

Cherwell Weekly Aging Report

04 October, 2019

Part 1 - Tickets Sorted by Owner Within Age

Total open tickets: 248 / Incidents: 62 / SR's: 186

Incidents meeting SLA guidelines: 29.03 %

Service Requests meeting SLA guidelines: 26.34 %

Group 1: Aged over 60 Days - 100 tickets 40.32 % of total

ID	Created	Customer	Type	Owner	Due	Duration
13270	2017-02-28	Emily Sander	SR	Austin Kingsbery	2019-09-11	948 days
21426	2018-01-10	Erin Taylor	SR	Austin Kingsbery	2018-01-26	632 days
31359	2019-03-06	Carrie Clayton	SR	Austin Kingsbery	2019-03-28	212 days
31608	2019-03-18	Robbin Crandall	SR	Austin Kingsbery	2019-04-01	200 days
31732	2019-03-22	Linda Zanoni	SR	Austin Kingsbery	2019-04-05	196 days
31734	2019-03-22	Linda Zanoni	SR	Austin Kingsbery	2019-04-05	196 days
34552	2019-07-09	Natalie Zdan	SR	Austin Kingsbery	2019-07-24	87 days
30492	2019-01-28	Fred Telschow	SR	Ben Chase	2019-02-11	249 days
32914	2019-05-03	Carrie Clayton	Inc	Ben Chase	2019-05-07	154 days
33769	2019-06-06	BJ Thompson	Inc	Ben Chase	2019-06-10	120 days
34235	2019-06-25	BJ Thompson	SR	Ben Chase	2019-07-10	101 days
34794	2019-07-17	Carl Sheasley	Inc	Ben Chase	2019-07-19	79 days
10739	2016-11-02	Kami Evarts	SR	David Palefsky	2018-08-28	1066 days
33170	2019-05-14	Daniel Carr	SR	David Palefsky	2019-05-29	143 days
21446	2018-01-11	Alison Kobierski	SR	Emily Hunt	2018-02-07	631 days
22351	2018-02-14	Alison Kobierski	SR	Emily Hunt	2018-03-01	597 days

ID	Created	Customer	Type	Owner	Due	Duration
23243	2018-03-23	Jason Sell	SR	Emily Hunt	2018-04-06	560 days
23595	2018-04-06	Alison Kobierski	SR	Emily Hunt	2018-08-17	546 days
27872	2018-09-27	Alison Kobierski	SR	Emily Hunt	2018-10-12	372 days
28432	2018-10-18	Austin Kingsbery	SR	Emily Hunt	2018-10-26	351 days
28434	2018-10-18	Emily Hunt	SR	Emily Hunt	2018-11-02	351 days
29827	2018-12-21	Alison Kobierski	SR	Emily Hunt	2019-01-15	287 days
26863	2018-08-16	Moises Silva	SR	Emily Moreno	2018-08-30	414 days
12090	2017-01-17	Race Brandt	SR	Ethan Joy	2017-01-31	990 days
26587	2018-08-06	Fred Telschow	Inc	Ethan Joy	2018-08-06	424 days
25504	2018-06-22	Chaylee Bruce	SR	Kami Evarts	2018-07-09	469 days
25512	2018-06-22	Stacy Shapiro	SR	Kami Evarts	2018-07-09	469 days
27438	2018-09-10	Chaylee Bruce	Inc	Kami Evarts	2018-09-13	389 days
28864	2018-11-07	Gaby Mejía	SR	Kami Evarts	2018-11-28	331 days
29565	2018-12-10	Keb Bemis	Inc	Kami Evarts	2018-12-12	298 days
29681	2018-12-14	Chaylee Bruce	SR	Kami Evarts	2019-01-08	294 days
30066	2019-01-07	Susan Sage	SR	Kami Evarts	2019-01-22	270 days
30689	2019-02-04	Lauren Littell	SR	Kami Evarts	2019-02-19	242 days
30915	2019-02-13	Christine Nacewicz	SR	Kami Evarts	2019-02-28	233 days
31370	2019-03-06	Susan Sage	SR	Kami Evarts	2019-03-20	212 days
31928	2019-04-01	Tom Shea	SR	Kami Evarts	2019-04-16	186 days
32481	2019-04-19	Sally Schwartz	SR	Kami Evarts	2019-05-03	168 days
32633	2019-04-25	Dorothy Rivera	SR	Kami Evarts	2019-05-09	162 days
32767	2019-05-01	Nathanael Albins	SR	Kami Evarts	2019-05-15	156 days
33330	2019-05-21	Maurice Coleman	SR	Kami Evarts	2019-06-05	136 days
33372	2019-05-22	Austin Kingsbery	SR	Kami Evarts	2019-06-07	135 days

