

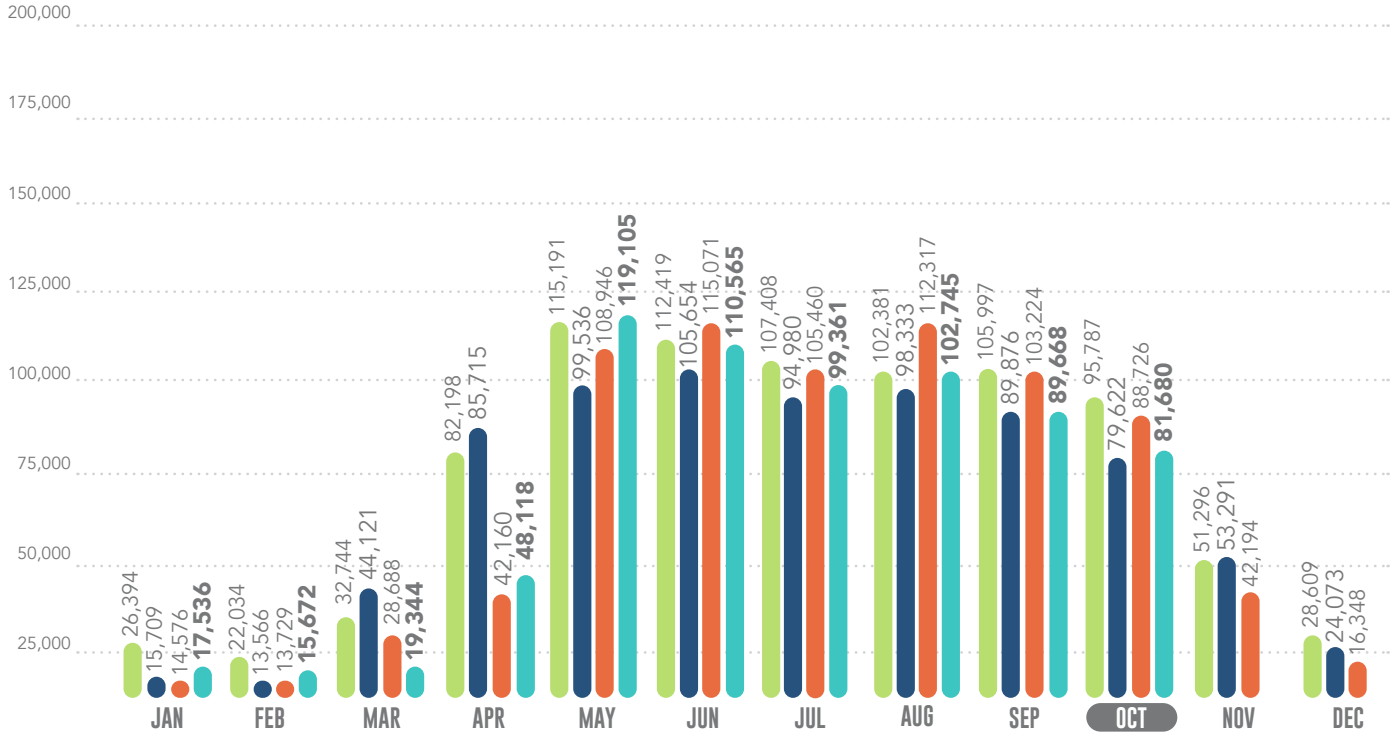


DASHBOARD REPORT - OCTOBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

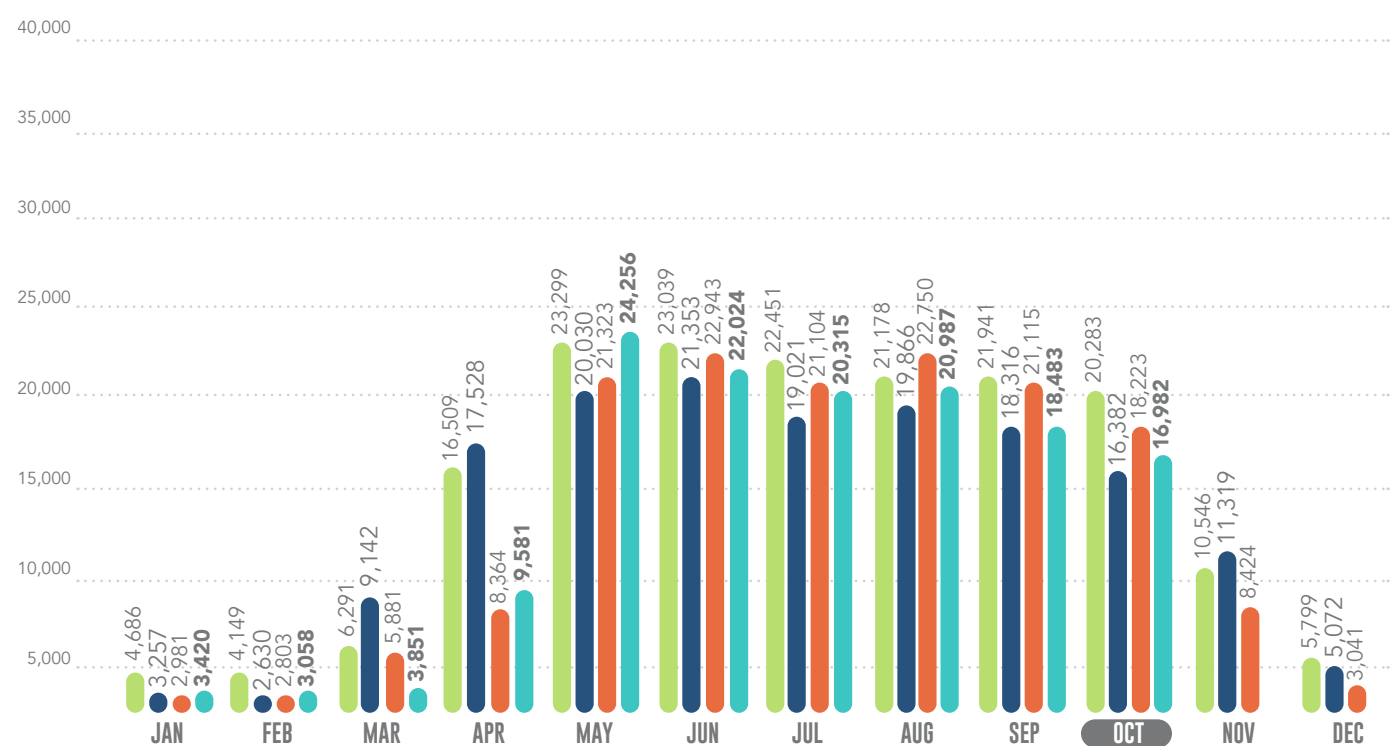
CHARGEABLE OUTBOUND TICKETS

2020 2021 2022 2023



INCOMING TICKETS

2020 2021 2022 2023



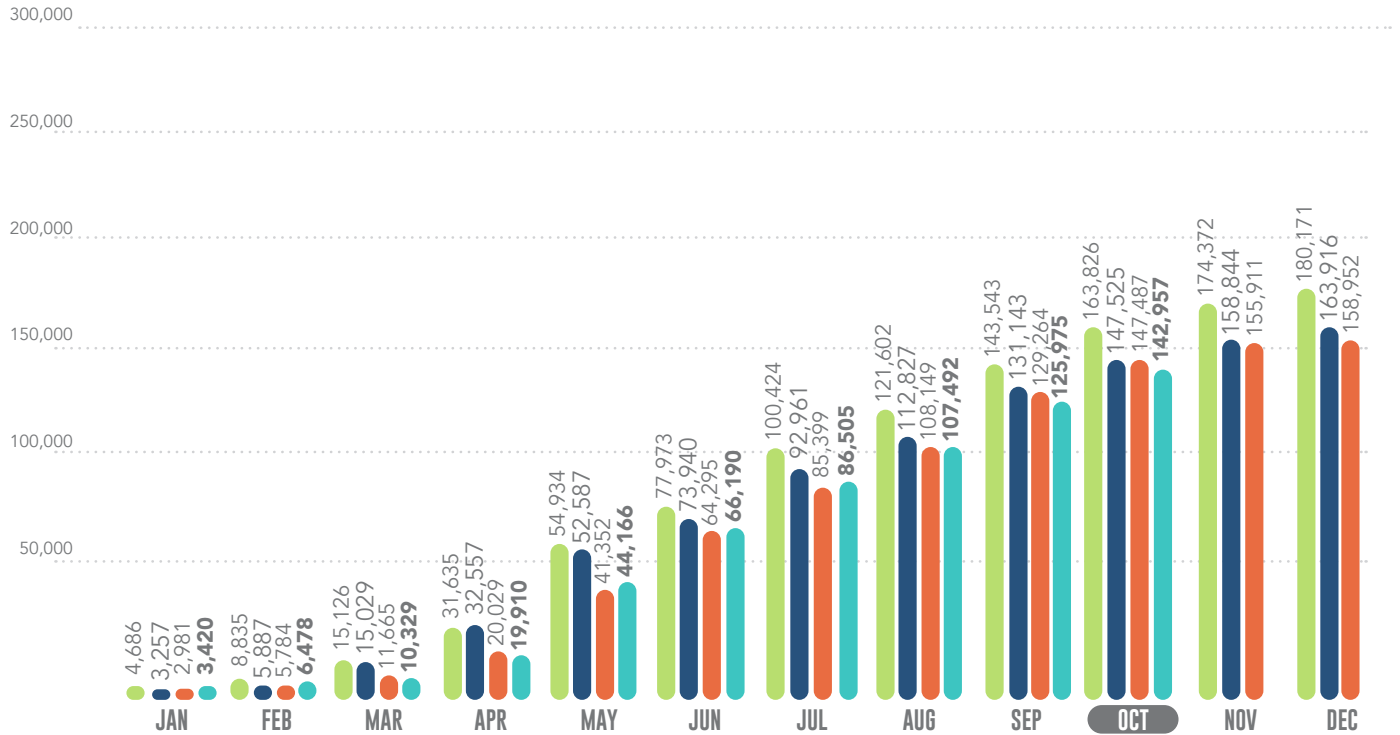


