```
Macro for Response Time Reports

Sub WNTResponseTime()
'
'
'Set Filter and Get pivot data for WNT
'AC = Last column,
'AB = Second-to-last column
'Row 20 = Weighted row
'Row 19 = Last destination row
'Row 15 = First Destination row
'Row 14 = First Date row
'Row 7 = Last feature row
'Change File Name
'
'
Dim SD As Date
Dim ED As Date
Dim FD As String

'Date for File Name
FD = Format(Date, "yyyy-mm-dd")
'Start Date
SD = Date - 7
'End Date
ED = Date
'Save as
    ActiveWorkbook.SaveAs Filename:="T:\Product Support\Reporting\Response Time
Reports\SWAV response report " & FD & ".xlsx"
'Set date columns
    Range("AB14").Select
    ActiveCell.FormulaR1C1 = ED
    Range("AA14").Select
    ActiveCell.FormulaR1C1 = "=RC[1] - 7"
    Range("AA14").Select
    Selection.AutoFill Destination:=Range("B14:AA14"), Type:=xlFillDefault

    Worksheets("CUN").Activate
    Range("AC19").Select
    ActiveCell.FormulaR1C1 = ED
    Range("AB19").Select
    ActiveCell.FormulaR1C1 = "=RC[1] - 7"
    Range("AB19").Select
    Selection.AutoFill Destination:=Range("B19:AB19"), Type:=xlFillDefault
'Delete first column
    Worksheets("report").Activate
    Range("B15:B19").Select
    Selection.Delete Shift:=xlToLeft
```

```
    Worksheets("CUN").Activate
    Range("B20").Select
    Selection.Delete Shift:=xlToLeft
'Copy Format to last column
    Range("AB20").Select
    Selection.Copy
    Range("AC20").Select
    Selection.PasteSpecial Paste:=xlPasteFormats, Operation:=xlNone, _
        SkipBlanks:=False, Transpose:=False
    Application.CutCopyMode = False
    Worksheets("report").Activate
    Range("AA15").Select
    Selection.Copy
    Range("AB15:AB19").Select
    Selection.PasteSpecial Paste:=xlPasteFormats, Operation:=xlNone, _
        SkipBlanks:=False, Transpose:=False
    Application.CutCopyMode = False
'Set Pivot Table References
    Range("AA15").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Average of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTLAS time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("AA16").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Average of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTLAX time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("AA17").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Average of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTMCO time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("AA18").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Average of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTPHX time
of last
```

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test]"","[Query].[FullName]"","[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("AA19").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Average of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"","[Query].[CounterName].&[WNTRNO time
of last
test]"","[Query].[FullName]"","[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("S29").Select
    Worksheets("CUN").Activate
    Range("AB20").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Average of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"","[Query].[CounterName].&[WNTCUN time
of last
test]"","[Query].[FullName]"","[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
'Set Chart Range
    ActiveSheet.ChartObjects("chart 3").Activate
    With ActiveChart
        .SetSourceData Source:=Sheets(2).Range("A19:AC20"), _
            PlotBy:=xlRows
    End With
    Worksheets("report").Activate
    ActiveSheet.ChartObjects("chart 1").Activate
    With ActiveChart
        .SetSourceData Source:=Sheets(1).Range("A14:AA20"), _
            PlotBy:=xlRows
    End With
'Set Weighted Average Calculation
    Range("AB20").Select
    ActiveCell.FormulaR1C1 = "=SUMPRODUCT(R3C2:R7C2,R[-5]C:R[-1]C)"
    Selection.AutoFill Destination:=Range("B20:AB20"), Type:=xlFillDefault
'Set Title
    Range("A1").Select
    ActiveCell.FormulaR1C1 = "Availability Response Time" & "                " & SD
& " - " & ED
'Set Number of Tests
    Range("C3").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"","[Query].[CounterName].&[WNTLAS time
of last
test]"","[Query].[FullName]"","[Query].[FullName].&[TriseptAzureCloudTesting.Trise
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ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C4").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTLAX time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C5").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTMCO time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C6").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTPHX time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C7").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTRNO time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
'Change Active Workbook
    Windows("Copy of Performance times filtered v5.xlsm").Activate
'Set Filter date range
    ActiveWorkbook.SlicerCaches("Timeline_ColumnInLocalTime").TimelineState. _
        SetFilterDateRange SD, ED
'Refresh Pivot Data
    ActiveSheet.PivotTables("PivotTable1").PivotCache.Refresh
'Change Active Workbook back
     Windows("SWAV response report " & FD & ".xlsx").Activate
      Application.CutCopyMode = False
'Set Mean Response time column
    Range("AA15:AA19").Select
    Selection.Copy
    Range("D3").Select
    Selection.PasteSpecial Paste:=xlPasteValues, Operation:=xlNone, SkipBlanks _
```