ID	Created	Customer	Type	Owner	Due	Duration
33500	2019-05-29	Tony Veidelis	SR	Kami Evarts	2019-06-12	128 days
33909	2019-06-12	Susan Sage	Inc	Kami Evarts	2019-06-14	114 days
34261	2019-06-26	Timothy Broderick	SR	Kami Evarts	2019-07-11	100 days
34265	2019-06-26	Matt Poulos	SR	Kami Evarts	2019-07-11	100 days
34275	2019-06-26	Cheryl Ranson	SR	Kami Evarts	2019-07-11	100 days
34369	2019-07-01	Rich Evans	SR	Kami Evarts	2019-07-16	95 days
34673	2019-07-15	Carl Sheasley	Inc	Kami Evarts	2019-07-17	81 days
34755	2019-07-17	Jeanne Evans	SR	Kami Evarts	2019-07-31	79 days
35059	2019-07-29	Natalie Zdan	SR	Kami Evarts	2019-08-12	67 days
35084	2019-07-30	Jan Beard	SR	Kami Evarts	2019-08-13	66 days
31960	2019-04-01	Susan Korthals	SR	Lisa Darling	2019-04-16	186 days
32760	2019-05-01	Julianna Mangelsdorf	SR	Lisa Darling	2019-05-15	156 days
33977	2019-06-14	Sherry Darling	SR	Lisa Darling	2019-06-19	112 days
34068	2019-06-19	Susan Sage	SR	Lisa Darling	2019-07-03	107 days
34327	2019-06-28	Geoffrey Hibbs	SR	Lisa Darling	2019-07-02	98 days
34375	2019-07-01	Alison Kobierski	SR	Lisa Darling	2019-07-16	95 days
34731	2019-07-16	Jeffrey Sinatra	SR	Lisa Darling	2019-07-30	80 days
31946	2019-04-01	Gabriella Burns	SR	Maurice Coleman	2019-04-16	186 days
32528	2019-04-22	Ann Hermes	Inc	Maurice Coleman	2019-04-29	165 days
33229	2019-05-15	Moises Silva	SR	Maurice Coleman	2019-05-30	142 days
33362	2019-05-22	Christina Hunt	SR	Maurice Coleman	2019-06-06	135 days
33381	2019-05-23	Jason Hunsberger	SR	Maurice Coleman	2019-06-07	134 days
33622	2019-05-31	Ethan Joy	SR	Maurice Coleman	2019-06-17	126 days
33626	2019-05-31	Gregory Lamb	SR	Maurice Coleman	2019-06-17	126 days
34730	2019-07-16	Sally Schwartz	Inc	Maurice Coleman	2019-07-18	80 days

ID	Created	Customer	Type	Owner	Due	Duration
34764	2019-07-17	Diane Bradbury	Inc	Maurice Coleman	2019-07-24	79 days
34813	2019-07-18	Maurice Coleman	SR	Maurice Coleman	2019-08-01	78 days
34866	2019-07-22	Tat Tatnall	Inc	Maurice Coleman	2019-07-29	74 days
34890	2019-07-22	Emily Hunt	Inc	Maurice Coleman	2019-08-02	74 days
34361	2019-07-01	Russel Fogg	SR	Morgan Anderson	2019-07-16	95 days
34877	2019-07-22	Russel Fogg	SR	Morgan Anderson	2019-08-05	74 days
34125	2019-06-20	Clayton Jones	Inc	Paul Doherty	2019-07-03	106 days
12067	2017-01-13	Kate Sims	SR	Ryan Hichens	2017-01-31	994 days
12406	2017-01-26	Kate Sims	SR	Ryan Hichens	2017-02-09	981 days
13263	2017-02-28	Kate Sims	SR	Ryan Hichens	2017-03-14	948 days
13715	2017-03-16	A.J. Kiser	SR	Ryan Hichens	2017-03-30	932 days
17513	2017-08-03	Kate Sims	SR	Ryan Hichens	2017-08-17	792 days
17928	2017-08-22	Tom Shea	SR	Ryan Hichens	2017-09-06	773 days
18092	2017-08-30	Ryan Hichens	SR	Ryan Hichens	2017-09-14	765 days
18093	2017-08-30	Ryan Hichens	SR	Ryan Hichens	2017-09-14	765 days
20393	2017-11-27	Nancy James	SR	Ryan Hichens	2017-12-11	676 days
25828	2018-07-05	Gerald Wilkerson	SR	Ryan Hichens	2018-07-19	456 days
26478	2018-07-31	Kathryn Doerksen	SR	Ryan Hichens	2018-08-14	430 days
27991	2018-10-02	Christina Henderson	SR	Ryan Hichens	2018-10-17	367 days
29831	2018-12-21	Christina Henderson	SR	Ryan Hichens	2019-01-15	287 days
31813	2019-03-26	Brian Abbott	SR	Ryan Hichens	2019-04-09	192 days
32070	2019-04-03	Haide Bolanos	SR	Ryan Hichens	2019-04-18	184 days
32743	2019-04-30	Jeanne Evans	SR	Ryan Hichens	2019-05-14	157 days
35052	2019-07-29	Brian Abbott	SR	Sahil Kaila	2019-07-31	67 days
33603	2019-05-31	Taryn McNichol	SR	Sean Austin	2019-06-17	126 days

