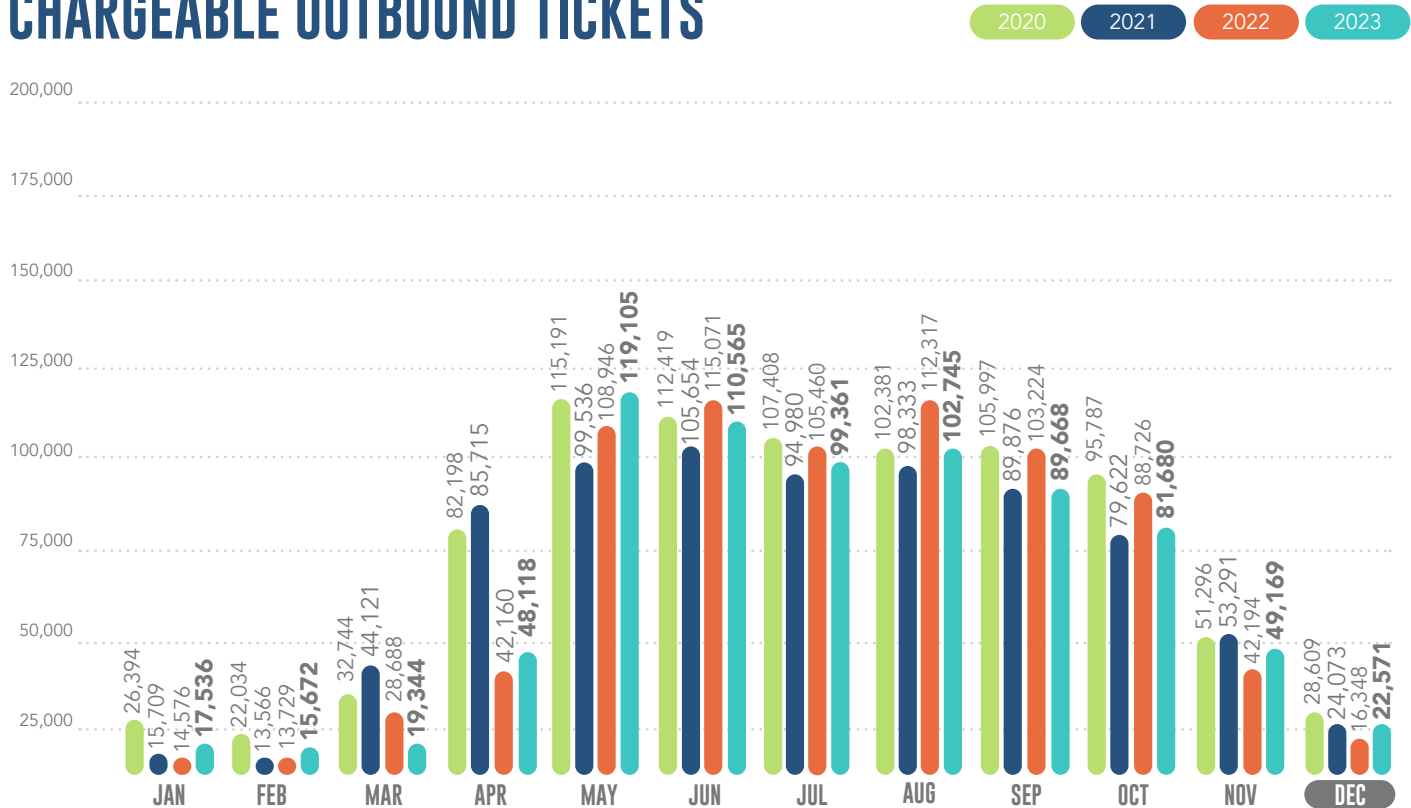




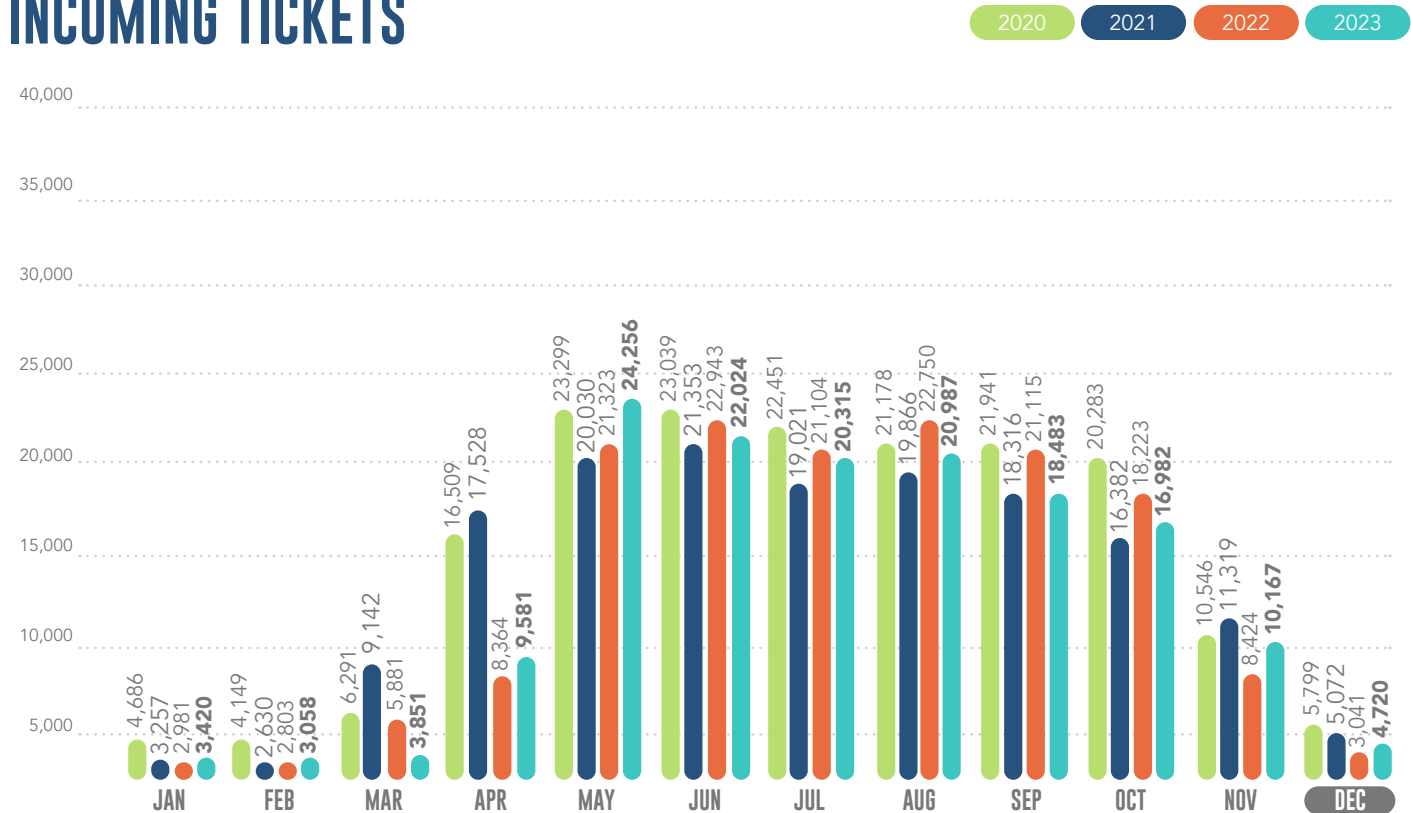
DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

