

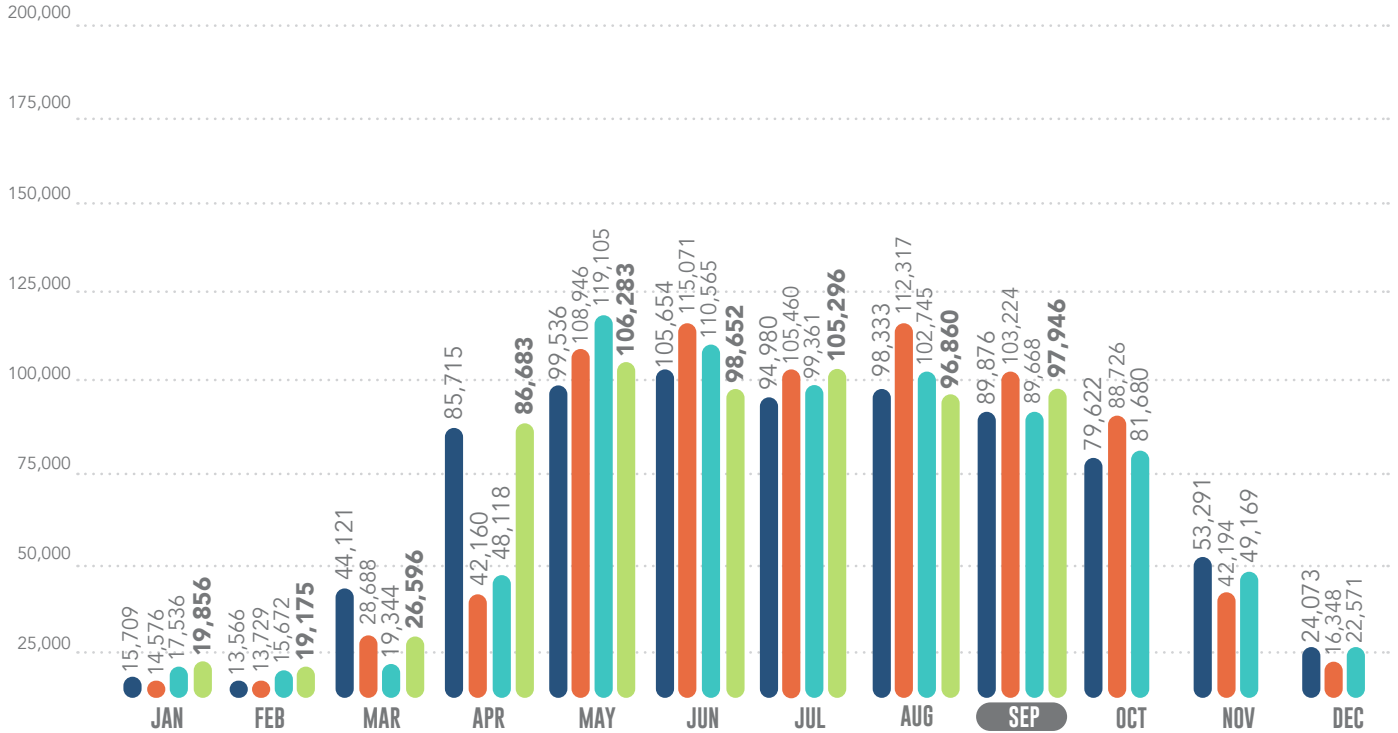


DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

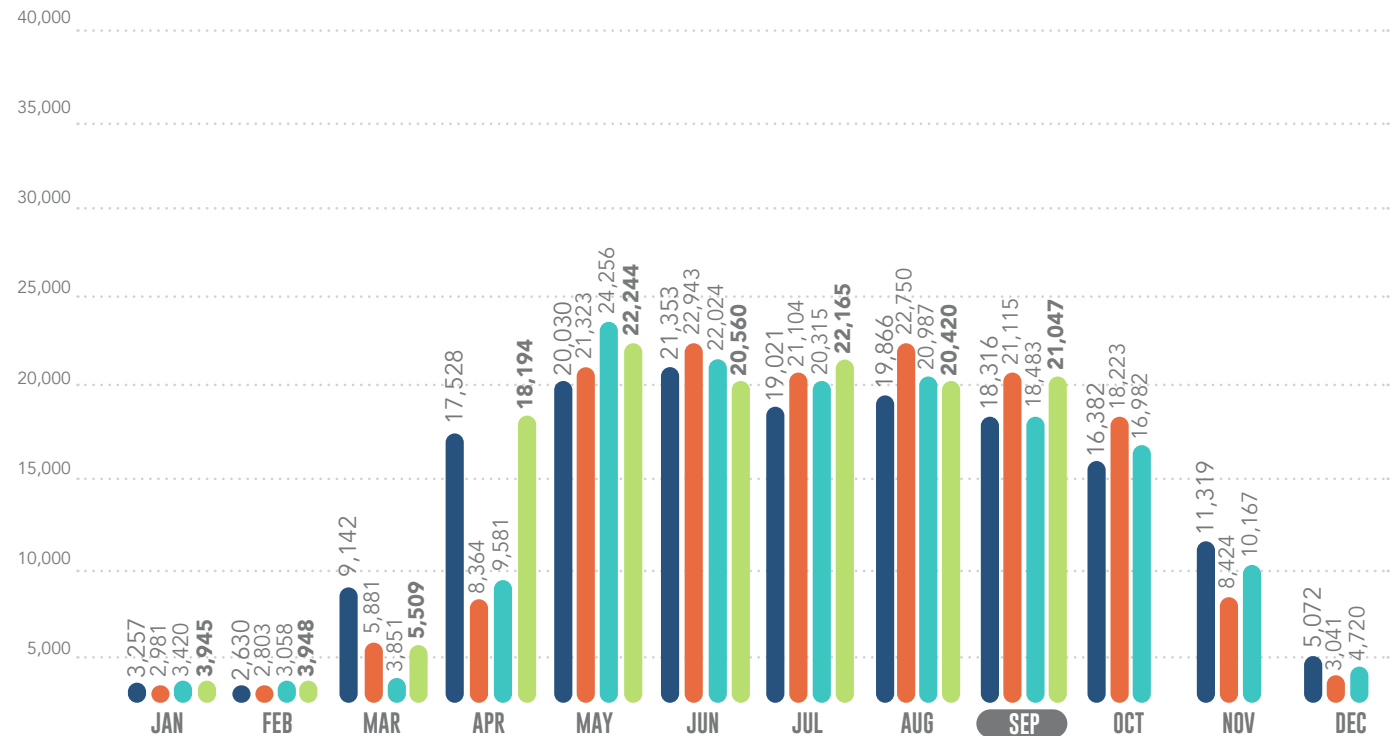
CHARGEABLE OUTBOUND TICKETS

2021 2022 2023 2024



INCOMING TICKETS

2021 2022 2023 2024



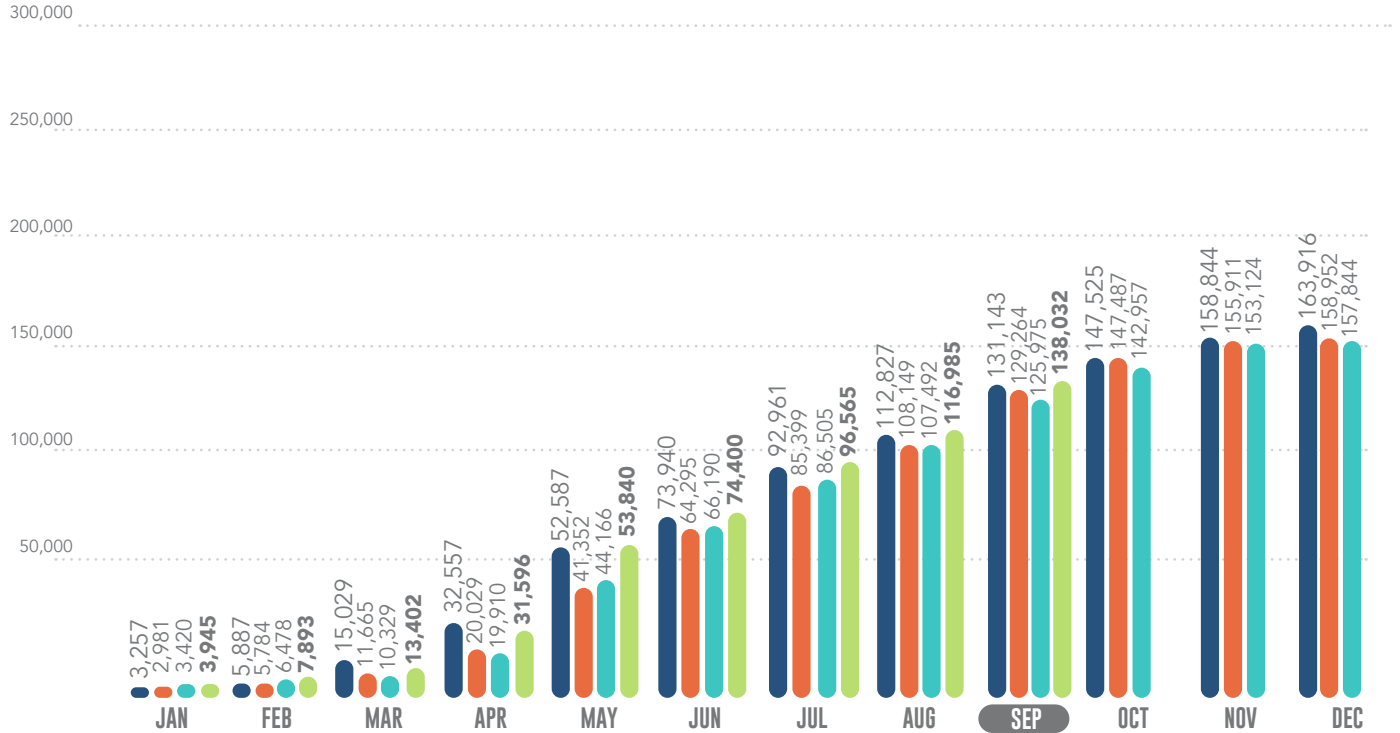


DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

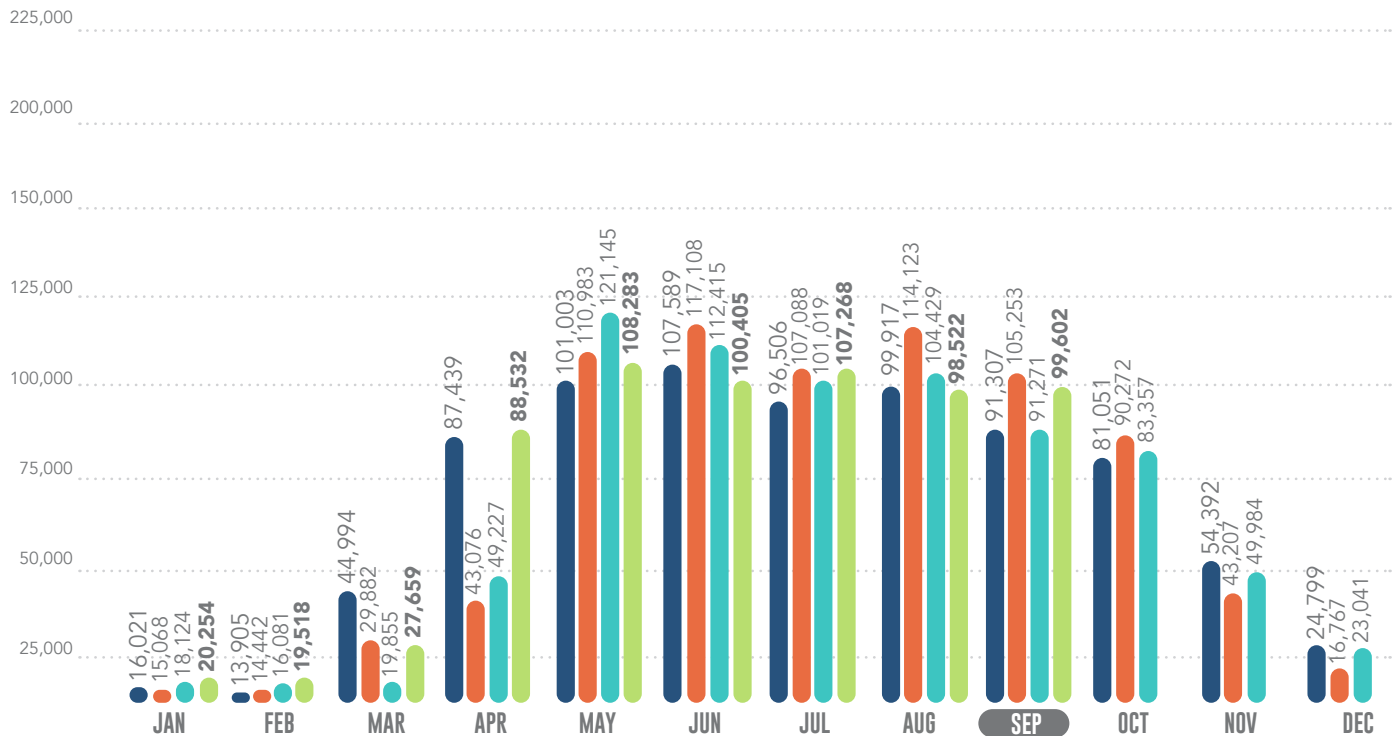
INCOMING TICKETS Y-T-D

2021 2022 2023 2024



OUTGOING MESSAGES

2021 2022 2023 2024



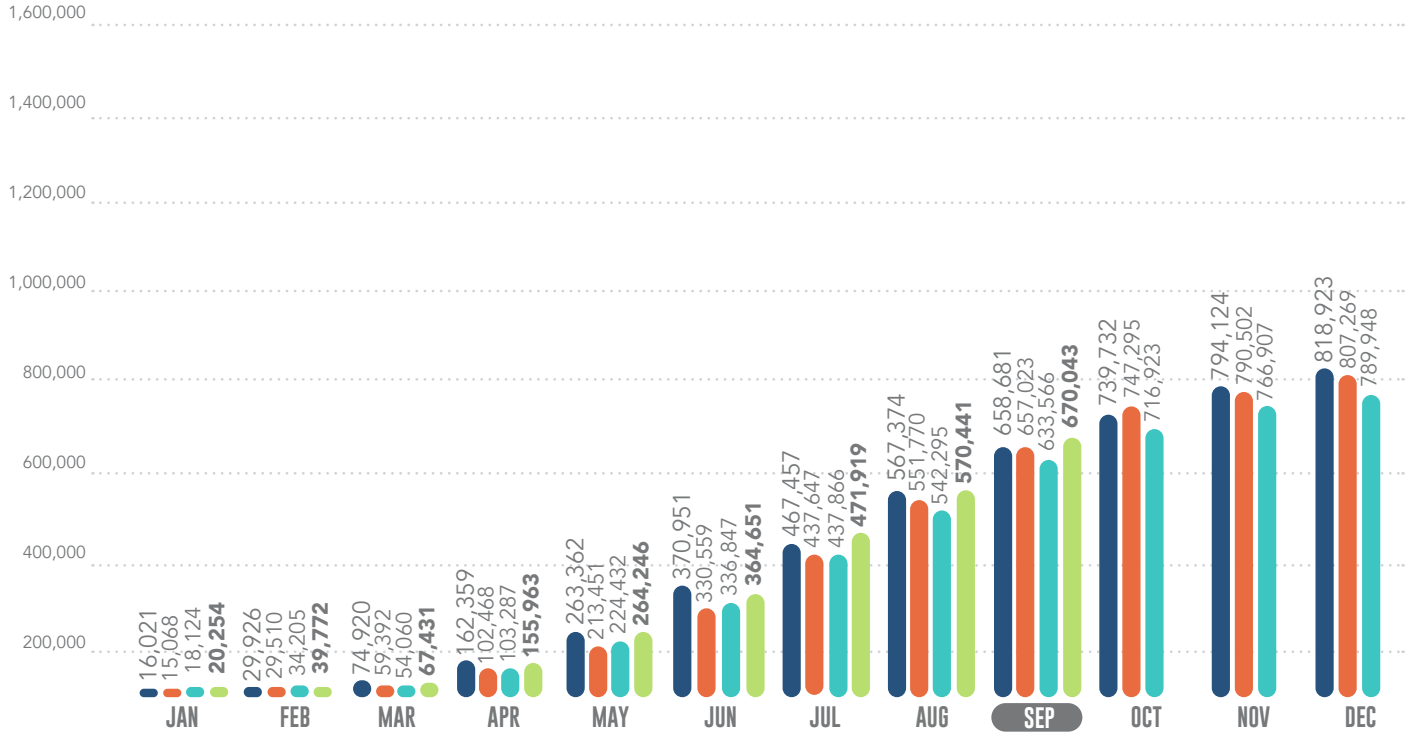


DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

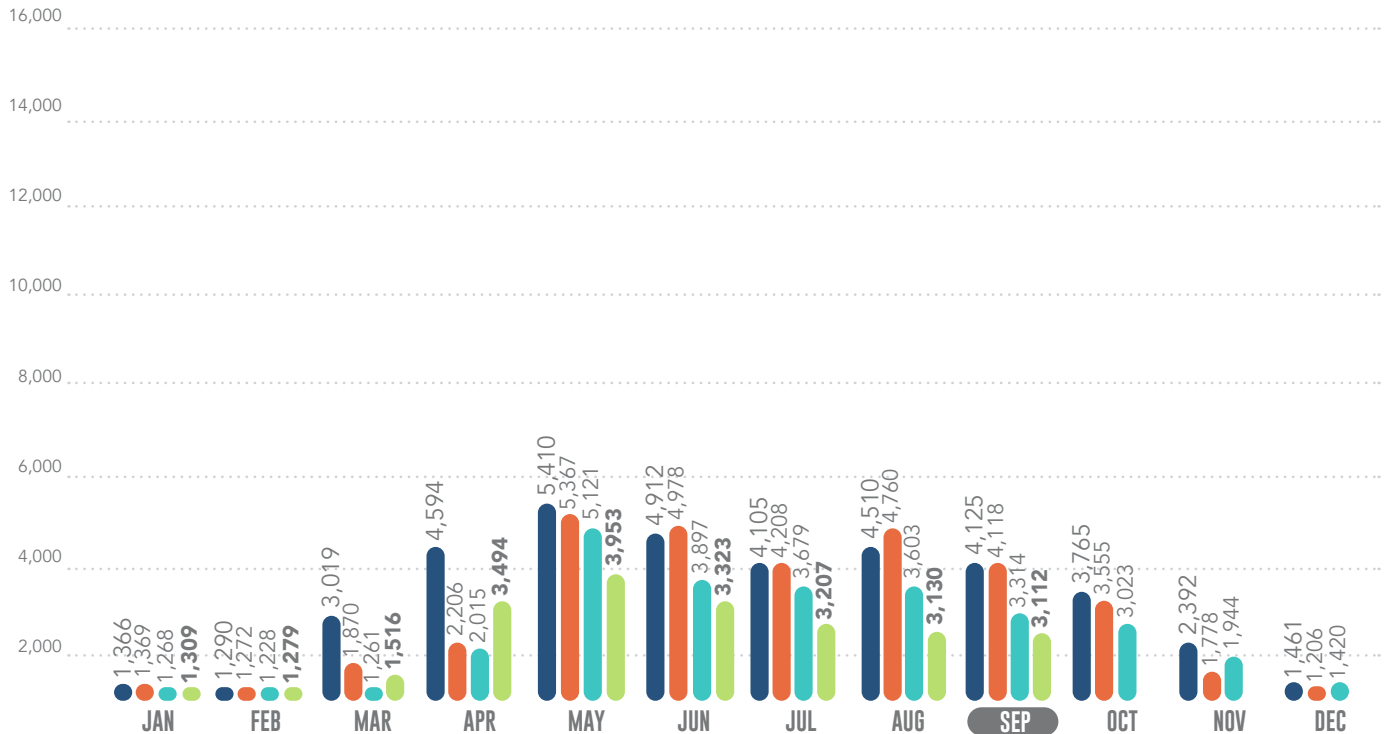
OUTGOING TICKETS Y-T-D

2021 2022 2023 2024



INCOMING CALLS

2021 2022 2023 2024



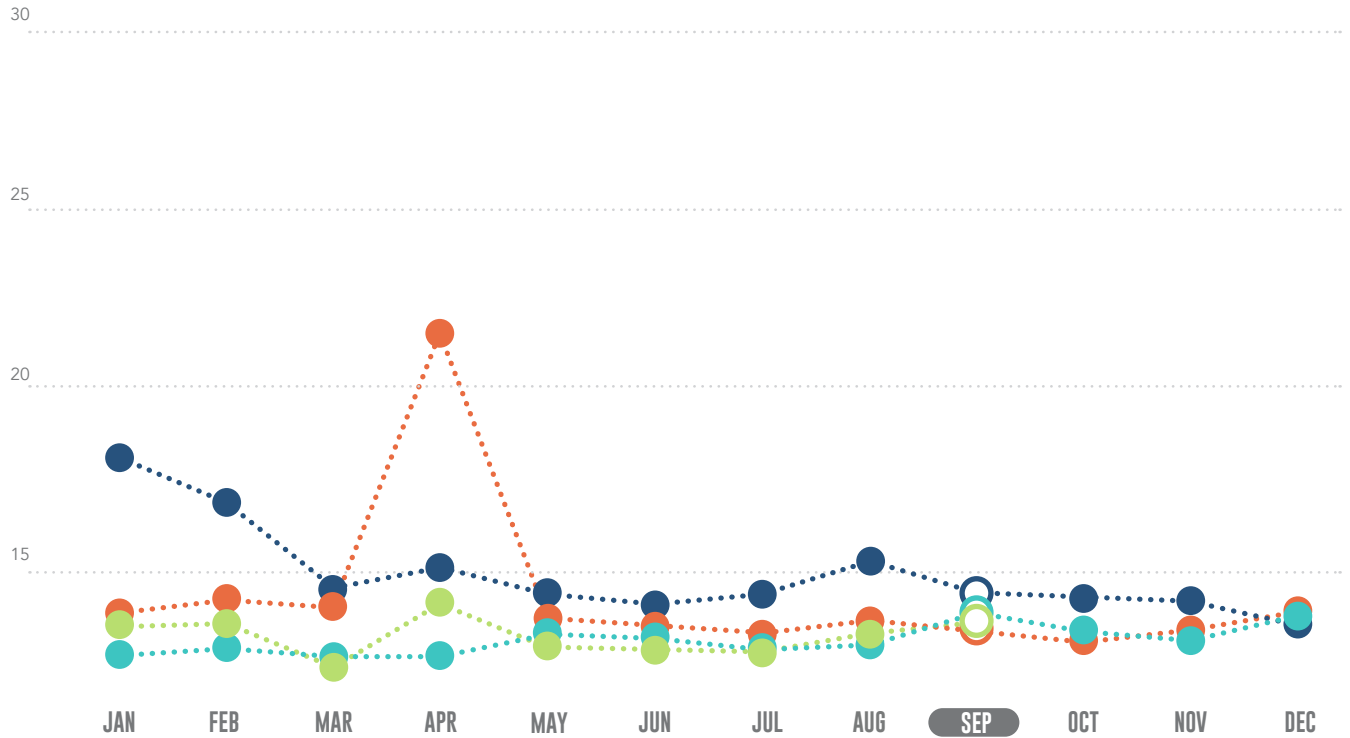


DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OPERATOR CALL VOLUMES

2021 2022 2023 2024

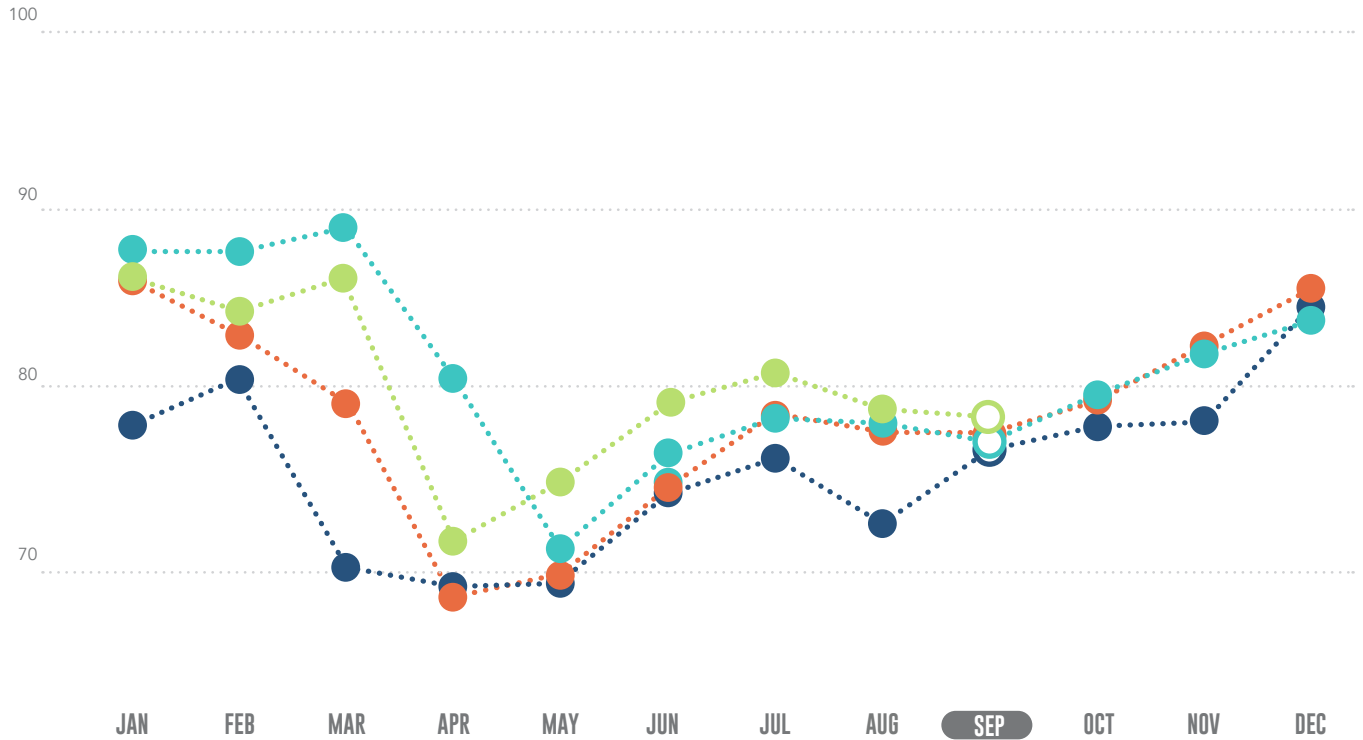


2021 2022 2023 2024

	2021	2022	2023	2024
JAN	17.96	12.75	9.91	11.69
FEB	16.46	13.81	10.01	11.35
MAR	14.12	12.80	9.82	8.71