ID	Created	Customer	Type	Owner	Due	Duration
34330	2019-06-28	Carl Sheasley	Inc	Sean Austin	2019-07-02	98 days
34428	2019-07-02	Kathleen Solomon	SR	Sean Austin	2019-07-17	94 days
34896	2019-07-22	Robbin Crandall	Inc	Sean Austin	2019-07-25	74 days
34929	2019-07-23	Robbin Crandall	Inc	Sean Austin	2019-07-25	73 days
31501	2019-03-12	Austin Kingsbery	SR	Tony Veidelis	2019-03-27	206 days
23361	2018-03-27	Chaylee Bruce	SR	NA	2018-04-11	556 days
30556	2019-01-29	Christina Henderson	SR	NA	2019-02-12	248 days
31739	2019-03-22	Daniel Carr	SR	NA	2019-04-05	196 days
32891	2019-05-02	Kate Sims	SR	NA	2019-05-16	155 days

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Group 2: Aged 30 - 60 Days - 24 tickets 9.68 % 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	57 days
35254	2019-08-05	Morgan Anderson	SR	Ben Chase	2019-08-20	60 days
35721	2019-08-27	Debbie Chibuzor	SR	David Palefsky	2019-09-11	38 days
35749	2019-08-28	Debbie Chibuzor	SR	David Palefsky	2019-09-12	37 days
35610	2019-08-20	BJ Thompson	SR	Dorian Atkns	2019-09-04	45 days
35809	2019-08-30	Alison Kobierski	SR	Emily Hunt	2019-09-16	35 days
35319	2019-08-07	Kami Evarts	Inc	Kami Evarts	2019-08-14	58 days
35353	2019-08-08	Gillian Litchfield	SR	Kami Evarts	2019-08-22	57 days
35478	2019-08-13	Joshua Christian	SR	Kami Evarts	2019-08-27	52 days
35658	2019-08-22	Race Brandt	SR	Kami Evarts	2019-09-06	43 days
35811	2019-08-30	Miranda Albins	SR	Kami Evarts	2019-09-16	35 days
35847	2019-09-03	Fiona Blair	SR	Kami Evarts	2019-09-17	31 days
35229	2019-08-05	Kanoe Wagner	SR	Lisa Darling	2019-08-19	60 days

ID	Created	Customer	Type	Owner	Due	Duration
35259	2019-08-06	Morgan Anderson	SR	Lisa Darling	2019-08-20	59 days
35280	2019-08-06	Jason Hunsberger	SR	Lisa Darling	2019-08-20	59 days
35361	2019-08-08	Ken Baughman	SR	Lisa Darling	2019-08-22	57 days
35371	2019-08-08	Larissa Snorek	SR	Lisa Darling	2019-08-22	57 days
35396	2019-08-09	Jeff Turton	SR	Lisa Darling	2019-08-23	56 days
35788	2019-08-29	Susan Sage	SR	Lisa Darling	2019-09-13	36 days
35507	2019-08-14	Eoin O'Carroll	Inc	Maurice Coleman	2019-08-21	51 days
35390	2019-08-09	Susan Sherwood	SR	Sean Austin	2019-08-23	56 days
35601	2019-08-20	Emily Sander	Inc	Sean Austin	2019-08-20	45 days
35810	2019-08-30	Alison Kobierski	SR	Sean Austin	2019-09-27	35 days
35376	2019-08-08	BJ Thompson	SR	Timothy Malone	2019-08-22	57 days

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Group 3: Aged up to 30 Days - 61 tickets 24.6 % 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	23 days
36487	2019-09-26	Allyson Lazar	Inc	Ben Chase	2019-10-10	8 days
36409	2019-09-24	Susan Sherwood	SR	Carlos Alvarez	2019-10-08	10 days
36425	2019-09-24	Stacy Shapiro	SR	Carlos Alvarez	2019-10-09	10 days
36461	2019-09-25	Jack Train	Inc	Carlos Alvarez	2019-10-02	9 days
36456	2019-09-25	Frederick Telschow	SR	Carrie Clayton	2019-10-09	9 days
36216	2019-09-18	Linda Zanoni	SR	David Palefsky	2019-10-02	16 days
36265	2019-09-19	Tad Blake-Weber	Inc	David Palefsky	2019-09-23	15 days
36328	2019-09-20	Tad Blake-Weber	Inc	David Palefsky	2019-09-20	14 days
36338	2019-09-23	BJ Thompson	SR	David Palefsky	2019-10-07	11 days
35872	2019-09-04	Alison Kobierski	SR	Emily Hunt	2019-09-18	30 days

