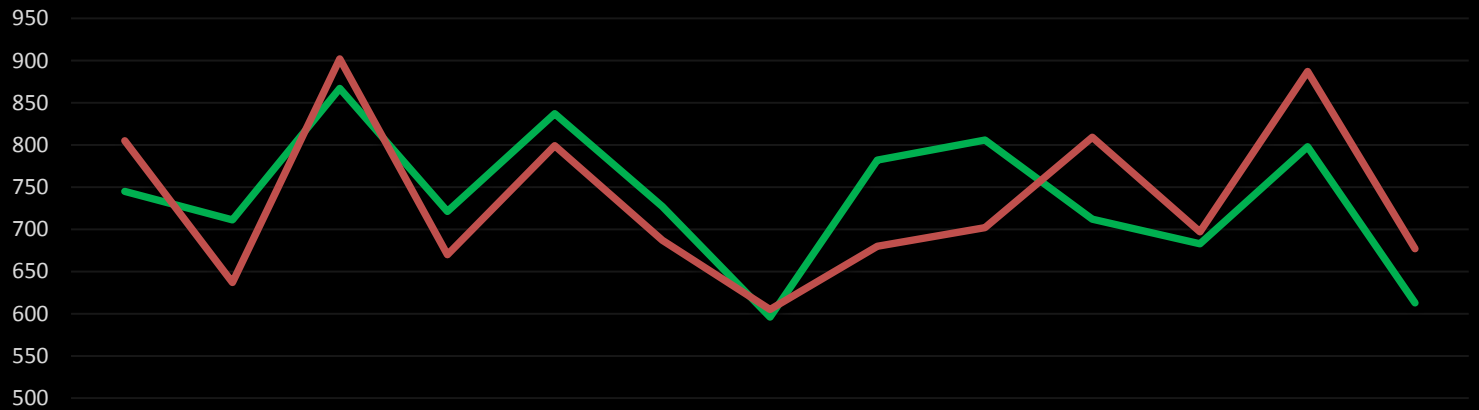


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

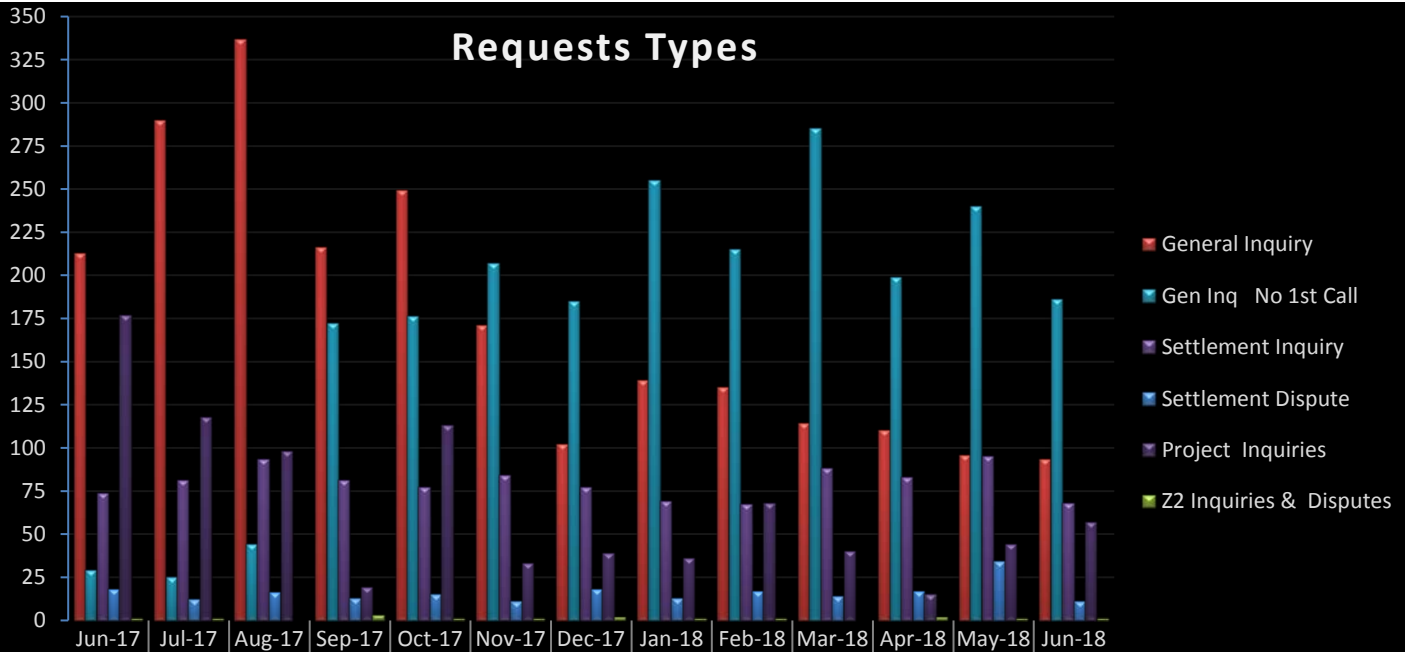
Reporting June 2018

Requests Opened and Closed



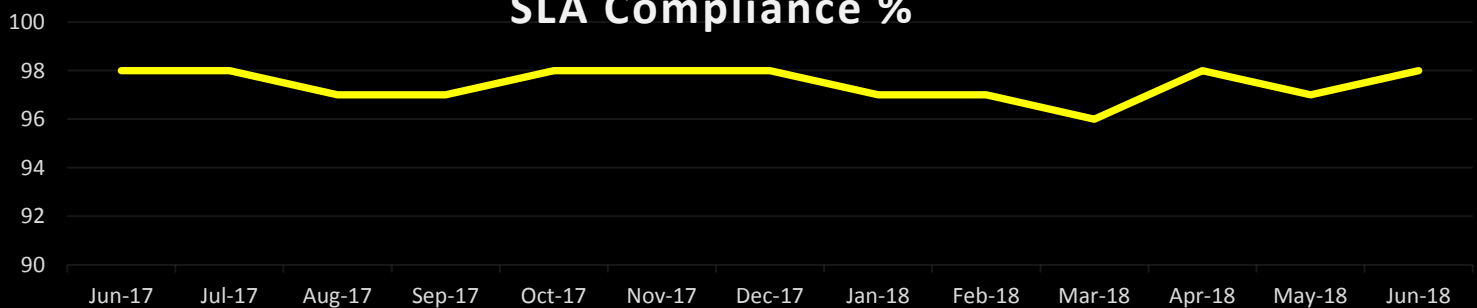
	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
Opened	745	711	867	721	837	727	596	782	806	712	683	798	613
Closed	805	637	902	670	799	687	605	680	702	809	697	887	677
Re-Opened	17	9	14	7	11	7	8	7	14	11	12	14	17