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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

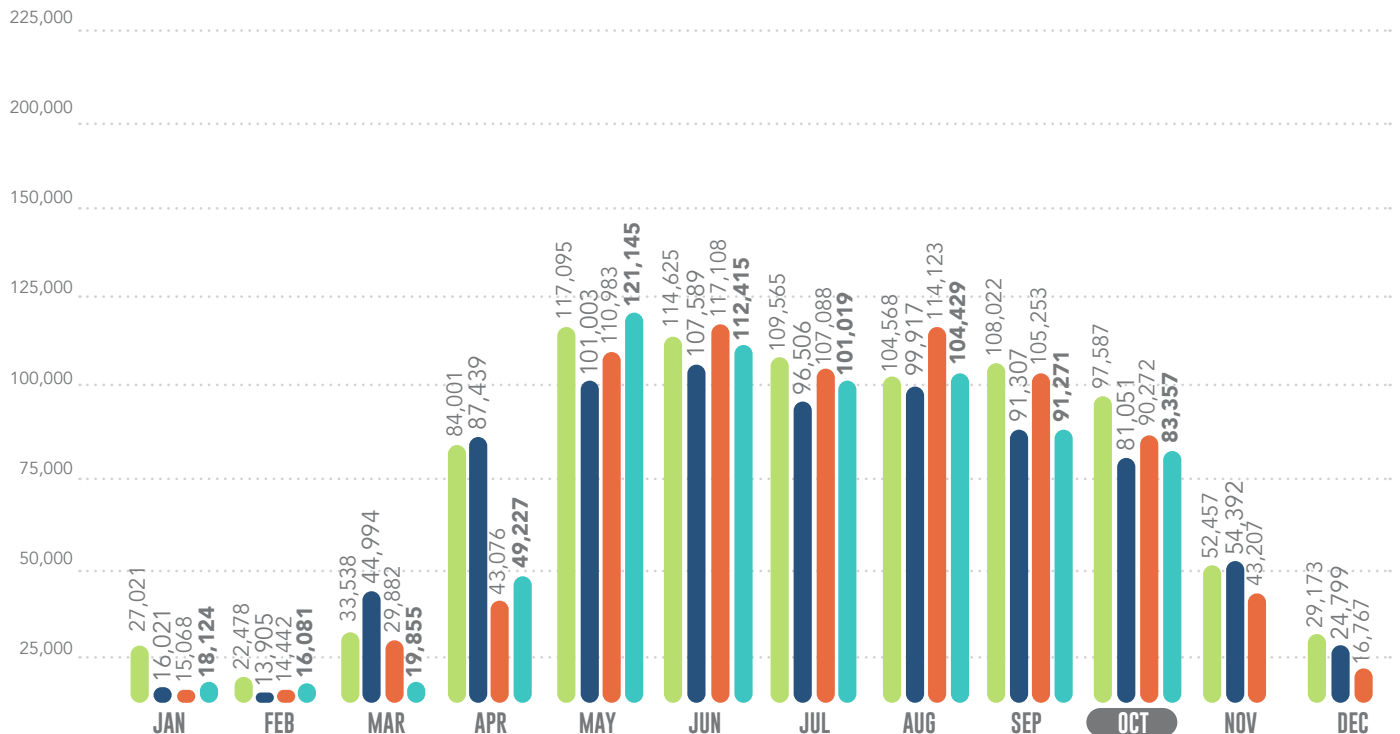
INCOMING TICKETS Y-T-D

2020 2021 2022 2023



OUTGOING MESSAGES

2020 2021 2022 2023



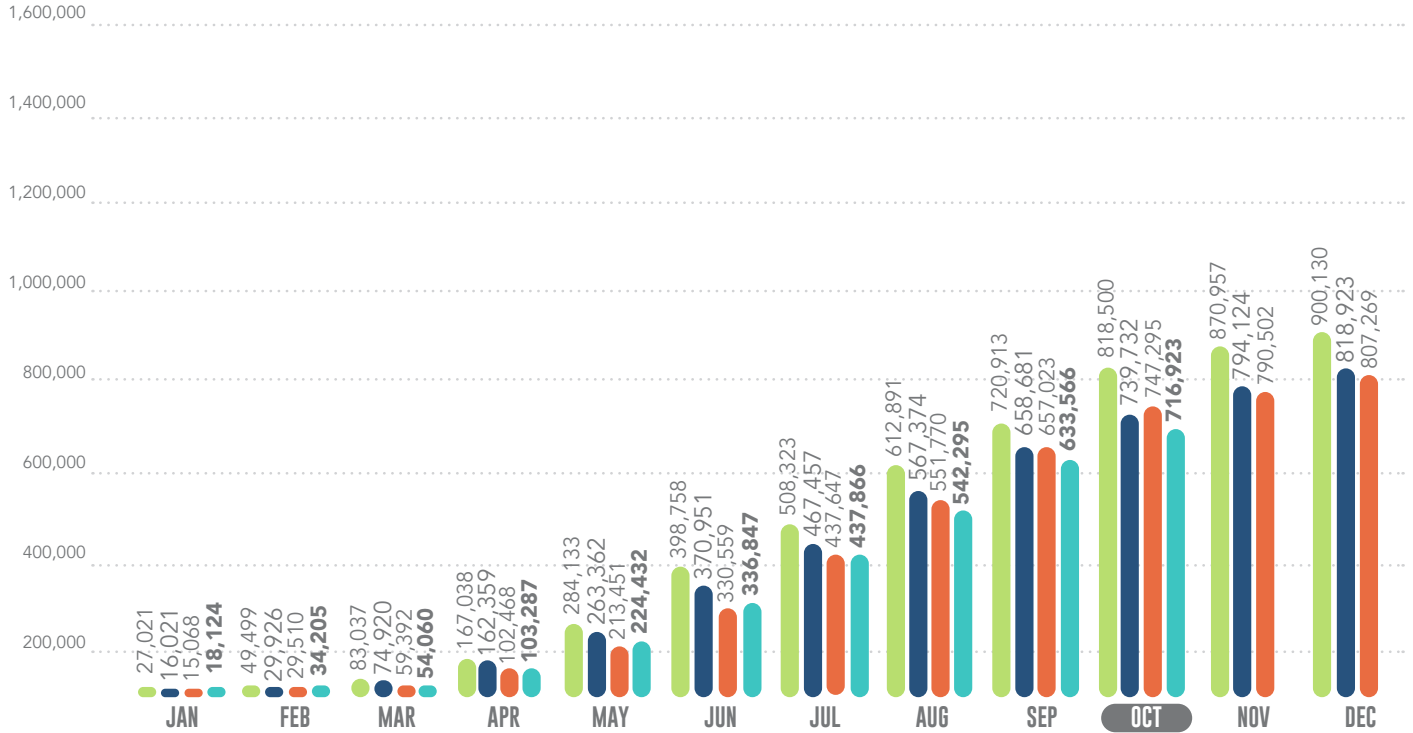


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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