```
        :=False, Transpose:=False
'Set Weighted Mean Column
    For i = 3 To 7
        Cells(i, 5).FormulaR1C1 = "=RC4 * RC2"
    Next i
    Cells(8, 5).FormulaR1C1 = "=sum(R3C5:R7C5)"
'Set Weighted Mean Column
    Range("C3").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTLAS time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C4").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTLAX time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C5").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTMCO time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C6").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTPHX time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
    Range("C7").Select
    ActiveCell.FormulaR1C1 = _
        "=GETPIVOTDATA(""[Measures].[Distinct Count of responsetime]"",'[Copy of
Performance times filtered
v5.xlsm]Sheet1'!RC2,""[Query].[CounterName]"",""[Query].[CounterName].&[WNTRNO time
of last
test]"",""[Query].[FullName]"",""[Query].[FullName].&[TriseptAzureCloudTesting.Trise
ptAzureCloudTestingClass:NAE-AUTOWEB01.Raven.local]"")"
```

```
'Copy/Paste All
    Cells.Select
    Cells.EntireColumn.AutoFit
    Selection.Copy
    Selection.PasteSpecial Paste:=xlPasteValues, Operation:=xlNone, SkipBlanks _
        :=False, Transpose:=False
    Range("Z18").Select
    Worksheets("CUN").Activate
    Cells.Select
    Cells.EntireColumn.AutoFit
    Selection.Copy
    Selection.PasteSpecial Paste:=xlPasteValues, Operation:=xlNone, SkipBlanks _
        :=False, Transpose:=False
    Range("Z18").Select
    Range("A1").Select
End Sub
```

Equation 1

Equation Components

Stage

=IF(OR('Full Set'!STAGE COLUMN="Stage 4-Prove",'Full Set'!STAGE COLUMN="Stage 5-Negotiate"),(IF('Full Set'!BUMP COLUMN<=4,1,(IF('Full Set'!BUMP COLUMN>4,-1,0)))),(IF(OR('Full Set'!STAGE COLUMN="Stage 0-Develop",'Full Set'!STAGE COLUMN="Stage 1-Create",'Full Set'!STAGE COLUMN="Stage 2-Qualify"),(IF('Full Set'!BUMP COLUMN<=0,1,(IF('Full Set'!BUMP COLUMN>=1,-2,0)))),(IF('Full Set'!BUMP COLUMN<=3,1,-1)))))

- Three Separate equations dependent on Stage
  - Stage 0 – 1
    - <= 0 – 1 Point
    - >=1 – -2 Point
  - Stage 3
    - <=3 – 1 Point
    - >3 – -1 Point
  - Stage 4 and 5
    - <=4 – 1 Point
    - >4 – -1 Point

Stage Duration

=IF(OR('Full Set'!STAGE COLUMN="Stage 4-Prove",'Full Set'!STAGE COLUMN="Stage 5-Negotiate"),IF('Full Set'!STAGE DURATION COLUMN<5,6,(IF('Full Set'!STAGE DURATION COLUMN<=10,4,0))),IF('Full Set'!STAGE DURATION COLUMN<5,8,(IF('Full Set'!STAGE DURATION COLUMN<=10,4,(IF('Full Set'!STAGE DURATION COLUMN<=20,0,(IF('Full Set'!STAGE DURATION COLUMN<=30,-4,(IF('Full Set'!STAGE DURATION COLUMN>30,-8)))))))))

- Two Separate equations for Stage Duration in days –
  - Stage 4 and 5 equation
    - If Stage Duration < 5 - 6 points
    - If Stage Duration <= 10 - 4 points
  - Else
    - < 5 – 8 Points
    - <= 10 – 4 Points
    - <= 20 – 0 Points
    - <= 30 – -4 Points
    - 30 – -8 Points

Total Age