Requests Types

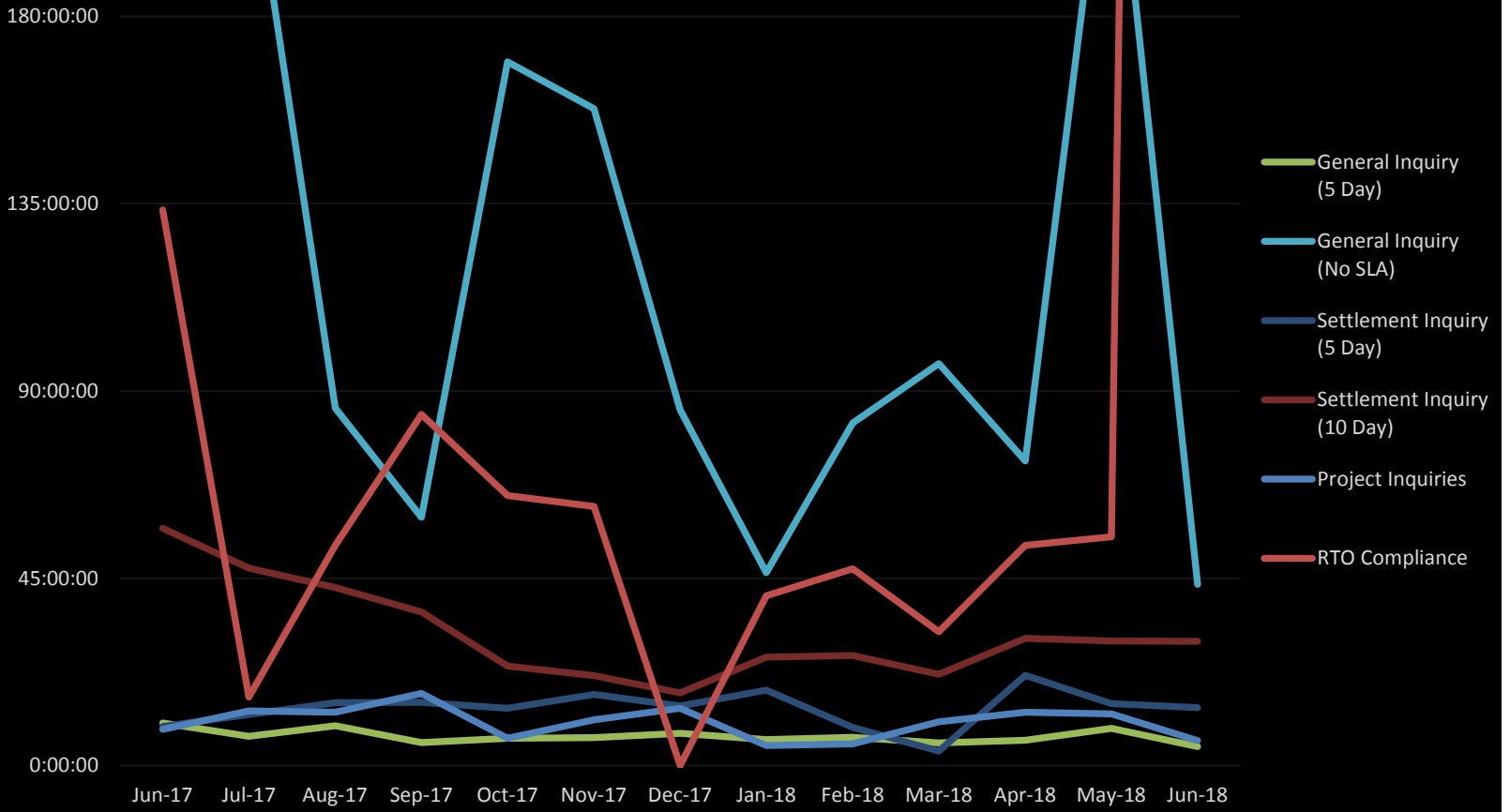


	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
General Inquiry	213	290	337	216	249	171	102	139	135	114	110	96	93
Gen Inq No 1st Call	29	25	44	172	176	207	185	255	215	285	199	240	186
Settlement Inquiry	74	81	93	81	77	84	77	69	67	88	83	95	68
Settlement Dispute	18	12	16	13	15	11	18	13	17	14	17	34	11
Project Inquiries	177	118	98	19	113	33	39	36	68	40	15	44	57
Z2 Inquiries & Disputes	1	1	0	3	1	1	2	1	1	0	2	1	1