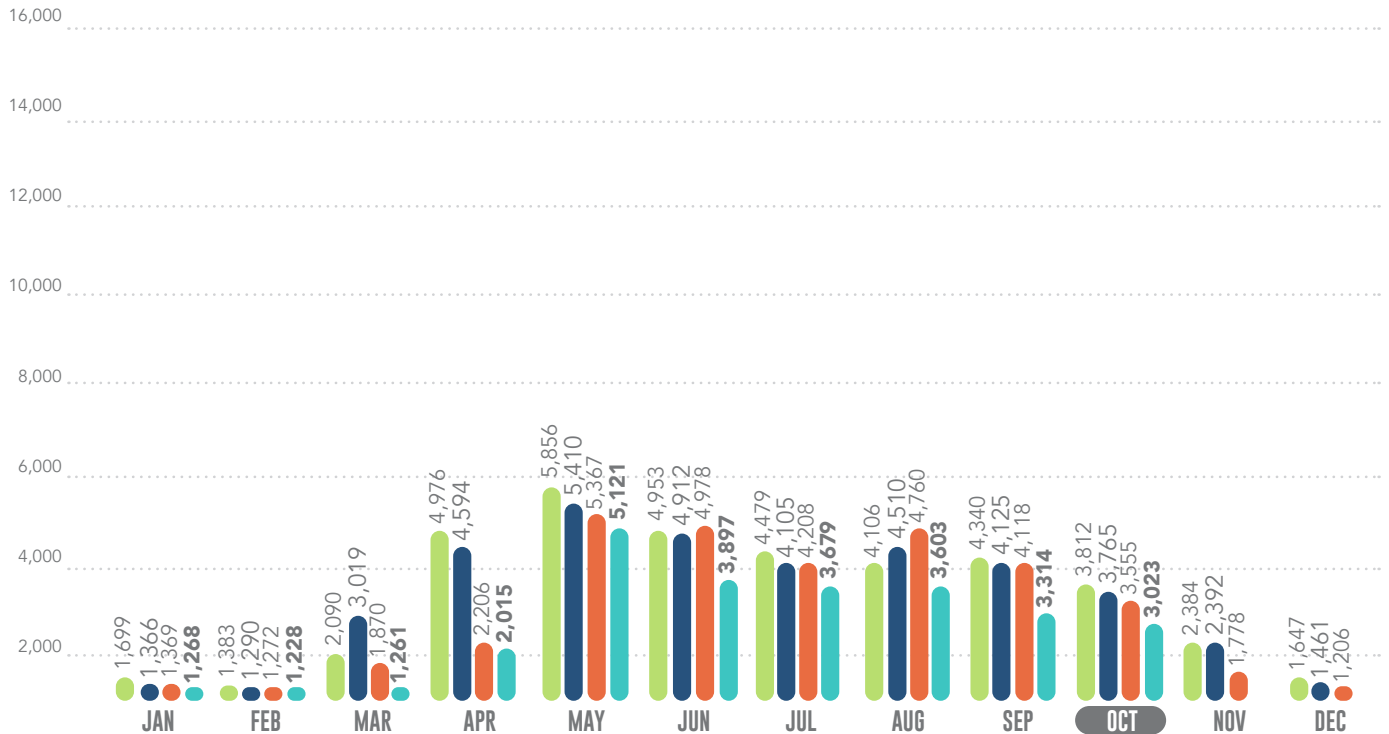
OUTGOING TICKETS Y-T-D

2020 2021 2022 2023



INCOMING CALLS

2020 2021 2022 2023



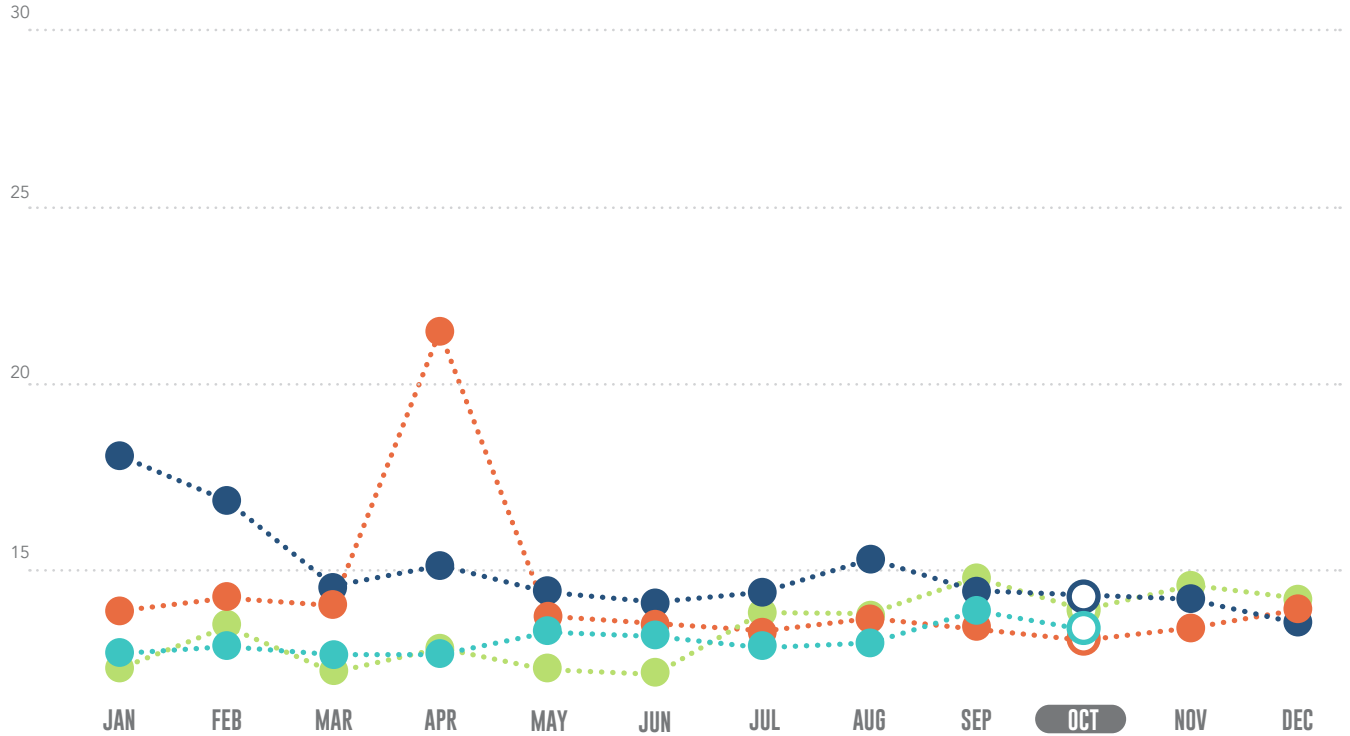


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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OPERATOR CALL VOLUMES

2020 2021 2022 2023



2020 2021 2022 2023

	2020	2021	2022	2023
JAN	8.94	17.96	12.75	9.91
FEB	11.38	16.46	13.81	10.01
MAR	8.04	14.12	12.80	9.82
APR	10.16	15.19	22.78	9.70
MAY	9.77	14.18	12.80	11.90
JUN	9.18	13.58	12.21	11.10
JUL	13.95	14.64	12.12	11.79
AUG	13.42	15.97	13.21	11.98
SEP	14.95	14.21	12.89	13.89
OCT	12.18	13.22	10.99	11.91
NOV	14.17	12.85	11.56	
DEC	13.71	11.65	12.17	