=IF(OR('Full Set'!STAGE COLUMN="Stage 0-Plan",'Full Set'!STAGE COLUMN="Stage 1-Create",'Full Set'!STAGE COLUMN="Stage 2- Qualify"),IF('Full Set'!AGE COLUMN<=30,1,(IF('Full Set'!AGE COLUMN<=60,0,(IF('Full Set'!AGE COLUMN>60,-1,0))))),IF(OR('Full Set'!STAGE COLUMN="Stage 4-Prove",'Full Set'!STAGE COLUMN="Stage 5-Negotiate"),IF('Full Set'!AGE COLUMN<=22,5,(IF('Full Set'!AGE COLUMN<=36,0,(IF('Full Set'!AGE COLUMN<=70,0,(IF('Full Set'!AGE COLUMN>70,0)))))),(IF('Full Set'!AGE COLUMN<=20,3,(IF('Full Set'!AGE COLUMN<=60,0,(IF('Full Set'!AGE COLUMN<=100,0,-3))))))))

- Three equations for the Opportunity's age at time of snapshot in days
  - Stage 0-2
    - <=30 – 1 point
    - <= 60 – 0 points
    - >60 – -1 points
  - Stage 3
    - <=20 – 3 points
    - <= 60 – 0 points
    - >100 – -3 points
  - Stage 4 and 5
    - <=22 – 5 points
    - >22 – 0 points

Stage Bonus

=IF('Full Set'!STAGE COLUMN="Stage 5-Negotiate",3,(IF('Full Set'!STAGE COLUMN="Stage 4-Prove",0,(IF('Full Set'!STAGE COLUMN="Stage 3-Develop",0,0)))))

- Single equation for Stage Bonus
    - Stage 5 – Negotiate = 3 points

Opportunity Type

=IF(OR('Full Set'!TYPE COLUMN = "Additional Product", 'Full Set'!TYPE COLUMN = "New Customer"),-1, (IF(OR('Full Set'!TYPE COLUMN = "Manual Renewal",'Full Set'!TYPE COLUMN = "Professional Services (SOW)"), 1,0)))

- Single equation for Opportunity Type
    - -1 points for Additional Products and New Customers
    - 1 point for Manual Renewal and Professional Services

Adjusted Score

Bump Count + Stage Duration + Total Age + Stage Bonus + Opportunity Type

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Adjusted Category

IF(O:O>=14,"Green",IF(O:O>=8,"Yellow",(IF(O:O>=-4,"Orange","Red"))))

- Green >= 14 points
- Yellow >= 8 points
- Orange >= -2 points
- Red < -2 points

Intended Category meaning

- Green – 80% win rate (Currently 91%)
- Yellow – 30 % win rate (Currently 71%)
- Orange – 15% win rate (Currently 16%)
- Red – 5% win rate (Currently 6%)

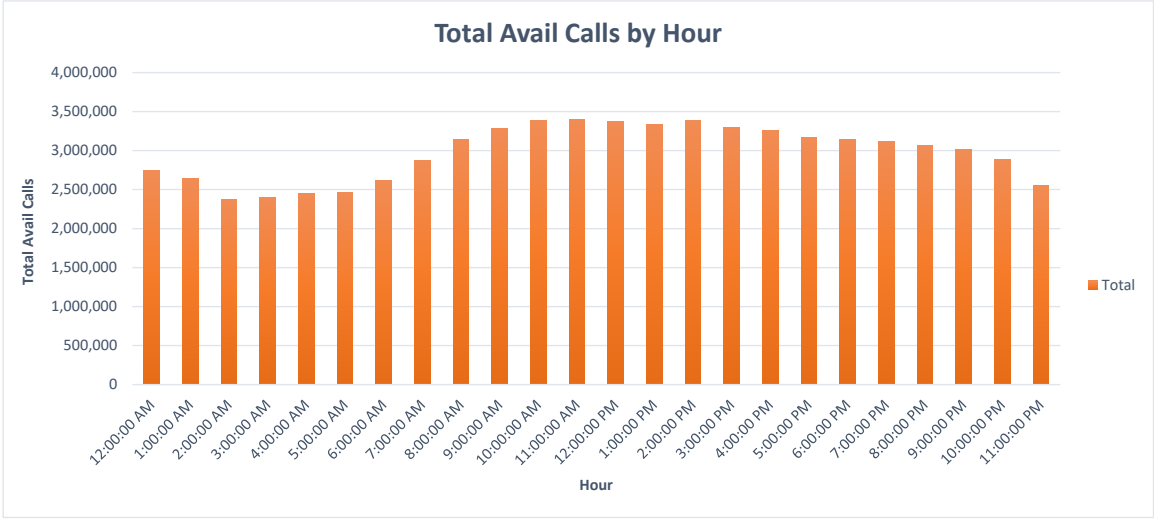
Avail Call Data for Week of 9/4

Total Avail Calls for Week of 9/4

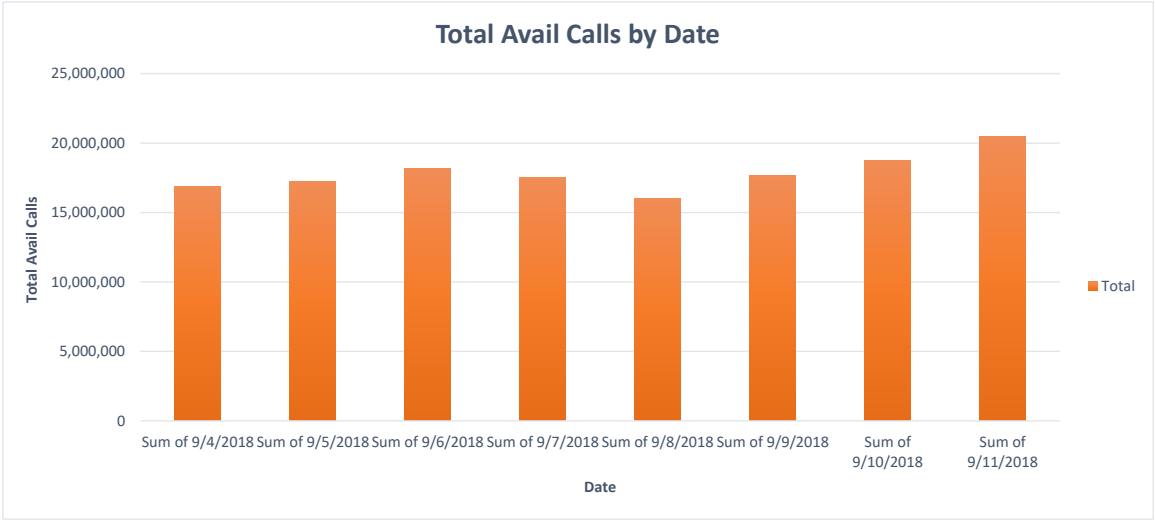
Time of Day	9/4/2018	9/5/2018	9/6/2018	9/7/2018	9/8/2018	9/9/2018	9/10/2018	9/11/2018	Total
12:00:00 AM	419,666.00	254,903.00	346,520.00	328,835.00	319,672.00	327,827.00	353,217.00	394,856.00	2,745,496.00
1:00:00 AM	405,083.00	223,339.00	348,161.00	302,503.00	314,203.00	298,312.00	366,804.00	385,068.00	2,643,473.00
2:00:00 AM	341,817.00	231,289.00	311,652.00	289,538.00	282,430.00	285,345.00	303,896.00	328,913.00	2,374,880.00
3:00:00 AM	293,735.00	215,863.00	331,508.00	301,619.00	292,937.00	303,892.00	335,712.00	320,686.00	2,395,952.00
4:00:00 AM	315,160.00	253,161.00	314,645.00	326,511.00	267,119.00	282,573.00	351,457.00	345,453.00	2,456,079.00
5:00:00 AM	330,676.00	250,468.00	316,759.00	314,651.00	289,049.00	281,643.00	351,960.00	332,646.00	2,467,852.00
6:00:00 AM	344,741.00	244,868.00	355,821.00	324,988.00	316,474.00	292,876.00	324,796.00	409,694.00	2,614,258.00
7:00:00 AM	353,956.00	311,923.00	378,725.00	349,130.00	340,867.00	335,026.00	380,234.00	424,741.00	2,874,602.00
8:00:00 AM	371,062.00	399,590.00	387,001.00	385,825.00	374,249.00	357,505.00	427,321.00	442,896.00	3,145,449.00
9:00:00 AM	337,833.00	428,365.00	406,078.00	412,127.00	377,552.00	419,153.00	448,969.00	452,410.00	3,282,487.00
10:00:00 AM	373,340.00	411,246.00	412,260.00	450,433.00	393,475.00	407,188.00	465,667.00	467,138.00	3,380,747.00