ID	Created	Customer	Type	Owner	Due	Duration
35887	2019-09-04	Diane Bradbury	Inc	Emily Hunt	2019-09-06	30 days
35910	2019-09-05	Alison Kobierski	SR	Emily Hunt	2019-09-19	29 days
36063	2019-09-11	Stacy Shapiro	SR	Emily Hunt	2019-09-25	23 days
36420	2019-09-24	Alison Kobierski	SR	Emily Hunt	2019-10-08	10 days
36416	2019-09-24	Joshua Christian	Inc	Emily Moreno	2019-09-26	10 days
36449	2019-09-25	Emily Moreno	SR	Emily Moreno	2019-10-09	9 days
36023	2019-09-10	Christine Nacewicz	Inc	Ian Blaquiere	2019-09-12	24 days
36182	2019-09-17	Christine Nacewicz	Inc	Ian Blaquiere	2019-09-19	17 days
36233	2019-09-18	Tad Blake-Weber	SR	John Pisini	2019-10-02	16 days
35918	2019-09-05	Wendy Prugh	Inc	Kami Evarts	2019-09-10	29 days
35964	2019-09-09	Jason Hunsberger	SR	Kami Evarts	2019-09-23	25 days
36002	2019-09-09	Laura Skarie	SR	Kami Evarts	2019-09-24	25 days
36052	2019-09-11	Barbara Sprague	SR	Kami Evarts	2019-09-25	23 days
36053	2019-09-11	Tony Veidelis	SR	Kami Evarts	2019-09-30	23 days
36098	2019-09-12	Deb Sherwood	SR	Kami Evarts	2019-09-26	22 days
36369	2019-09-23	Ryan Hichens	SR	Kami Evarts	2019-10-07	11 days
36370	2019-09-23	Ryan Hichens	SR	Kami Evarts	2019-10-07	11 days
35870	2019-09-04	Geoffrey Hibbs	Inc	Lisa Darling	2019-09-04	30 days
36141	2019-09-16	Kanoe Wagner	SR	Lisa Darling	2019-09-30	18 days
36210	2019-09-17	Holly Bolon	SR	Lisa Darling	2019-10-01	17 days
36224	2019-09-18	Celeste Marble	SR	Lisa Darling	2019-10-02	16 days
36302	2019-09-20	Gabriella Burns	SR	Lisa Darling	2019-10-04	14 days
36312	2019-09-20	Stefanie Aimonetti	SR	Lisa Darling	2019-10-04	14 days
36327	2019-09-20	Howard LaFranchi	SR	Lisa Darling	2019-10-07	14 days
36354	2019-09-23	Nathanael Albins	SR	Lisa Darling	2019-10-07	11 days

ID	Created	Customer	Type	Owner	Due	Duration
36380	2019-09-24	Tony J. Lobl	SR	Lisa Darling	2019-10-08	10 days
36049	2019-09-11	Celeste Marble	SR	Maurice Coleman	2019-09-25	23 days
36073	2019-09-11	Todd Schauman	SR	Maurice Coleman	2019-09-26	23 days
36212	2019-09-17	Todd Schauman	Inc	Maurice Coleman	2019-09-20	17 days
36443	2019-09-25	Deb Sherwood	SR	Maurice Coleman	2019-10-09	9 days
36482	2019-09-26	BJ Thompson	SR	Morgan Anderson	2019-10-10	8 days
36008	2019-09-10	Brian Abbott	SR	New Hire - Transfer - Exit	2019-09-24	24 days
36034	2019-09-11	Brooke Ten Eyck	Inc	Paul Doherty	2019-09-24	23 days
36101	2019-09-12	Kami Evarts	SR	Paul Doherty	2019-09-26	22 days
36432	2019-09-25	Susanne Smith	Inc	Paul Doherty	2019-10-08	9 days
36440	2019-09-25	Ken Baughman	SR	Paul Doherty	2019-10-09	9 days
36111	2019-09-13	Clayton Jones	SR	Sean Austin	2019-09-27	21 days
36118	2019-09-13	Jasmine Holzworth	Inc	Sean Austin	2019-09-17	21 days
36163	2019-09-16	Joshua Christian	SR	Sean Austin	2019-09-30	18 days
36279	2019-09-19	Jasmine Holzworth	SR	Sean Austin	2019-10-03	15 days
36285	2019-09-19	Heather Gregory	SR	Sean Austin	2019-10-03	15 days
36292	2019-09-19	Fiona Blair	Inc	Sean Austin	2019-09-24	15 days
36334	2019-09-22	Bonnie Mansfield	SR	Sean Austin	2019-10-04	12 days
36374	2019-09-23	Mary Ann Lomascolo	SR	Sean Austin	2019-10-07	11 days
36395	2019-09-24	Geoffrey Hibbs	Inc	Sean Austin	2019-09-26	10 days
36433	2019-09-25	Christine Nacewicz	SR	Sean Austin	2019-10-09	9 days
36437	2019-09-25	Jonathan James	Inc	Sean Austin	2019-09-27	9 days
36451	2019-09-25	Jonathan James	SR	Timothy Malone	2019-10-09	9 days
36184	2019-09-17	Christina Henderson	SR	NA	2019-10-01	17 days
36318	2019-09-20	Christina Henderson	SR	NA	2019-10-04	14 days