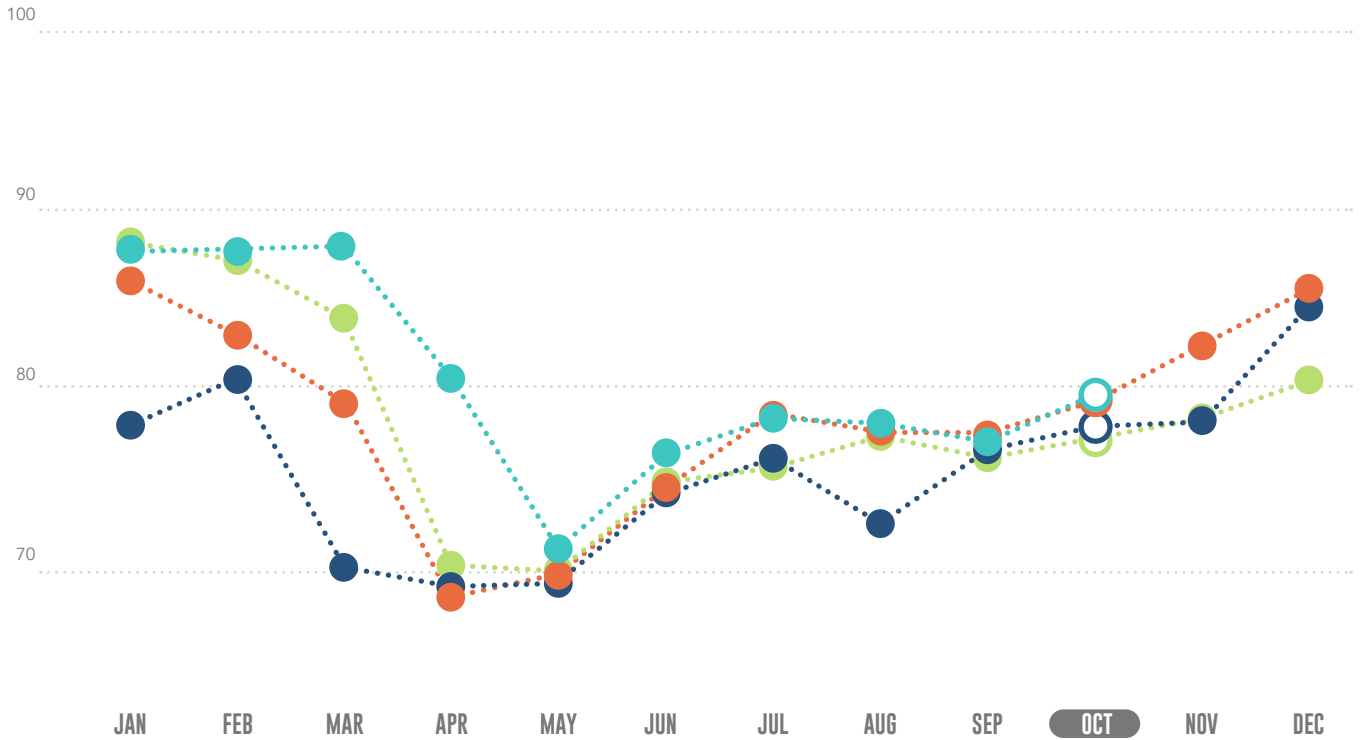


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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

EXCAVATOR CALL VOLUMES

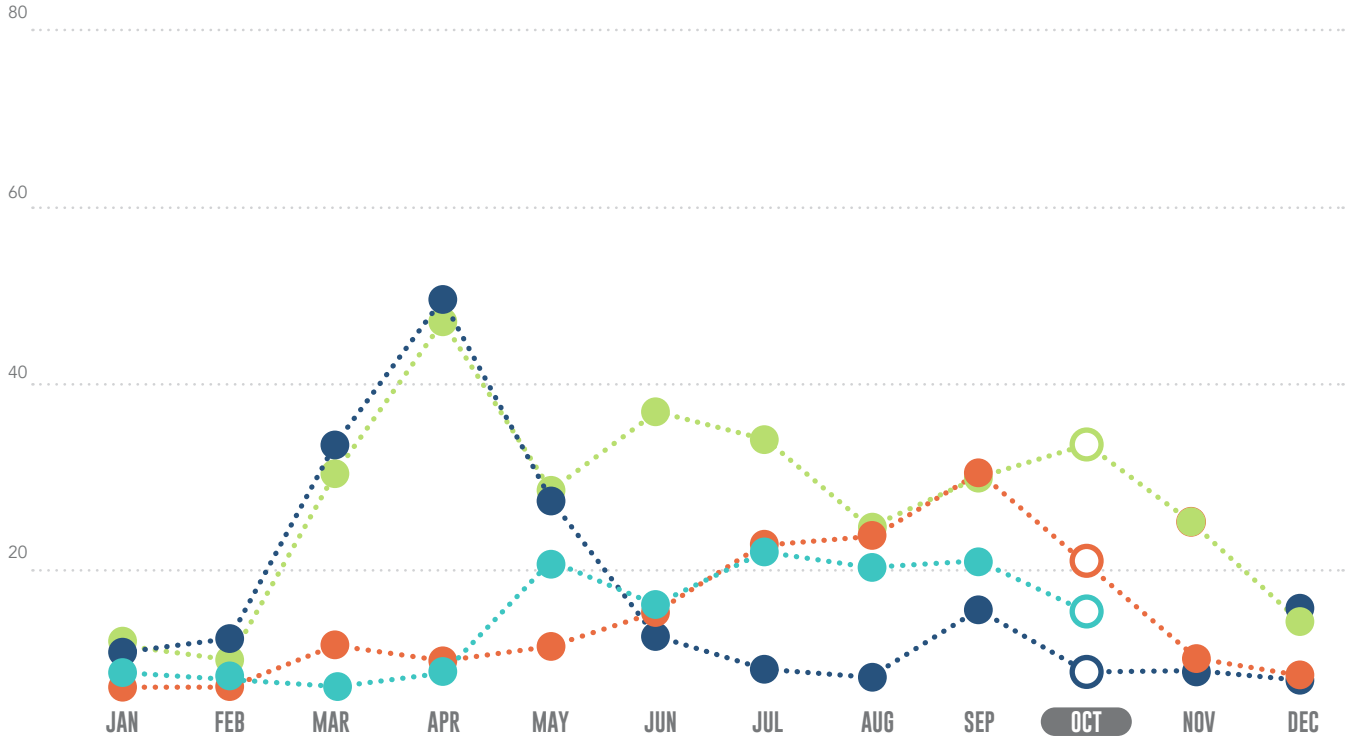
2020 2021 2022 2023



	2020	2021	2022	2023
JAN	89.69	78.81	86.38	89.01
FEB	87.01	80.87	83.73	88.59
MAR	84.37	70.32	79.17	89.20
APR	71.14	68.63	67.99	80.03
MAY	70.72	68.90	69.78	71.47
JUN	75.96	74.03	74.68	76.53
JUL	75.47	75.87	78.14	78.07
AUG	76.39	73.70	76.81	77.95
SEP	74.02	74.34	76.65	76.29
OCT	75.51	76.76	79.21	79.58
NOV	78.10	80.60	83.76	83.76
DEC	80.62	85.51	86.75	86.75

AVERAGE HOLD TIME

2020 2021 2022 2023



2020 2021 2022 2023

	2020	2021	2022	2023
JAN	14	12	2	6
FEB	12	15	4	7
MAR	31	33	13	13
APR	44	50	11	10
MAY	29	28	13	21
JUN	38	15	17	18
JUL	36	9	23	22
AUG	25	8	25	20
SEP	29	14	29	21
OCT	34	9	21	16
NOV	25	9	11	
DEC	16	6	7	

