Monthly Request Management System (RMS) Metrics Dashboard
Trailing 12 Month Trends

Requests Opened and Closed

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Requests Type

- General Inquiry
- Settlement Dispute
- Project Inquiries
- ITP Submittals
- Order 1000

SLA Compliance %

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Average Time to Resolution -
By Request Type (Closed)

First Call Resolution
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results
Q2 2015 - Q2 2016

Satisfaction with RMS

Number of Respondents

Request Resolved?

Understanding Needs

RMS Dashboard_2016 Data

Last Updated: 9/8/2016