CHARGEABLE OUTBOUND TICKETS



INCOMING TICKETS

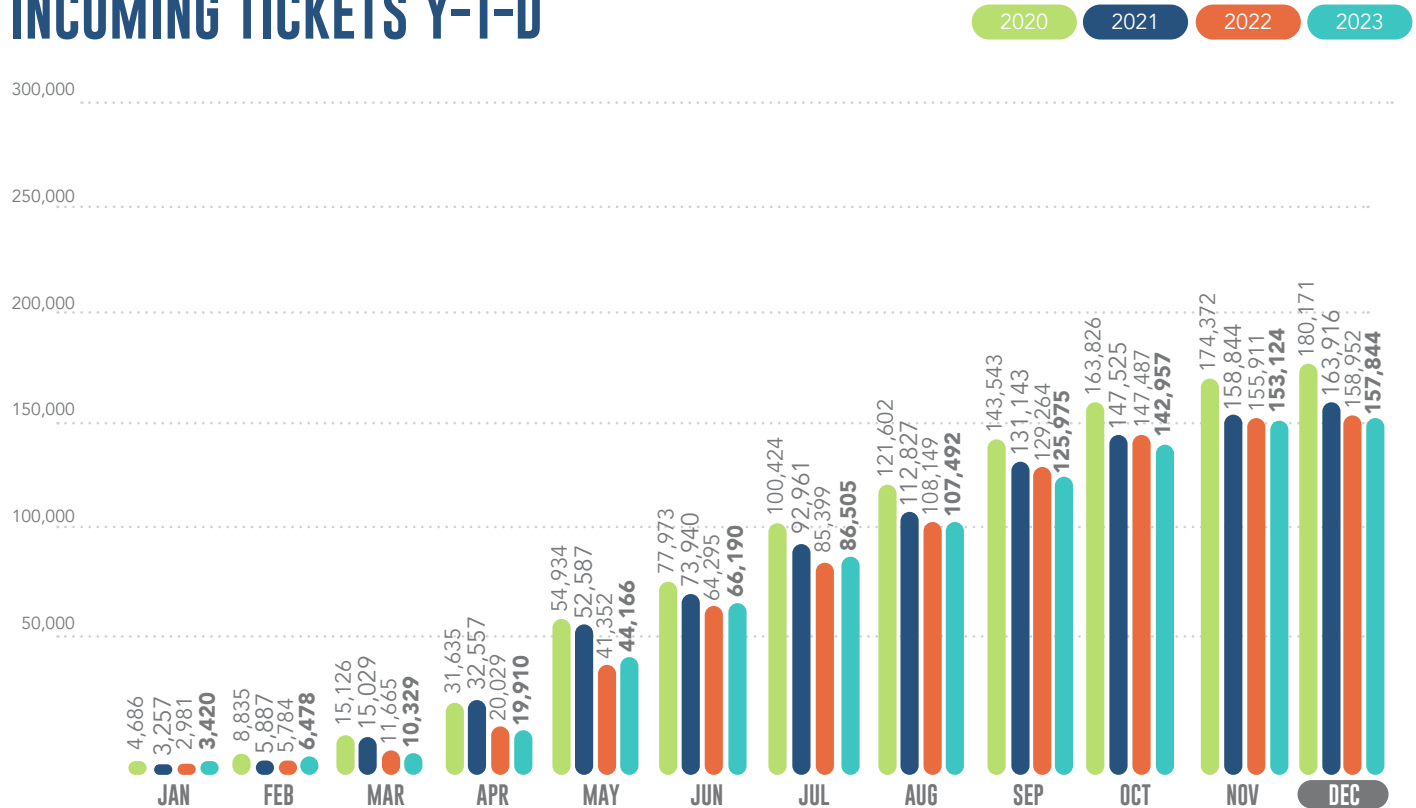




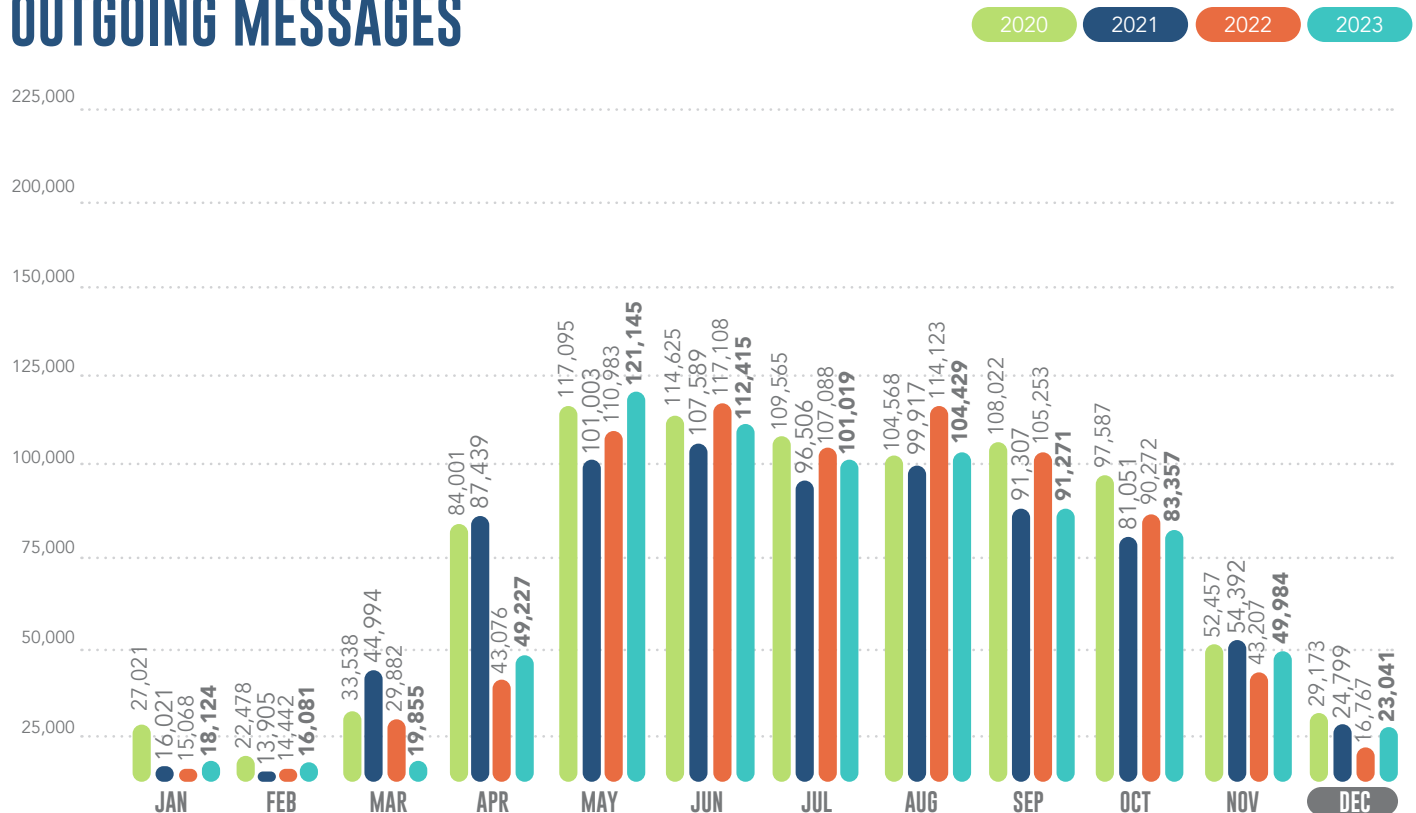
DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

