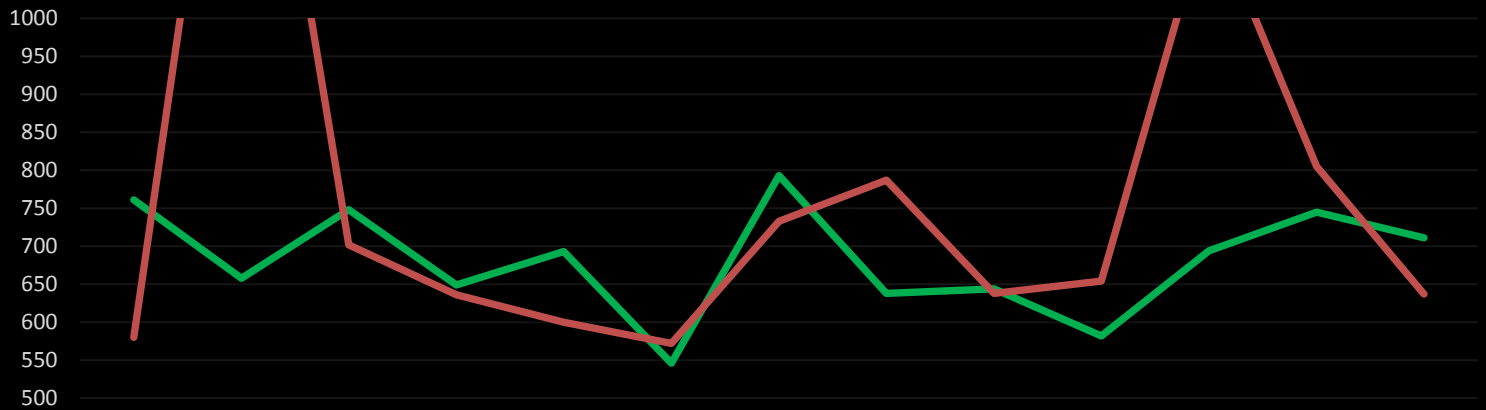


# Monthly Request Management System (RMS) Metrics Dashboard

## Trailing 12 Month Trends

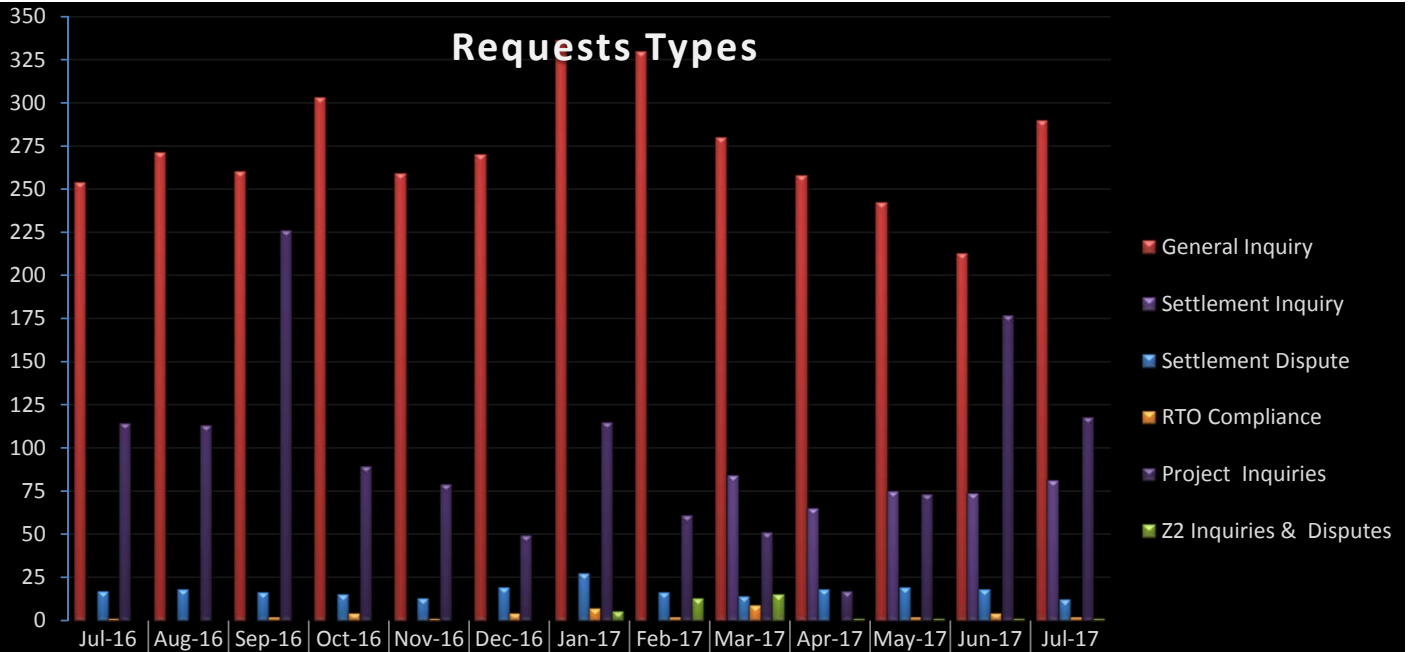
Reporting July 2017

### Requests Opened and Closed



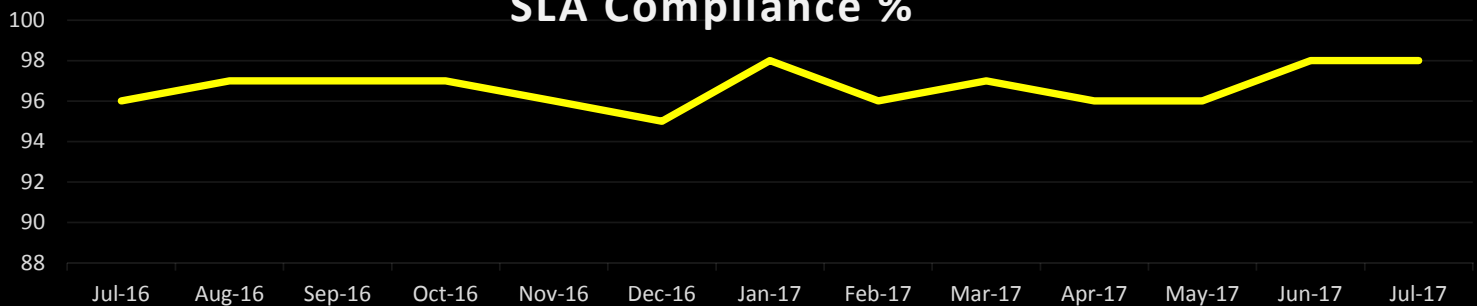
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Opened	761	658	748	649	693	546	793	638	644	582	694	745	711
Closed	580	1554	702	636	600	572	733	787	638	654	1147	805	637
Re-Opened	9	10	18	11	8	6	7	7	13	10	13	17	9

