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

Reporting January 2020

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_2020 Data

Last Updated: 2/24/2020
Professional Attitude

- 2019 - Q4: 8% Excellent, 91% Good
- 2019 - Q3: 7% Excellent, 92% Good
- 2019 - Q2: 14% Excellent, 86% Good
- 2019 - Q1: 7% Excellent, 93% Good
- 2018 - Q4: 0% Excellent, 99% Good

Sufficient Knowledge

- 2019 - Q4: 12% Excellent, 88% Good
- 2019 - Q3: 13% Excellent, 86% Good
- 2019 - Q2: 14% Excellent, 82% Good
- 2019 - Q1: 11% Excellent, 88% Good
- 2018 - Q4: 8% Excellent, 91% Good

Timely Solution

- 2019 - Q4: 12% Excellent, 82% Good
- 2019 - Q3: 17% Excellent, 79% Good
- 2019 - Q2: 12% Excellent, 79% Good
- 2019 - Q1: 8% Excellent, 87% Good
- 2018 - Q4: 0% Excellent, 89% Good