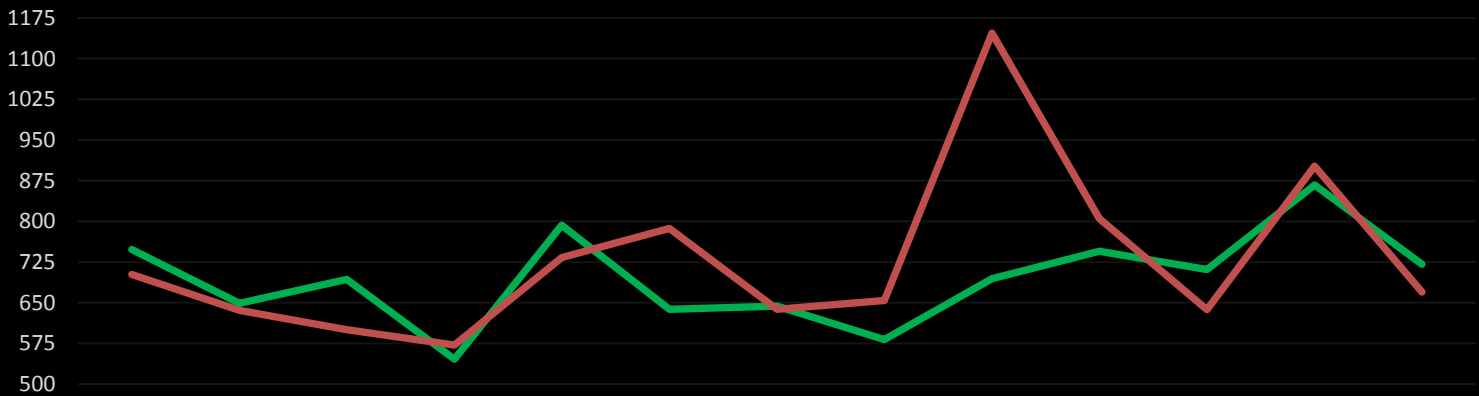


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

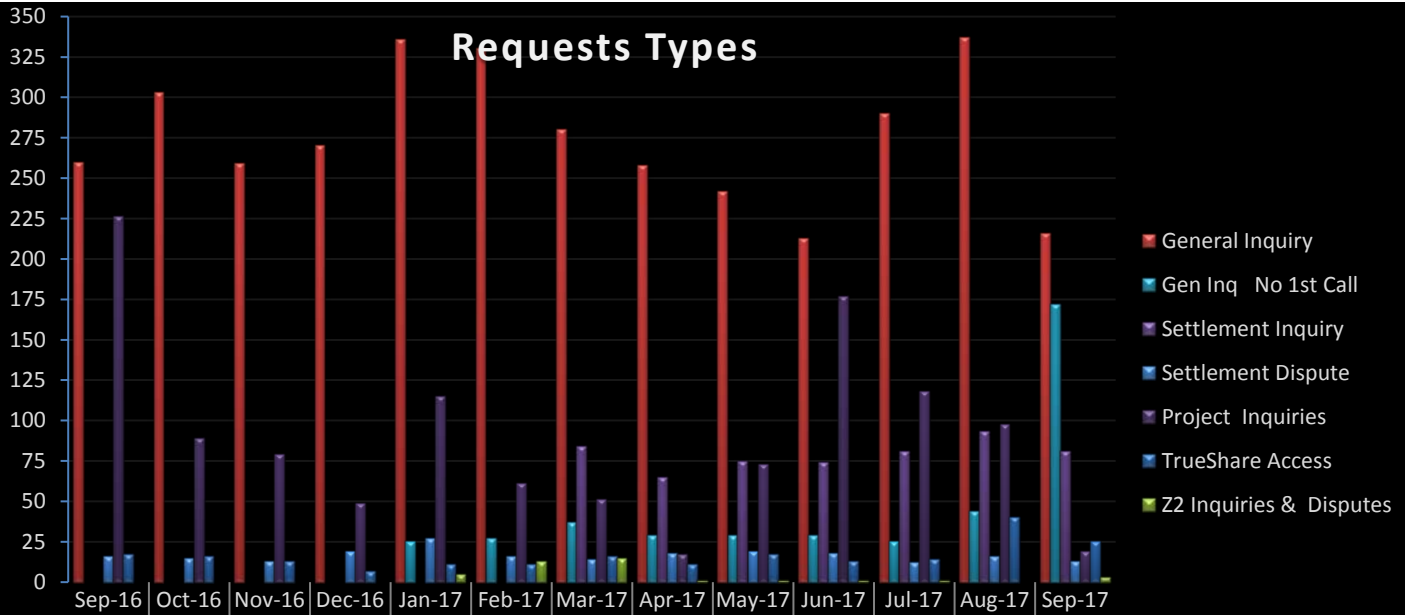
Reporting September 2017

Requests Opened and Closed



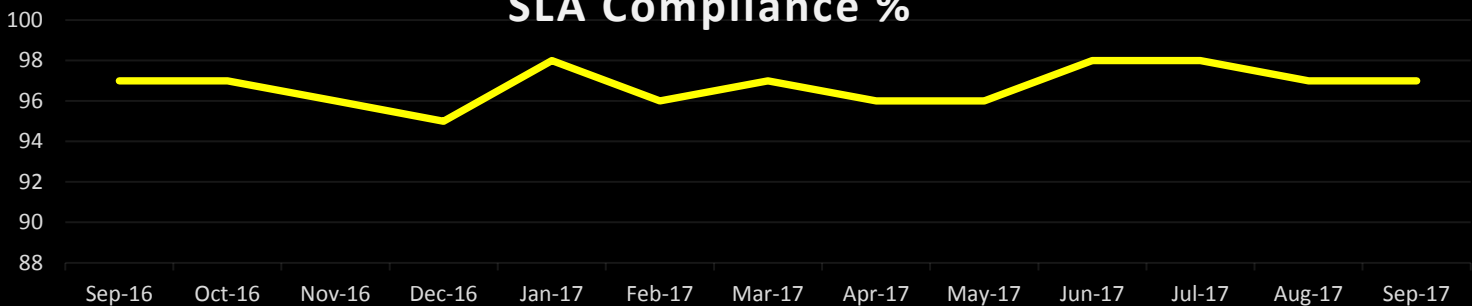
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Opened	748	649	693	546	793	638	644	582	694	745	711	867	721
Closed	702	636	600	572	733	787	638	654	1147	805	637	902	670
Re-Opened	18	11	8	6	7	7	13	10	13	17	9	14	7