INCOMING TICKETS Y-T-D



OUTGOING MESSAGES

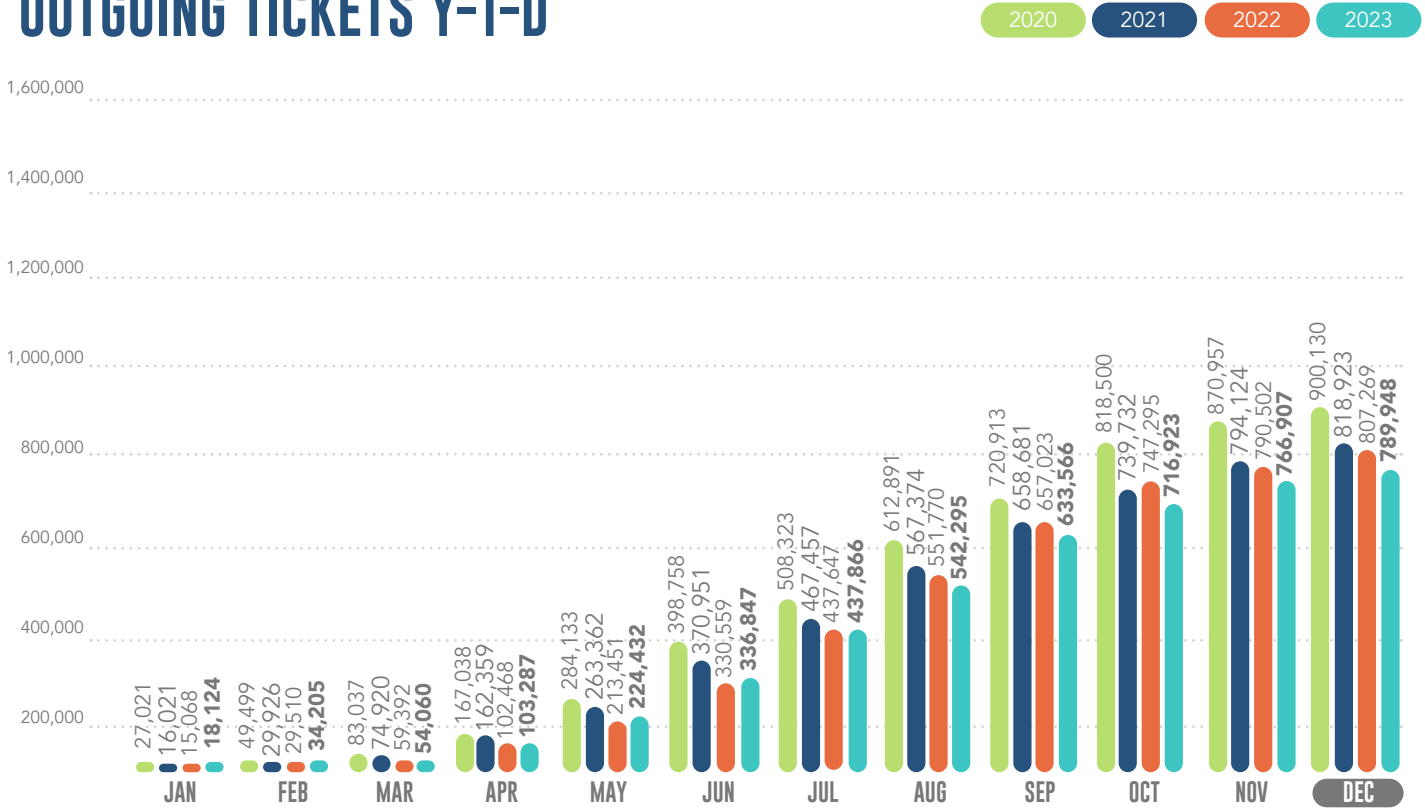




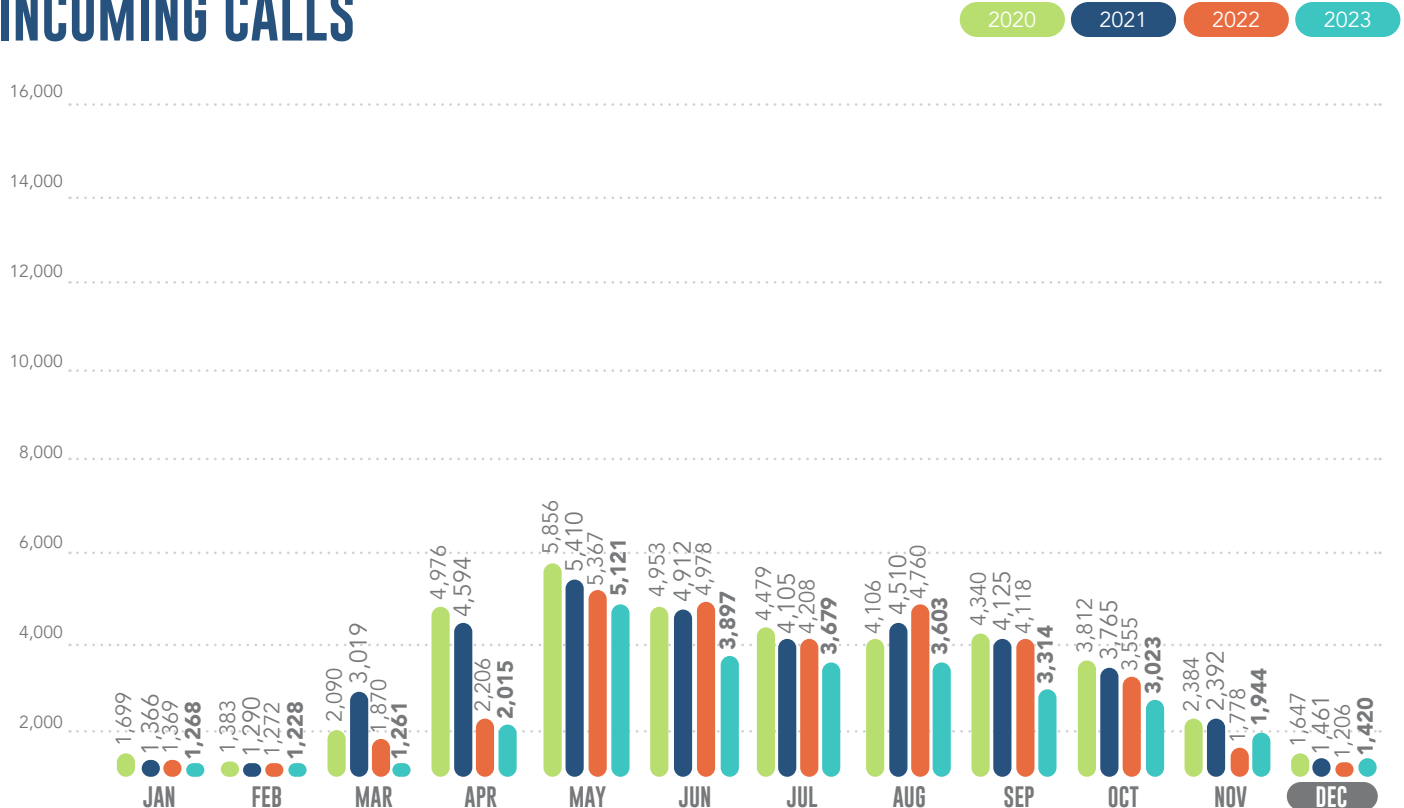
DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OUTGOING TICKETS Y-T-D