### Requests Types

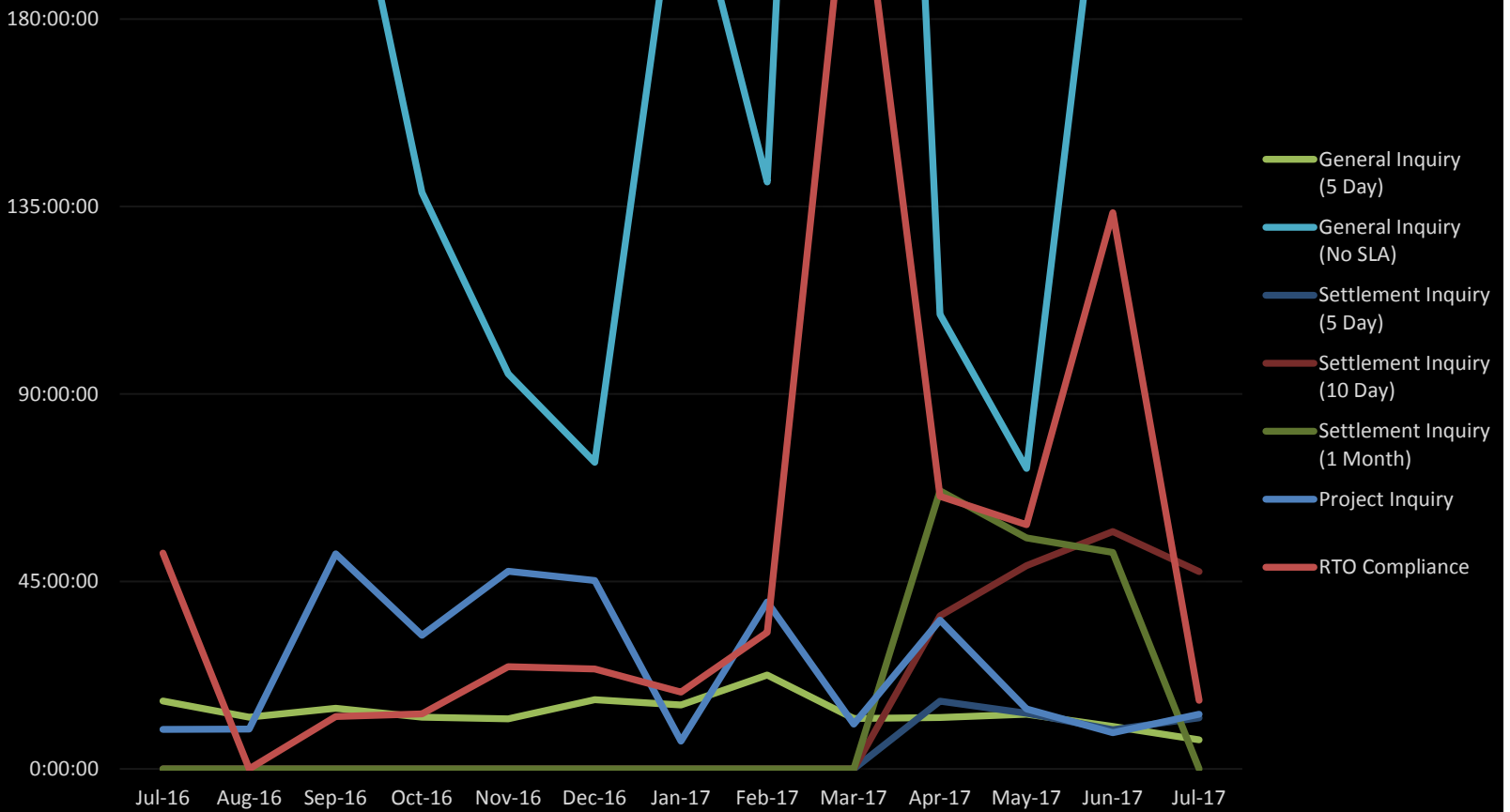


	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
General Inquiry	254	271	260	303	259	270	336	330	280	258	242	213	290
Settlement Inquiry	114	113	226	89	79	49	115	61	51	17	73	177	118
Settlement Dispute	17	18	16	15	13	19	27	16	14	18	19	18	12
RTO Compliance	1	0	2	4	1	4	7	2	9	0	2	4	2
Project Inquiries	114	113	226	89	79	49	115	61	51	17	73	177	118
Z2 Inquiries & Disputes							5	13	15	1	1	1	1