11:00:00 AM	363,957.00	421,420.00	435,763.00	456,441.00	370,794.00	411,600.00	466,999.00	469,067.00	3,396,041.00
12:00:00 PM	374,984.00	463,944.00	449,164.00	441,233.00	350,300.00	411,420.00	396,532.00	481,737.00	3,369,314.00
1:00:00 PM	380,447.00	459,234.00	457,052.00	414,754.00	352,581.00	410,487.00	388,122.00	476,354.00	3,339,031.00
2:00:00 PM	383,153.00	473,271.00	454,554.00	428,240.00	341,580.00	422,310.00	395,702.00	485,608.00	3,384,418.00
3:00:00 PM	379,649.00	388,322.00	452,177.00	415,524.00	345,683.00	441,509.00	405,902.00	466,661.00	3,295,427.00
4:00:00 PM	361,884.00	443,209.00	432,860.00	414,579.00	334,826.00	432,453.00	372,605.00	467,906.00	3,260,322.00
5:00:00 PM	379,202.00	423,722.00	404,865.00	380,926.00	337,597.00	400,708.00	380,893.00	456,772.00	3,164,685.00
6:00:00 PM	385,081.00	415,546.00	377,117.00	367,028.00	339,619.00	398,051.00	417,833.00	440,649.00	3,140,924.00
7:00:00 PM	356,890.00	396,951.00	377,015.00	358,002.00	356,929.00	404,346.00	401,621.00	466,829.00	3,118,583.00
8:00:00 PM	338,456.00	396,941.00	361,441.00	343,360.00	340,282.00	383,355.00	415,343.00	486,533.00	3,065,711.00
9:00:00 PM	329,897.00	405,189.00	351,085.00	333,449.00	335,035.00	374,499.00	406,037.00	473,822.00	3,009,013.00
10:00:00 PM	279,279.00	363,742.00	328,515.00	318,634.00	347,253.00	394,950.00	390,900.00	458,088.00	2,881,361.00
11:00:00 PM	239,727.00	337,601.00	302,575.00	318,869.00	298,625.00	340,687.00	415,895.00	300,892.00	2,554,871.00
Total	**8,439,675.00**	**8,614,107.00**	**9,093,313.00**	**8,777,199.00**	**8,019,131.00**	**8,817,715.00**	**9,364,417.00**	**10,235,419.00**	**71,360,976.00**
Max	**419,666.00**	**473,271.00**	**457,052.00**	**456,441.00**	**393,475.00**	**441,509.00**	**466,999.00**	**486,533.00**	**3,594,946.00**
Average 9-5	**370,494.33**	**434,748.11**	**433,863.67**	**423,806.33**	**356,043.11**	**417,425.33**	**413,487.89**	**469,294.78**	**3,319,163.56**
Rank	**34**	**30**	**10**	**25**	**57**	**21**	**4**	**2**	**-**
Average Total for Day of Week	**6,648,383.62**	**6,373,990.33**	**6,462,627.54**	**6,514,420.62**	**6,283,548.37**	**6,460,649.60**	**6,673,040.04**	**6,648,383.62**	**-**
Average Max	**356,014.31**	**346,321.73**	**343,167.90**	**350,349.79**	**334,007.42**	**340,947.52**	**356,874.77**	**356,014.31**	**-**
Average 9-5 for Day of Week	**325,875.34**	**316,865.40**	**315,301.31**	**320,855.89**	**303,448.81**	**314,259.77**	**325,830.30**	**325,875.34**	**-**
Average Rank for Day of Week	**174.89**	**189.68**	**184.16**	**180.57**	**195.75**	**183.54**	**172.45**	**174.89**	**-**

Avail Call Data for Week of 9/4

Row Labels	Sum of Total
12:00:00 AM	2,745,496
1:00:00 AM	2,643,473
2:00:00 AM	2,374,880
3:00:00 AM	2,395,952
4:00:00 AM	2,456,079
5:00:00 AM	2,467,852
6:00:00 AM	2,614,258
7:00:00 AM	2,874,602
8:00:00 AM	3,145,449
9:00:00 AM	3,282,487
10:00:00 AM	3,380,747
11:00:00 AM	3,396,041
12:00:00 PM	3,369,314
1:00:00 PM	3,339,031
2:00:00 PM	3,384,418
3:00:00 PM	3,295,427
4:00:00 PM	3,260,322
5:00:00 PM	3,164,685
6:00:00 PM	3,140,924
7:00:00 PM	3,118,583
8:00:00 PM	3,065,711
9:00:00 PM	3,009,013
10:00:00 PM	2,881,361
11:00:00 PM	2,554,871
Grand Total	**71,360,976**



Values	
Sum of 9/4/2018	16,879,350
Sum of 9/5/2018	17,228,214
Sum of 9/6/2018	18,186,626
Sum of 9/7/2018	17,554,398
Sum of 9/8/2018	16,038,262