APR	15.19	22.78	9.70	13.82
MAY	14.18	12.80	11.90	10.84
JUN	13.58	12.21	11.10	10.54
JUL	14.64	12.12	11.79	10.91
AUG	15.97	13.21	11.98	12.62
SEP	14.21	12.89	13.89	13.35
OCT	13.22	10.99	11.91	
NOV	12.85	11.56	11.27	
DEC	11.65	12.17	11.84	

EXCAVATOR CALL VOLUMES

2021 2022 2023 2024



	2021	2022	2023	2024
JAN	78.81	86.38	89.01	86.74
FEB	80.87	83.73	88.59	84.80
MAR	70.32	79.17	89.20	86.39
APR	68.63	67.99	80.03	72.85
MAY	68.90	69.78	71.47	75.40
JUN	74.03	74.68	76.53	78.90
JUL	75.87	78.14	78.07	81.03
AUG	73.70	76.81	77.95	78.52
SEP	74.34	76.65	76.29	78.15
OCT	76.76	79.21	79.58	
NOV	80.60	83.76	83.02	
DEC	85.51	86.75	84.36	

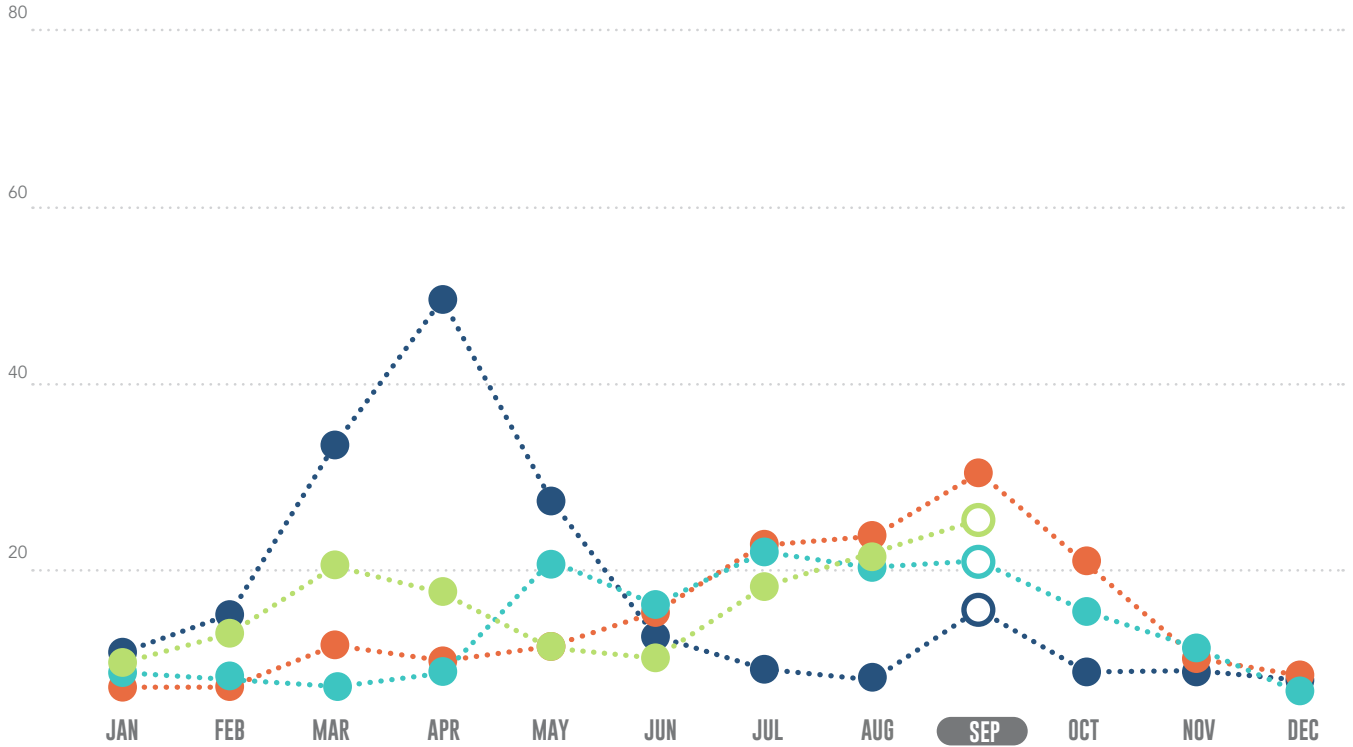


DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE HOLD TIME

2021 2022 2023 2024



2021 2022 2023 2024

	2021	2022	2023	2024
JAN	12	2	6	10
FEB	15	4	7	12
MAR	33	13	13	21
APR	50	11	10	18
MAY	28	13	21	13
JUN	15	17	18	12
JUL	9	23	22	19
AUG	8	25	20	21
SEP	14	29	21	25
OCT	9	21	16	
NOV	9	11	12	
DEC	6	7	4	

