

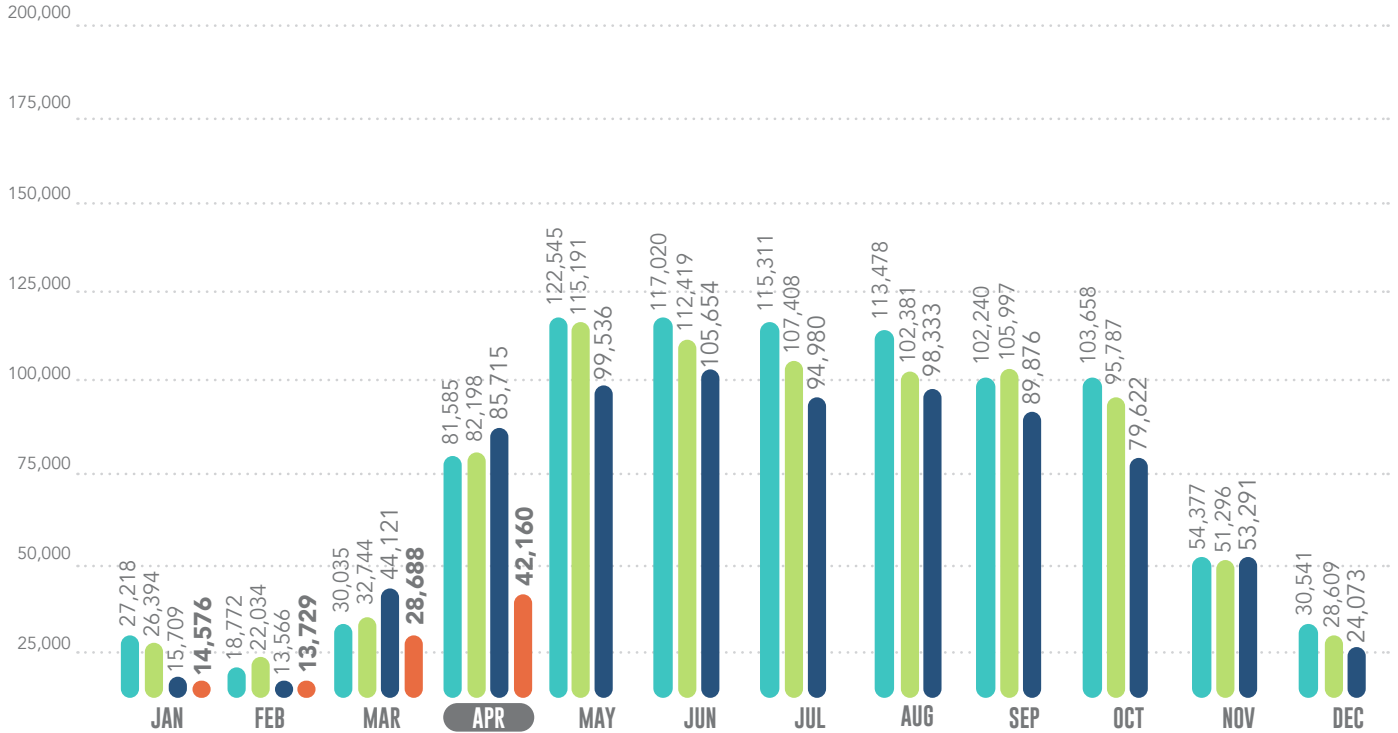


DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

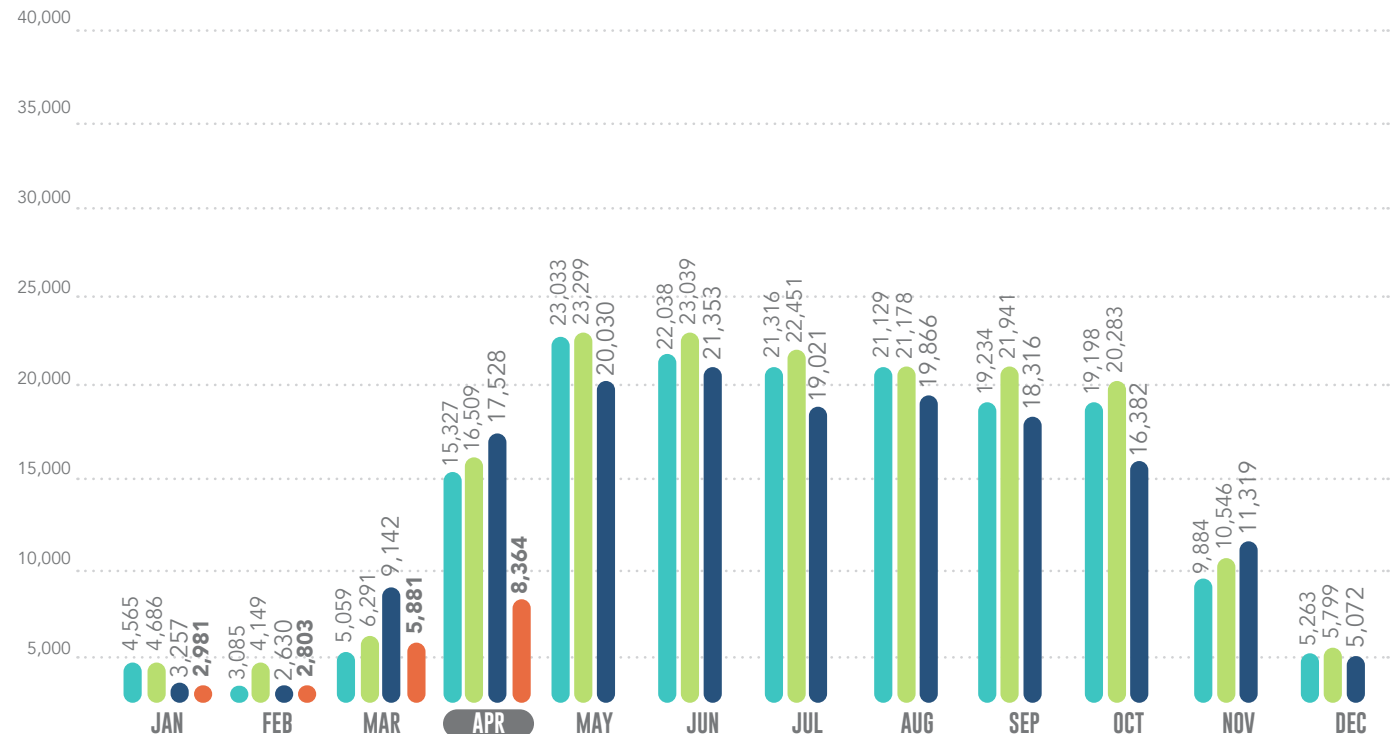
CHARGEABLE OUTBOUND TICKETS

2019 2020 2021 2022



INCOMING TICKETS

2019 2020 2021 2022



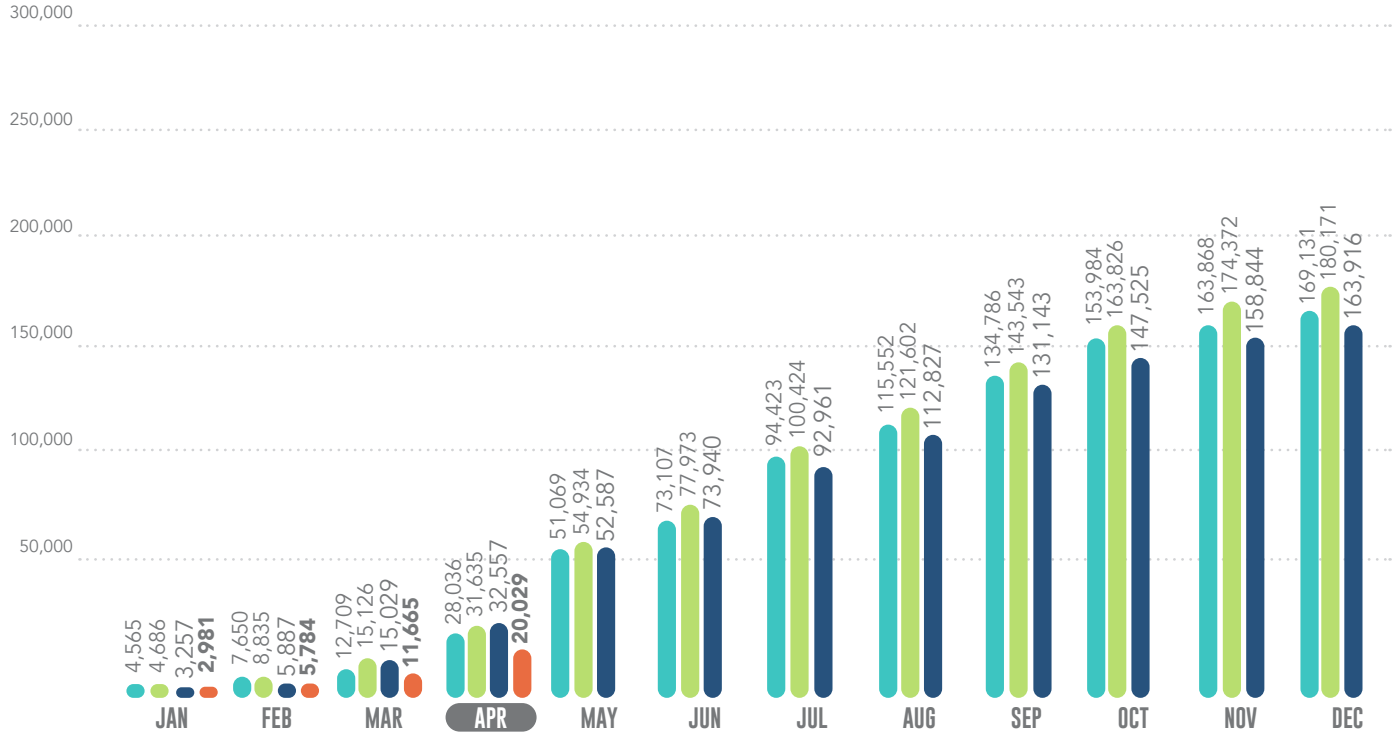


DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

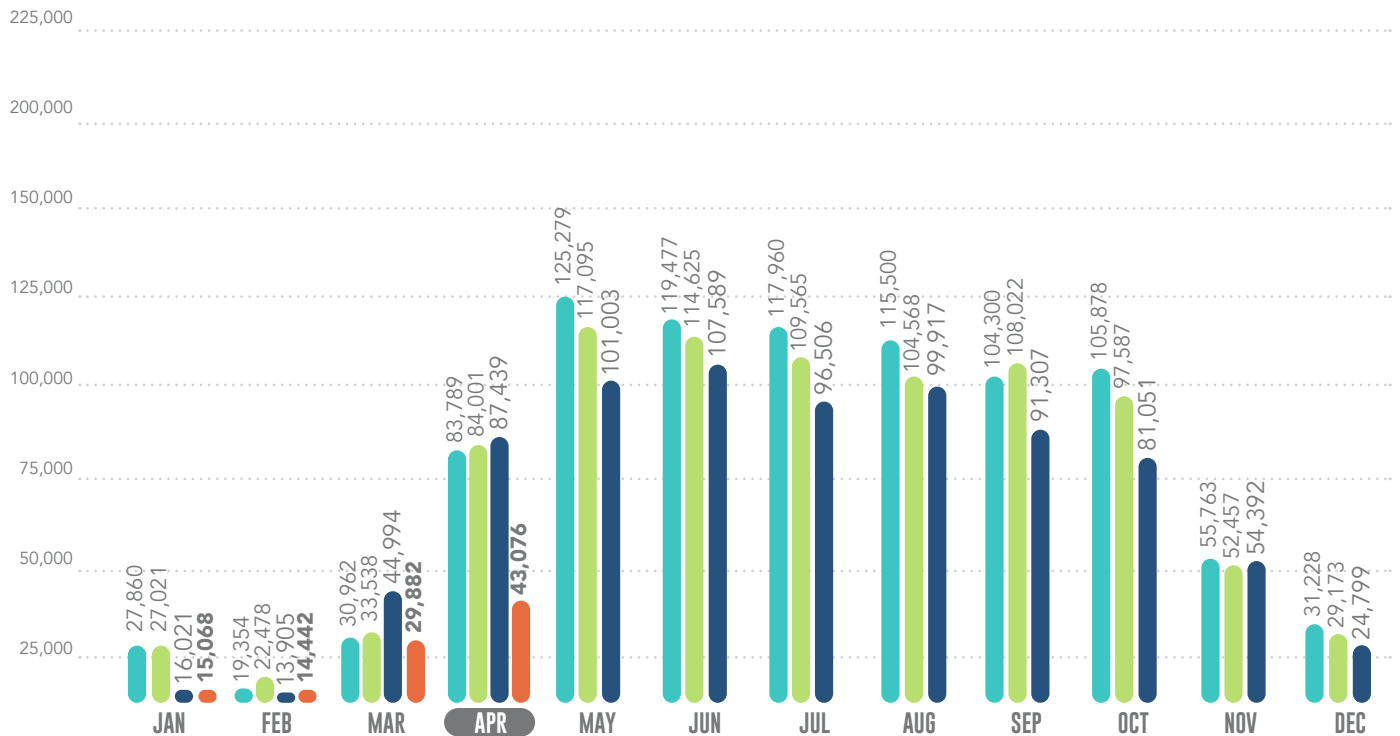
INCOMING TICKETS Y-T-D