Requests Types

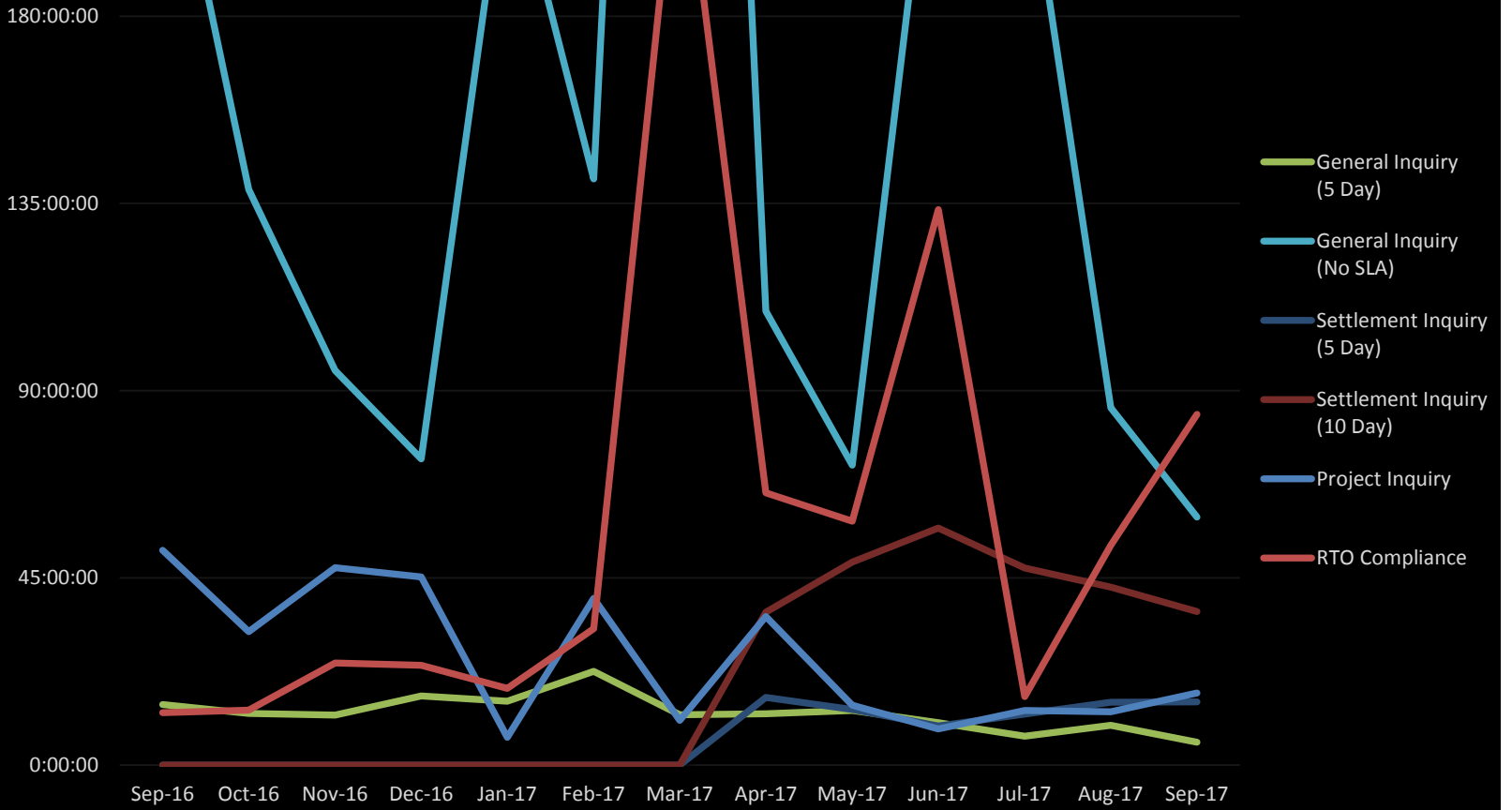


	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
General Inquiry	260	303	259	270	336	330	280	258	242	213	290	337	216
Gen Inq No 1st Call					25	27	37	29	29	29	25	44	172
Settlement Inquiry							84	65	75	74	81	93	81