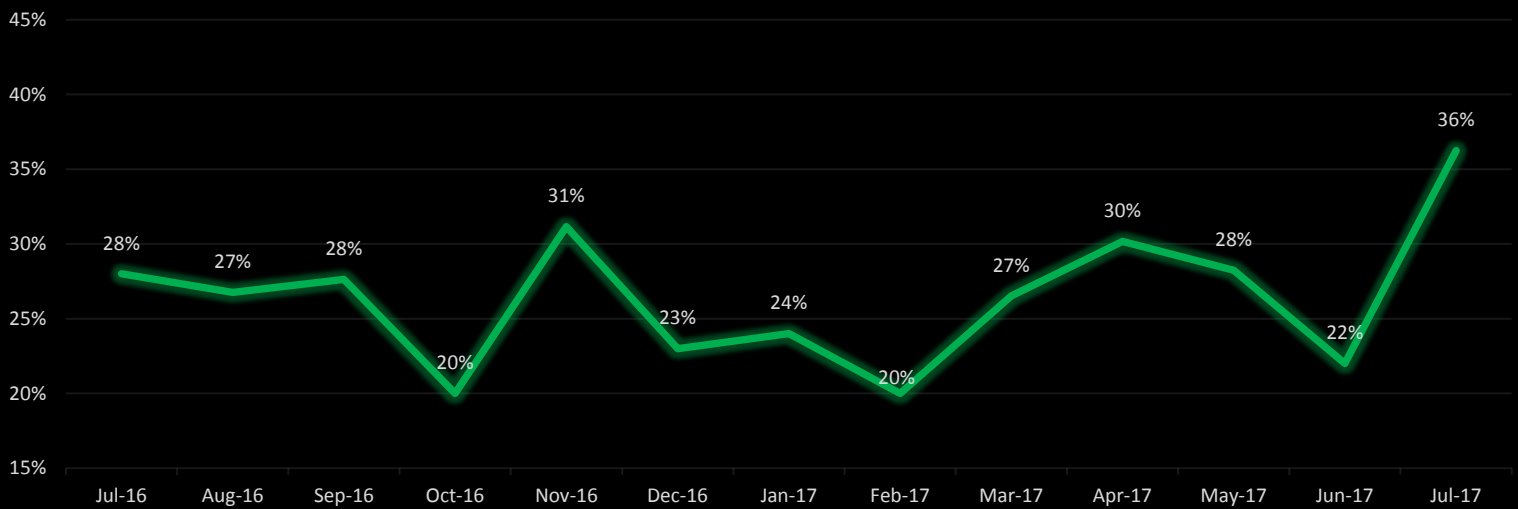
### SLA Compliance %



## Average Time to Resolution - By Request Type (Closed)