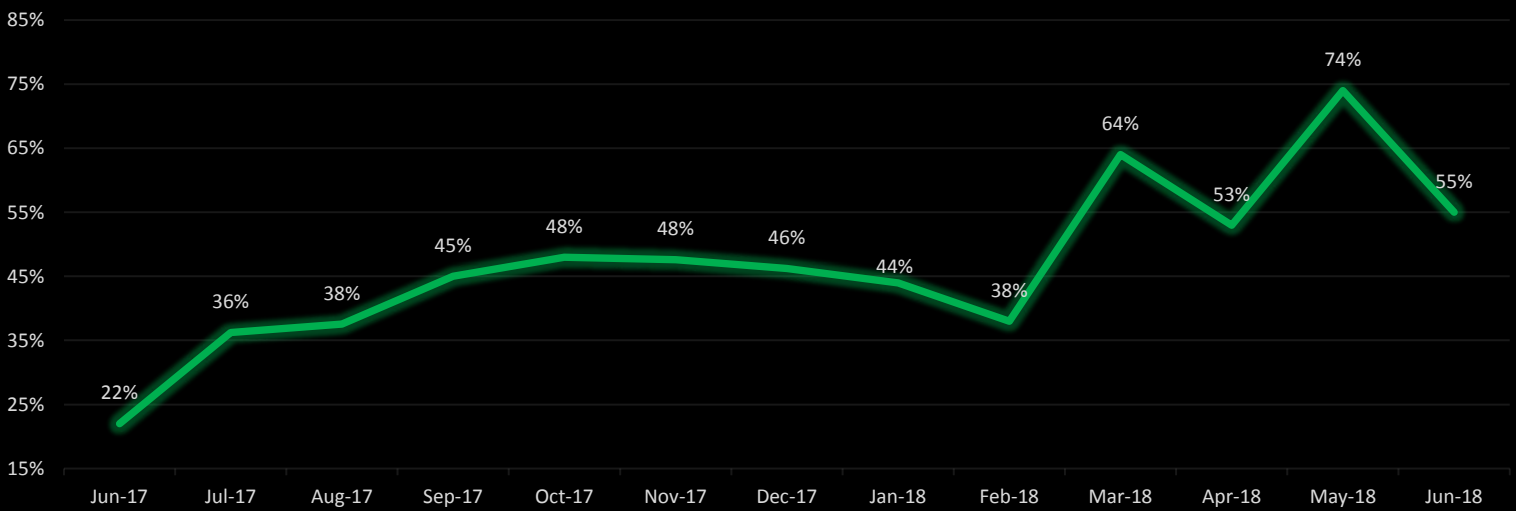
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