2019 2020 2021 2022



OUTGOING MESSAGES

2019 2020 2021 2022



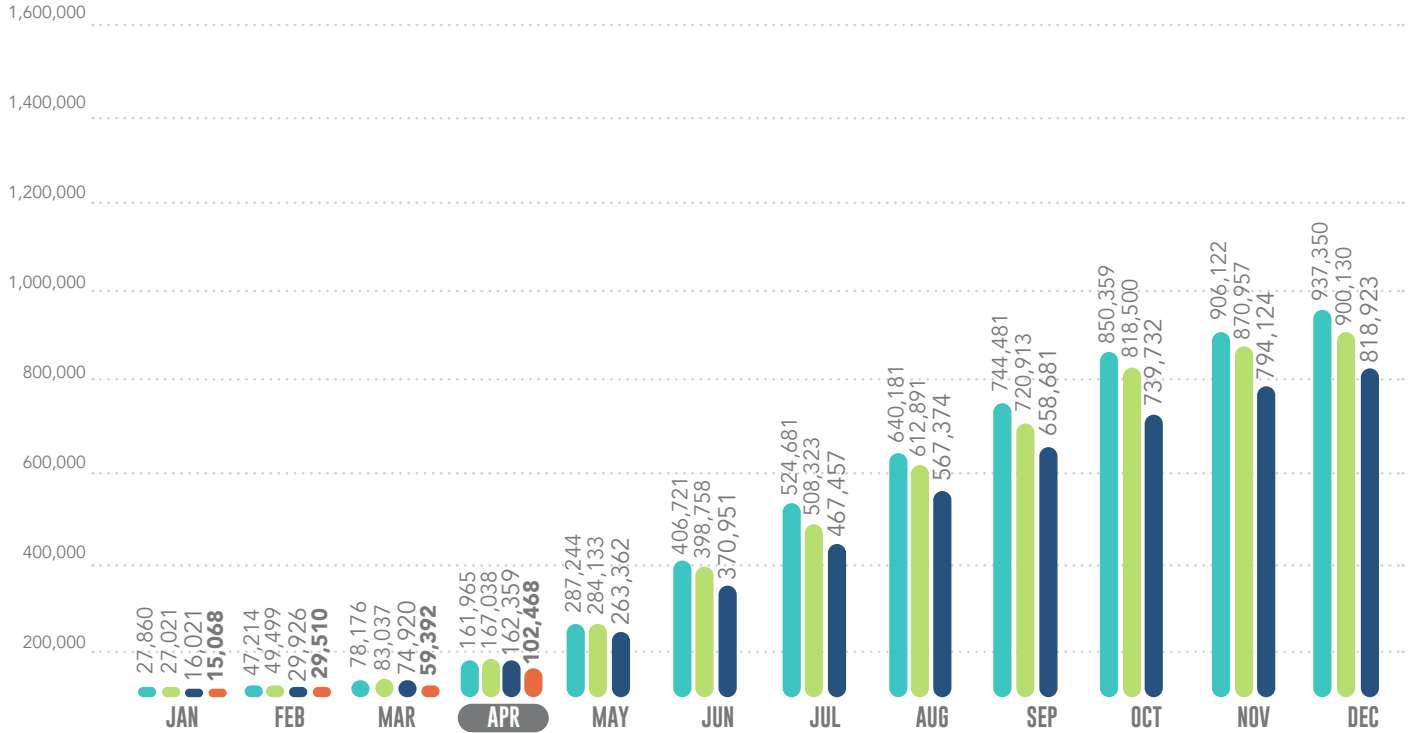


DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

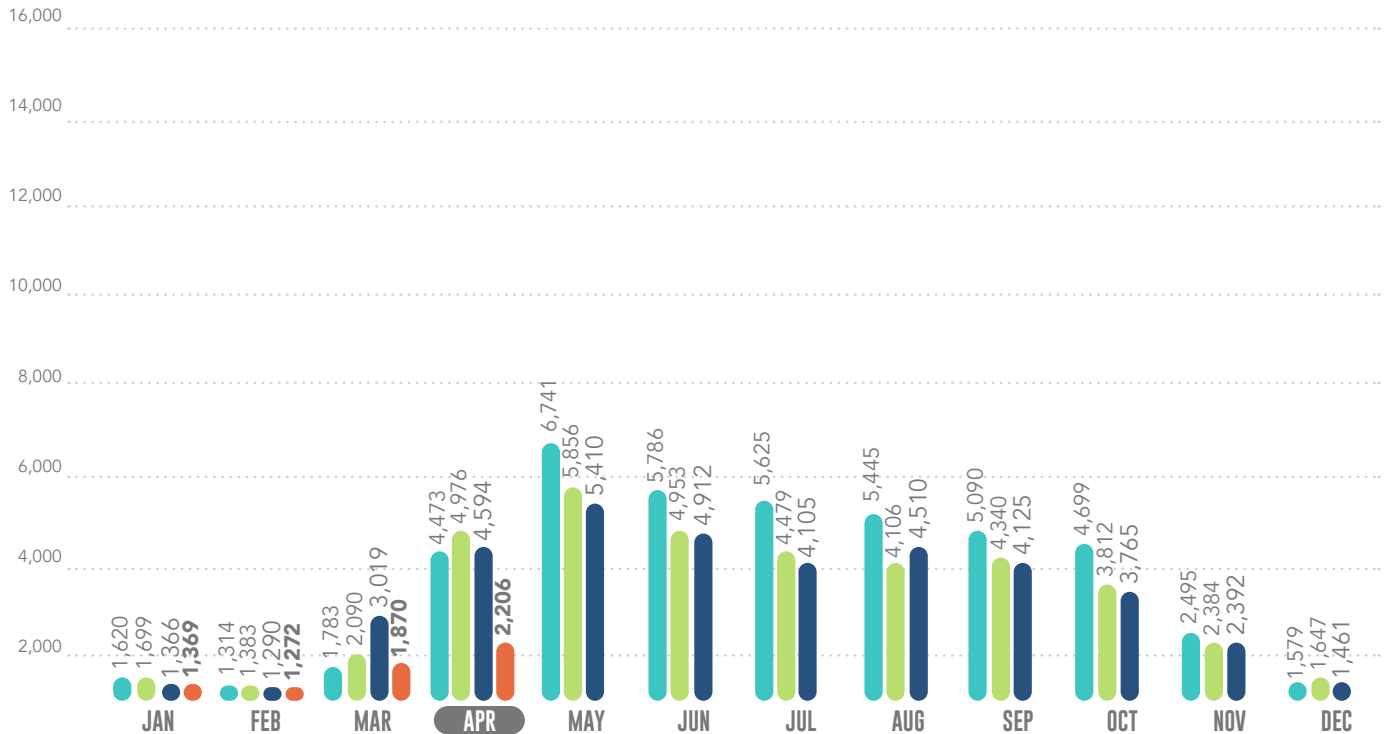
OUTGOING TICKETS Y-T-D

2019 2020 2021 2022



INCOMING CALLS

2019 2020 2021 2022



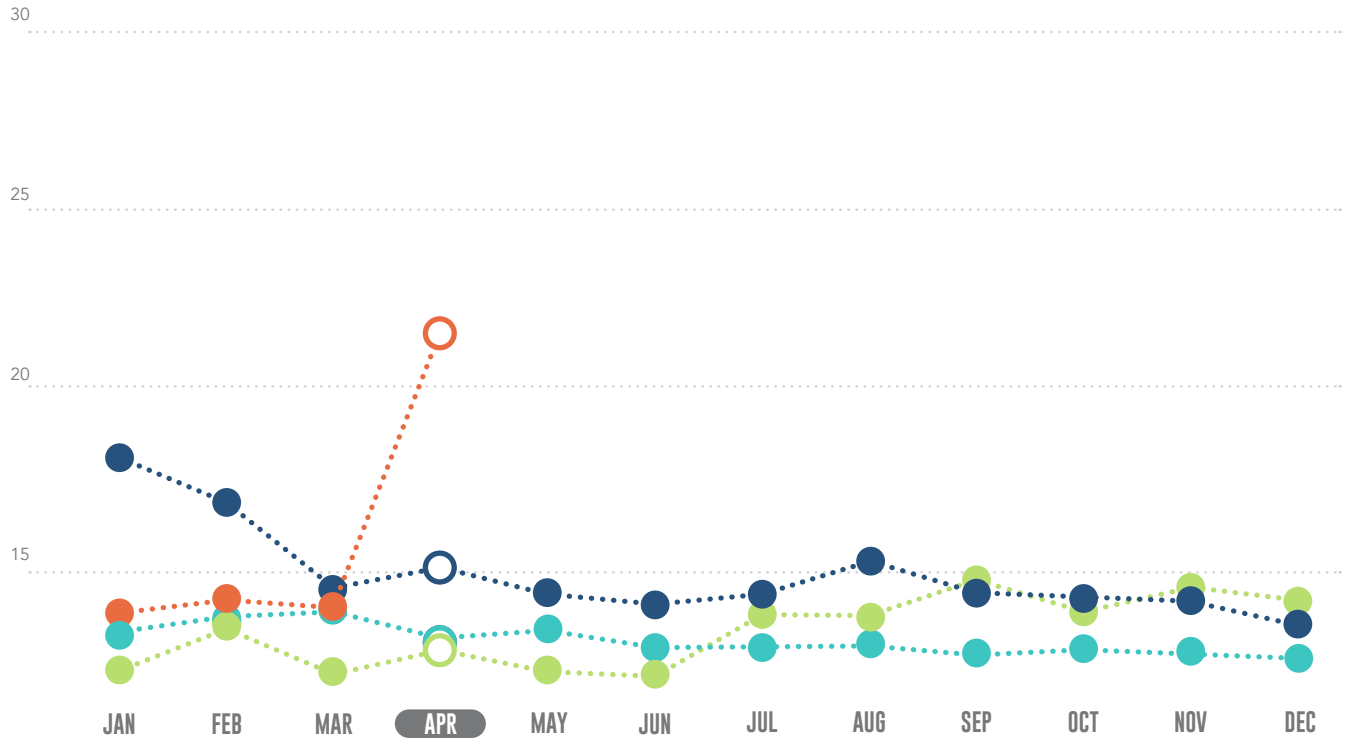


DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OPERATOR CALL VOLUMES