Settlement Dispute	16	15	13	19	27	16	14	18	19	18	12	16	13
Project Inquiries	226	89	79	49	115	61	51	17	73	177	118	98	19
TrueShare Access	17	16	13	7	11	11	16	11	17	13	14	40	25
Z2 Inquiries & Disputes					5	13	15	1	1	1	1	0	3

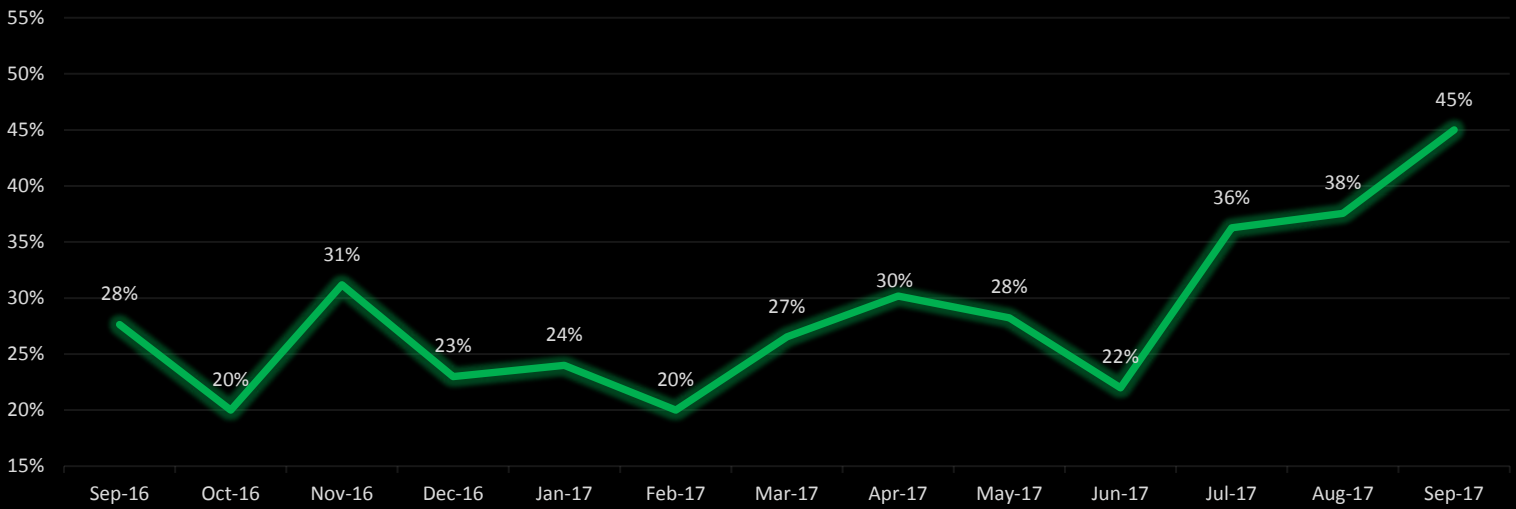
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