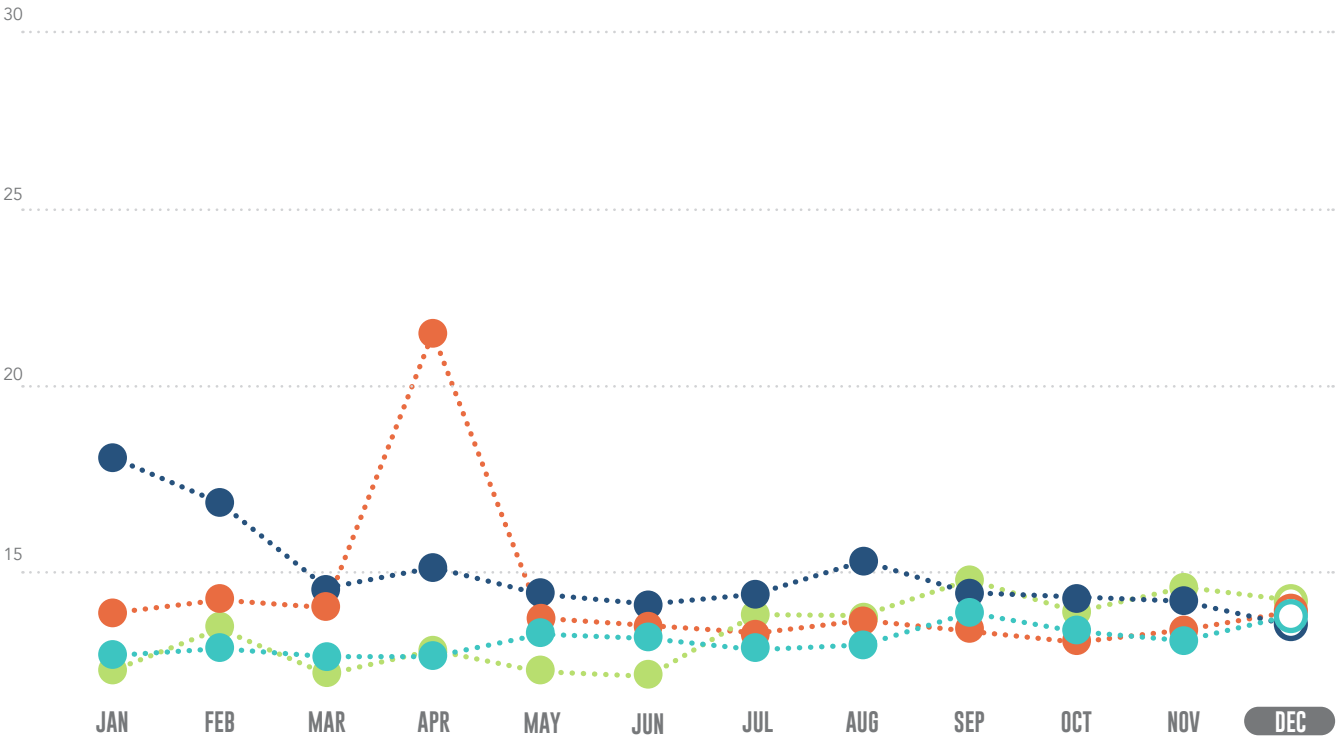
INCOMING CALLS





OPERATOR CALL VOLUMES

2020202120222023



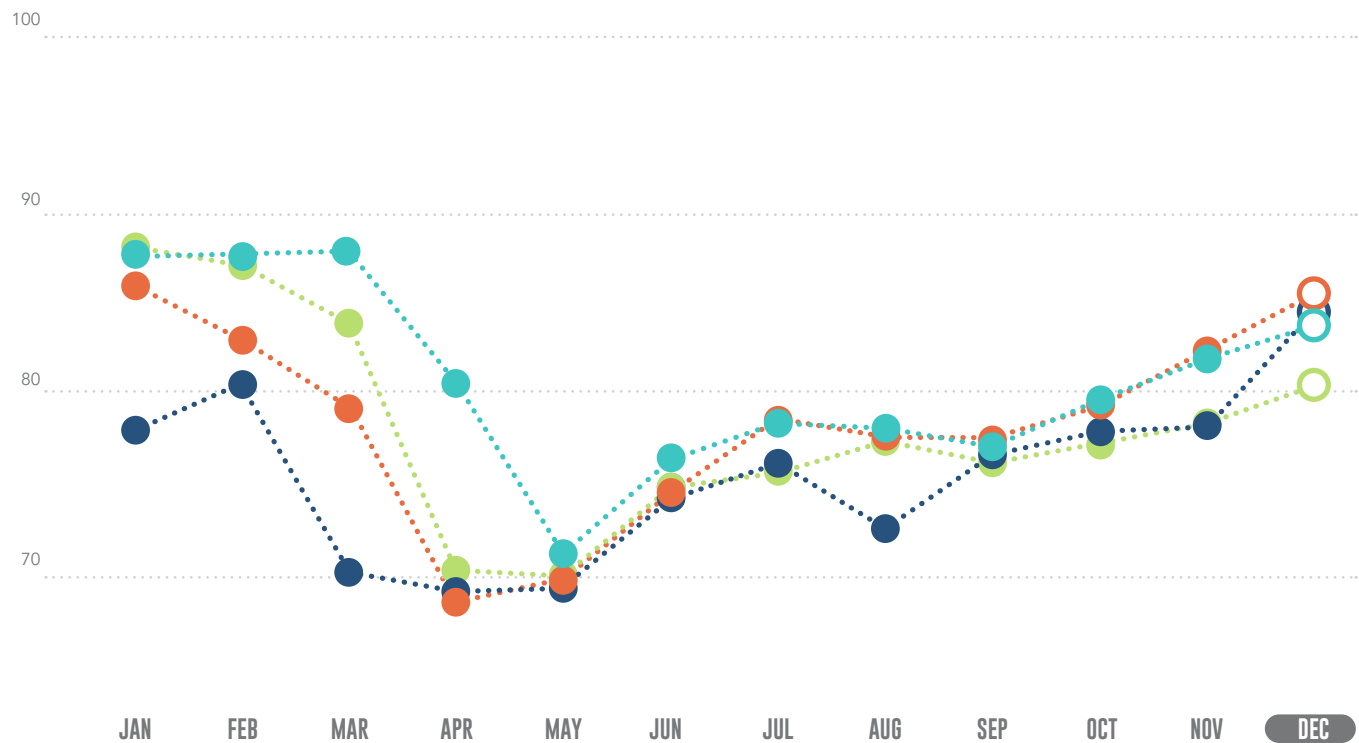
2020202120222023

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	11.27
DEC	13.71	11.65	12.17	11.84