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Group 4: Aged 1 Week or Less - 63 tickets 25.4 % of total

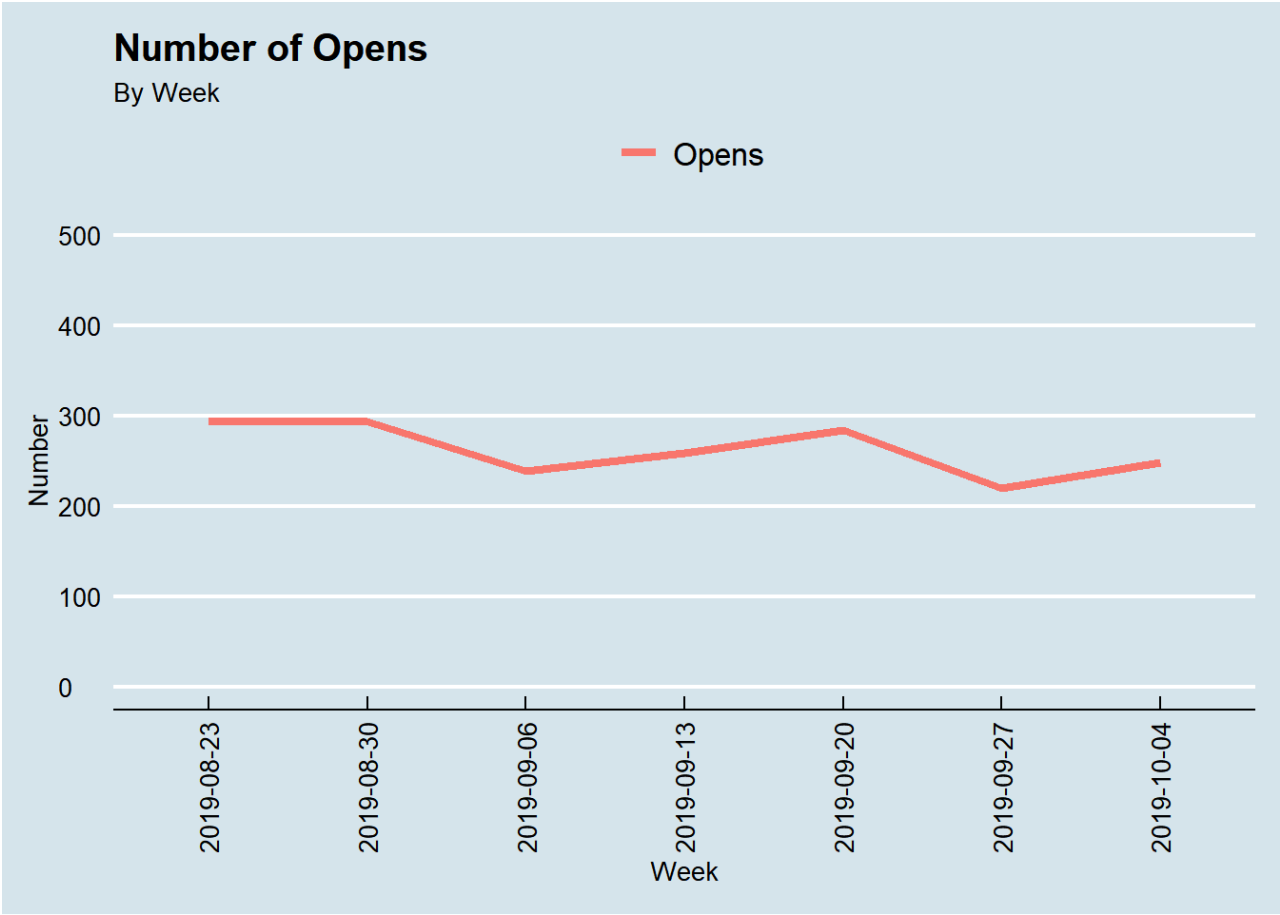
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ID	Created	Customer	Type	Owner	Due	Duration
36640	2019-10-03	Stefanie Aimonetti	SR	Austin Kingsbery	2019-10-18	1 days
36627	2019-10-02	Julie Cam	SR	Carlos Alvarez	2019-10-18	2 days
36527	2019-09-30	Kristen Hafford	SR	Carrie Clayton	2019-10-15	4 days
36659	2019-10-03	BJ Thompson	SR	Fred Telschow	2019-10-18	1 days
36575	2019-10-01	Carrie Clayton	SR	Ian Blaquiere	2019-10-16	3 days
36626	2019-10-02	Stacy Shapiro	SR	Ian Blaquiere	2019-10-17	2 days
36649	2019-10-03	Alex Griffin	SR	Ian Blaquiere	2019-10-18	1 days
36632	2019-10-02	Francine Kiefer	SR	Kami Evarts	2019-10-18	2 days
36639	2019-10-03	Frederick Telschow	SR	Kami Evarts	2019-10-18	1 days
36677	2019-10-04	Lily Mui	SR	Kami Evarts	2019-10-21	0 days
36499	2019-09-28	ChurchtestE	SR	Lisa Darling	2019-10-11	6 days
36515	2019-09-30	Marie Palladino	SR	Lisa Darling	2019-10-15	4 days
36517	2019-09-30	Erin McNeill	Inc	Lisa Darling	2019-10-02	4 days
36534	2019-09-30	Amy J. Richmond	Inc	Lisa Darling	2019-10-02	4 days
36581	2019-10-01	Lisa Darling	SR	Lisa Darling	2019-10-16	3 days
36586	2019-10-01	Stacy Shapiro	SR	Lisa Darling	2019-10-16	3 days
36618	2019-10-02	Celeste Marble	SR	Lisa Darling	2019-10-17	2 days
36655	2019-10-03	Haide Bolanos	SR	Lisa Darling	2019-10-18	1 days
36666	2019-10-03	Chaylee Bruce	SR	Lisa Darling	2019-10-21	1 days
36612	2019-10-02	ChurchtestE	SR	Maurice Coleman	2019-10-17	2 days
36638	2019-10-03	ChurchtestE	SR	Maurice Coleman	2019-10-18	1 days
36660	2019-10-03	Ken Baughman	Inc	Maurice Coleman	2019-10-07	1 days
36678	2019-10-04	Ryan Hichens	SR	Maurice Coleman	2019-10-21	0 days

