-09-24 | Geoffrey Hibbs      | Inc  | Sean Austin    | 2019-09-26 | 3 days   |
| 36433 | 2019-09-25 | Christine Nacewicz  | SR   | Sean Austin    | 2019-10-09 | 2 days   |
| 36437 | 2019-09-25 | Jonathan James      | Inc  | Sean Austin    | 2019-09-27 | 2 days   |
| 36440 | 2019-09-25 | Ken Baughman        | SR   | Sean Austin    | 2019-10-09 | 2 days   |
| 36476 | 2019-09-26 | Tom Shea            | SR   | Sean Austin    | 2019-10-10 | 1 days   |
| 36451 | 2019-09-25 | Jonathan James      | SR   | Timothy Malone | 2019-10-09 | 2 days   |
| 36318 | 2019-09-20 | Christina Henderson | SR   | NA             | 2019-10-04 | 7 days   |
| 36409 | 2019-09-24 | Susan Sherwood      | SR   | NA             | 2019-10-08 | 3 days   |
| 36406 | 2019-09-24 | Jonathan James      | SR   | NA             | 2019-10-08 | 3 days   |
| 36449 | 2019-09-25 | Emily Moreno        | SR   | NA             | 2019-10-09 | 2 days   |
| 36493 | 2019-09-27 | Sarah Matusek       | Inc  | NA             | 2019-10-01 | 0 days   |