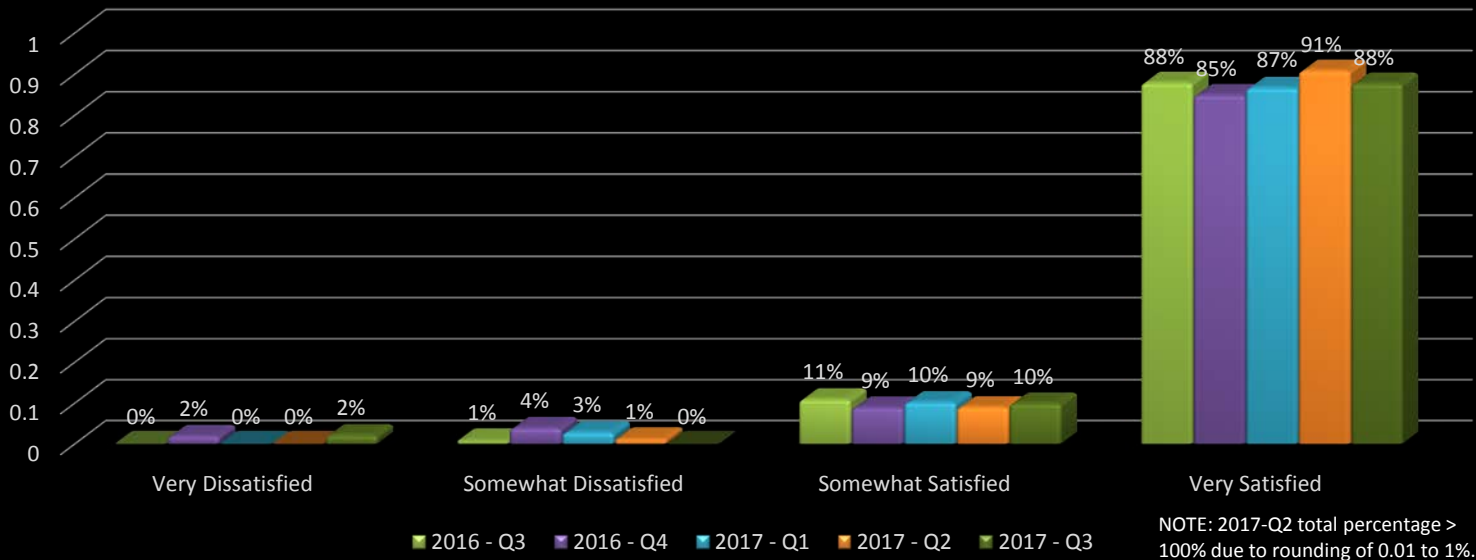
First Call Resolution



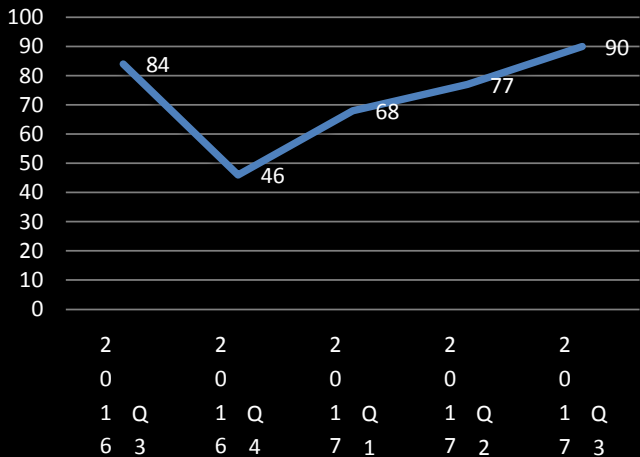
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q3 2016 - Q3 2017