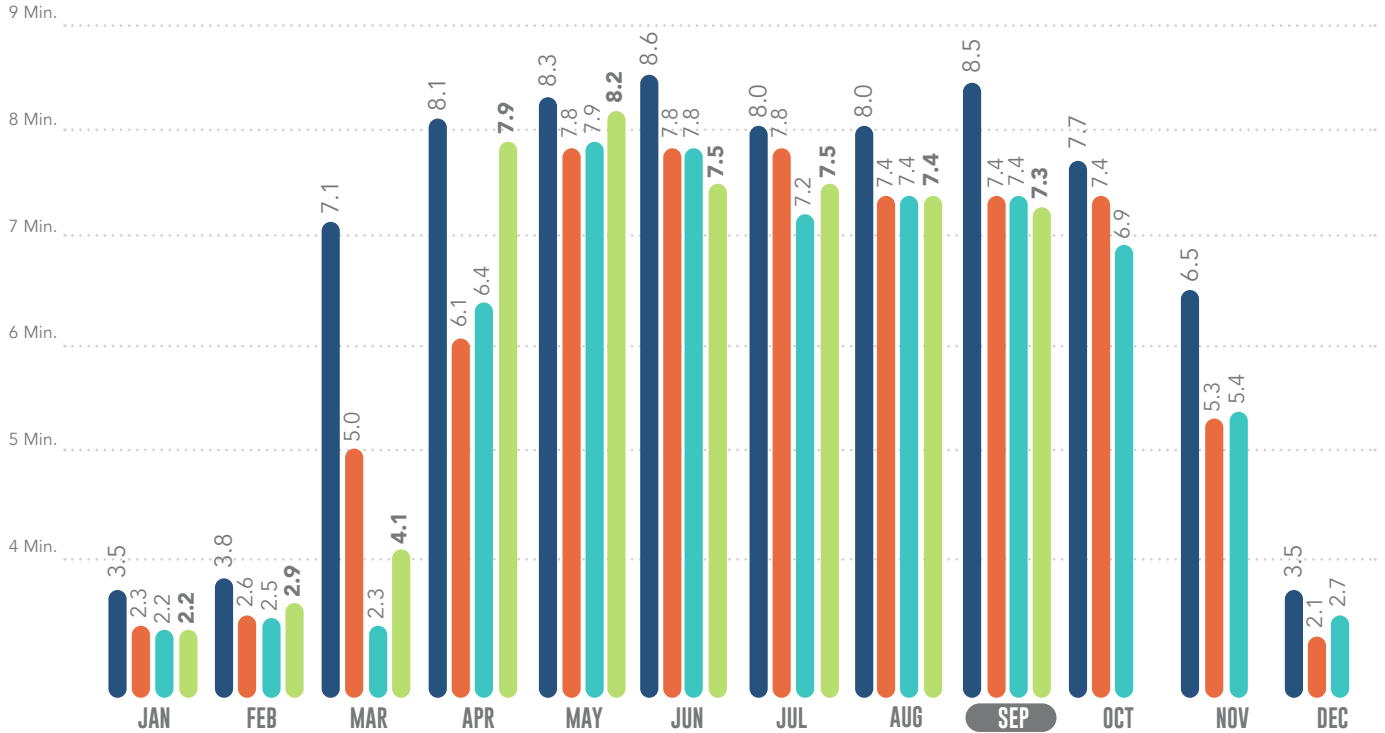


DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE CALL DURATION

2021 2022 2023 2024



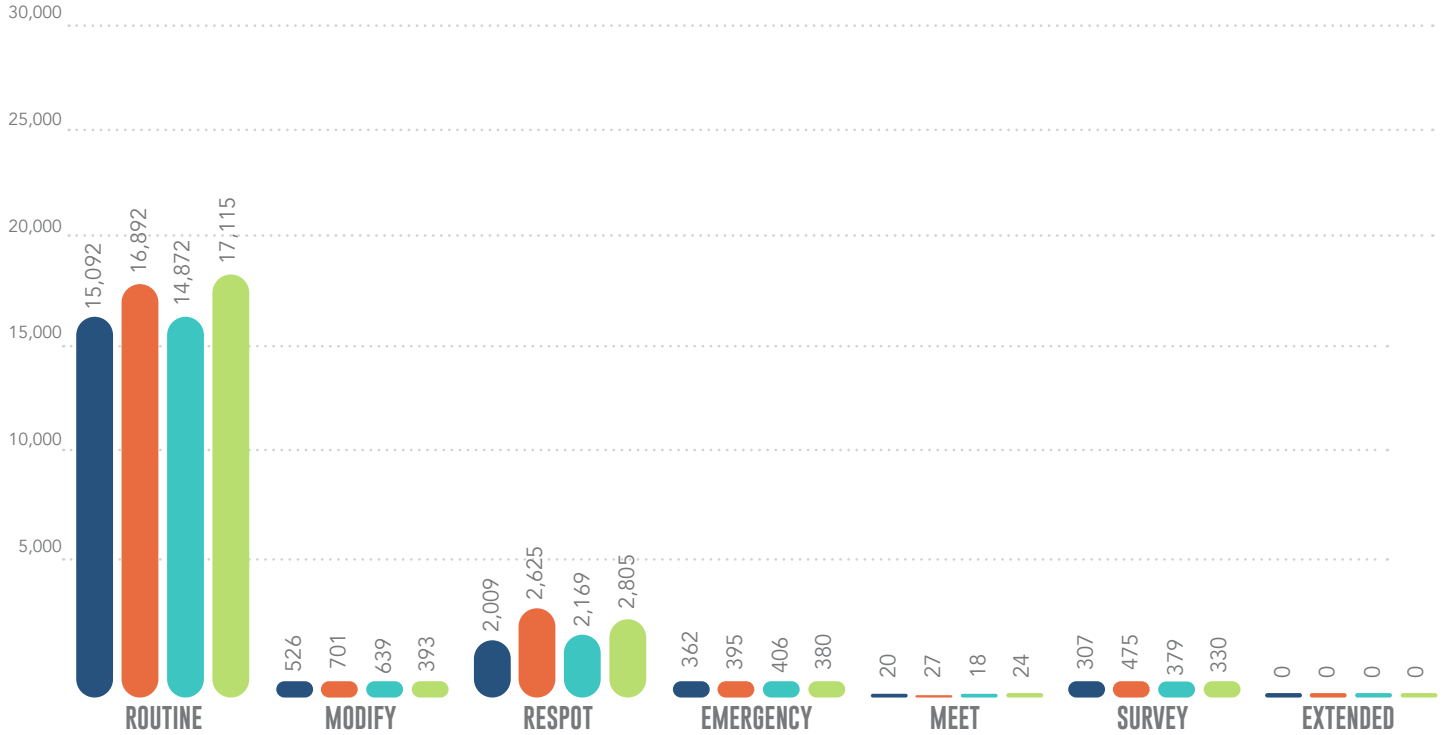


DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