EXCAVATOR CALL VOLUMES

2020202120222023



	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	83.02
DEC	80.62	85.51	86.75	84.36

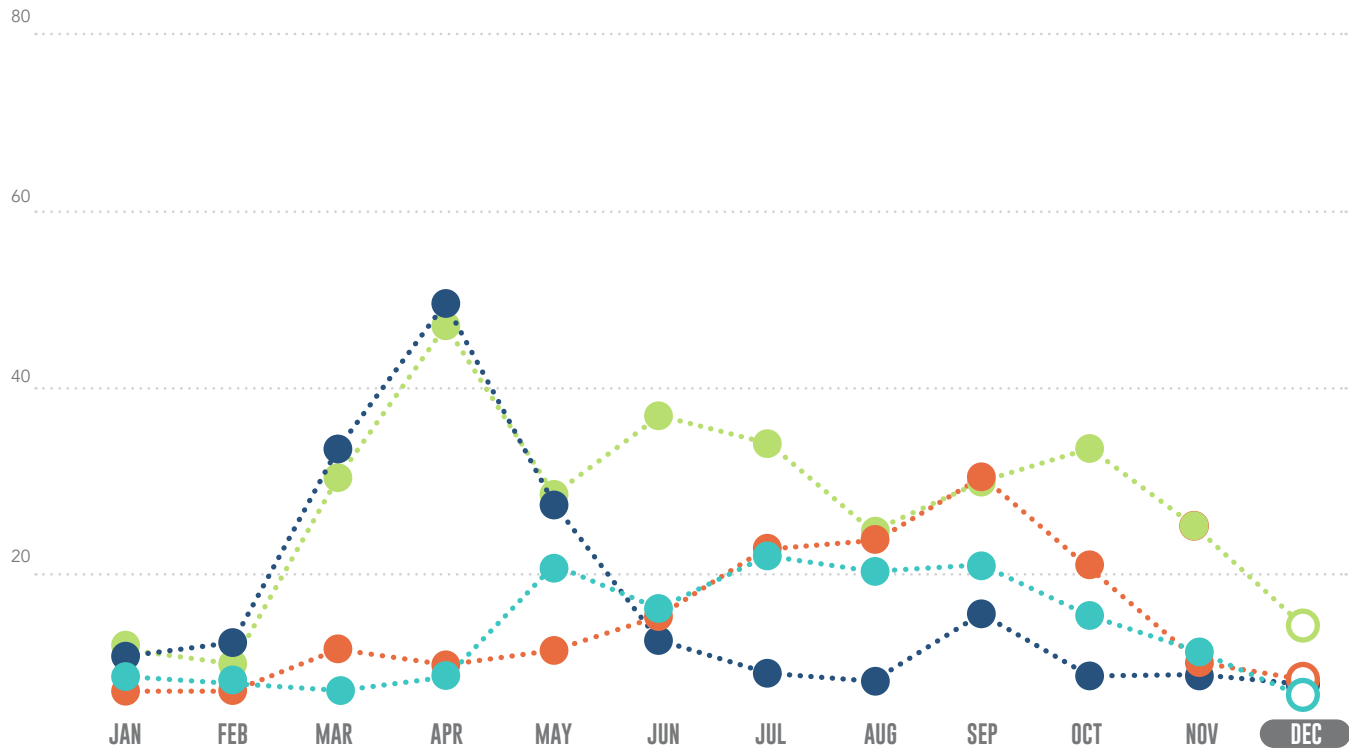


DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE HOLD TIME

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	12
DEC	16	6	7	4



DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

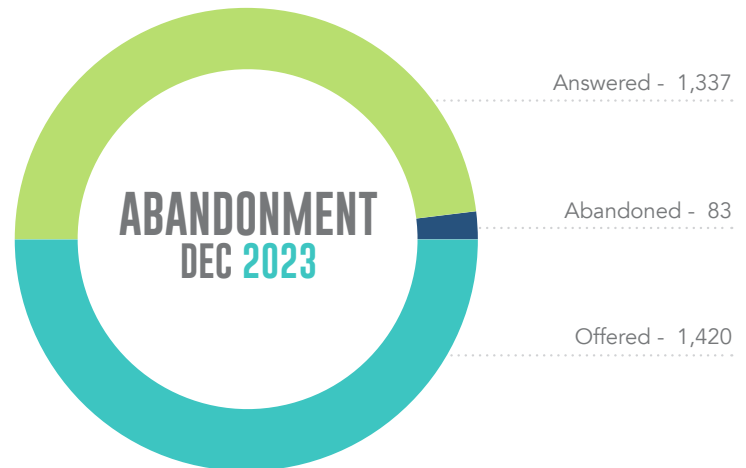
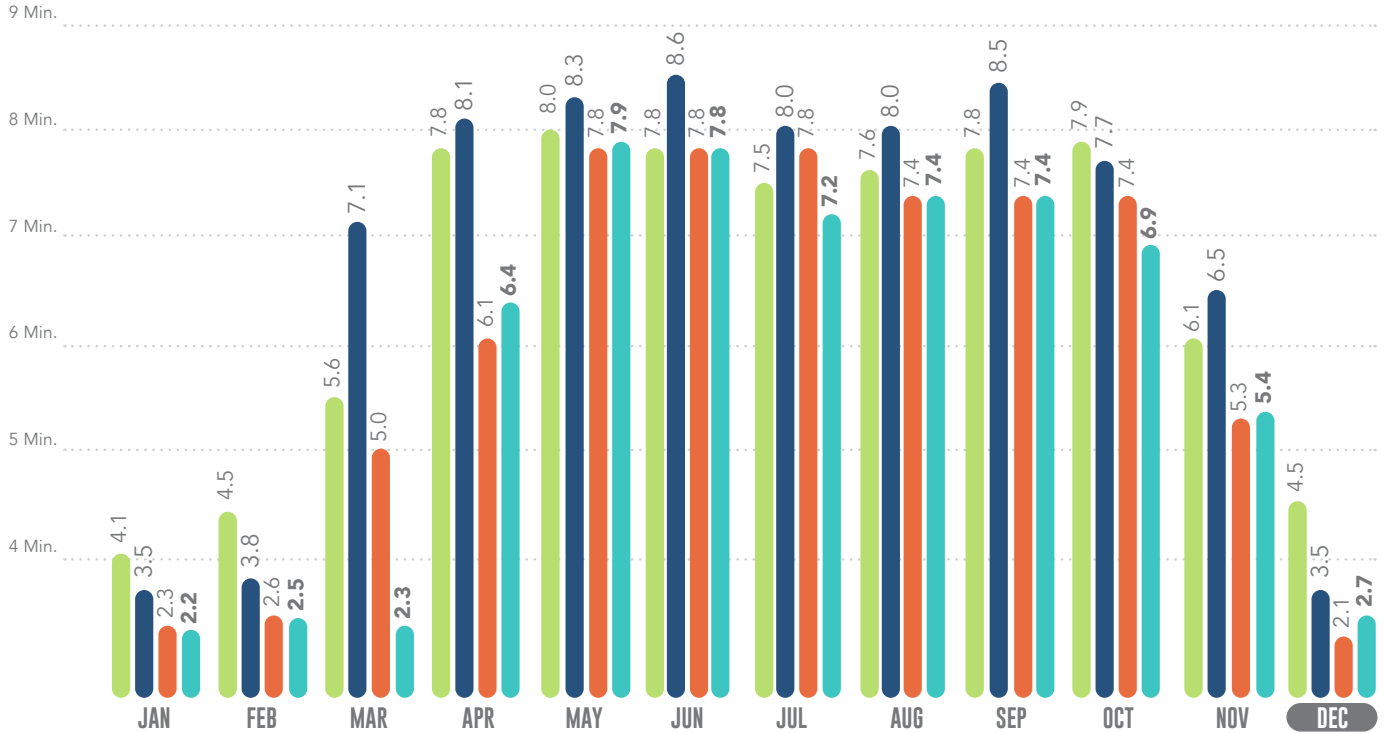
AVERAGE CALL DURATION