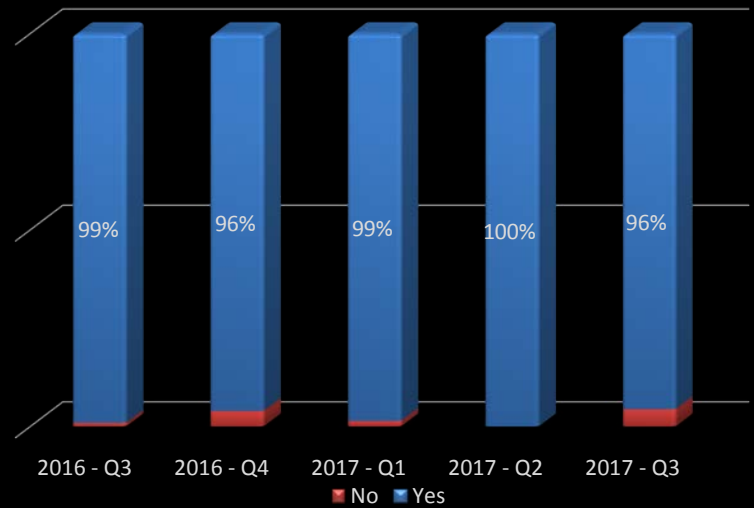
Satisfaction with RMS



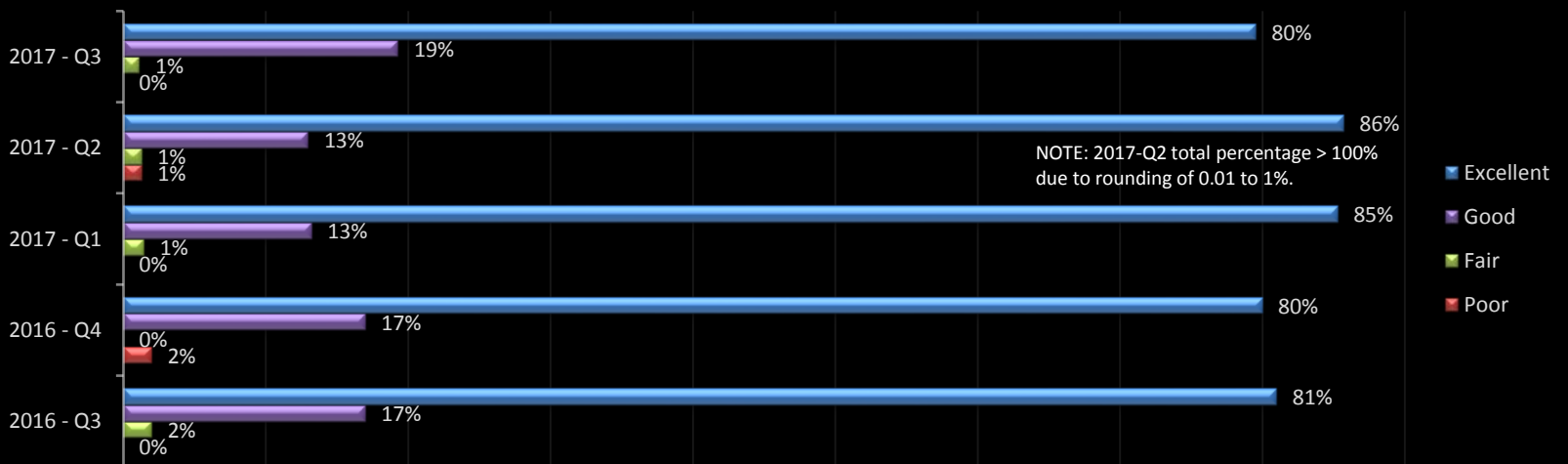
Number of Respondents



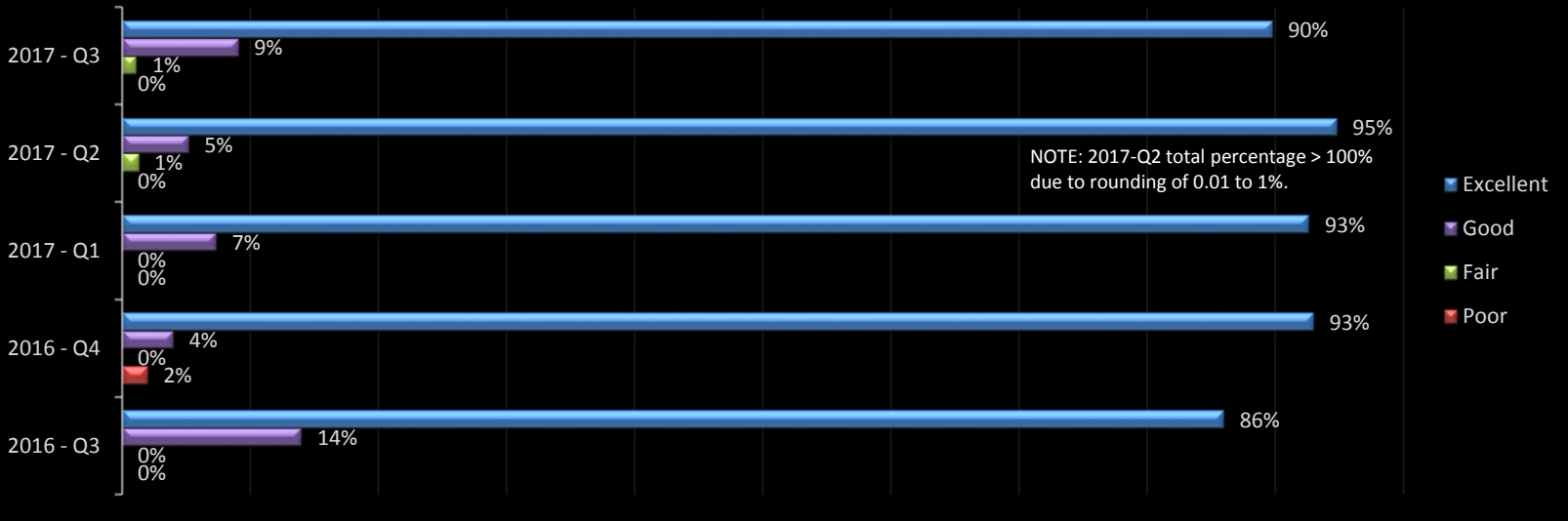