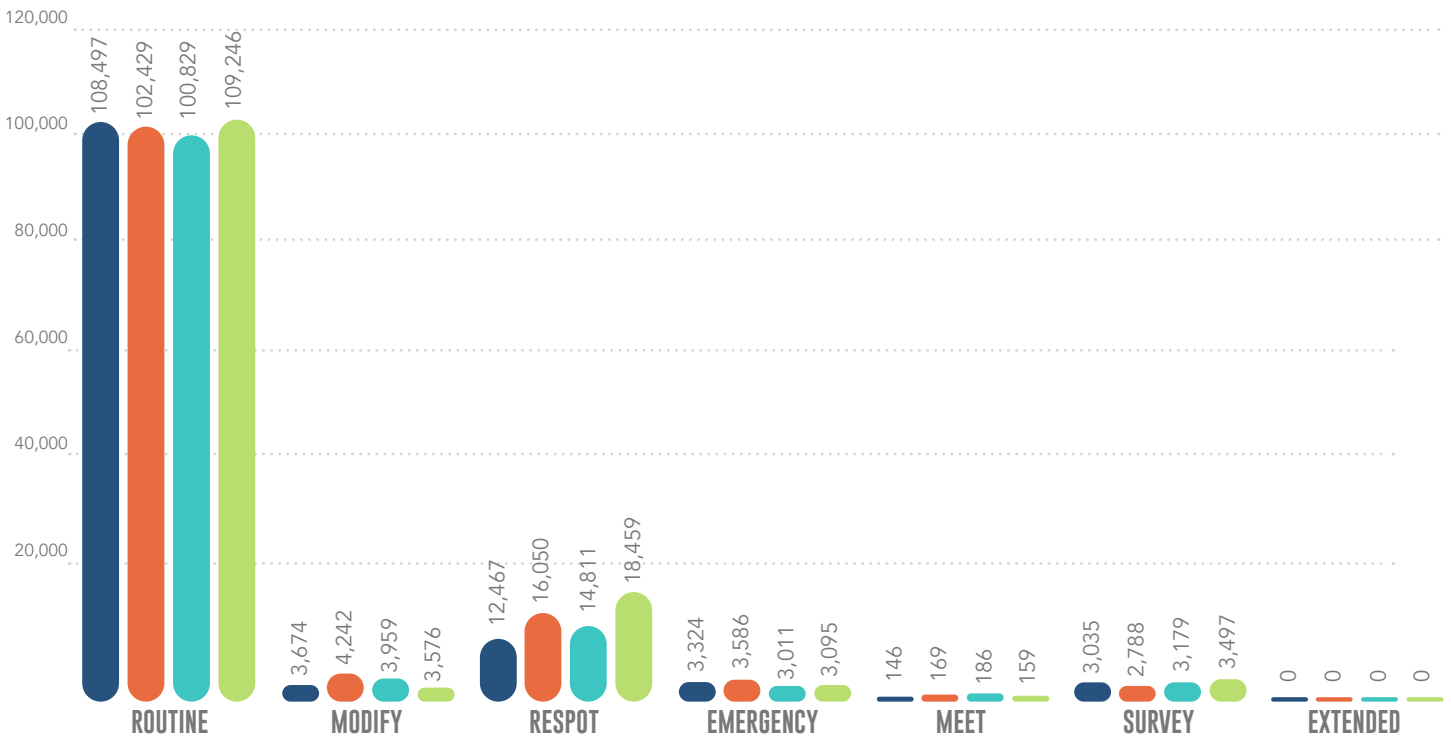
INCOMING TICKET TYPES SEP

2021 2022 2023 2024



INCOMING TICKETS TYPES SEP Y-T-D

2021 2022 2023 2024





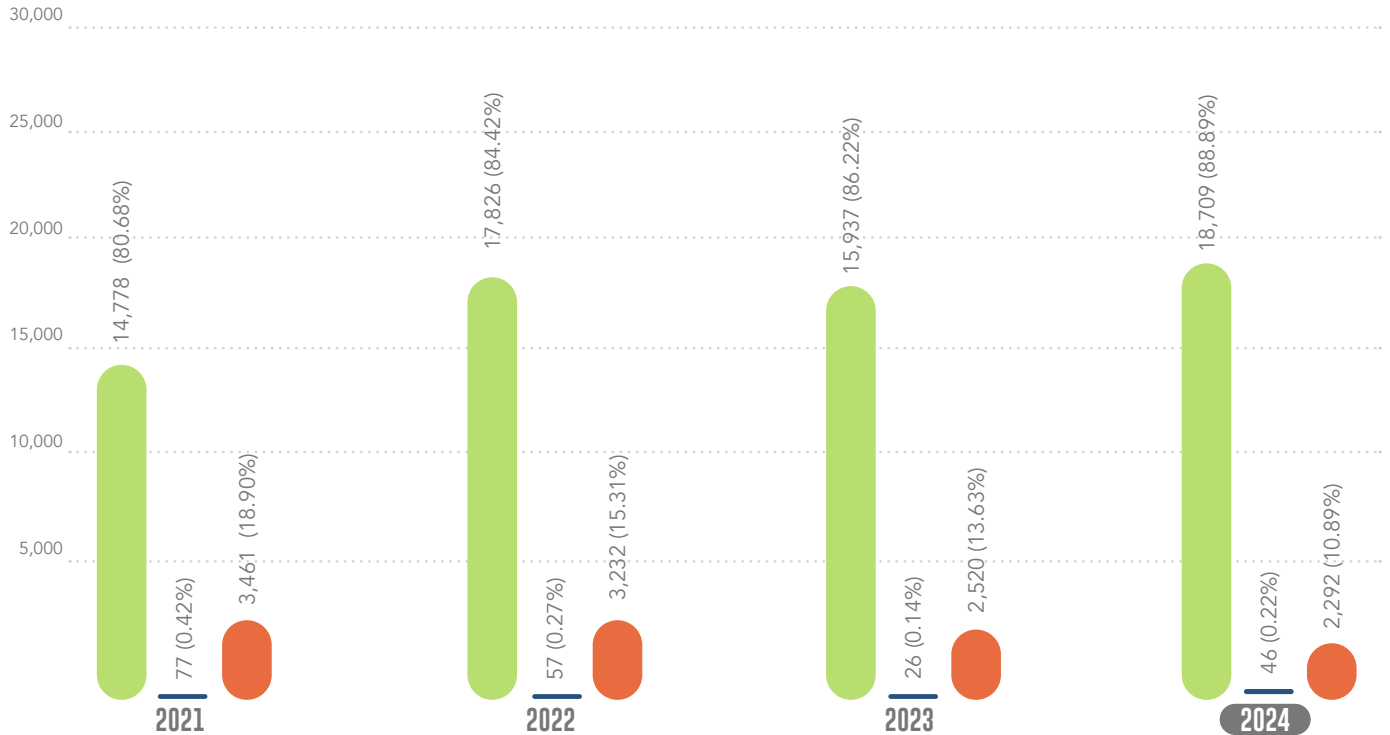
DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