2020

2021

2022

2023



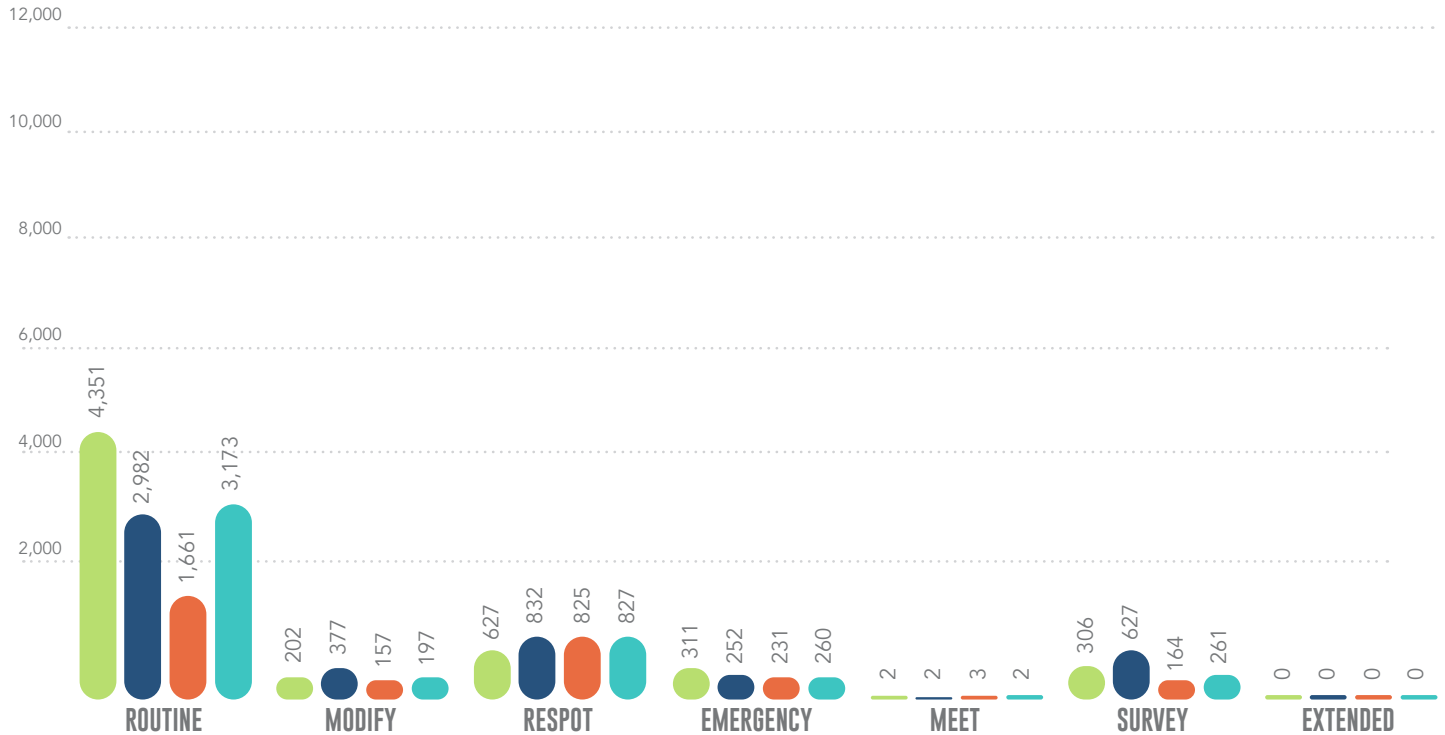


DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

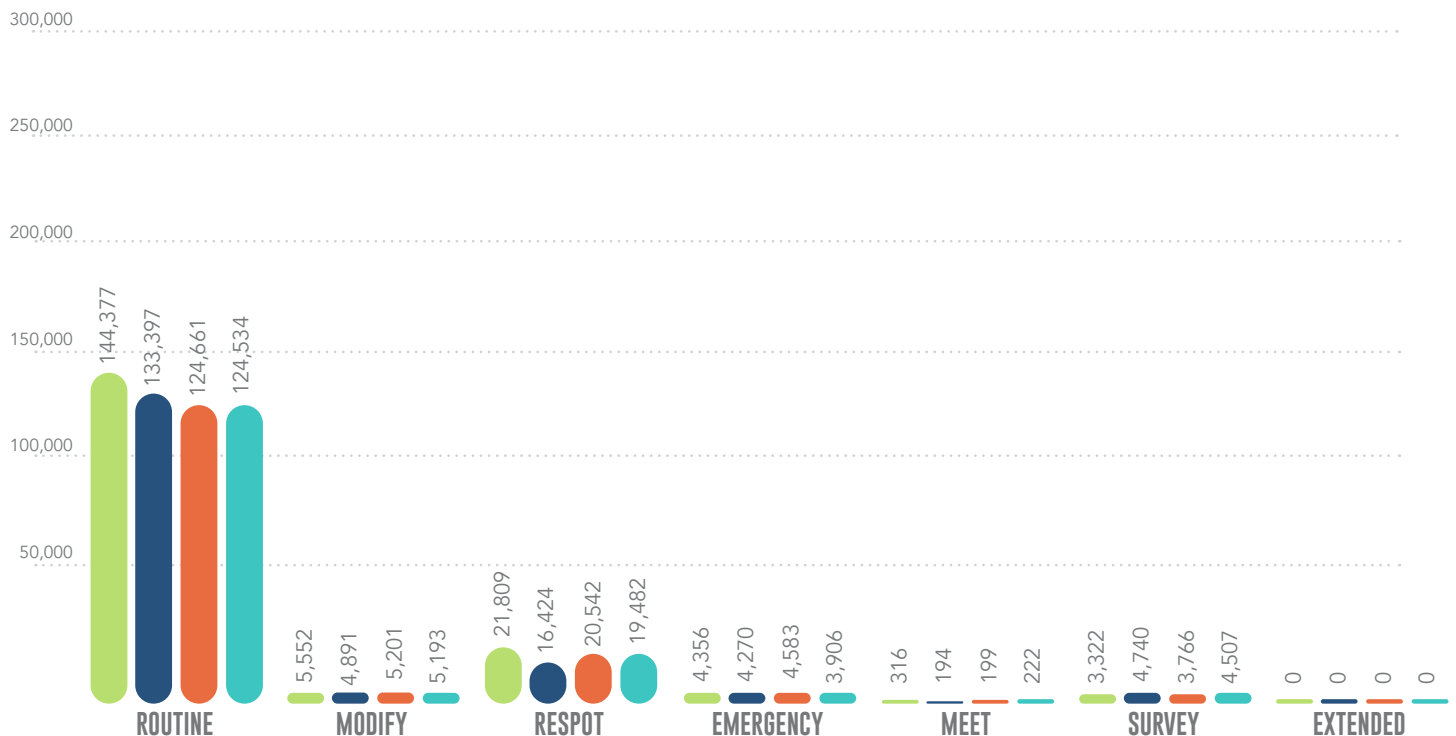
INCOMING TICKET TYPES DEC

2020 2021 2022 2023



INCOMING TICKETS TYPES DEC Y-T-D

2020 2021 2022 2023





DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