2019 2020 2021 2022

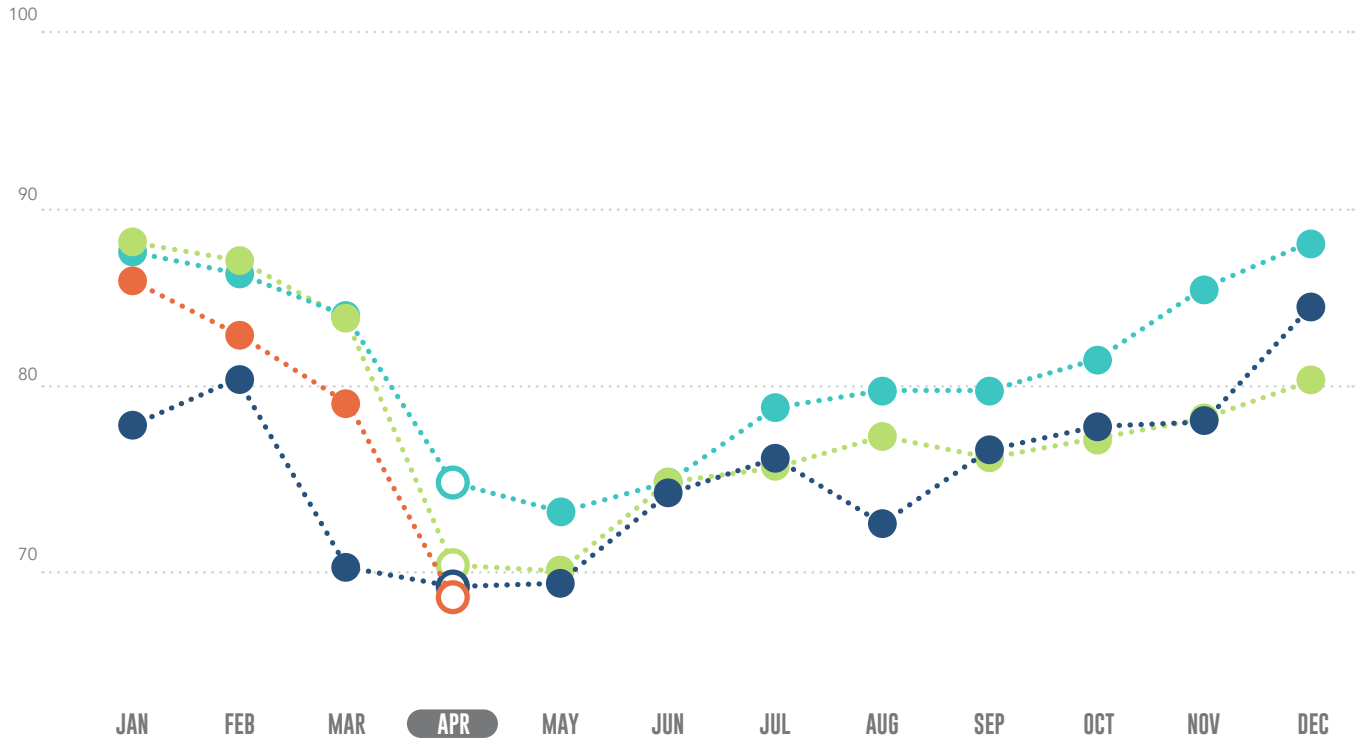


2019 2020 2021 2022

	2019	2020	2021	2022
JAN	10.89	8.94	17.96	12.75
FEB	12.22	11.38	16.46	13.81
MAR	12.77	8.04	14.12	12.80
APR	11.50	10.16	15.19	22.78
MAY	11.79	9.77	14.18	
JUN	11.48	9.18	13.58	
JUL	10.40	13.95	14.64	
AUG	10.59	13.42	15.97	
SEP	10.25	14.95	14.21	
OCT	10.54	12.18	13.22	
NOV	9.57	14.17	12.85	
DEC	9.16	13.71	11.65	

EXCAVATOR CALL VOLUMES

2019 2020 2021 2022



	2019	2020	2021	2022
JAN	87.73	89.69	78.81	86.38
FEB	86.39	87.01	80.87	83.73
MAR	84.50	84.37	70.32	79.17
APR	75.15	71.14	68.63	67.99
MAY	72.98	70.72	68.90	-
JUN	75.83	75.96	74.03	-
JUL	78.50	75.47	75.87	-
AUG	79.22	76.39	73.70	-
SEP	79.96	74.02	74.34	-
OCT	82.35	75.51	76.76	-
NOV	86.05	78.10	80.60	-
DEC	88.77	80.62	85.51	-