RECEIPT METHODS SEP

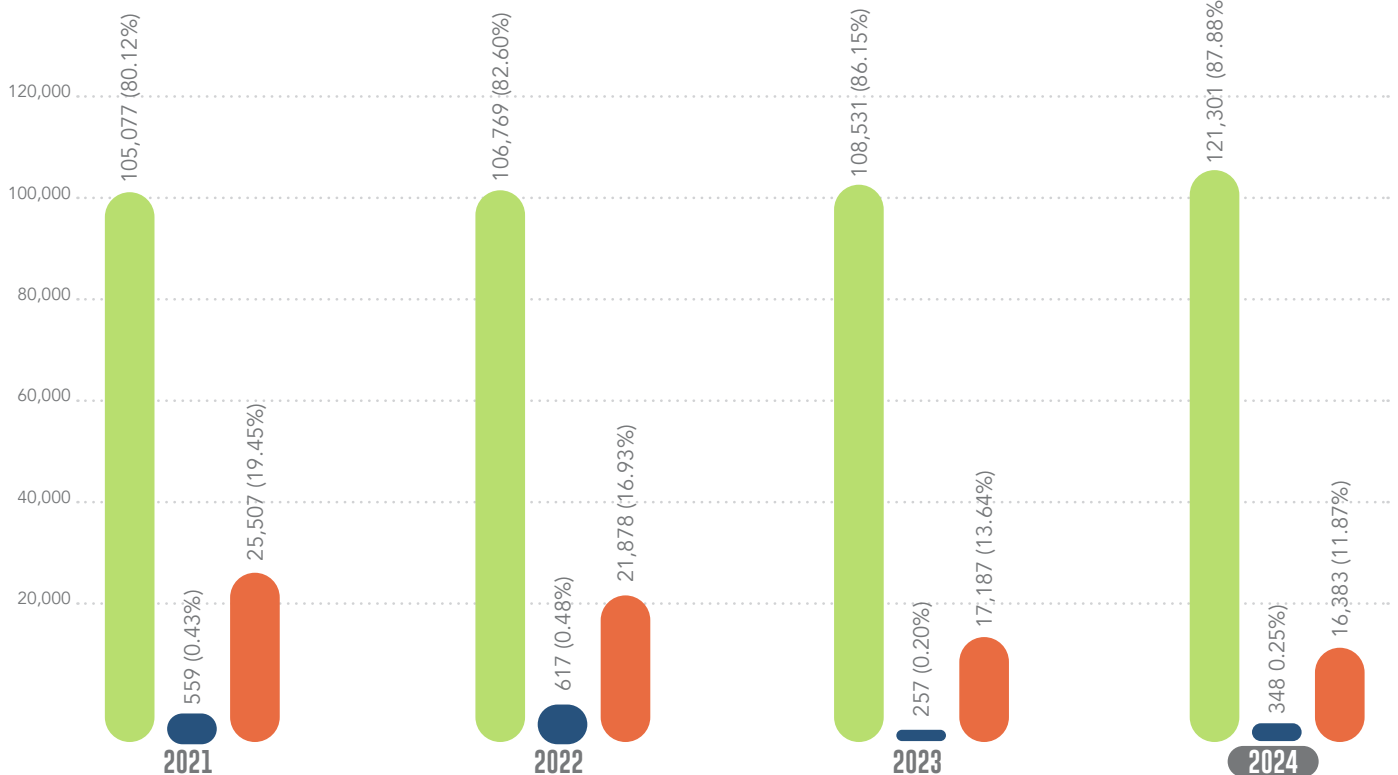
ITIC IVR CSR

ITIC Mobile = 0



RECEIPT METHODS SEP Y-T-D

ITIC IVR CSR



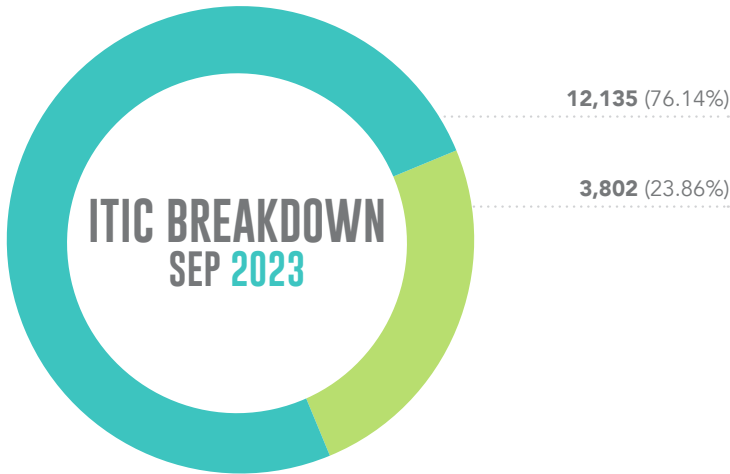


DASHBOARD REPORT - SEPTEMBER 2024

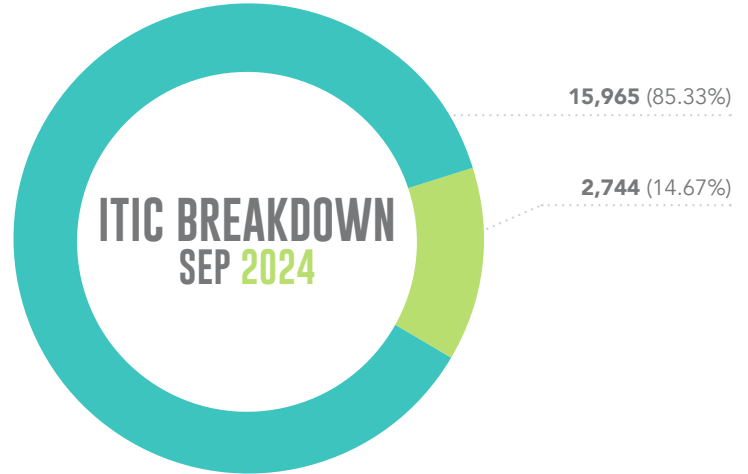
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