Sum of 9/9/2018	17,635,430
Sum of 9/10/2018	18,728,834
Sum of 9/11/2018	20,470,838



Avail calls for Month of November

Time	1-Nov	2-Nov	3-Nov	4-Nov	5-Nov	6-Nov	7-Nov	8-Nov	9-Nov	10-Nov
7:00:00 AM	478	468	521	1,111	736	804	701	603	817	766
8:00:00 AM	903	789	1,015	1,255	1,036	948	939	998	967	881
9:00:00 AM	1,031	1,020	1,074	1,523	1,307	1,215	1,147	1,200	1,116	1,155
10:00:00 AM	1,247	1,094	1,039	1,384	1,414	1,251	1,178	1,110	999	1,068
11:00:00 AM	992	1,043	1,114	1,377	1,388	1,271	1,267	1,118	1,209	1,161
12:00:00 PM	1,187	973	1,020	1,459	1,318	1,434	1,294	1,100	1,080	1,090
1:00:00 PM	1,125	917	1,042	1,461	1,223	1,336	1,257	1,124	1,106	964
2:00:00 PM	878	765	1,141	1,435	1,249	1,188	1,290	1,028	961	1,042
3:00:00 PM	834	625	1,134	1,502	1,073	1,165	1,059	839	1,091	1,062
4:00:00 PM	766	602	1,145	1,470	1,035	969	872	1,015	946	926
5:00:00 PM	674	505	1,017	1,454	977	843	980	888	738	929
6:00:00 PM	798	470	1,027	1,545	1,091	828	1,047	894	728	876
7:00:00 PM	759	550	1,111	1,178	930	706	922	843	805	770
8:00:00 PM	886	588	1,107	1,012	708	610	541	632	641	563
Total	**12,558**	**10,409**	**14,507**	**19,166**	**15,485**	**14,568**	**14,494**	**13,392**	**13,204**	**13,253**

	Max Hour	Max Day	Average
# of Calls	2,039	23,299	1,066

Avail calls for Month of November

11-Nov	12-Nov	13-Nov	14-Nov	15-Nov	16-Nov	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov
748	639	625	681	613	697	807	816	742	664	607
986	1,020	1,004	872	827	902	1,003	955	982	943	694
1,250	1,123	1,177	1,084	1,059	1,118	1,058	1,257	1,202	935	852
1,237	1,350	1,238	1,204	1,094	1,137	999	1,592	1,252	1,067	829
1,281	1,359	1,312	1,181	1,096	1,165	1,070	1,957	1,369	1,097	955
1,206	1,587	1,495	1,343	1,097	1,029	1,007	2,039	1,361	1,112	1,008
1,293	1,562	1,235	1,204	1,145	1,111	976	1,866	1,296	1,280	1,041
1,327	1,348	1,226	1,159	1,134	1,028	869	1,787	1,336	1,108	839
1,353	1,299	1,208	1,405	1,522	1,012	876	1,810	1,206	981	952
1,176	1,230	1,121	1,042	1,264	950	1,010	1,740	1,025	796	692
1,267	1,108	1,137	983	1,139	895	882	1,836	1,015	882	687
1,325	1,105	1,198	1,200	1,171	956	1,031	1,961	1,297	936	758
1,137	1,165	1,041	1,373	1,357	980	1,086	1,865	1,435	1,074	809
895	841	807	1,305	1,378	1,011	1,064	1,818	1,425	1,060	923
16,481	**16,736**	**15,824**	**16,036**	**15,896**	**13,991**	**13,738**	**23,299**	**16,943**	**13,935**	**11,646**

Avail calls for Month of November

22-Nov	23-Nov	24-Nov	25-Nov	26-Nov	27-Nov	28-Nov	29-Nov	30-Nov	Average
5	776	596	698	648	664	572	629	639	662
3	973	888	1,018	942	986	882	918	854	913
4	1,177	1,053	1,254	1,242	1,175	1,112	1,084	943	1,098
4	1,350	1,226	1,351	1,332	1,267	1,326	1,393	980	1,167
392	1,203	1,046	1,219	1,481	1,245	1,185	1,340	985	1,196
896	1,162	1,009	1,223	1,667	1,391	1,223	1,240	1,072	1,237
899	1,125	1,092	1,263	1,550	1,304	1,345	998	916	1,202
886	1,011	1,001	1,348	1,510	1,175	1,276	1,010	893	1,142
785	918	987	1,490	1,299	1,066	1,041	901	732	1,108
772	1,016	997	1,357	1,293	1,006	936	766	731	1,022
681	1,056	940	1,273	1,187	791	873	801	791	974
736	1,010	1,112	1,448	1,422	1,008	1,111	922	787	1,060
855	1,198	1,186	1,678	1,735	1,161	1,326	1,170	818	1,101
836	1,273	1,251	1,578	1,737	1,228	1,322	1,338	841	1,041
7,754	**15,248**	**14,384**	**18,198**	**19,045**	**15,467**	**15,530**	**14,510**	**11,982**	