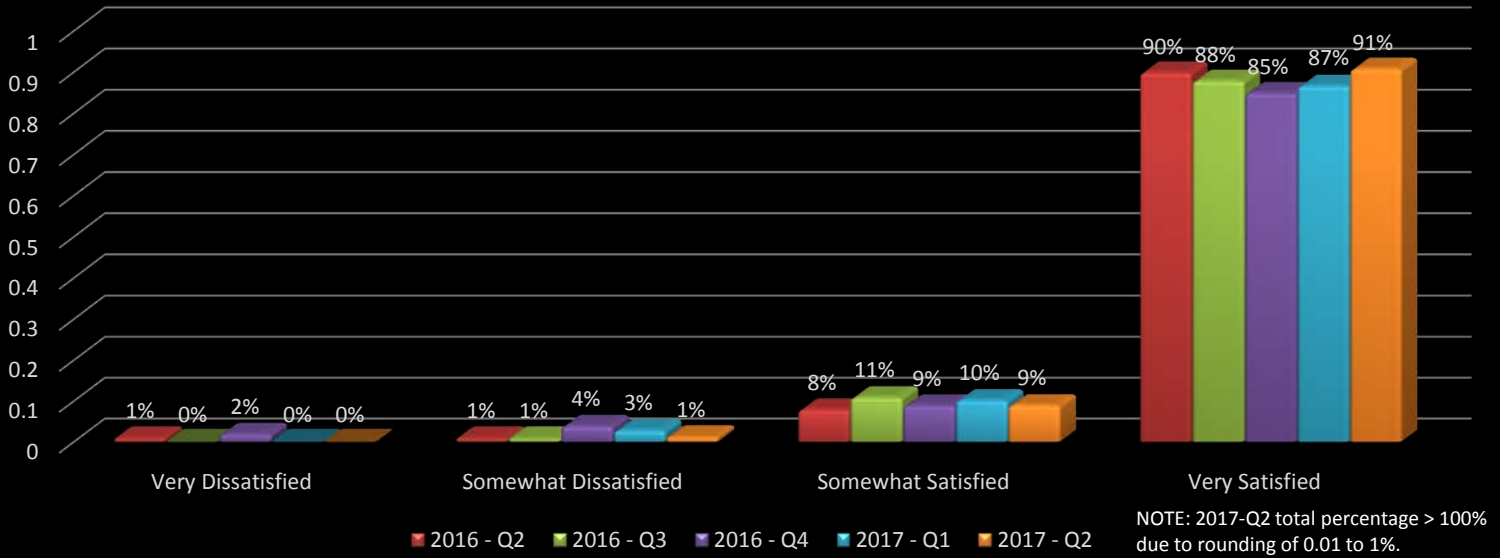
## First Call Resolution



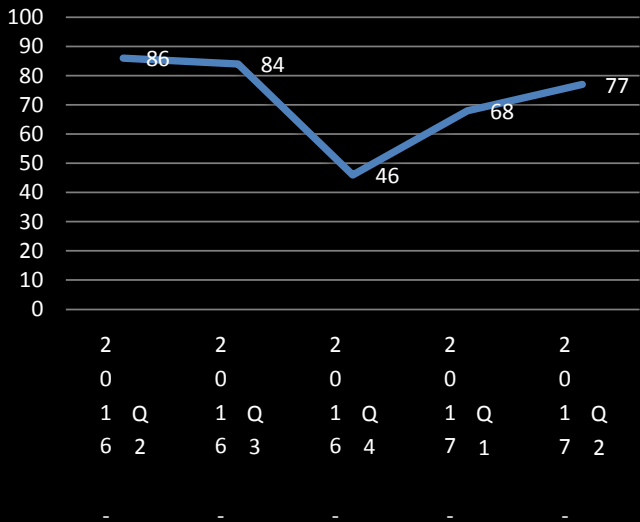
# Quarterly Request Management System Metrics