ID	Created	Customer	Type	Owner	Due	Duration
36611	2019-10-02	BJ Thompson	Inc	Morgan Anderson	2019-10-02	2 days
36591	2019-10-01	Bryan Ashley	SR	Paul Doherty	2019-10-16	3 days
36622	2019-10-02	Stacy Shapiro	SR	Paul Doherty	2019-10-17	2 days
36662	2019-10-03	Eric Bashor	SR	Paul Doherty	2019-10-18	1 days
36596	2019-10-01	Leslie Crecelius	SR	Ryan Hichens	2019-10-16	3 days
36576	2019-10-01	Brooke Ten Eyck	SR	Sean Austin	2019-10-16	3 days
36585	2019-10-01	Anna Reynolds	Inc	Sean Austin	2019-10-03	3 days
36621	2019-10-02	Jenny Sinatra	SR	Sean Austin	2019-10-17	2 days
36629	2019-10-02	Conrad Heath	Inc	Sean Austin	2019-10-07	2 days
36633	2019-10-02	Jeremy Jarvis	SR	Sean Austin	2019-10-18	2 days
36634	2019-10-02	Luisella Jaques-Deraney	SR	Sean Austin	2019-10-18	2 days
36525	2019-09-30	Jonathan James	SR	Systems User	2019-10-15	4 days
36648	2019-10-03	Alex Griffin	SR	Timothy Malone	2019-10-18	1 days
36497	2019-09-28	Customer Not Found	Inc	To Be Deleted	2019-10-01	6 days
36509	2019-09-30	Cristina Gudiño López	Inc	To Be Deleted	2019-10-02	4 days
36514	2019-09-30	Marie Palladino	SR	To Be Deleted	2019-10-15	4 days
36533	2019-09-30	Customer Not Found	Inc	To Be Deleted	2019-10-02	4 days
36561	2019-10-01	Customer Not Found	Inc	To Be Deleted	2019-10-03	3 days
36604	2019-10-02	Customer Not Found	Inc	To Be Deleted	2019-10-04	2 days
36636	2019-10-03	Customer Not Found	Inc	To Be Deleted	2019-10-07	1 days
36641	2019-10-03	Customer Not Found	Inc	To Be Deleted	2019-10-07	1 days
36674	2019-10-04	Customer Not Found	Inc	To Be Deleted	2019-10-08	0 days
36537	2019-09-30	Glynis Gordon	SR	NA	2019-10-15	4 days
36608	2019-10-02	Lauren Nofsinger	Inc	NA	2019-10-04	2 days
36642	2019-10-03	Enterprise ZipCodeDownload	Inc	NA	2019-10-07	1 days