## Part 2: Graphics



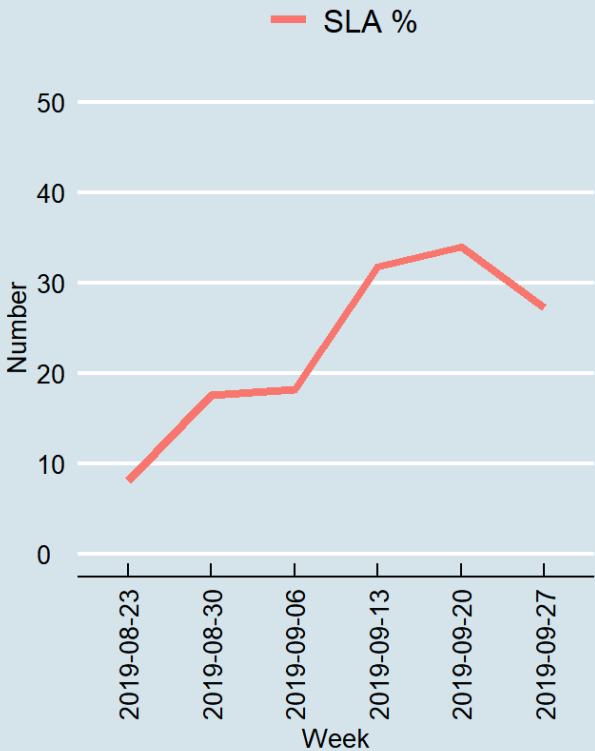
# % Incidents Meeting SLA

By Week



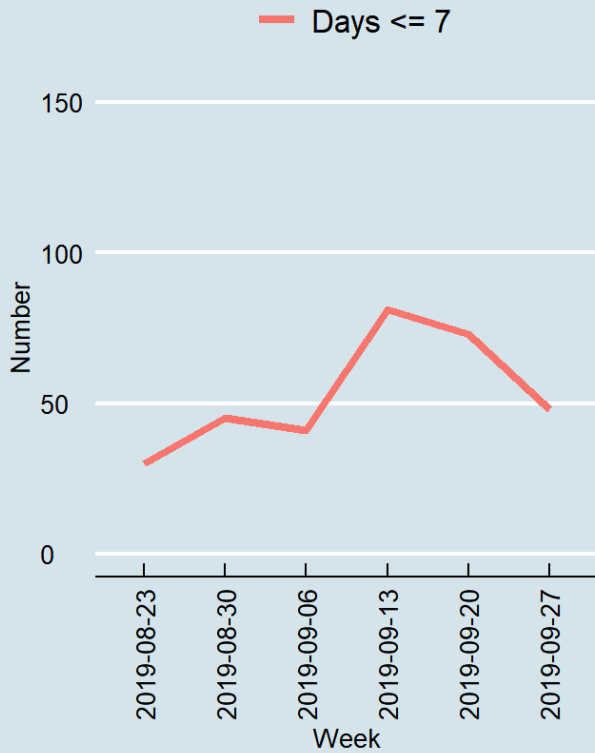
# % SRs Meeting SLA

By Week



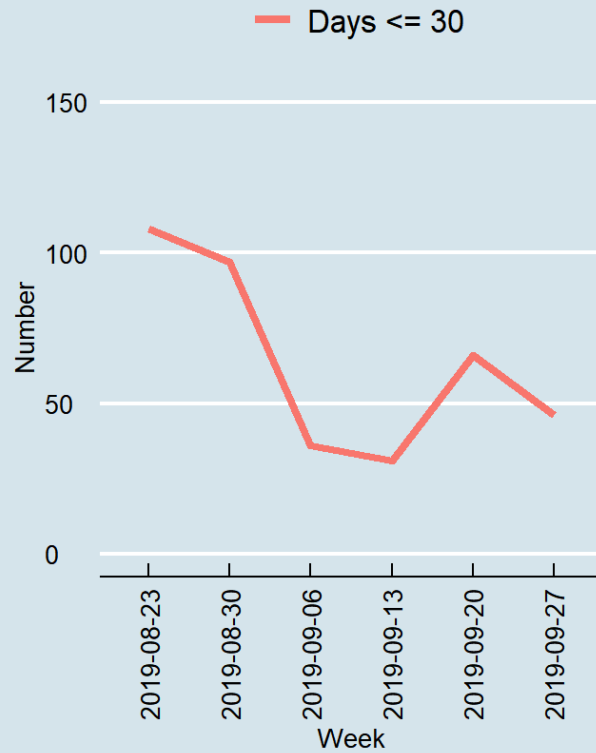
### Tickets Open 7 Days or Less

By Week



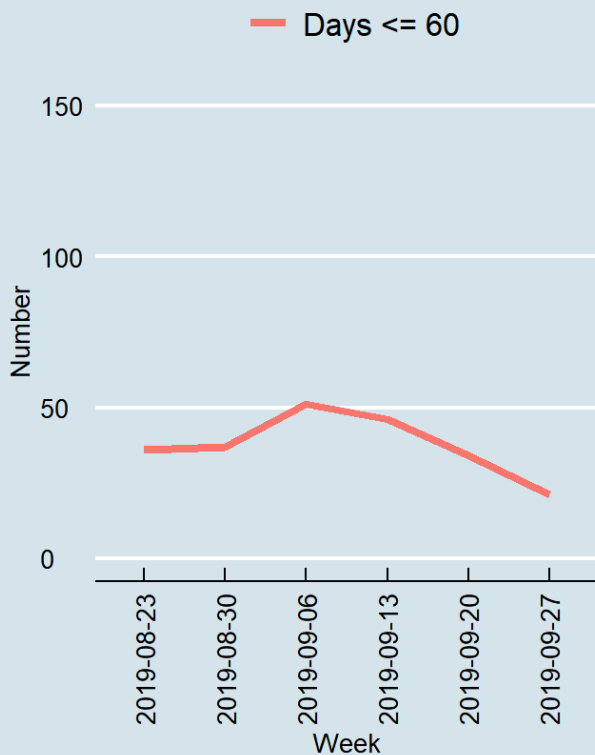
### Tickets Open 8 to 30 Days

By Week



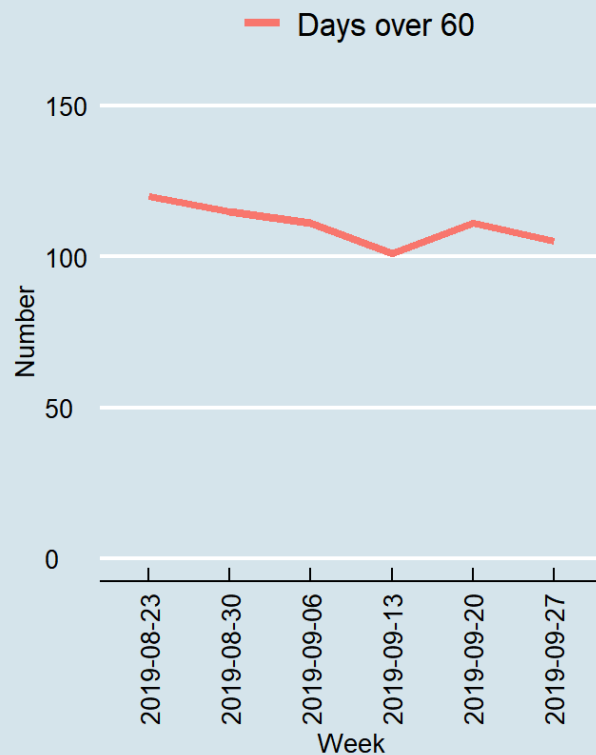
### Tickets Open 31 to 60 Days

By Week



### Tickets Open Over 60 Days

By Week



End of Report