## RMS Quarterly Satisfaction Survey Results Q2 2016 - Q2 2017

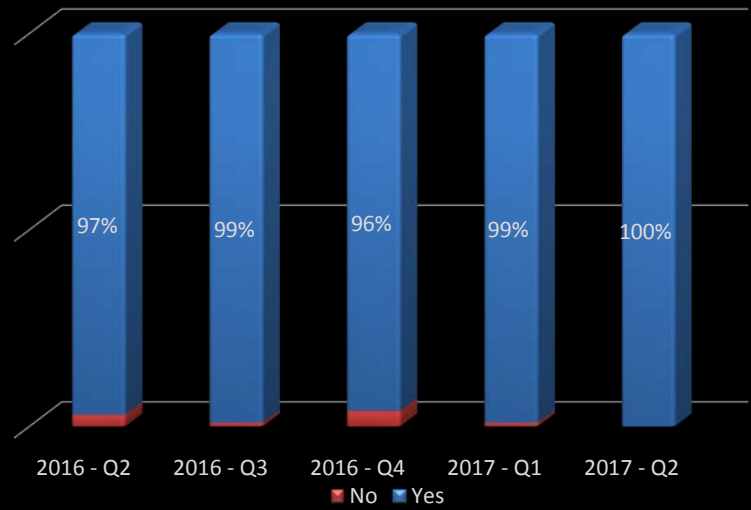
### Satisfaction with RMS



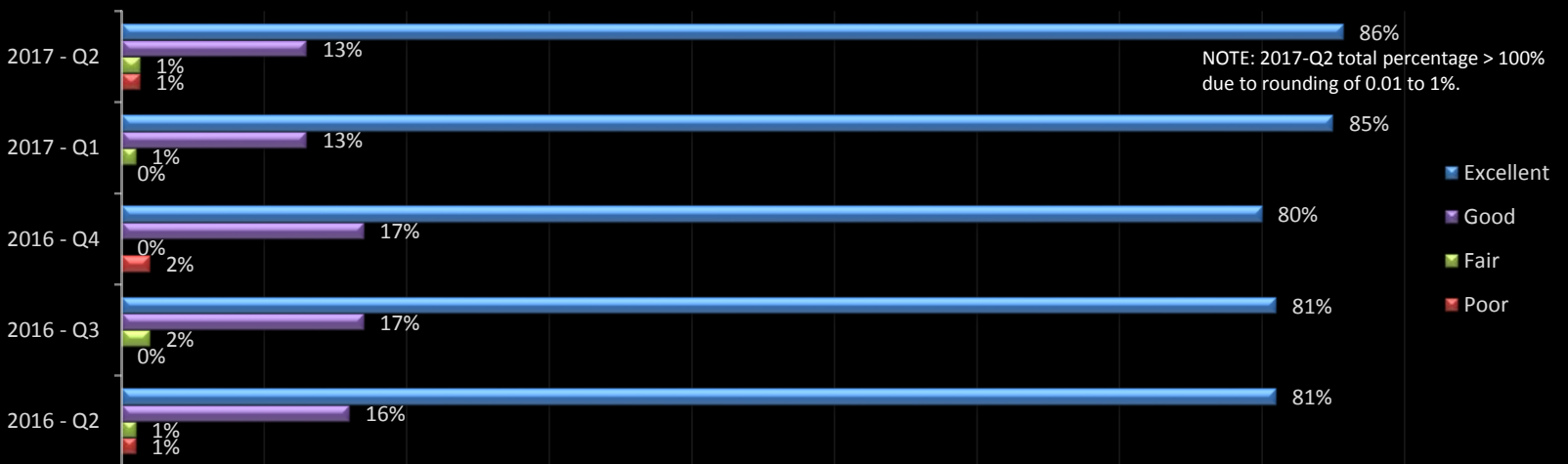
### Number of Respondents



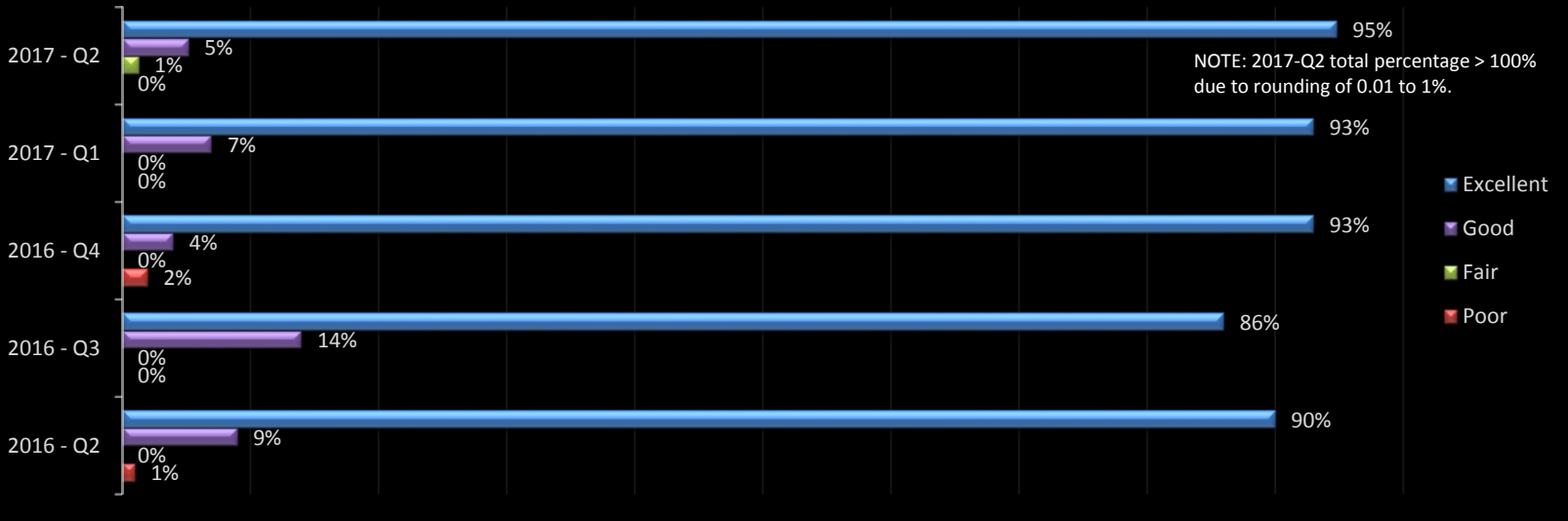
### Request Resolved?