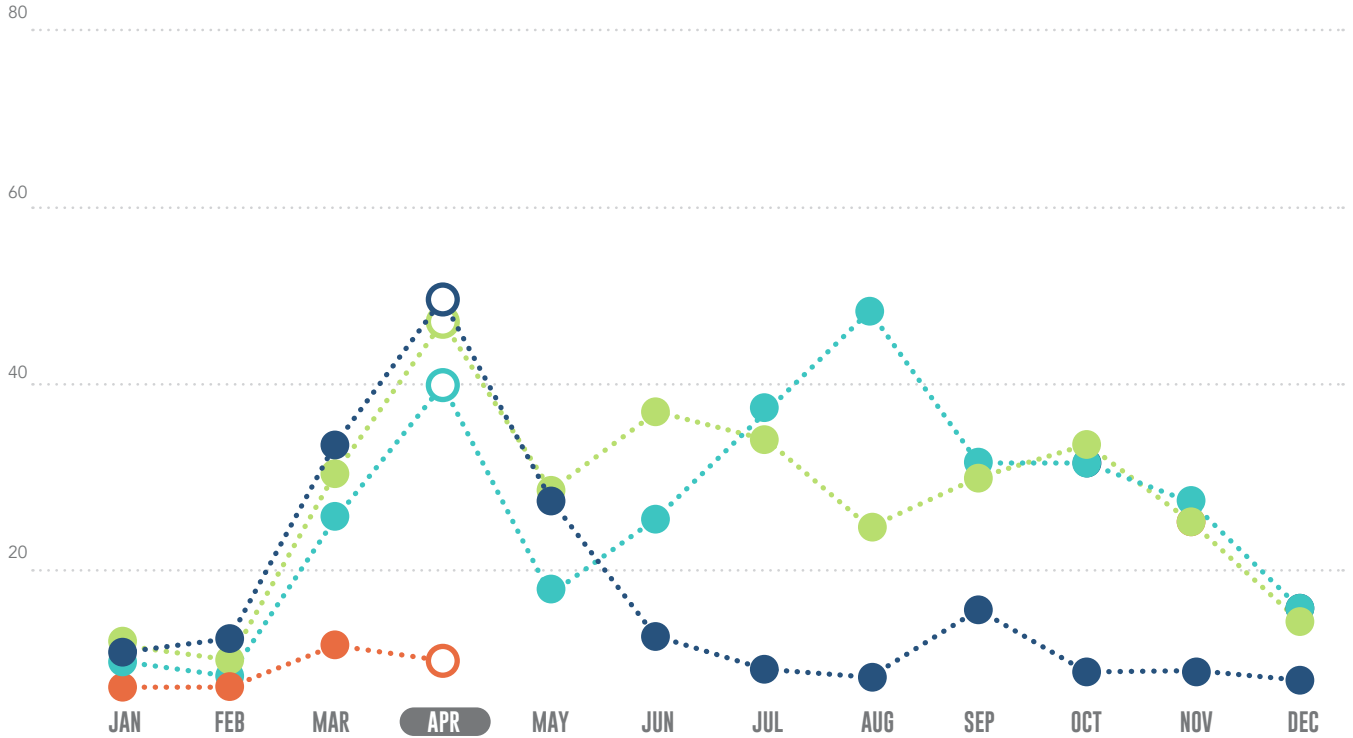


DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE HOLD TIME

2019 2020 2021 2022



2019 2020 2021 2022

	2019	2020	2021	2022
JAN	11	14	12	2
FEB	6	12	15	4
MAR	26	31	33	13
APR	40	44	50	11
MAY	19	29	28	
JUN	25	38	15	
JUL	38	36	9	
AUG	47	25	8	
SEP	32	29	14	
OCT	32	34	9	
NOV	28	25	9	
DEC	17	16	6	

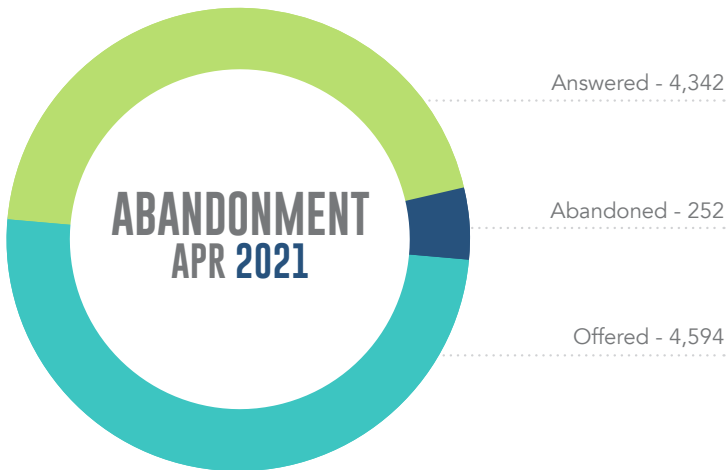
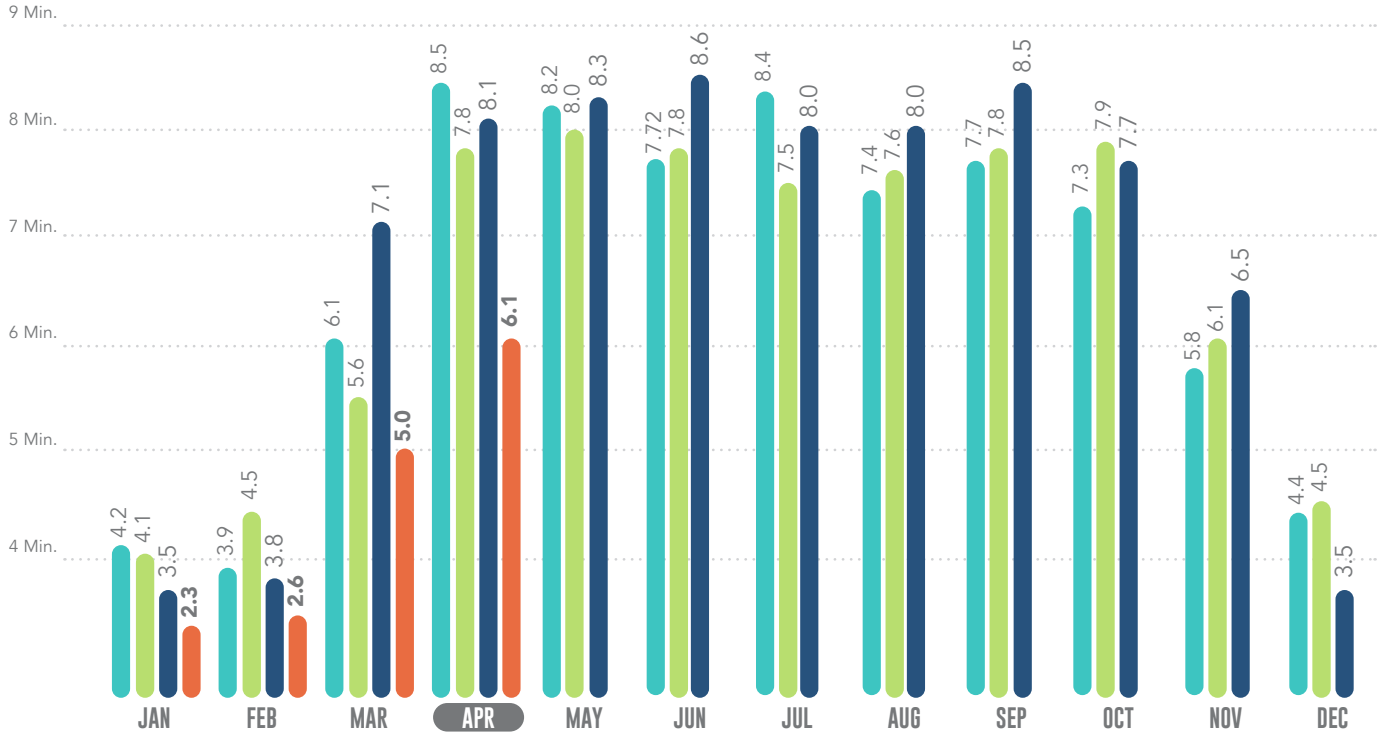


DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE CALL DURATION

2019 2020 2021 2022



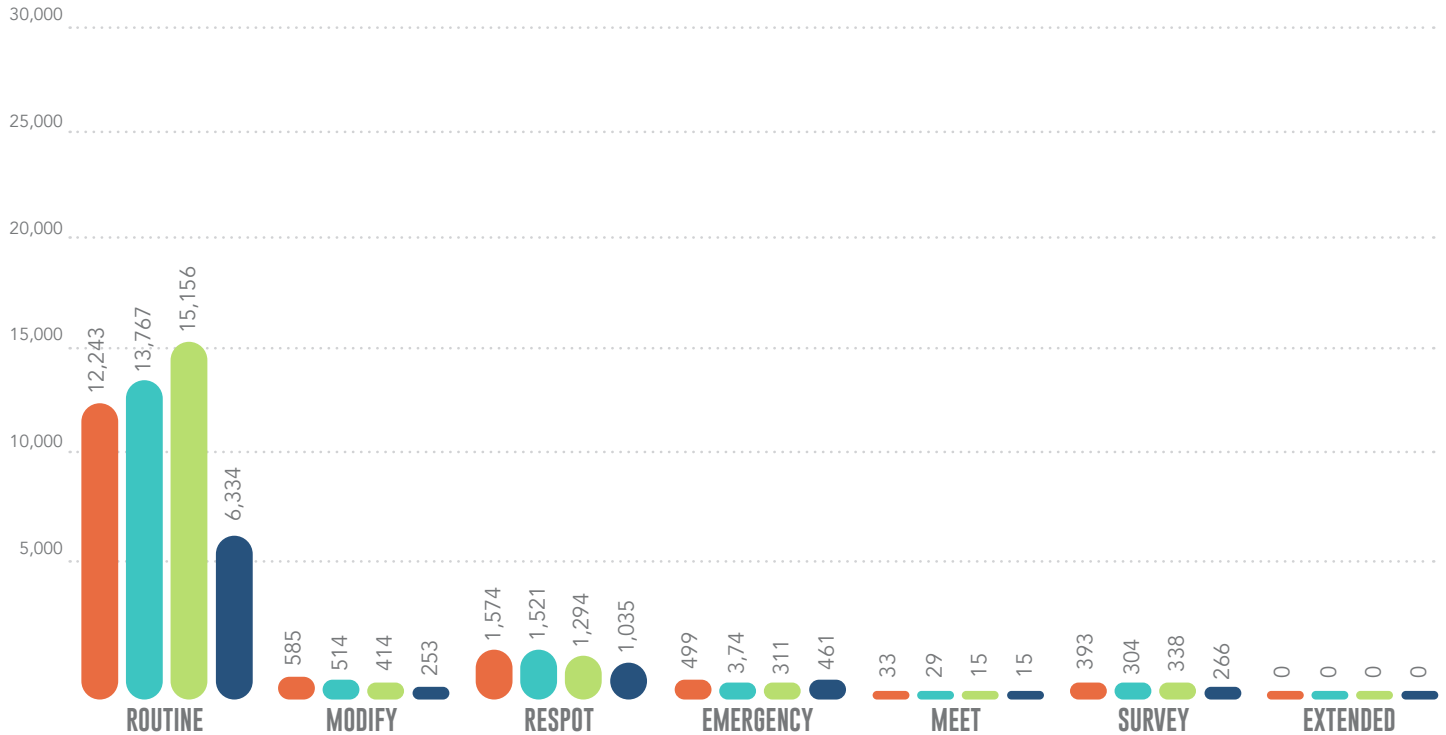


DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

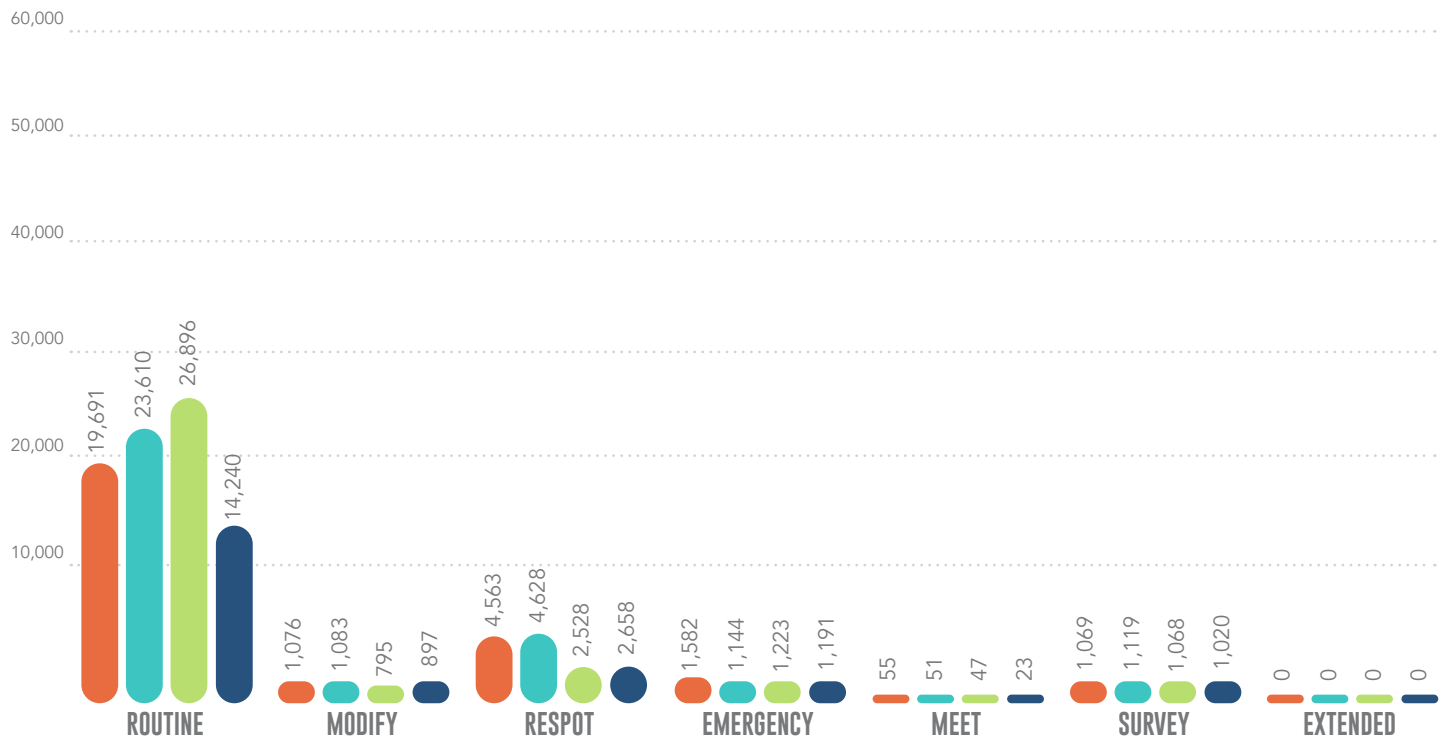
INCOMING TICKET TYPES APR

2019 2020 2021 2022



INCOMING TICKETS TYPES APR Y-T-D

2019 2020 2021 2022





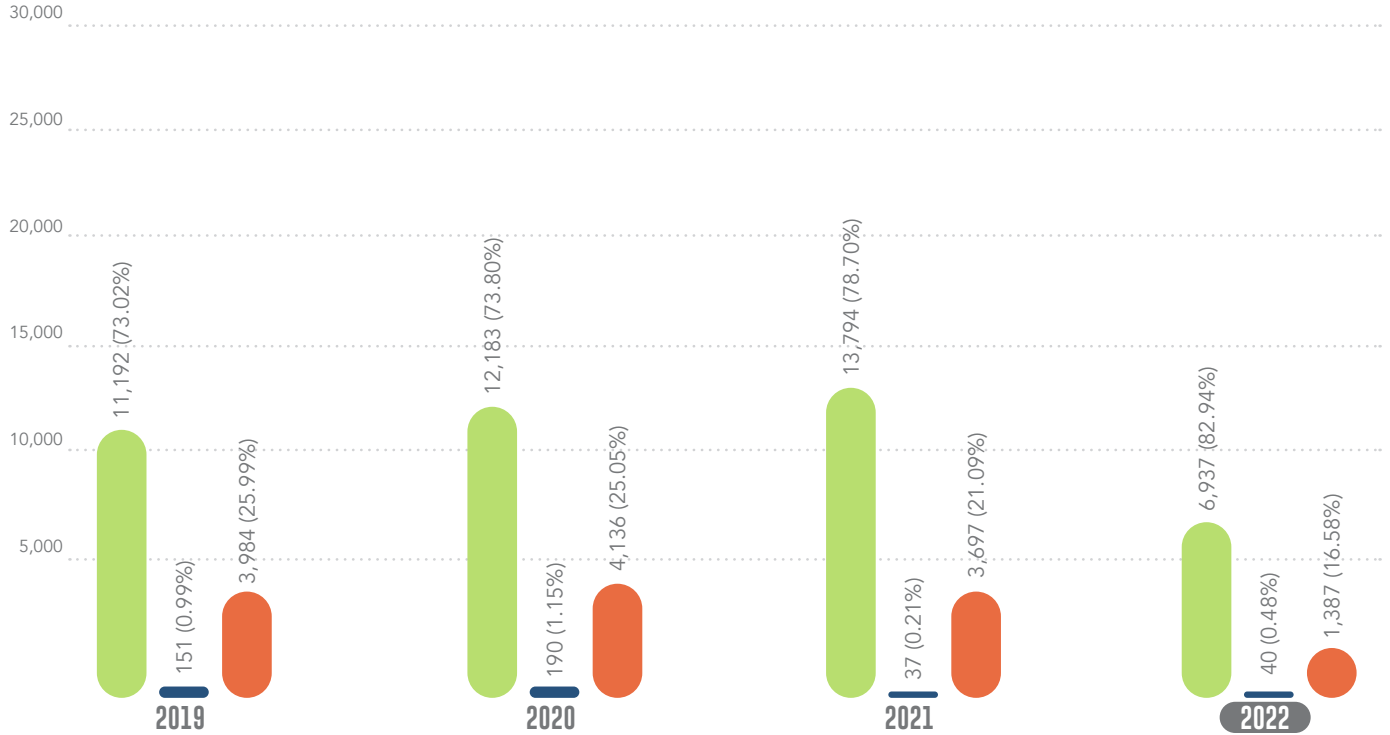
DASHBOARD REPORT - APRIL 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