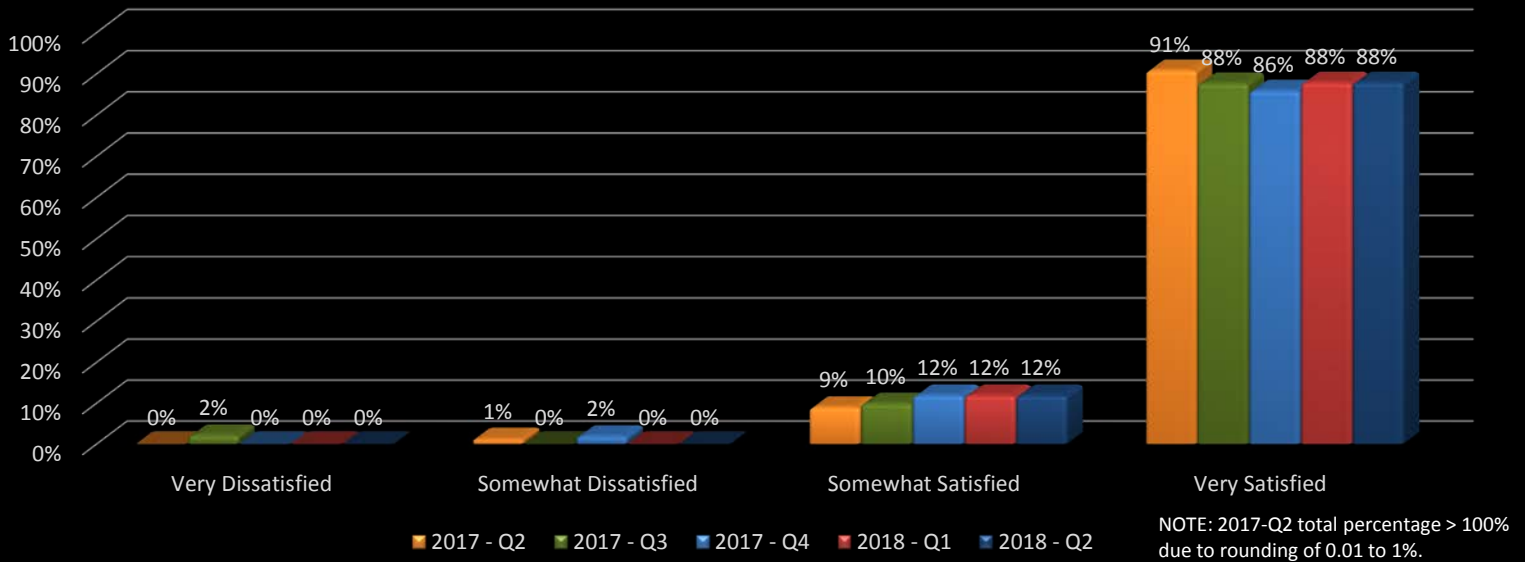
First Call Resolution



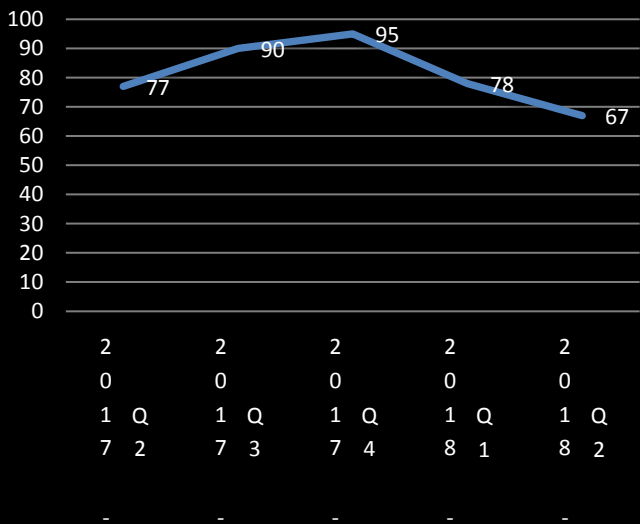
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q2 2017 - Q2 2018