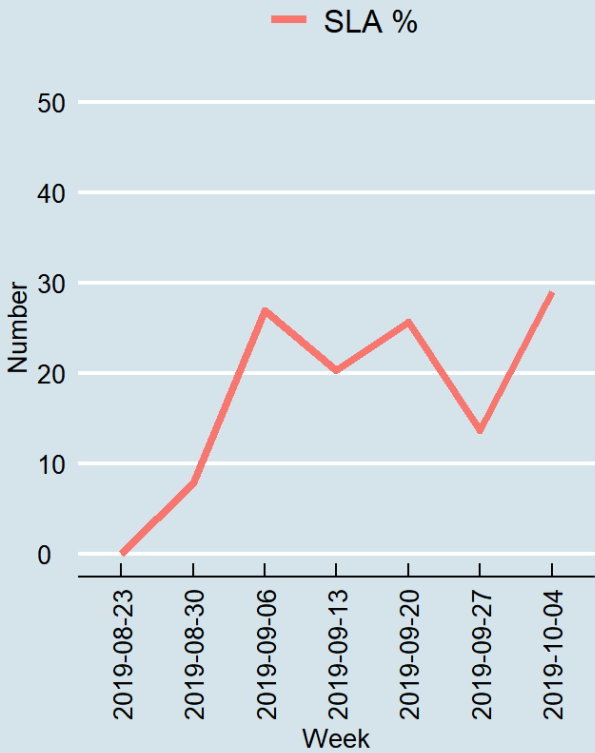
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36647	2019-10-03	Austin Kingsbery	SR	NA	2019-10-18	1 days
36661	2019-10-03	Susan Sherwood	Inc	NA	2019-10-07	1 days
36635	2019-10-03	ChurchtestE	SR	NA	2019-10-18	1 days
36663	2019-10-03	A.J. Kiser	SR	NA	2019-10-21	1 days
36664	2019-10-03	Race Brandt	Inc	NA	2019-10-08	1 days
36665	2019-10-03	Customer Not Found	Inc	NA	2019-10-08	1 days
36667	2019-10-04	Customer Not Found	Inc	NA	2019-10-08	0 days
36673	2019-10-04	Jeffrey Aimonetti	Inc	NA	2019-10-08	0 days
36675	2019-10-04	Jonathan James	SR	NA	2019-10-21	0 days
36676	2019-10-04	Ken Baughman	Inc	NA	2019-10-08	0 days
36680	2019-10-04	Kathryn Doerksen	Inc	NA	2019-10-08	0 days
36682	2019-10-04	Customer Not Found	Inc	NA	2019-10-08	0 days
36684	2019-10-04	William James	SR	NA	2019-10-21	0 days
36685	2019-10-04	Frederick Telschow	SR	NA	2019-10-21	0 days
36681	2019-10-04	Moises Silva	Inc	NA	2019-10-08	0 days