```
Macro for Case Status Report Formatting

Sub LmeDev()

'Save Workbook
Dim strTime As String

date_test = Date
strTime = Format(date_test, "dmmmyy")

'Saving the Workbook
ActiveWorkbook.SaveAs Filename:="T:\Product Support\Reporting\Customer Active Case
Status Reports\ALG\2019\ALG Development Case Status Report " & strTime,
FileFormat:=51


'
' Header_Footer Macro
' Add a Header and a Footer
'

'
    Application.PrintCommunication = False
    With ActiveSheet.PageSetup
        .PrintTitleRows = ""
        .PrintTitleColumns = ""
    End With
    Application.PrintCommunication = True
    ActiveSheet.PageSetup.PrintArea = ""
    Application.PrintCommunication = False
    With ActiveSheet.PageSetup
        .LeftHeader = ""
        .CenterHeader = Left(ActiveWorkbook.Name, Len(ActiveWorkbook.Name) - 5)
        .RightHeader = ""
        .LeftFooter = ""
        .CenterFooter = "Page &P of &N"
        .RightFooter = ""
        .LeftMargin = Application.InchesToPoints(0.7)
        .RightMargin = Application.InchesToPoints(0.7)
        .TopMargin = Application.InchesToPoints(0.75)
        .BottomMargin = Application.InchesToPoints(0.75)
        .HeaderMargin = Application.InchesToPoints(0.3)
        .FooterMargin = Application.InchesToPoints(0.3)
        .PrintHeadings = False
        .PrintGridlines = False
        .PrintComments = xlPrintNoComments
        .PrintQuality = 600
        .CenterHorizontally = False
```

```
        .CenterVertically = False
        .Orientation = xlLandscape
        .Draft = False
        .PaperSize = xlPaperLetter
        .FirstPageNumber = xlAutomatic
        .Order = xlDownThenOver
        .BlackAndWhite = False
        .Zoom = 100
        .PrintErrors = xlPrintErrorsDisplayed
        .OddAndEvenPagesHeaderFooter = False
        .DifferentFirstPageHeaderFooter = False
        .ScaleWithDocHeaderFooter = True
        .AlignMarginsHeaderFooter = True
        .EvenPage.LeftHeader.Text = ""
        .EvenPage.CenterHeader.Text = ""
        .EvenPage.RightHeader.Text = ""
        .EvenPage.LeftFooter.Text = ""
        .EvenPage.CenterFooter.Text = ""
        .EvenPage.RightFooter.Text = ""
        .FirstPage.LeftHeader.Text = ""
        .FirstPage.CenterHeader.Text = ""
        .FirstPage.RightHeader.Text = ""
        .FirstPage.LeftFooter.Text = ""
        .FirstPage.CenterFooter.Text = ""
        .FirstPage.RightFooter.Text = ""
    End With
    Application.PrintCommunication = True
'
' LME Development Case Status... Macro
'

'
    Range("F1").Select
    ActiveCell.FormulaR1C1 = "Comments"
    Range("G1").Select
    ActiveCell.FormulaR1C1 = "Type"
    Columns("H:H").Select
    Selection.NumberFormat = "dmmmyy"
    Columns("I:I").Select
    Selection.Insert Shift:=xlToRight, CopyOrigin:=xlFormatFromLeftOrAbove
    Range("I1").Select
    ActiveCell.FormulaR1C1 = "Age"
    Range("I2").Select
    ActiveCell.FormulaR1C1 = _
        "=IF(RC[3]<>""Resolved"",IF(RC[3]<>""""""",NOW()-RC[-1],""""""),""""""")"
    Range("I2").Select
    Selection.AutoFill Destination:=Range("I2:I350")
    Range("I2:I350").Select
```