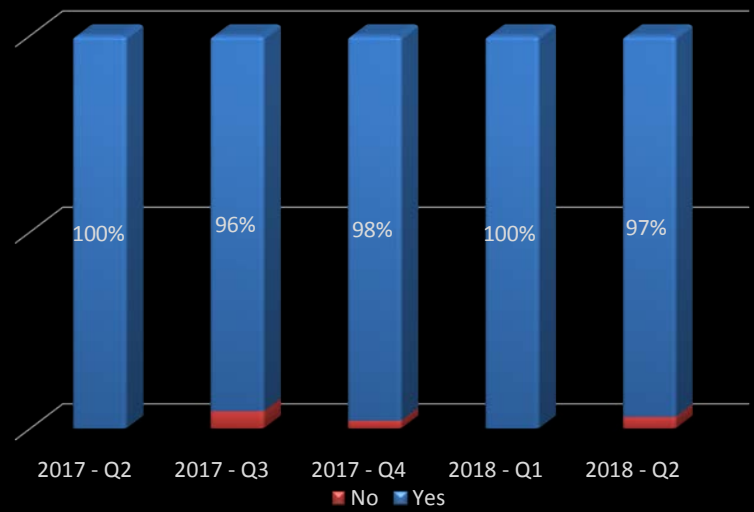
Satisfaction with RMS



Number of Respondents



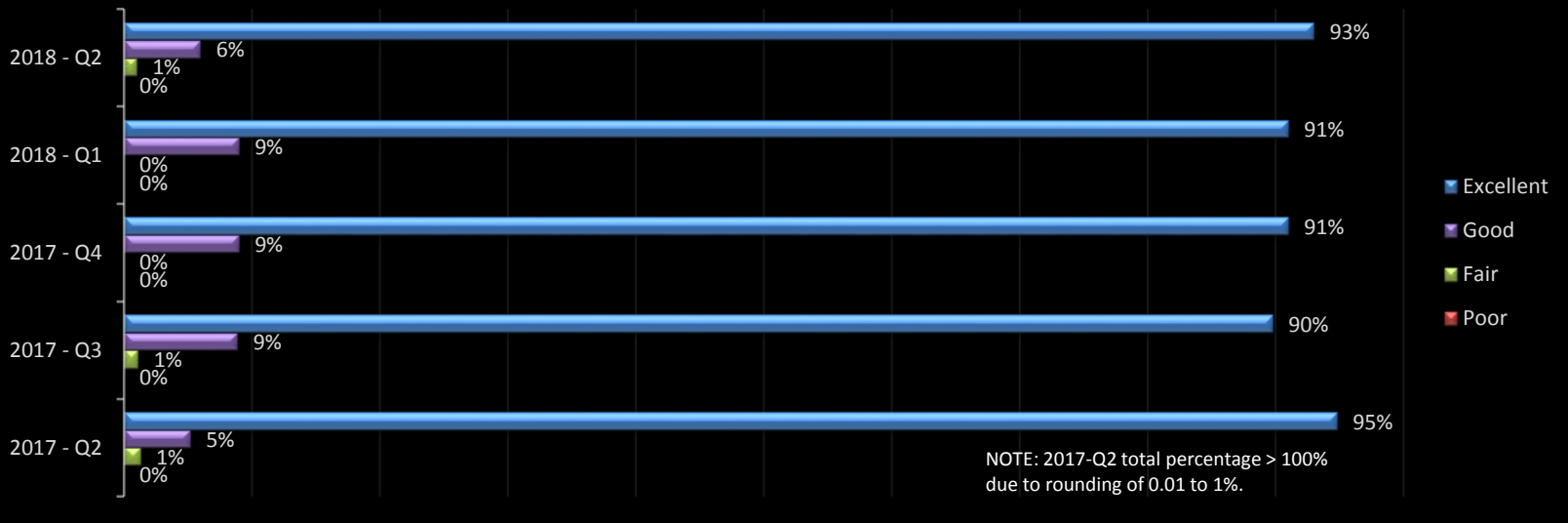
Request Resolved?



