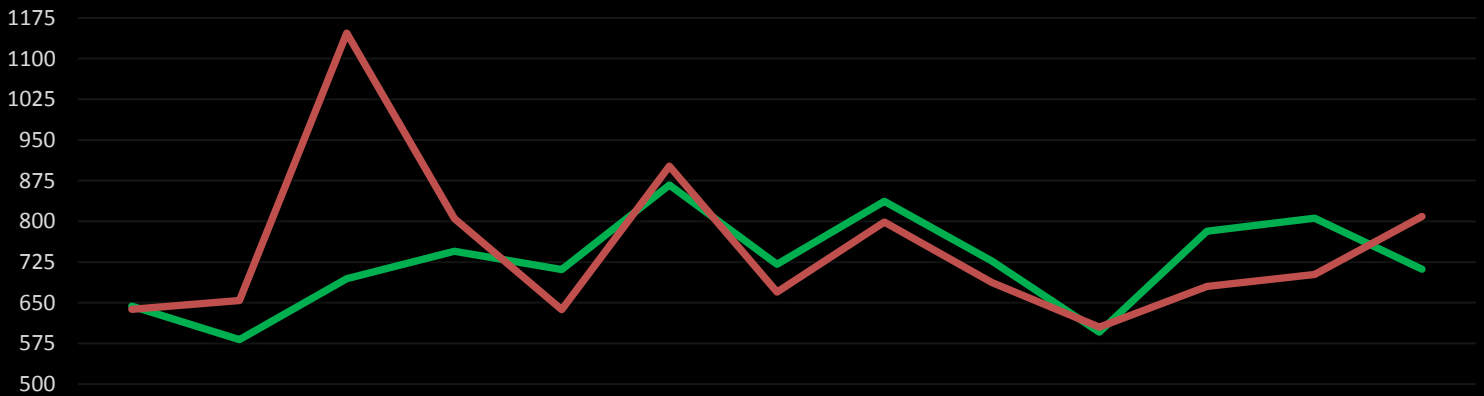


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

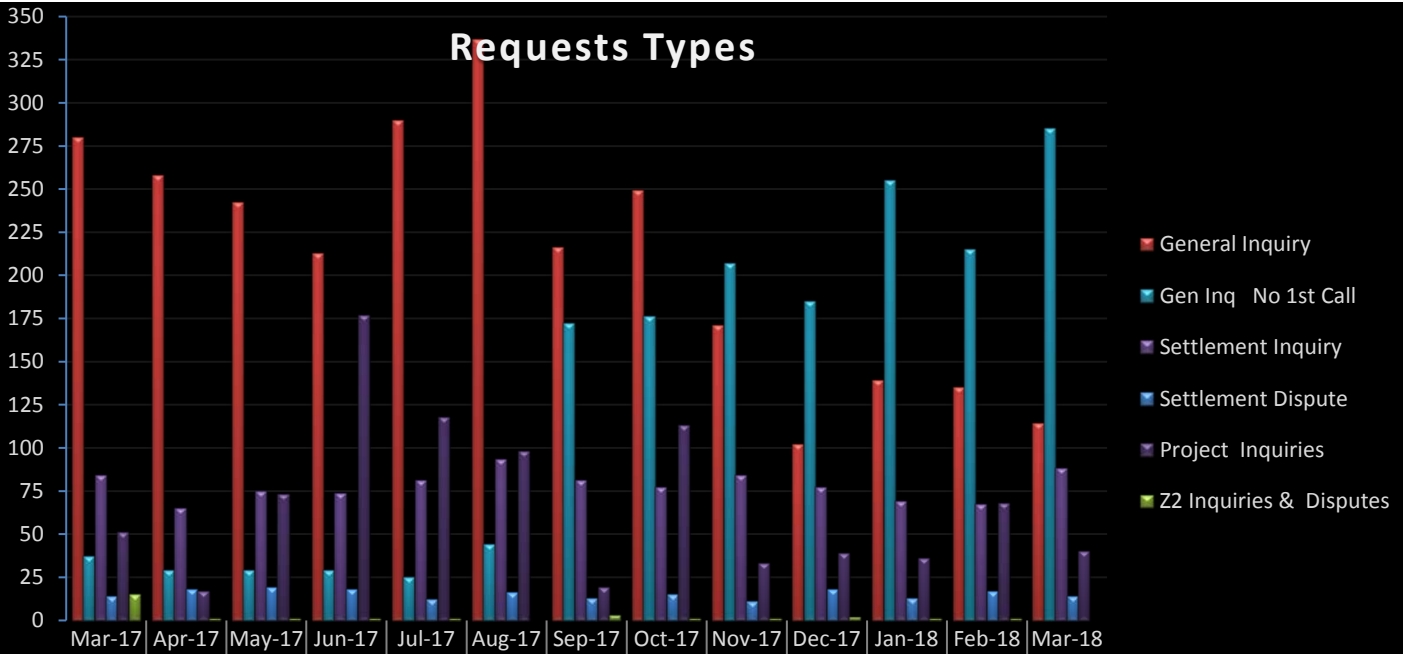
Reporting March 2018

Requests Opened and Closed



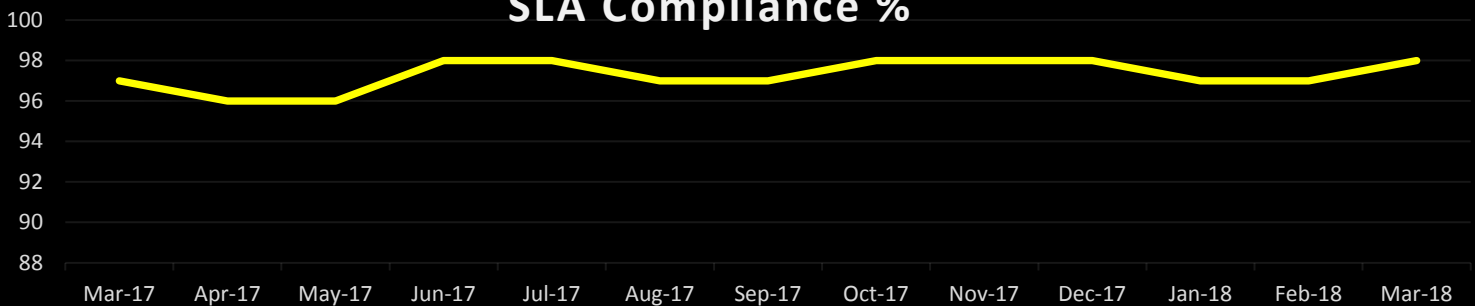
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Opened	644	582	694	745	711	867	721	837	727	596	782	806	712
Closed	638	654	1147	805	637	902	670	799	687	605	680	702	809
Re-Opened	13	10	13	17	9	14	7	11	7	8	7	14	11