```
    Columns("I:I").Select
    Selection.NumberFormat = "0"
    Cells.Select
    With Selection
        .HorizontalAlignment = xlGeneral
        .VerticalAlignment = xlTop
        .Orientation = 0
        .AddIndent = False
        .IndentLevel = 0
        .ShrinkToFit = False
        .ReadingOrder = xlContext
        .MergeCells = False
    End With
    With Selection
        .HorizontalAlignment = xlGeneral
        .VerticalAlignment = xlTop
        .WrapText = True
        .Orientation = 0
        .AddIndent = False
        .IndentLevel = 0
        .ShrinkToFit = False
        .ReadingOrder = xlContext
        .MergeCells = False
    End With
    ActiveWorkbook.Worksheets("LME Development Case
Status...").Sort.SortFields.Clear
    ActiveWorkbook.Worksheets("LME Development Case Status...").Sort.SortFields.Add
Key:=Range( _
        "K2:K500"), SortOn:=xlSortOnValues, Order:=xlAscending, DataOption:= _
        xlSortNormal
    ActiveWorkbook.Worksheets("LME Development Case Status...").Sort.SortFields.Add
Key:=Range( _
        "I2:I503"), SortOn:=xlSortOnValues, Order:=xlDescending, DataOption:= _
        xlSortNormal
    With ActiveWorkbook.Worksheets("LME Development Case Status...").Sort
        .SetRange Range("A1:N403")
        .Header = xlYes
        .MatchCase = False
        .Orientation = xlTopToBottom
        .SortMethod = xlPinYin
        .Apply
    End With
    Application.PrintCommunication = False
    With ActiveSheet.PageSetup
        .PrintTitleRows = "$1:$1"
        .PrintTitleColumns = ""
    End With
    Application.PrintCommunication = True
```

```
ActiveSheet.PageSetup.PrintArea = ""
Application.PrintCommunication = False
With ActiveSheet.PageSetup
    .LeftHeader = ""
    .CenterHeader = ""
    .RightHeader = ""
    .LeftFooter = ""
    .CenterFooter = ""
    .RightFooter = ""
    .LeftMargin = Application.InchesToPoints(0.7)
    .RightMargin = Application.InchesToPoints(0.7)
    .TopMargin = Application.InchesToPoints(0.75)
    .BottomMargin = Application.InchesToPoints(0.75)
    .HeaderMargin = Application.InchesToPoints(0.3)
    .FooterMargin = Application.InchesToPoints(0.3)
    .PrintHeadings = False
    .PrintGridlines = True
    .PrintComments = xlPrintSheetEnd
    .PrintQuality = 600
    .CenterHorizontally = False
    .CenterVertically = False
    .Orientation = xlLandscape
    .Draft = False
    .PaperSize = xlPaperLetter
    .FirstPageNumber = xlAutomatic
    .Order = xlDownThenOver
    .BlackAndWhite = False
    .Zoom = 100
    .PrintErrors = xlPrintErrorsDisplayed
    .OddAndEvenPagesHeaderFooter = False
    .DifferentFirstPageHeaderFooter = False
    .ScaleWithDocHeaderFooter = True
    .AlignMarginsHeaderFooter = True
    .EvenPage.LeftHeader.Text = ""
    .EvenPage.CenterHeader.Text = ""
    .EvenPage.RightHeader.Text = ""
    .EvenPage.LeftFooter.Text = ""
    .EvenPage.CenterFooter.Text = ""
    .EvenPage.RightFooter.Text = ""
    .FirstPage.LeftHeader.Text = ""
    .FirstPage.CenterHeader.Text = ""
    .FirstPage.RightHeader.Text = ""
    .FirstPage.LeftFooter.Text = ""
    .FirstPage.CenterFooter.Text = ""
    .FirstPage.RightFooter.Text = ""
End With
Application.PrintCommunication = True
With ActiveWindow
```

```
    .SplitColumn = 0
    .SplitRow = 1
End With
ActiveWindow.FreezePanes = True
Cells.FormatConditions.Delete
Cells.Select
Selection.FormatConditions.Add Type:=xlExpression, Formula1:= _
    "=$L1=""Resolved"""
Selection.FormatConditions(Selection.FormatConditions.Count).SetFirstPriority
With Selection.FormatConditions(1).Font
    .ThemeColor = xlThemeColorDark1
    .TintAndShade = -0.499984740745262
End With
Selection.FormatConditions(1).StopIfTrue = False
Application.PrintCommunication = False
With ActiveSheet.PageSetup
    .PrintTitleRows = "$1:$1"
    .PrintTitleColumns = ""
End With
Application.PrintCommunication = True
ActiveSheet.PageSetup.PrintArea = ""
Application.PrintCommunication = False
With ActiveSheet.PageSetup
    .LeftHeader = ""
    .CenterHeader = ""
    .RightHeader = ""
    .LeftFooter = ""
    .CenterFooter = ""
    .RightFooter = ""
    .LeftMargin = Application.InchesToPoints(0.7)
    .RightMargin = Application.InchesToPoints(0.7)
    .TopMargin = Application.InchesToPoints(0.75)
    .BottomMargin = Application.InchesToPoints(0.75)
    .HeaderMargin = Application.InchesToPoints(0.3)
    .FooterMargin = Application.InchesToPoints(0.3)
    .PrintHeadings = False
    .PrintGridlines = True
    .PrintComments = xlPrintSheetEnd
    .PrintQuality = 600
    .CenterHorizontally = False
    .CenterVertically = False
    .Orientation = xlLandscape
    .Draft = False
    .PaperSize = xlPaperLetter
    .FirstPageNumber = xlAutomatic
    .Order = xlDownThenOver
    .BlackAndWhite = False
    .Zoom = False
```