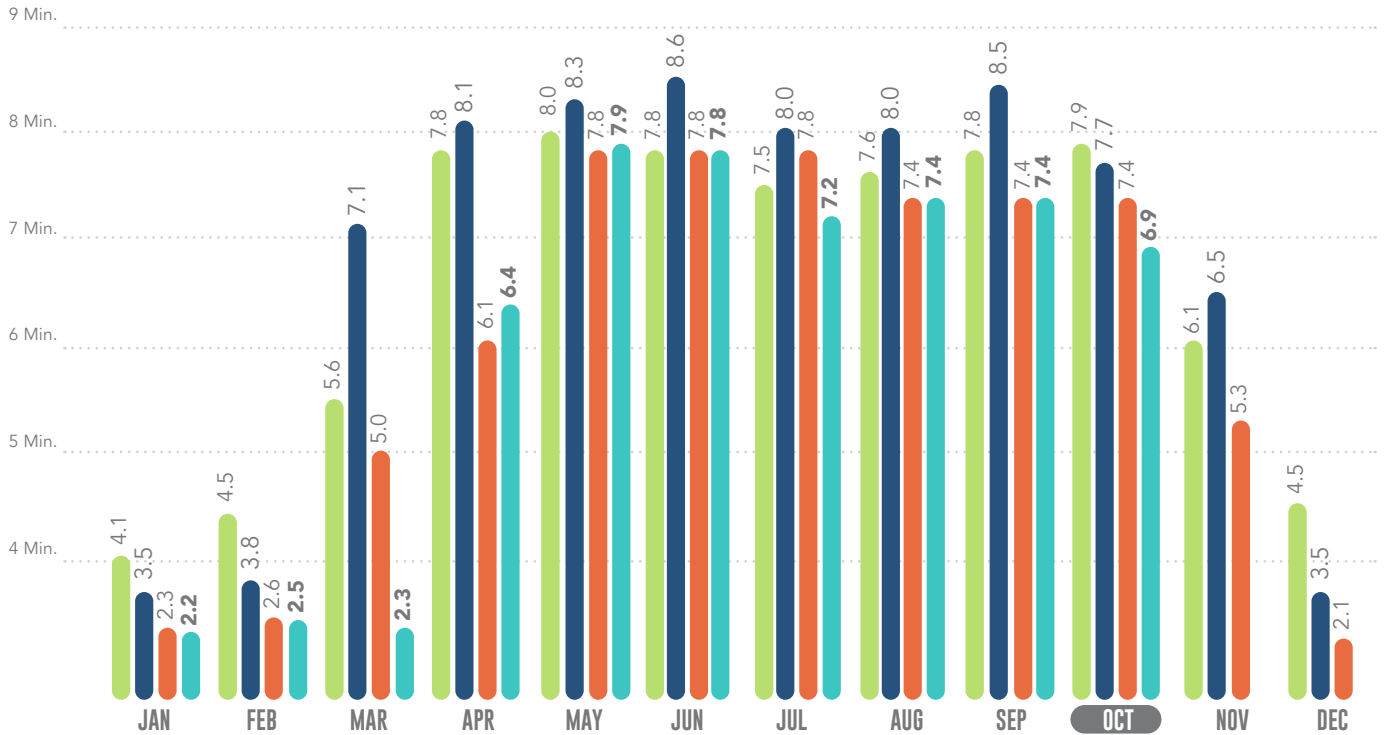


DASHBOARD REPORT - OCTOBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE CALL DURATION