Requests Types

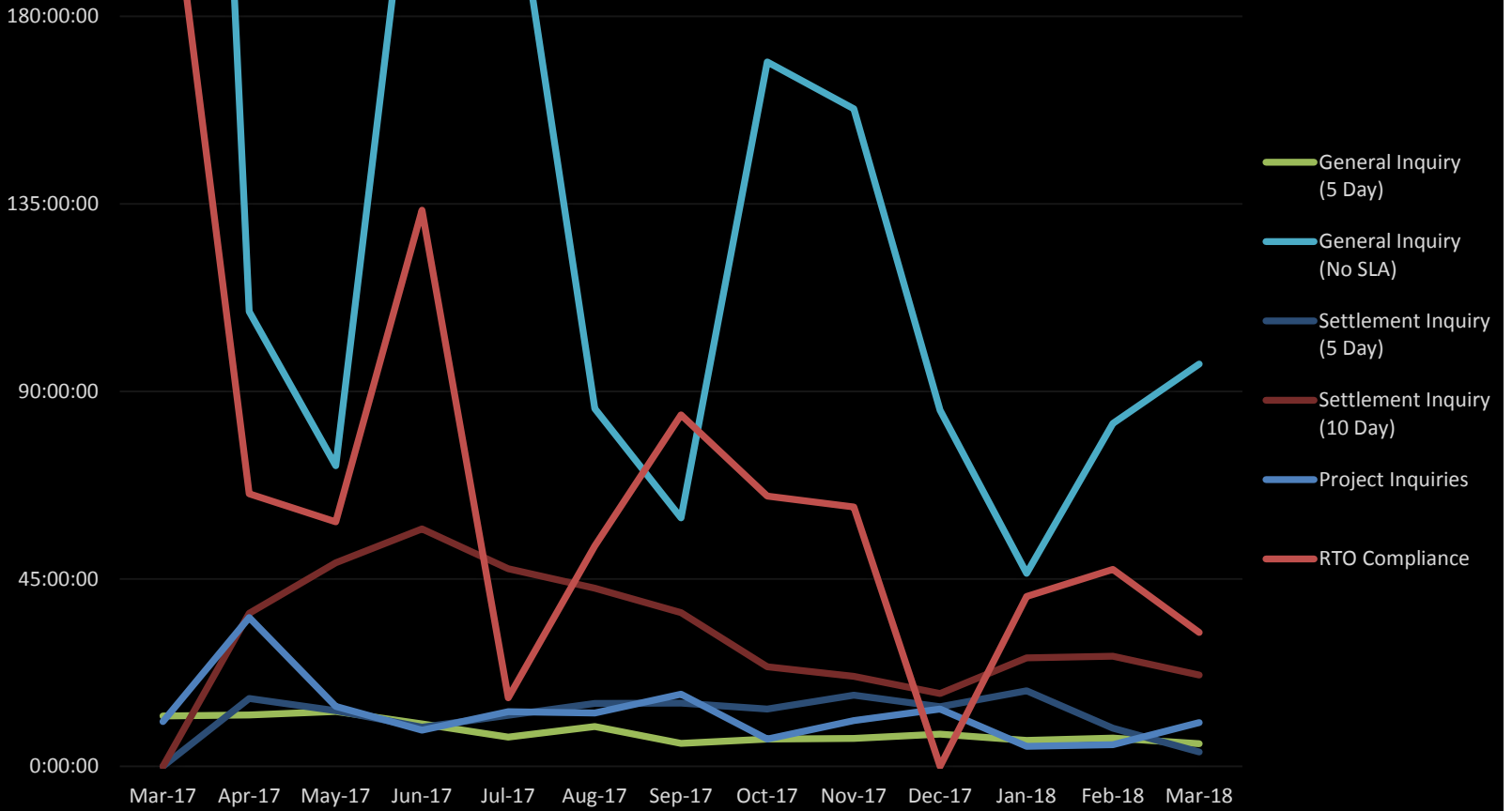


	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
General Inquiry	280	258	242	213	290	337	216	249	171	102	139	135	114
Gen Inq No 1st Call	37	29	29	29	25	44	172	176	207	185	255	215	285
Settlement Inquiry	84	65	75	74	81	93	81	77	84	77	69	67	88
Settlement Dispute	14	18	19	18	12	16	13	15	11	18	13	17	14
Project Inquiries	51	17	73	177	118	98	19	113	33	39	36	68	40
Z2 Inquiries & Disputes	15	1	1	1	1	0	3	1	1	2	1	1	0