Request Resolved?



Understanding Needs



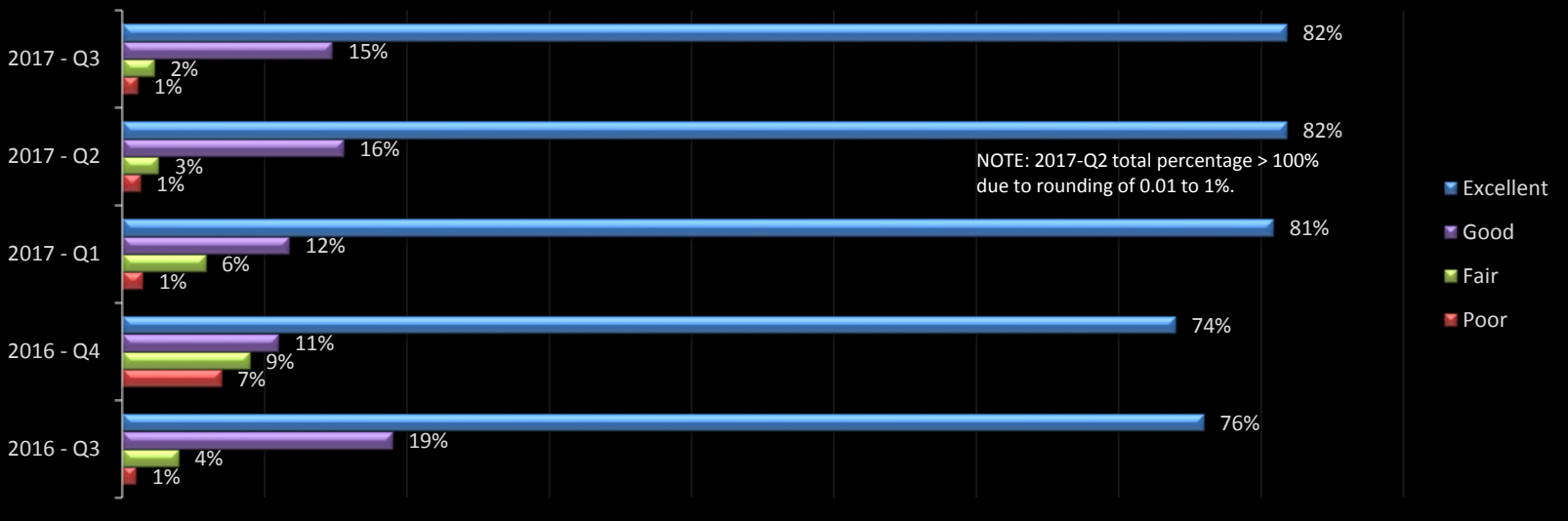
Professional Attitude



Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