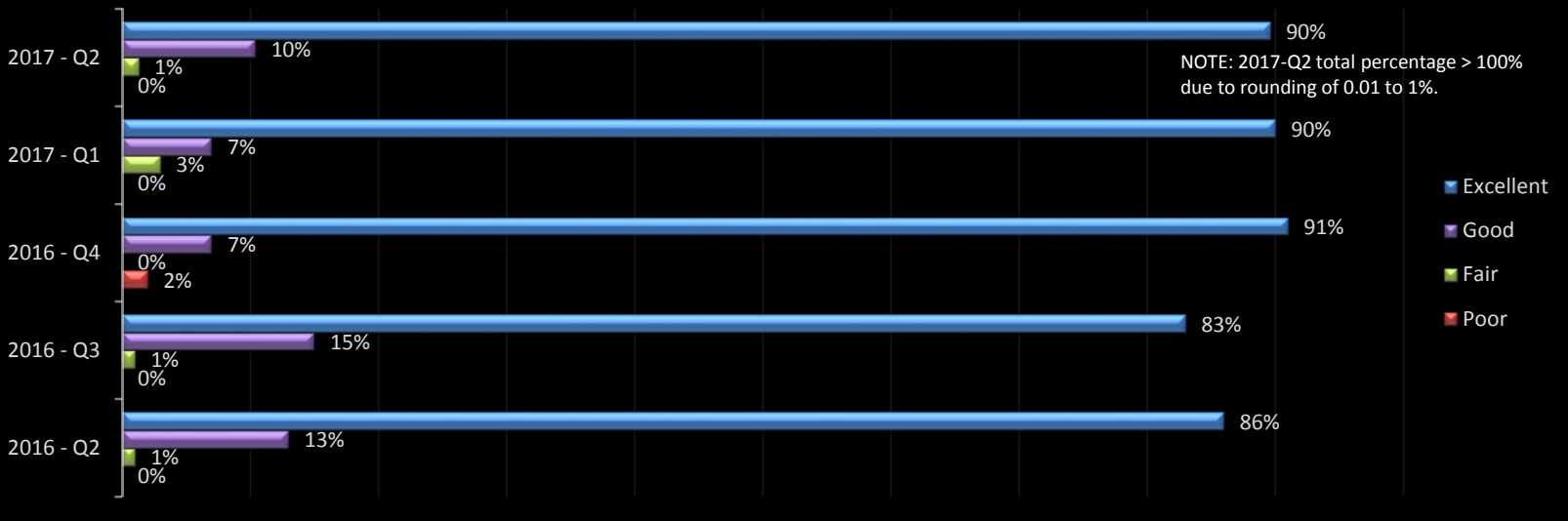
### Understanding Needs



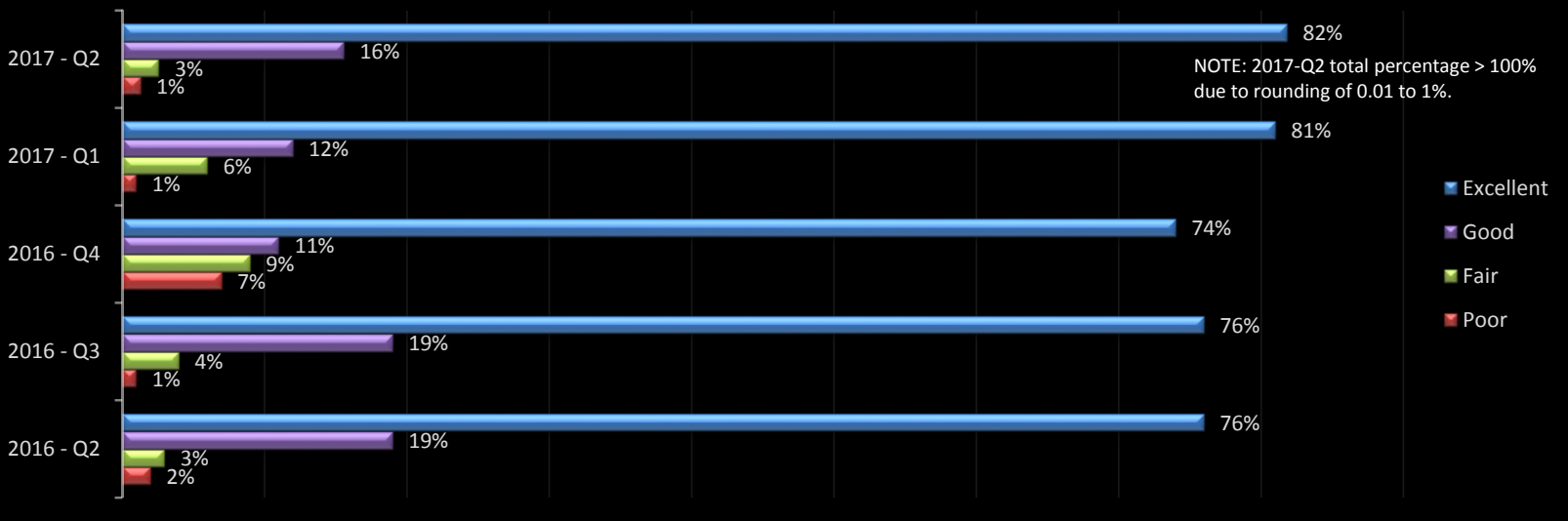
## Professional Attitude