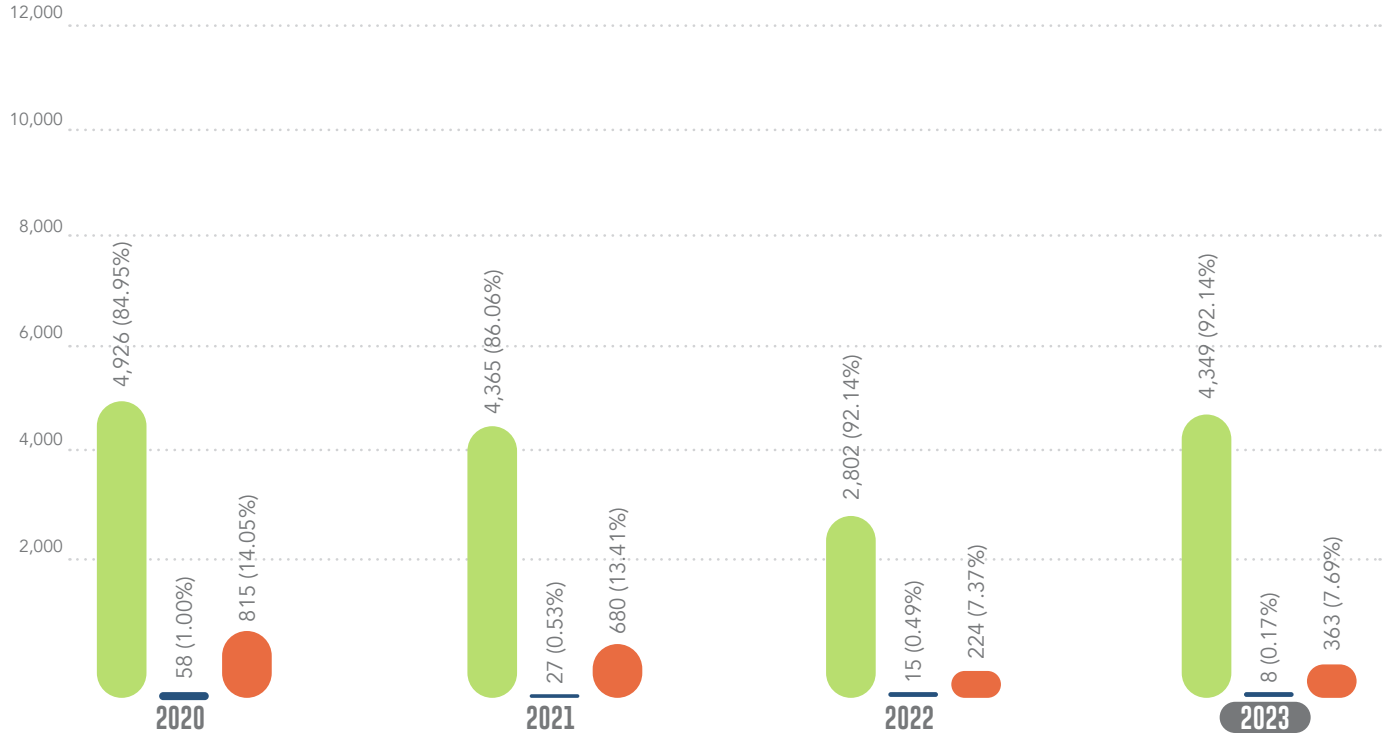
RECEIPT METHODS DEC

ITIC

IVR

OPERATOR

ITIC Mobile = 0

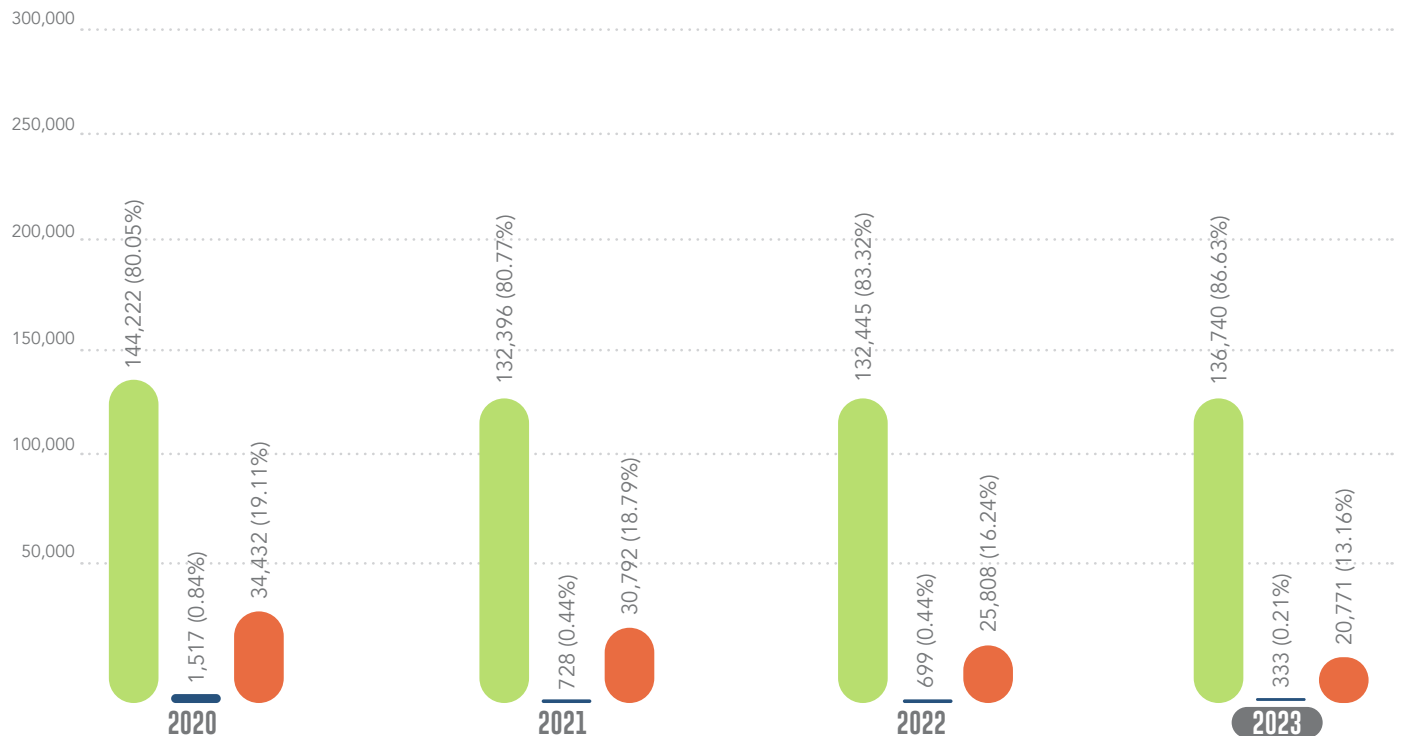


RECEIPT METHODS DEC Y-T-D

ITIC

IVR

OPERATOR



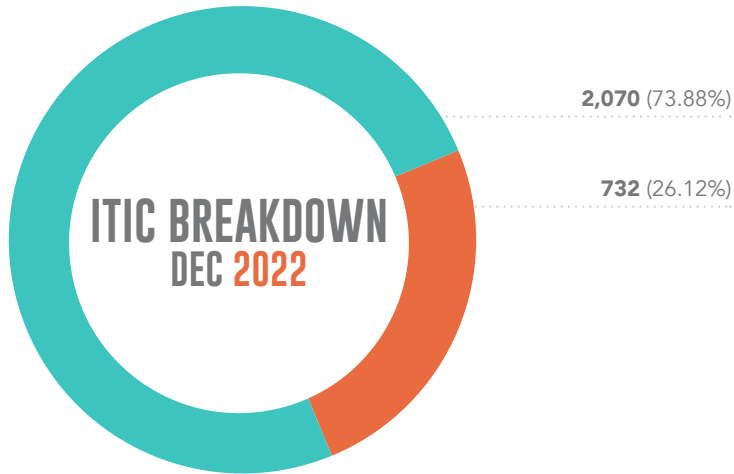


DASHBOARD REPORT - DECEMBER 2023