2020 2021 2022 2023



Answered - 3,435

Abandoned - 120

Offered - 3,555



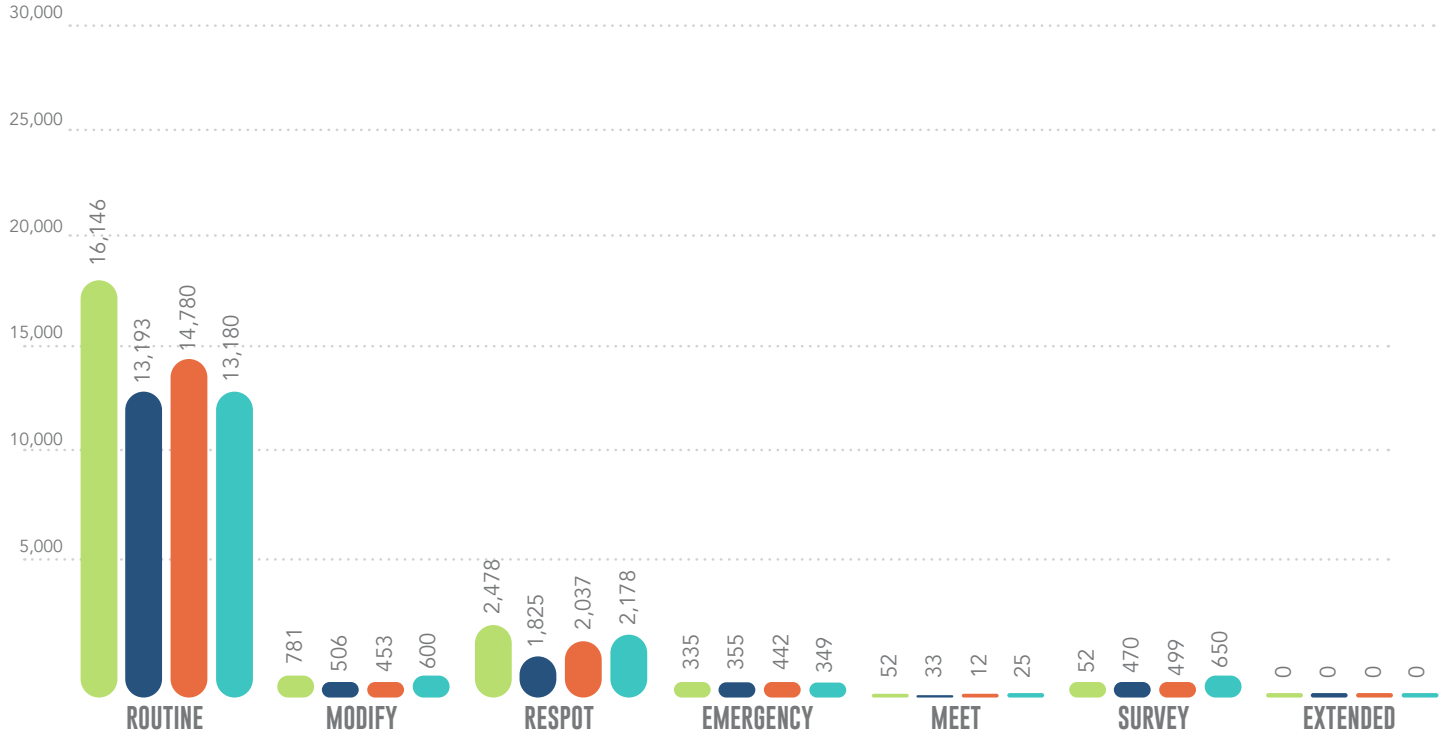
Answered - 2,927

Abandoned - 96

Offered - 3,023

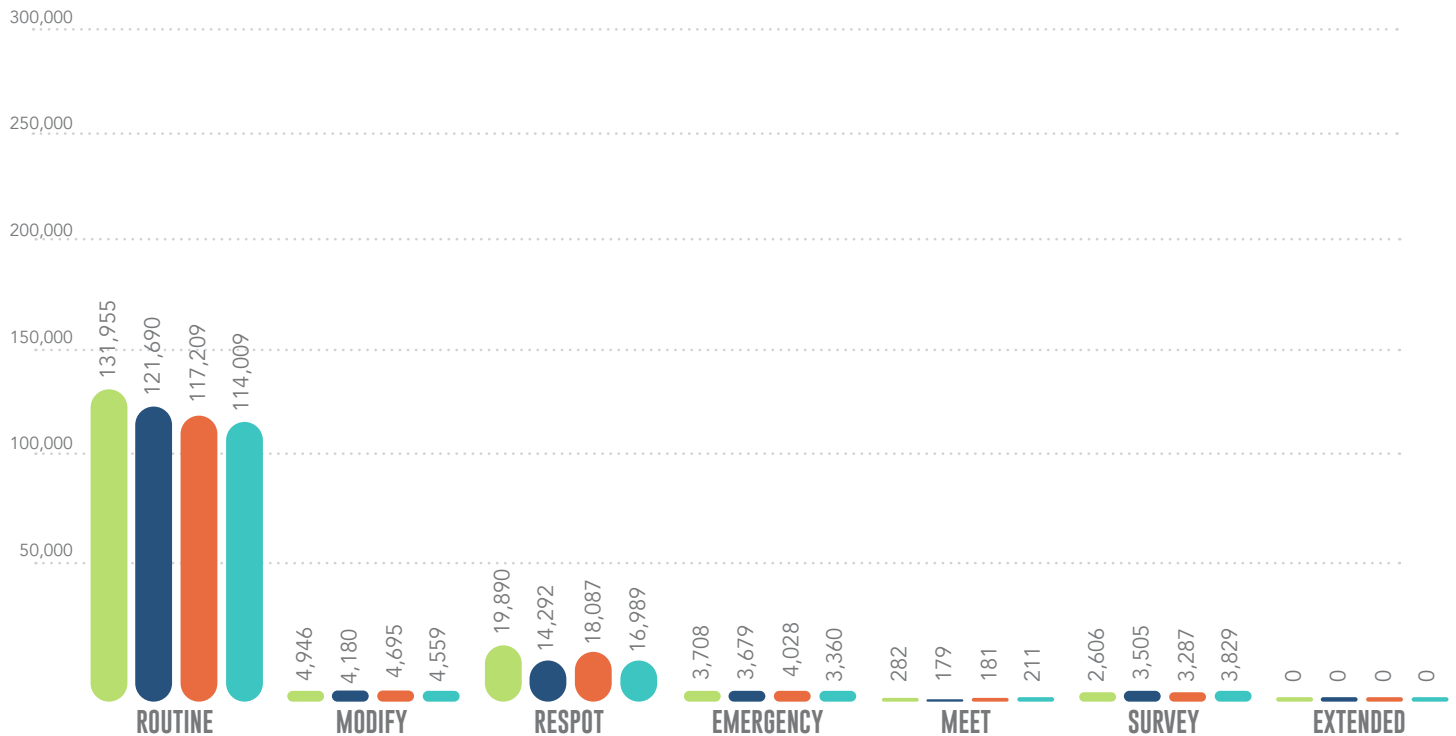
INCOMING TICKET TYPES OCT

2020 2021 2022 2023



INCOMING TICKETS TYPES OCT Y-T-D

2020 2021 2022 2023





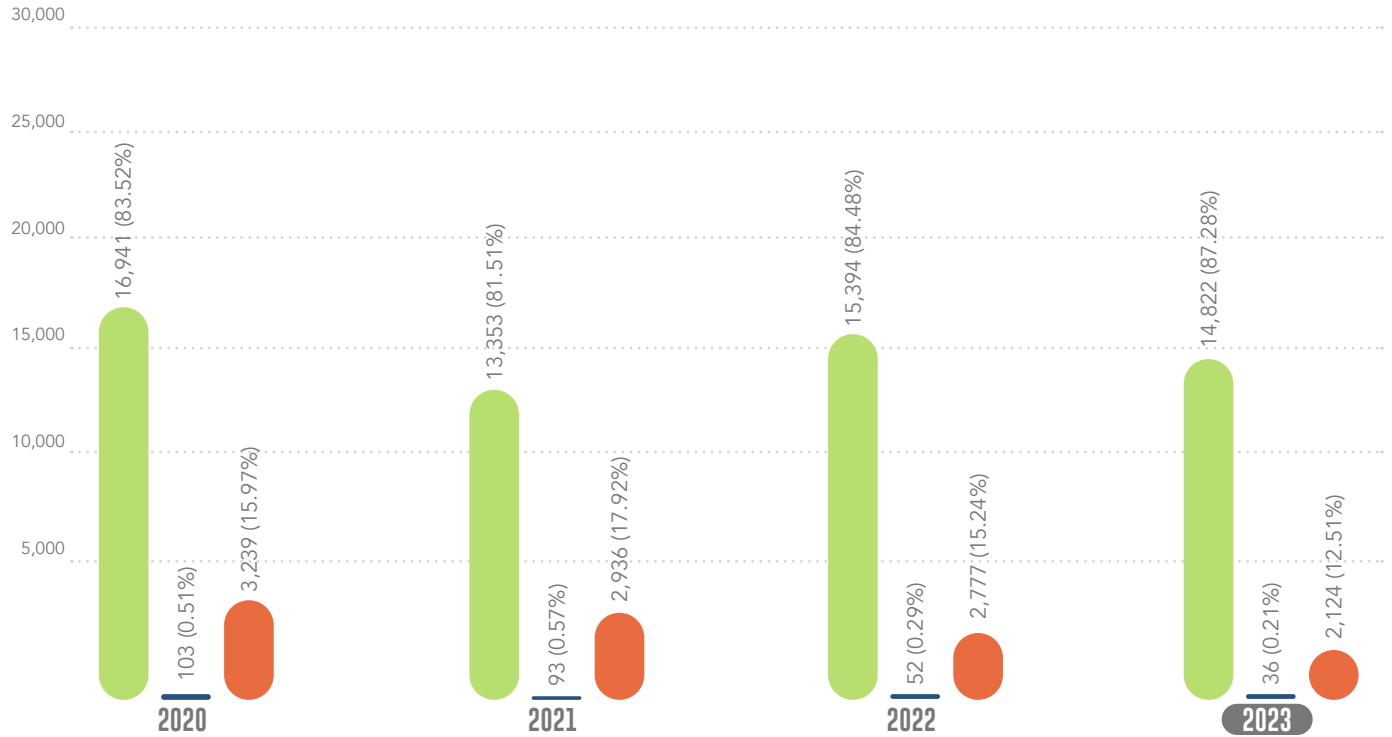
DASHBOARD REPORT - OCTOBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