RECEIPT METHODS APR

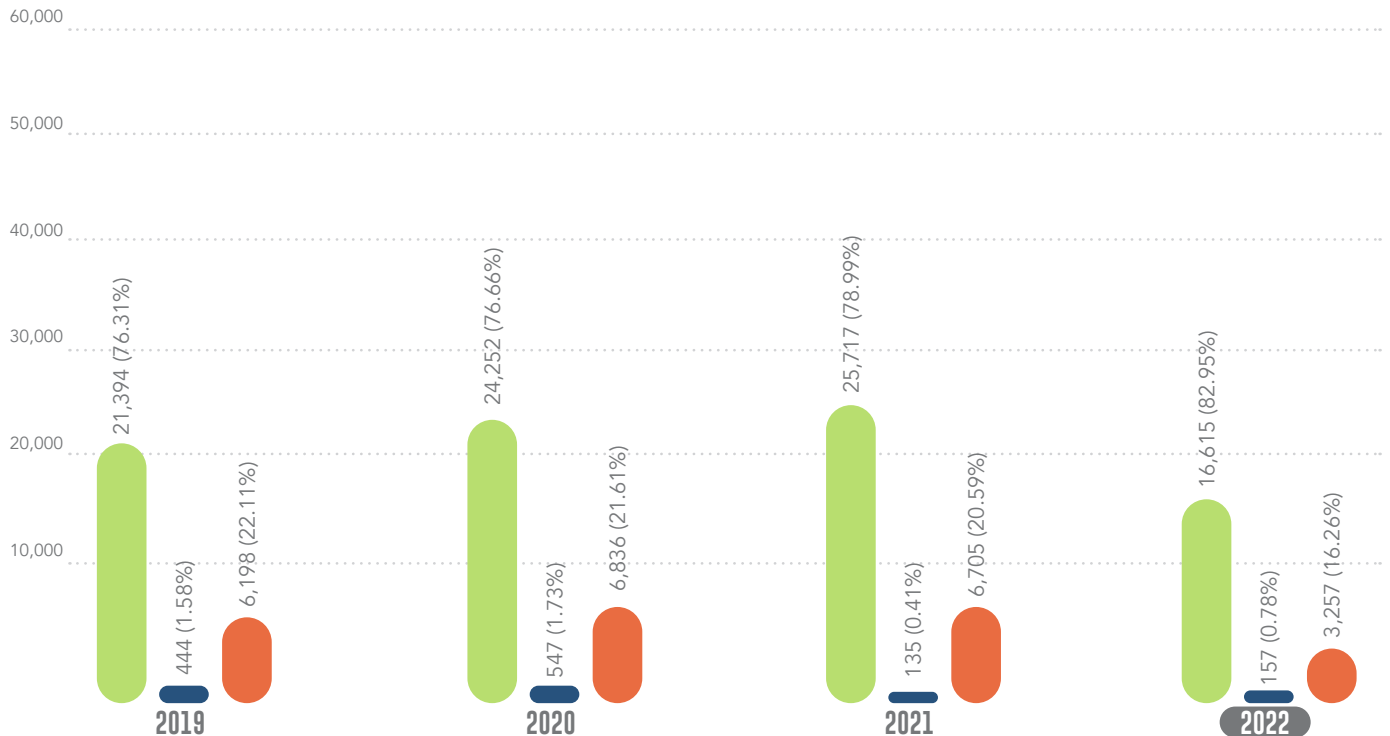
ITIC IVR OPERATOR

ITIC Mobile = 0



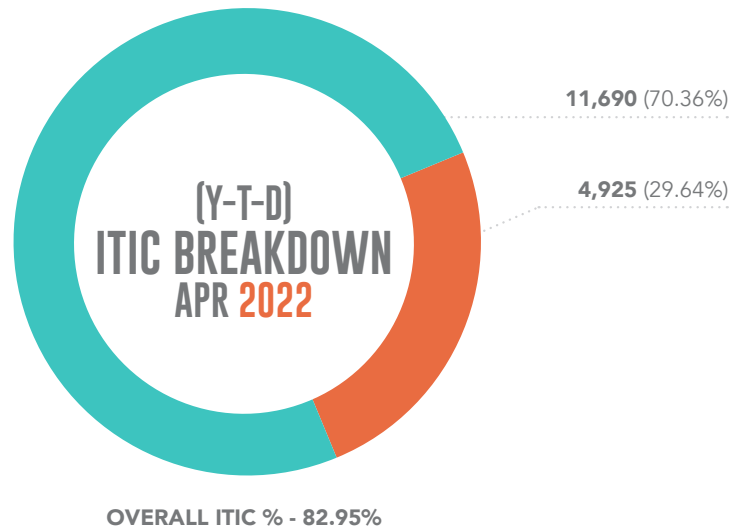
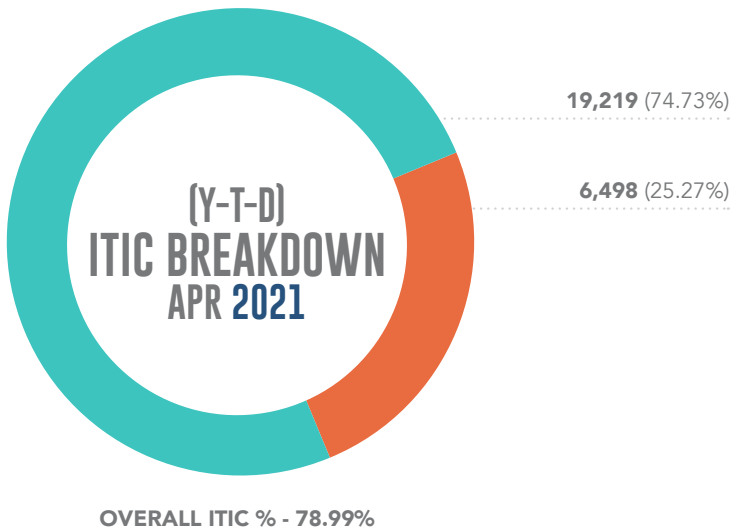
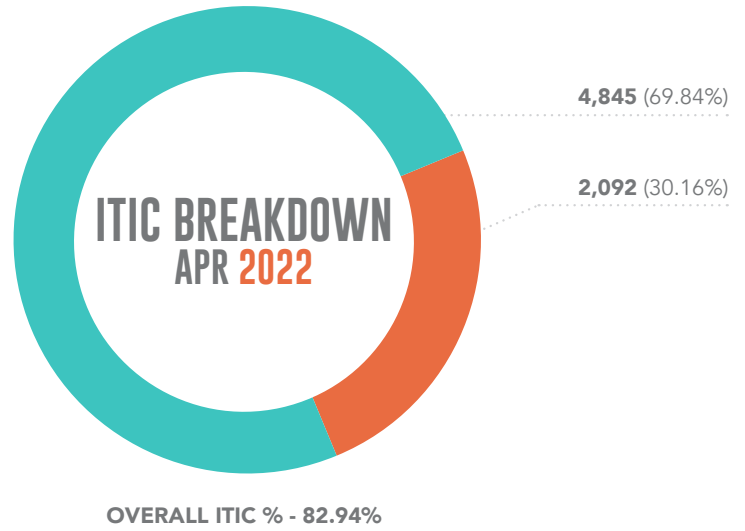
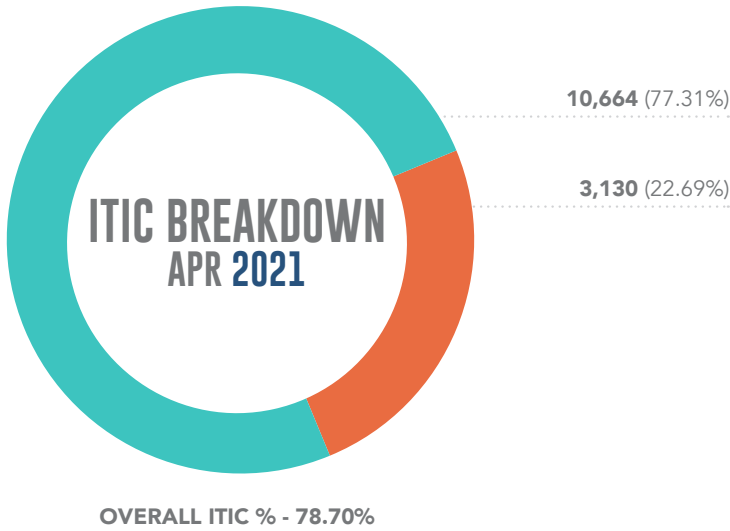
RECEIPT METHODS APR Y-T-D