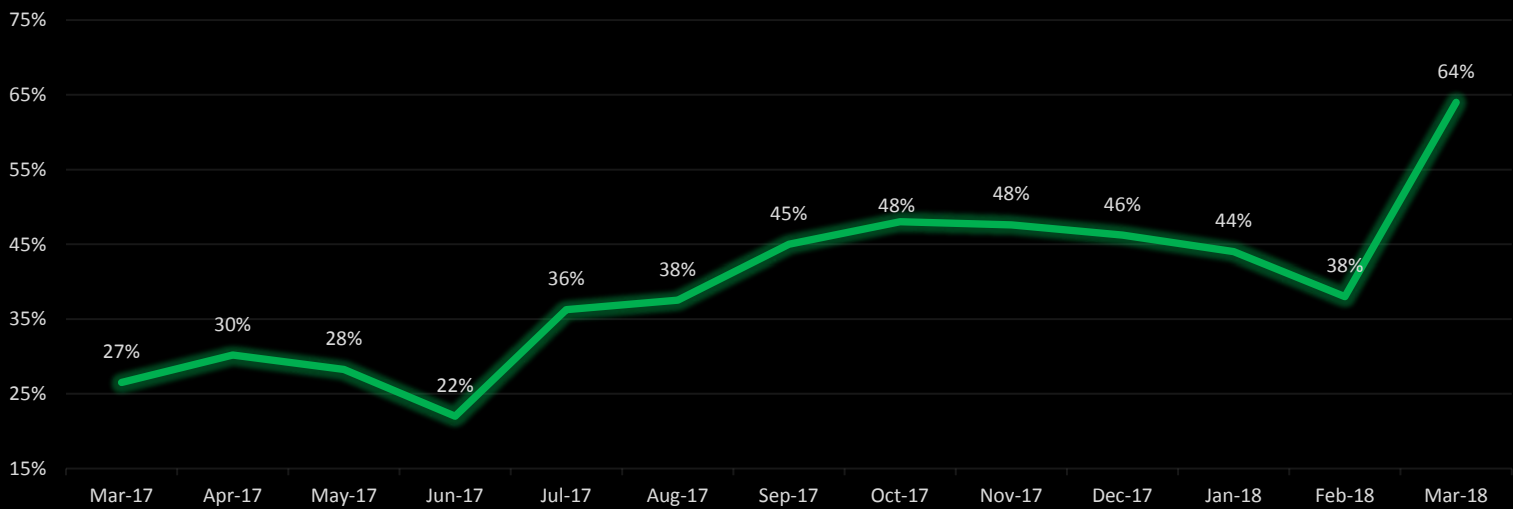
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