Part 2: Graphics



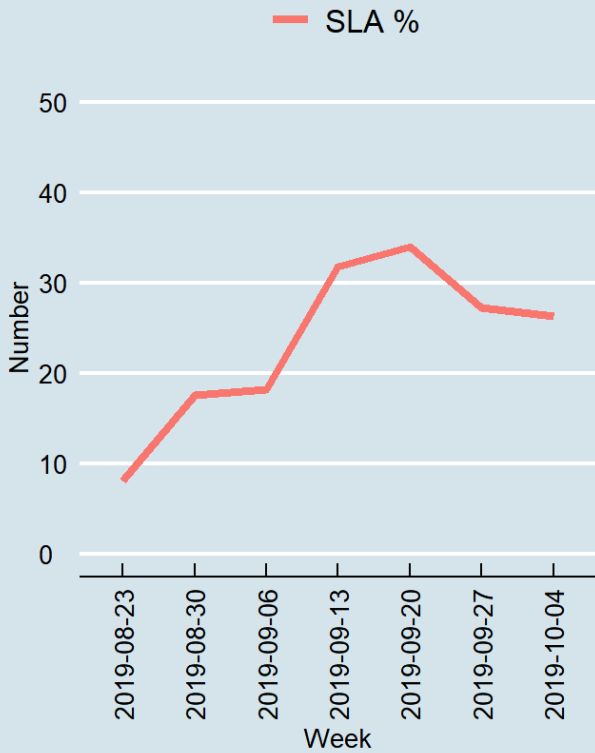
% Incidents Meeting SLA

By Week



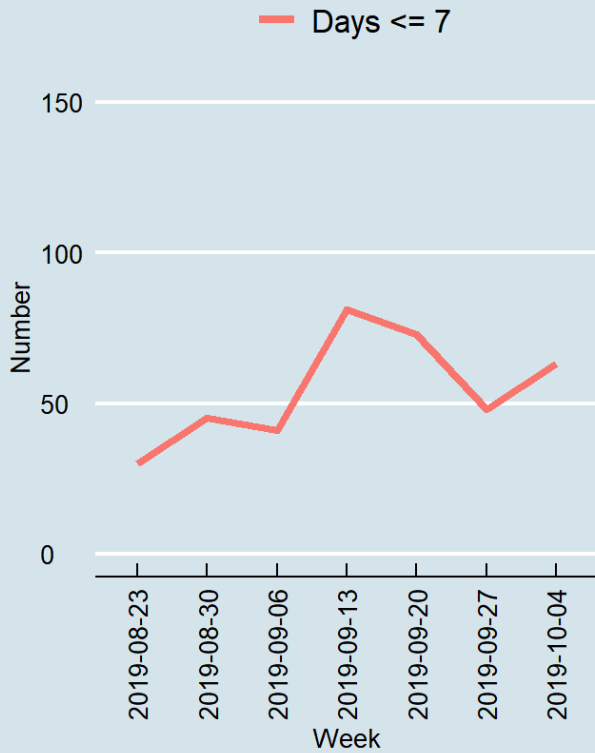
% SRs Meeting SLA

By Week



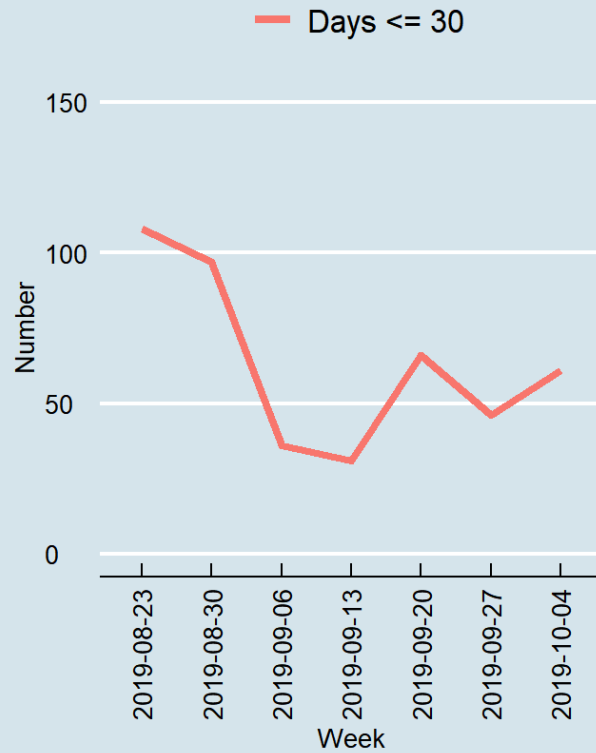
Tickets Open 7 Days or Less

By Week



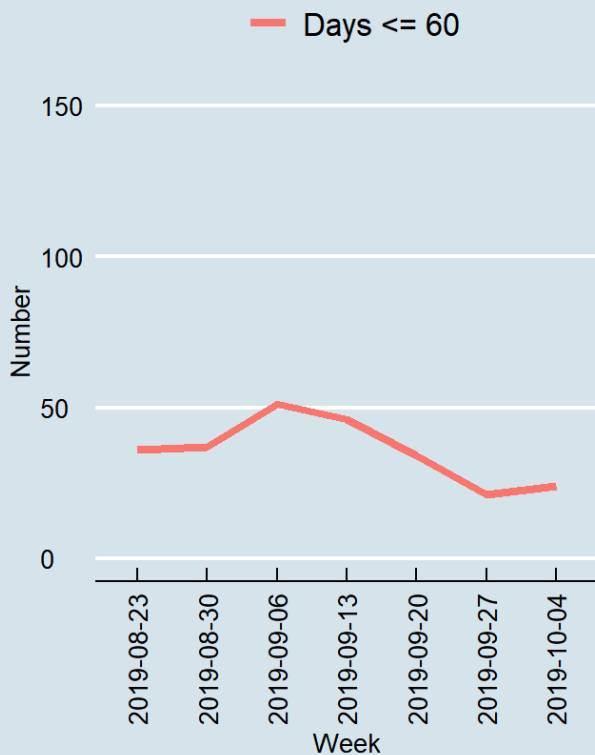
Tickets Open 8 to 30 Days

By Week



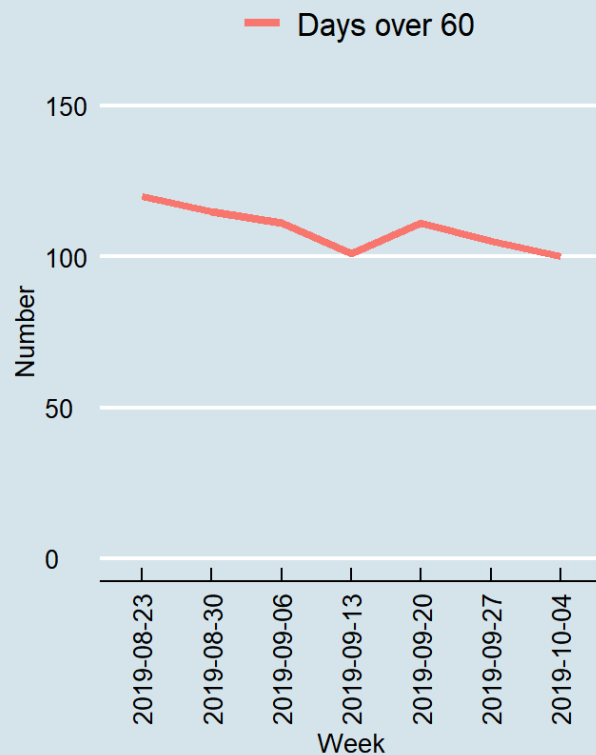
Tickets Open 31 to 60 Days

By Week



Tickets Open Over 60 Days

By Week



End of Report