RECEIPT METHODS OCT

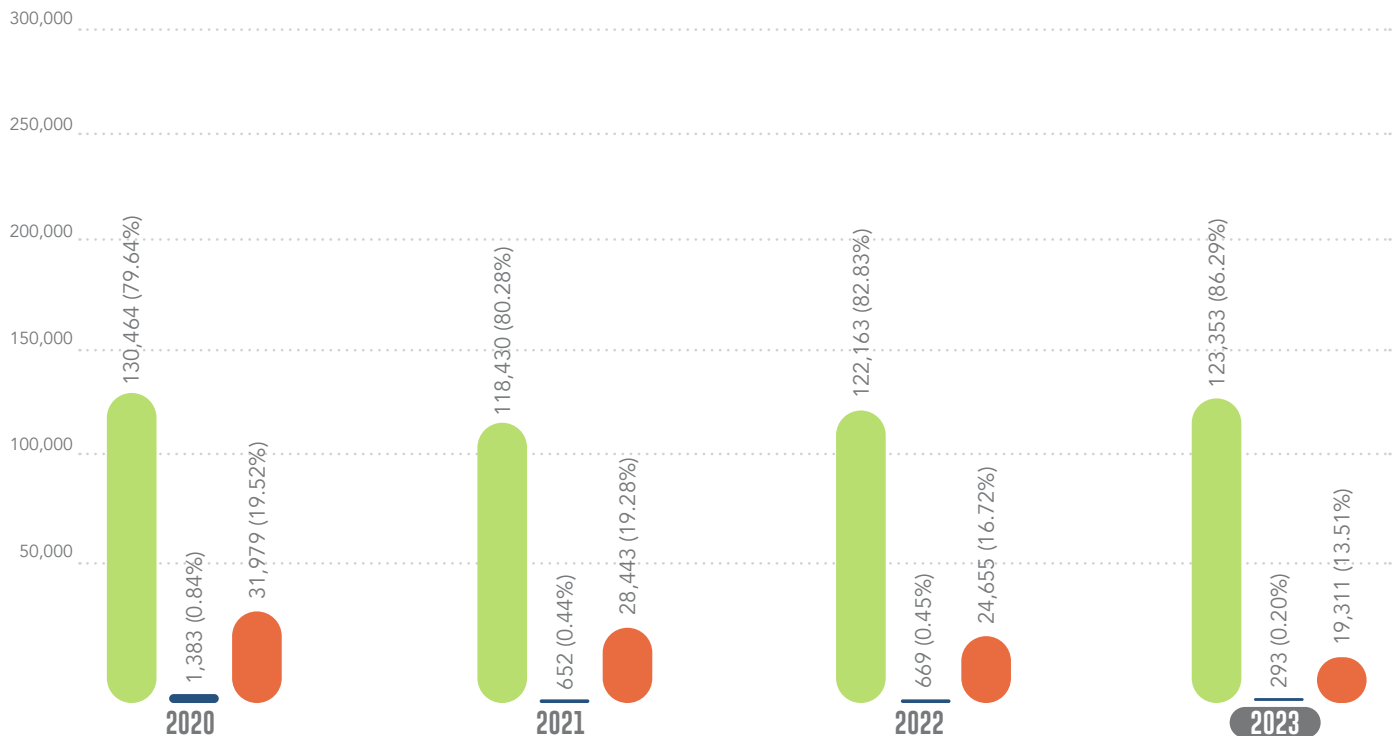
ITIC IVR OPERATOR

ITIC Mobile = 0



RECEIPT METHODS OCT Y-T-D

ITIC IVR OPERATOR



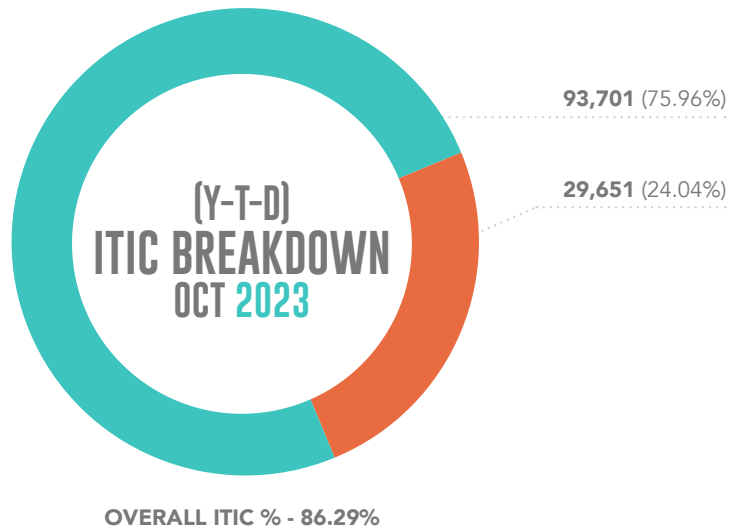
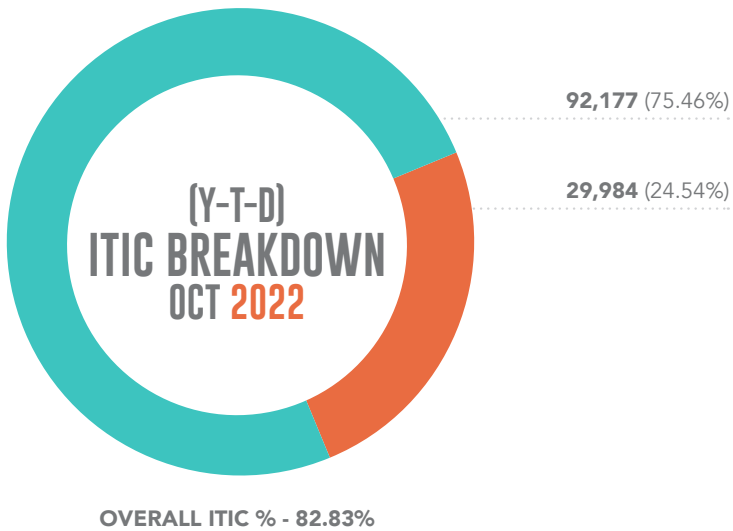
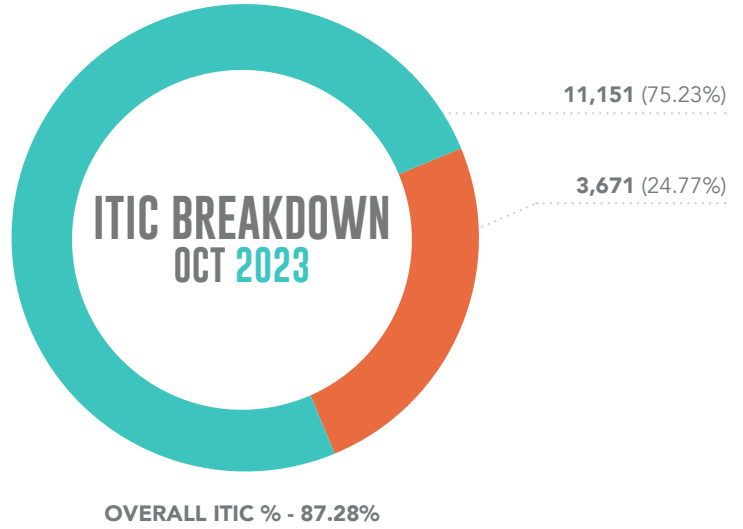
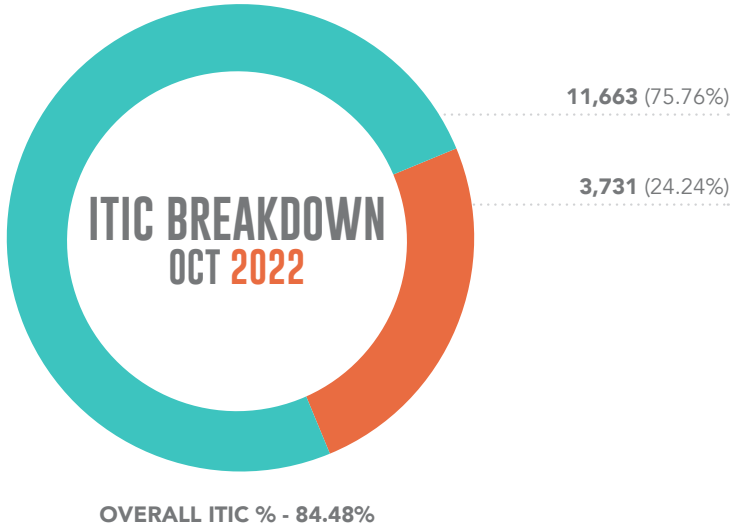