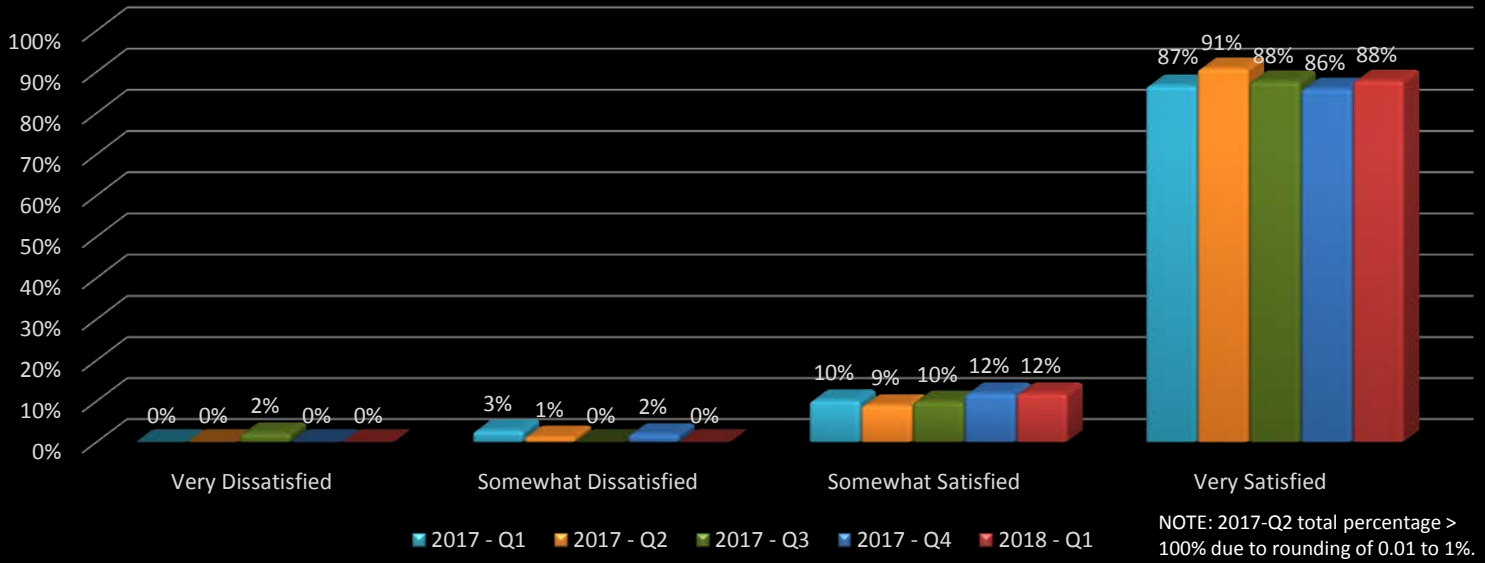
First Call Resolution



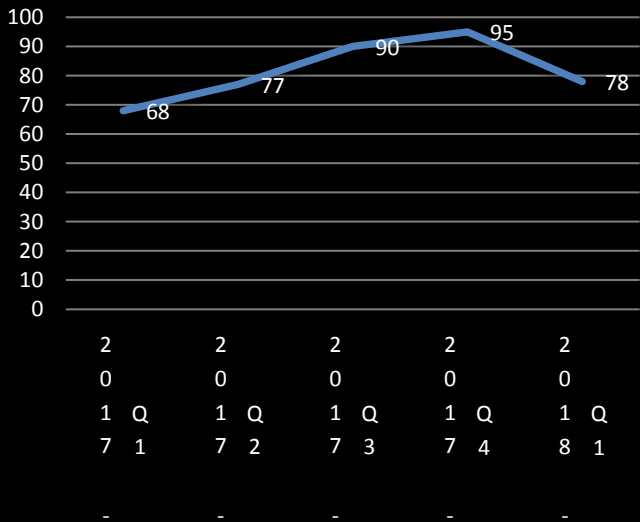
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q1 2017 - Q1 2018

Satisfaction with RMS



Number of Respondents



Request Resolved?



