Monthly Request Management System (RMS) Metrics Dashboard
Trailing 12 Month Trends
Reporting December 2018

Requests Opened and Closed

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Requests Types

- General Inquiry
- Gen Inq No 1st Call
- Settlement Inquiry
- Settlement Dispute
- Project Inquiries
- Z2 Inquiries & Disputes

SLA Compliance %

RMS Dashboard_2018 Data
Last Updated: 1/11/2019
RMS Quarterly Satisfaction Survey Results
Q4 2017 - Q4 2018

Satisfaction with RMS

Number of Respondents

Request Resolved?

Understanding Needs

Note: During 2018-Q3, a system failure prevented the survey from going out for almost 1/2 of the survey period.
Professional Attitude

Sufficient Knowledge

Timely Solution

RMS Dashboard_2018 Data