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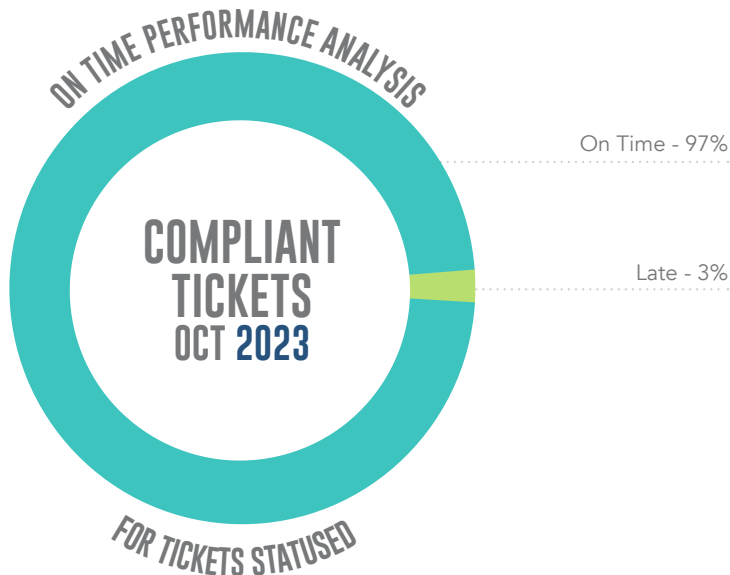
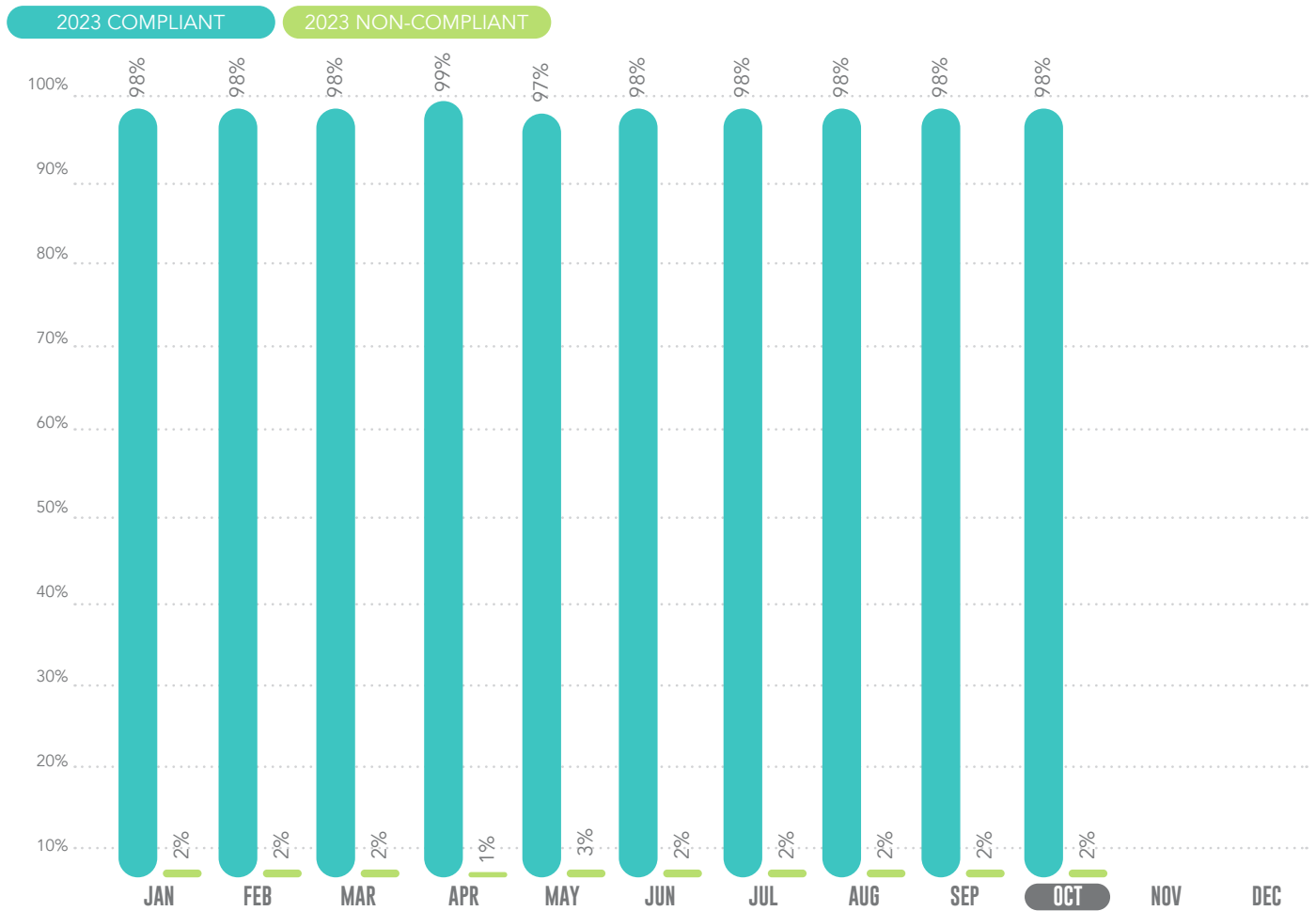
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

DIRECT RELEASE



POSITIVE RESPONSE COMPLIANCE



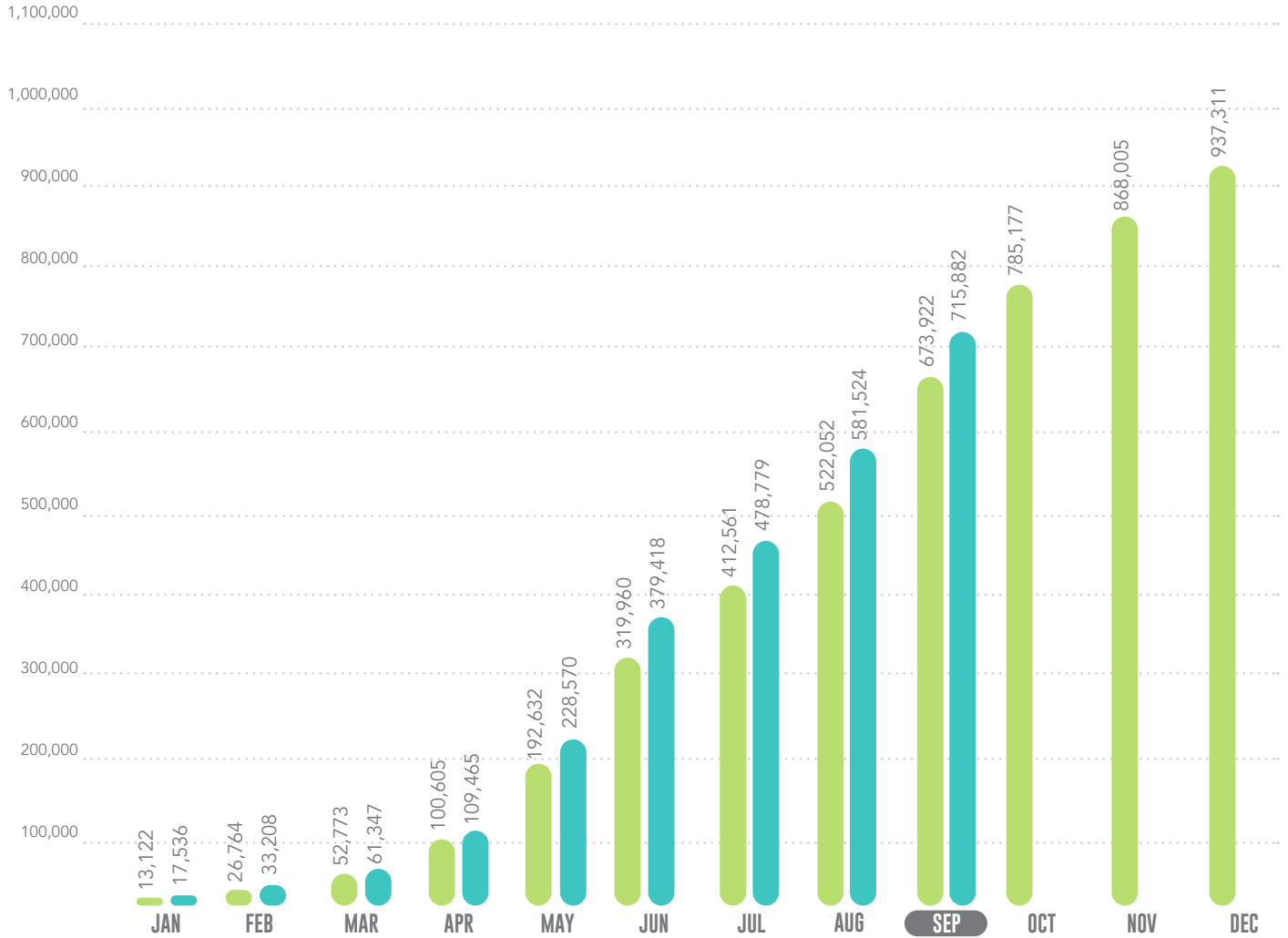


DASHBOARD REPORT - OCTOBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

BASE YEAR (2011) CUMULATIVE YTD TICKETS vs CURRENT YEAR (2023) CUMULATIVE YTD TICKETS

2011 2023



"Current Year Cumulative YTD Tickets will be made available once the current billing process is complete."



CREATIVE HOURS - 3RD QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	31:30
NDOC Social Media	13:30
NDOC Website Changes	1:45
Subtotal	46:45:00
Management Review (+15%)	7:00:45
Grand Total with Review	53:45:45

CREATIVE HOURS - 2023