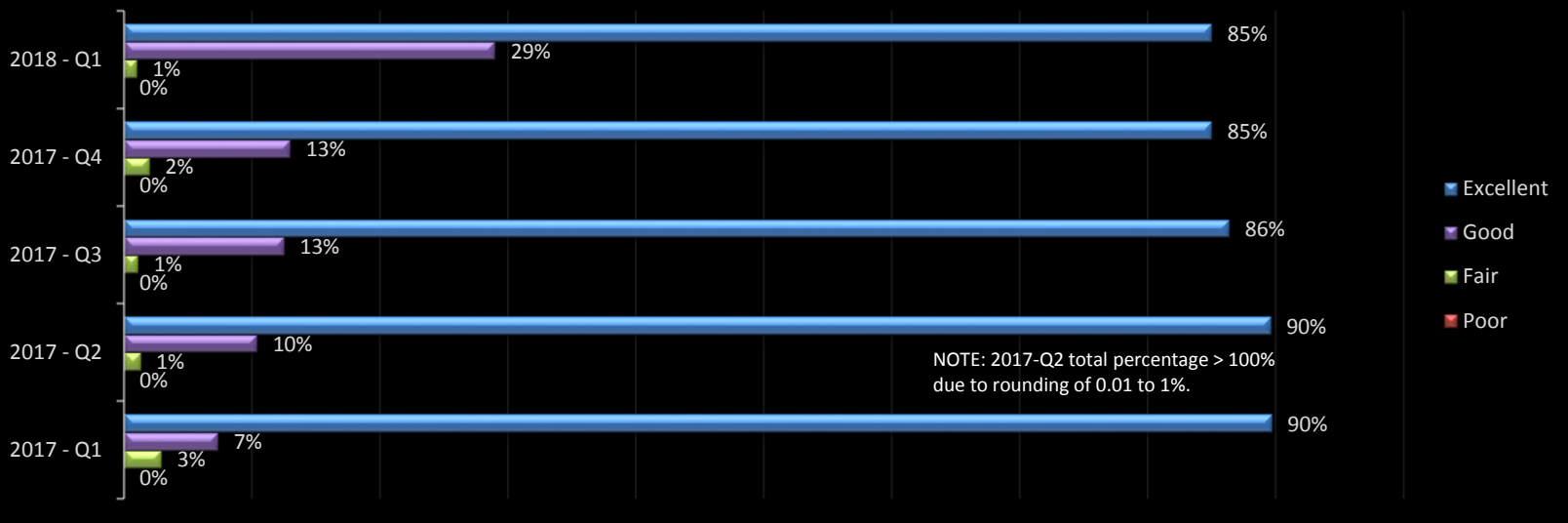
Understanding Needs



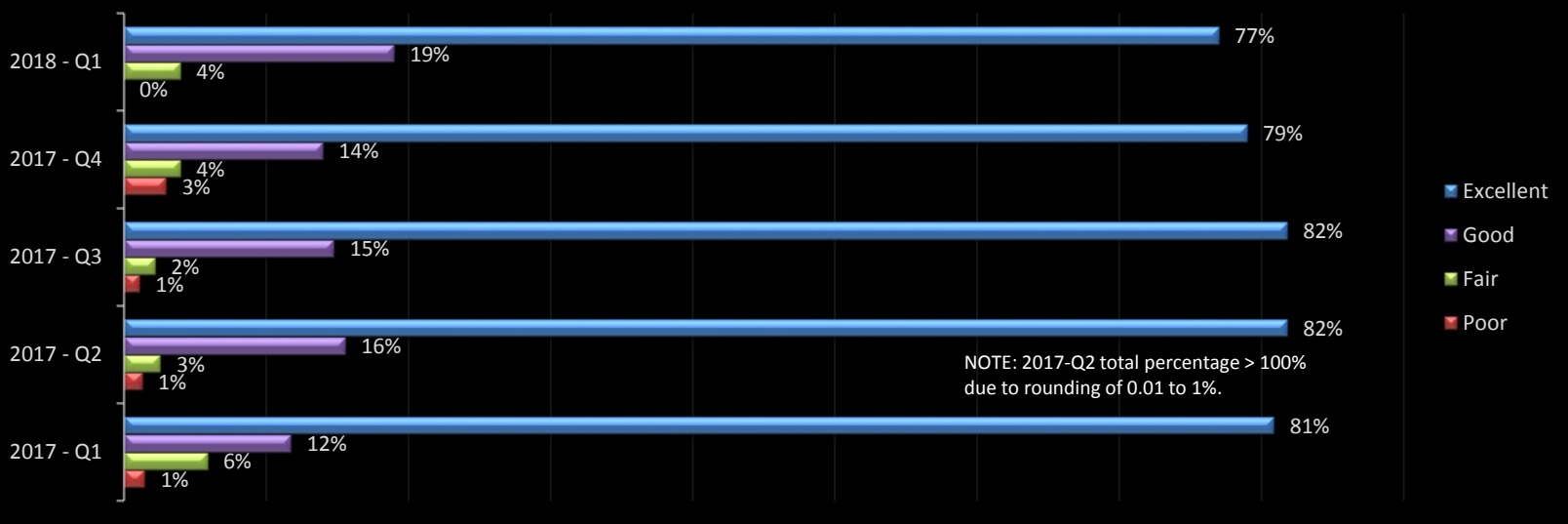
Professional Attitude



Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