ITIC IVR OPERATOR

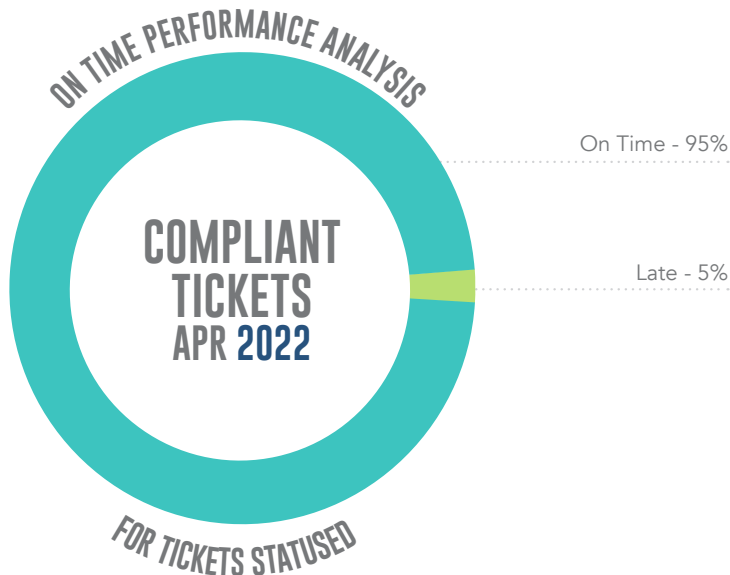
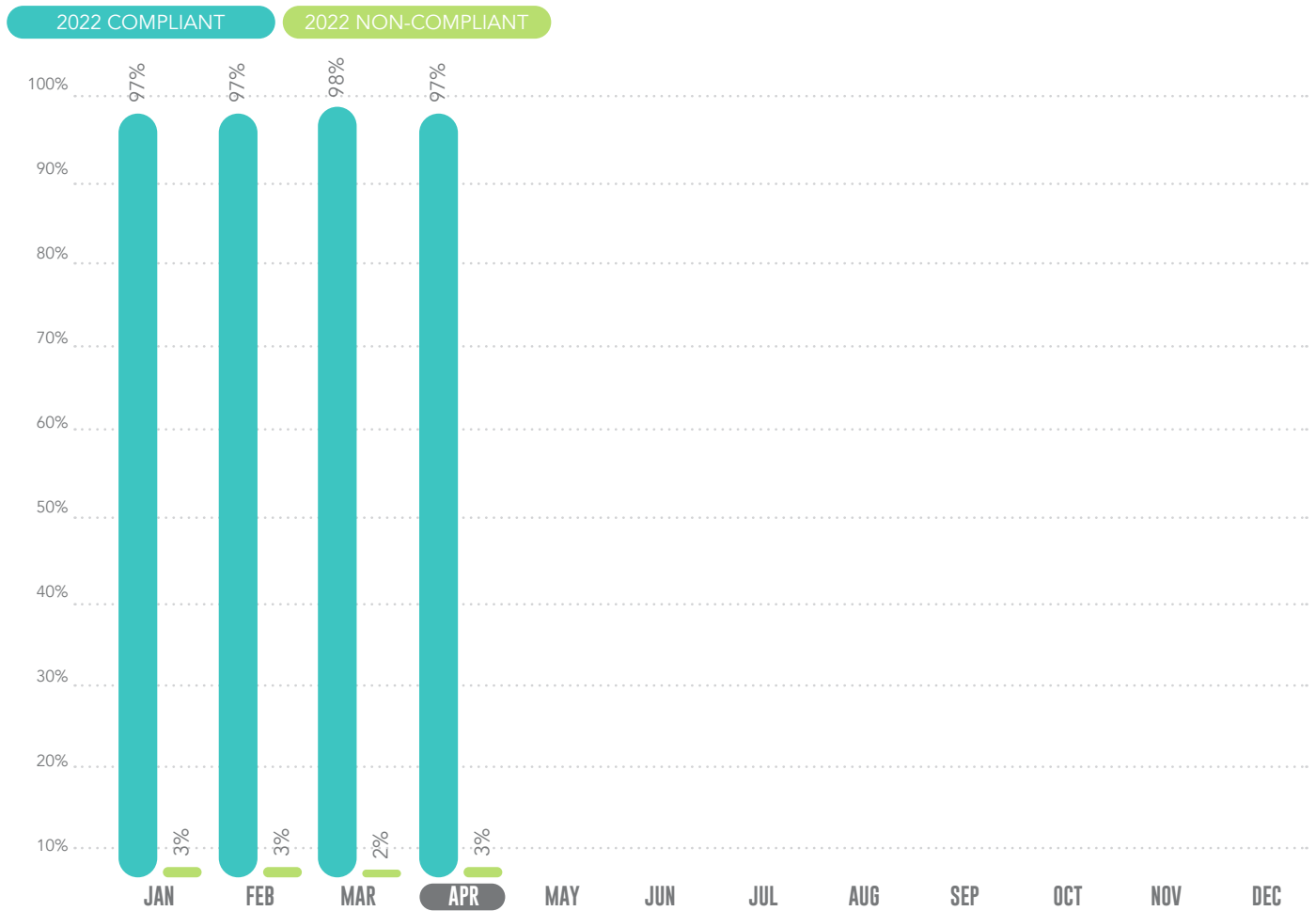


IN REVIEW

DIRECT RELEASE



POSITIVE RESPONSE COMPLIANCE





CREATIVE HOURS - 4TH QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	16:50
NDOC New Logo	16:45
NDOC Social Media	11:00
NDOC Website Changes	1:30
Subtotal	46:05
Management Review (+15%)	6:55
Grand Total with Review	53:00

CREATIVE HOURS - 2021