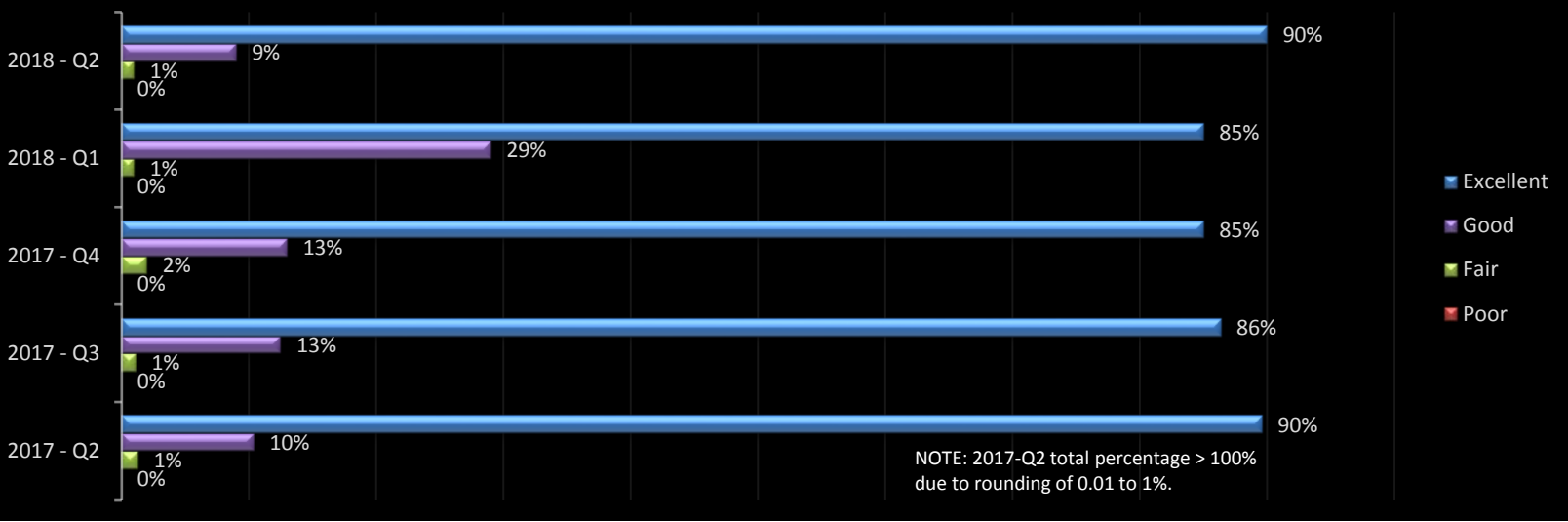
Understanding Needs



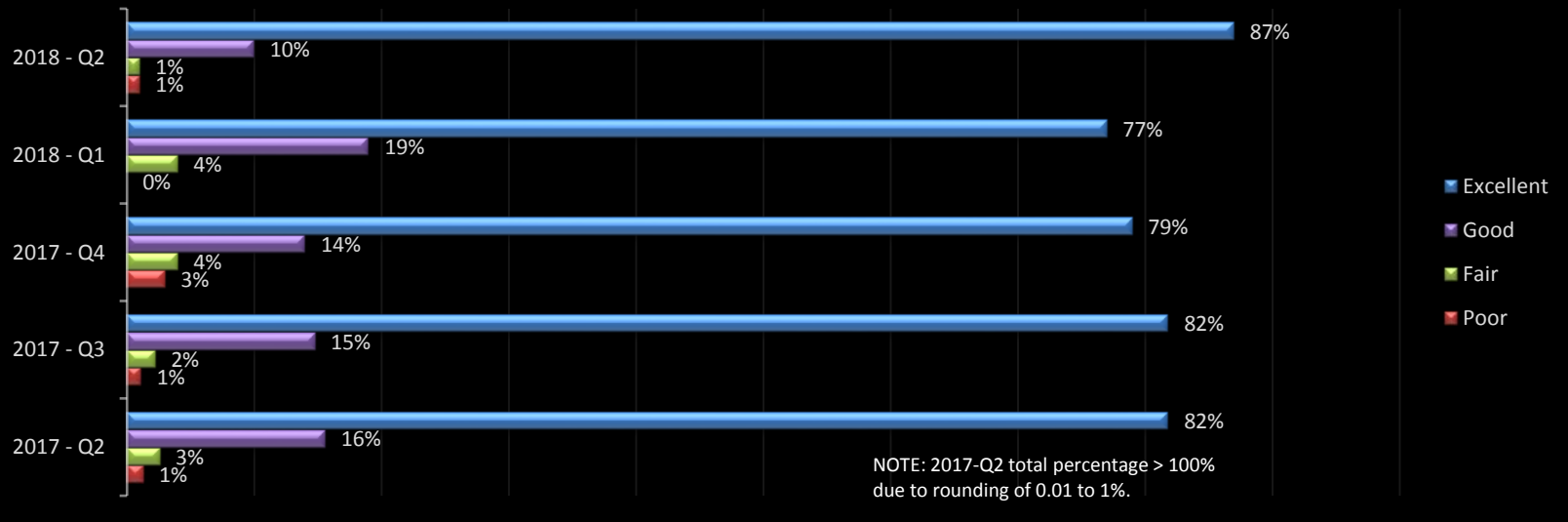
Professional Attitude



Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