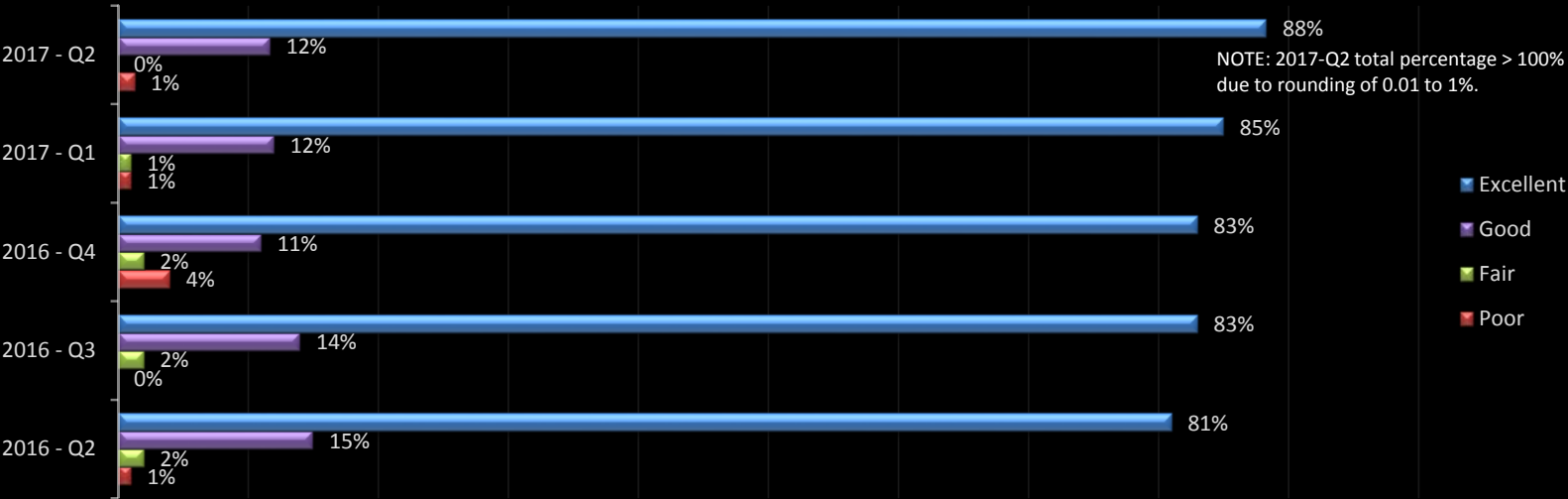
## Sufficient Knowledge



## Timely Solution



## Quality of Solution



## Resolution of Issue