```
    .FitToPagesWide = 1
    .FitToPagesTall = 0
    .PrintErrors = xlPrintErrorsDisplayed
    .OddAndEvenPagesHeaderFooter = False
    .DifferentFirstPageHeaderFooter = False
    .ScaleWithDocHeaderFooter = True
    .AlignMarginsHeaderFooter = True
    .EvenPage.LeftHeader.Text = ""
    .EvenPage.CenterHeader.Text = ""
    .EvenPage.RightHeader.Text = ""
    .EvenPage.LeftFooter.Text = ""
    .EvenPage.CenterFooter.Text = ""
    .EvenPage.RightFooter.Text = ""
    .FirstPage.LeftHeader.Text = ""
    .FirstPage.CenterHeader.Text = ""
    .FirstPage.RightHeader.Text = ""
    .FirstPage.LeftFooter.Text = ""
    .FirstPage.CenterFooter.Text = ""
    .FirstPage.RightFooter.Text = ""
End With
Selection.RowHeight = 25.5
Application.PrintCommunication = True
Columns("A:A").Select
Columns("B:B").ColumnWidth = 11.71
Columns("B:B").ColumnWidth = 12.29
Columns("C:C").ColumnWidth = 8
Columns("C:C").ColumnWidth = 8.14
Columns("C:C").ColumnWidth = 9
Columns("C:C").ColumnWidth = 9.14
Columns("C:C").ColumnWidth = 8.71
Columns("D:F").Select
Selection.ColumnWidth = 28.29
Selection.ColumnWidth = 30.43
Selection.ColumnWidth = 32.86
Selection.ColumnWidth = 36
Selection.ColumnWidth = 36.29
Columns("G:G").ColumnWidth = 12.57
Columns("G:G").ColumnWidth = 11
Columns("G:G").ColumnWidth = 9
Columns("H:H").EntireColumn.AutoFit
Columns("I:I").EntireColumn.AutoFit
Columns("J:J").EntireColumn.AutoFit
Columns("K:K").EntireColumn.AutoFit
Range("A2").Select

Dim rng As Range
Set rng = ActiveSheet.Range("I2:I350")
```

```
    Dim i As Long
    For i = 1 To 349
        If rng.Cells(i, 1) = "" Then
           rng.Cells(i, 1).ClearContents
        End If
    Next i

     ActiveWorkbook.Worksheets("LME Development Case
Status...").Sort.SortFields.Clear
    ActiveWorkbook.Worksheets("LME Development Case Status...").Sort.SortFields.Add
Key:=Range( _
        "L2:L500"), SortOn:=xlSortOnValues, Order:=xlAscending, DataOption:= _
        xlSortNormal
    ActiveWorkbook.Worksheets("LME Development Case Status...").Sort.SortFields.Add
Key:=Range( _
        "I2:I500"), SortOn:=xlSortOnValues, Order:=xlDescending, DataOption:= _
        xlSortNormal
    With ActiveWorkbook.Worksheets("LME Development Case Status...").Sort
        .SetRange Range("A1:N500")
        .Header = xlYes
        .MatchCase = False
        .Orientation = xlTopToBottom
        .SortMethod = xlPinYin
        .Apply

        Columns("A:A").EntireColumn.AutoFit
    Columns("F:F").Select
         Selection.Replace What:="sent to development", Replacement:= _
        "Sent to Development", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:= _
        False, SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="Sent to development", Replacement:= _
        "Sent to Development", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:= _
        False, SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="sent to Development", Replacement:= _
        "Sent to Development", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:= _
        False, SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="fwd to Development", Replacement:= _
        "Sent to Development", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:= _
        False, SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="sent to Business Analyst", Replacement:= _
        "Sent to BA", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="sent to Ba", Replacement:= _
```

```
        "Sent to BA", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="sent to BA", Replacement:= _
        "Sent to BA", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="sent to Product Support", Replacement:= _
        "Sent to Product Support", Lookat:=xlPart, SearchOrder:=xlByRows,
MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="bf", Replacement:= _
        "Sent to Product Support", Lookat:=xlPart, SearchOrder:=xlByRows,
MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="Break/Fix.", Replacement:= _
        "Sent to Product Support", Lookat:=xlPart, SearchOrder:=xlByRows,
MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="Break/Fix", Replacement:= _
        "Sent to Product Support", Lookat:=xlPart, SearchOrder:=xlByRows,
MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

    Selection.Replace What:="Sent to a business analyst", Replacement:= _
        "Sent to BA", Lookat:=xlPart, SearchOrder:=xlByRows, MatchCase:=False, _
        SearchFormat:=False, ReplaceFormat:=False

        Range("A2").Select

        End With

    Columns("B:B").Select
    Selection.Insert Shift:=xlToRight, CopyOrigin:=xlFormatFromLeftOrAbove
    Range("B1").Select
    ActiveCell = "Reference Number"
    Range("B2").Select
    Selection.NumberFormat = "General"
    ActiveCell.Formula = "=IF(N2="""",a2,N2)"
    Range("B2").Select
    Selection.AutoFill Destination:=Range("B2:B" & Range("A" &
Rows.Count).End(xlUp).Row)
    Range("N:N,A:A").Select
    Range("A1").Activate
    Selection.EntireColumn.Hidden = True
```

```
    Sheets("LME Development Case Status...").Select
    Sheets("LME Development Case Status...").Name = "ALG Development Case Status..."

End Sub
```