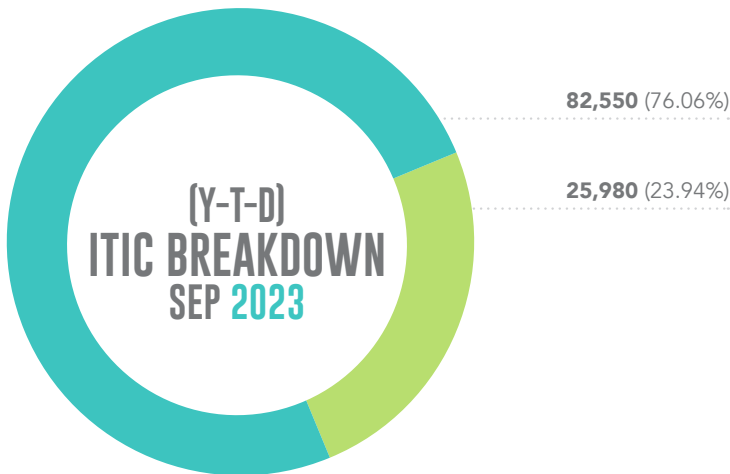
DIRECT RELEASE



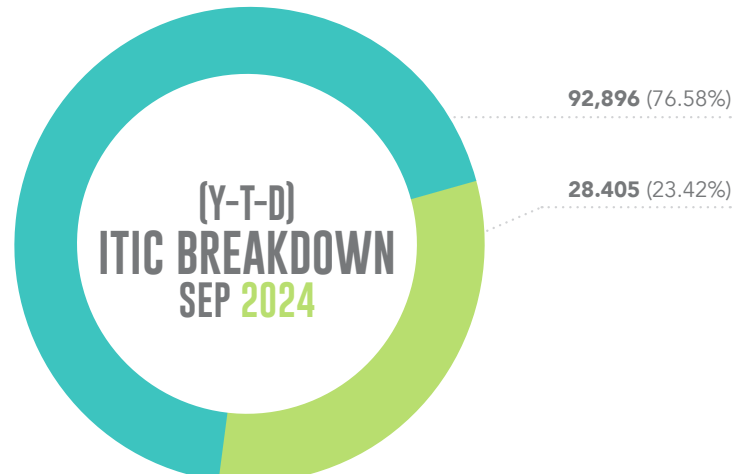
OVERALL ITIC % - 86.23%



OVERALL ITIC % - 88.89%

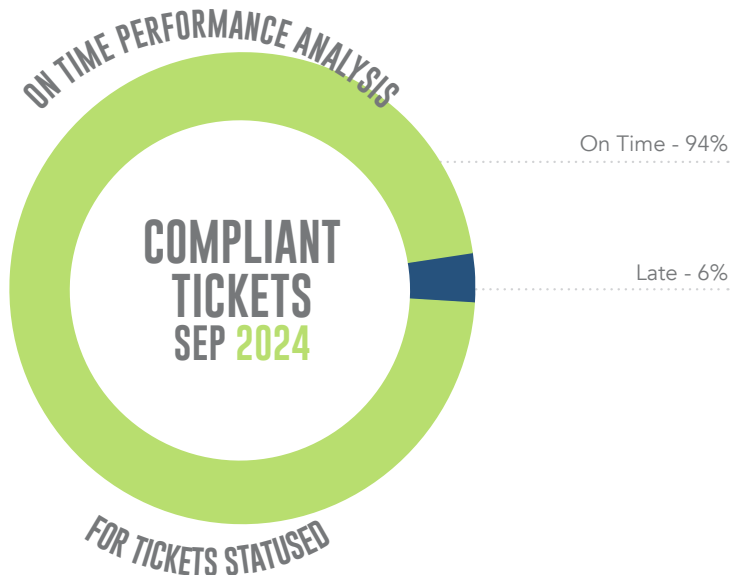
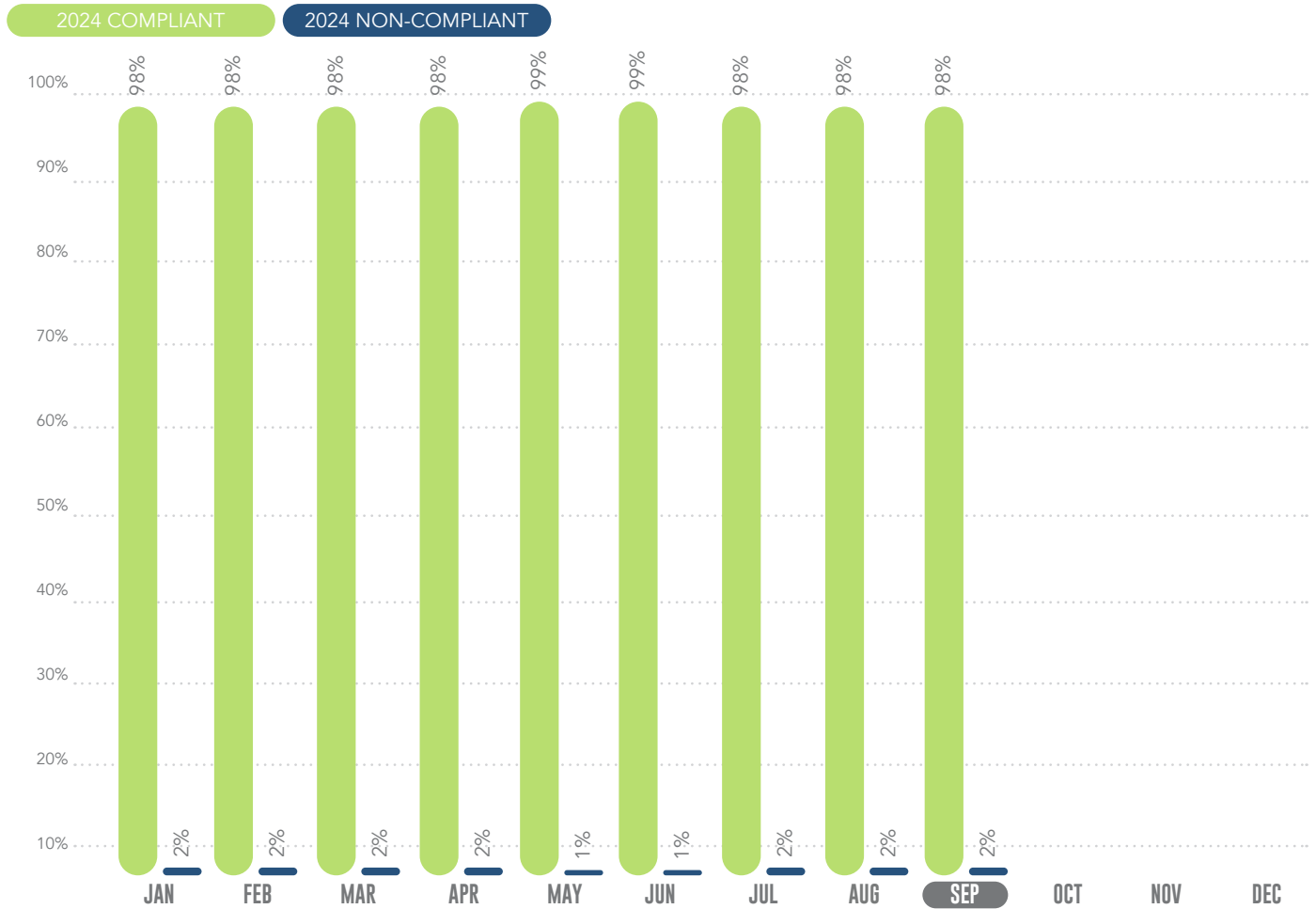


OVERALL ITIC % - 86.15%



OVERALL ITIC % - 87.88%

POSITIVE RESPONSE COMPLIANCE





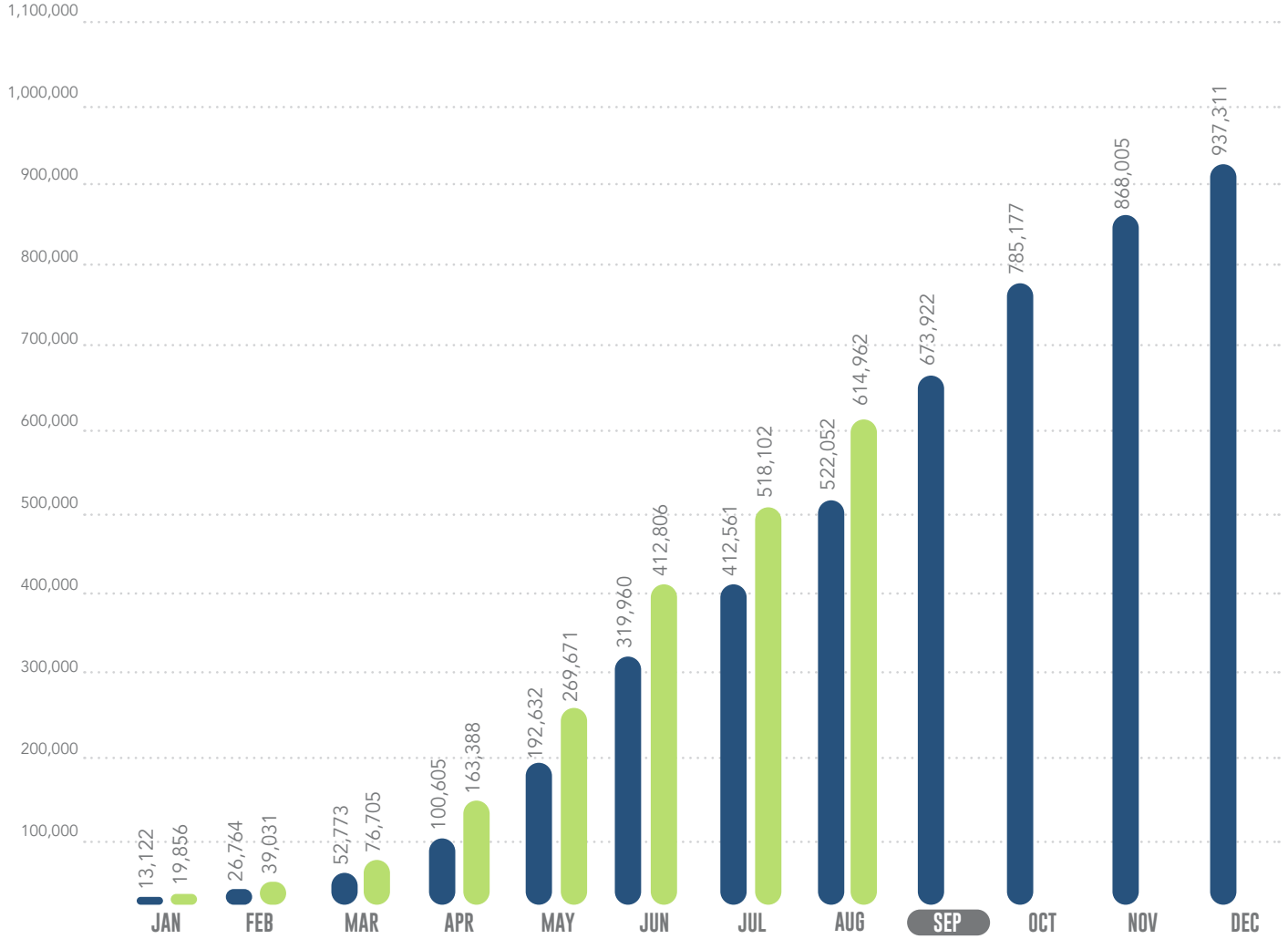
DASHBOARD REPORT - SEPTEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

CURRENT YEAR (2024) CUMULATIVE YTD TICKETS vs IN EXCESS OF 940,000 TICKETS

2011*

2024



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

*The ticket volume for 2011 is actual and used as a reference only. Per the contract, effective March 1, 2024, the volume discount is in excess of 940,000 tickets.



CREATIVE HOURS - 3RD QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	29:50
NDOC Handbook Update and Redesign	0:30
NDOC Social Media	12:00
NDOC Private Facilities Graphic Update	2:35
NDOC Website Changes	1:45
Subtotal	46:40:00
Management Review (+15%)	7:00:00
Grand Total with Review	53:40:00

CREATIVE HOURS - 2024