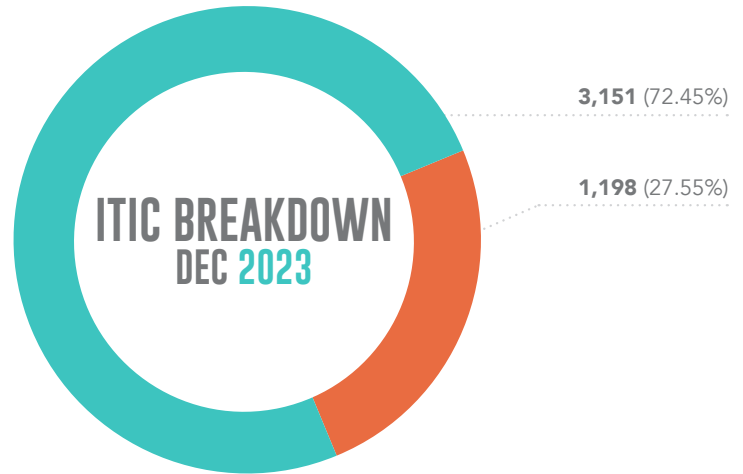
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

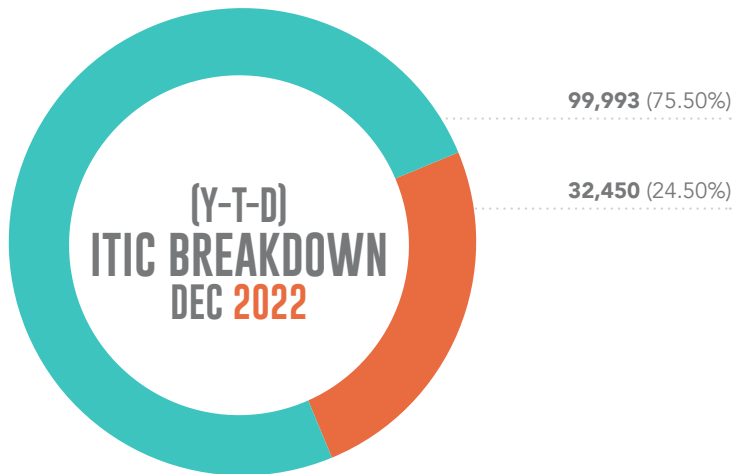
DIRECT RELEASE



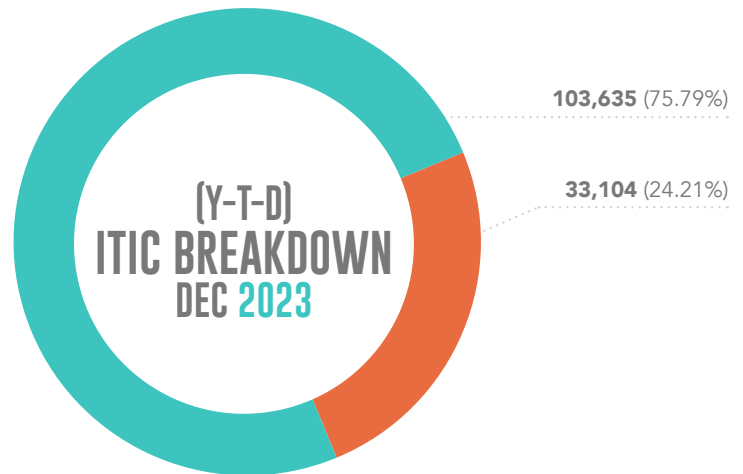
OVERALL ITIC % - 92.14%



OVERALL ITIC % - 92.14%



OVERALL ITIC % - 83.32%



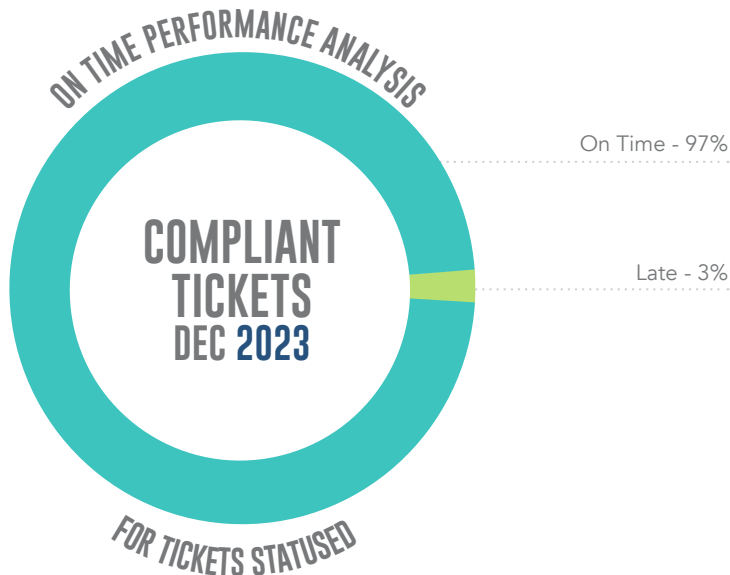
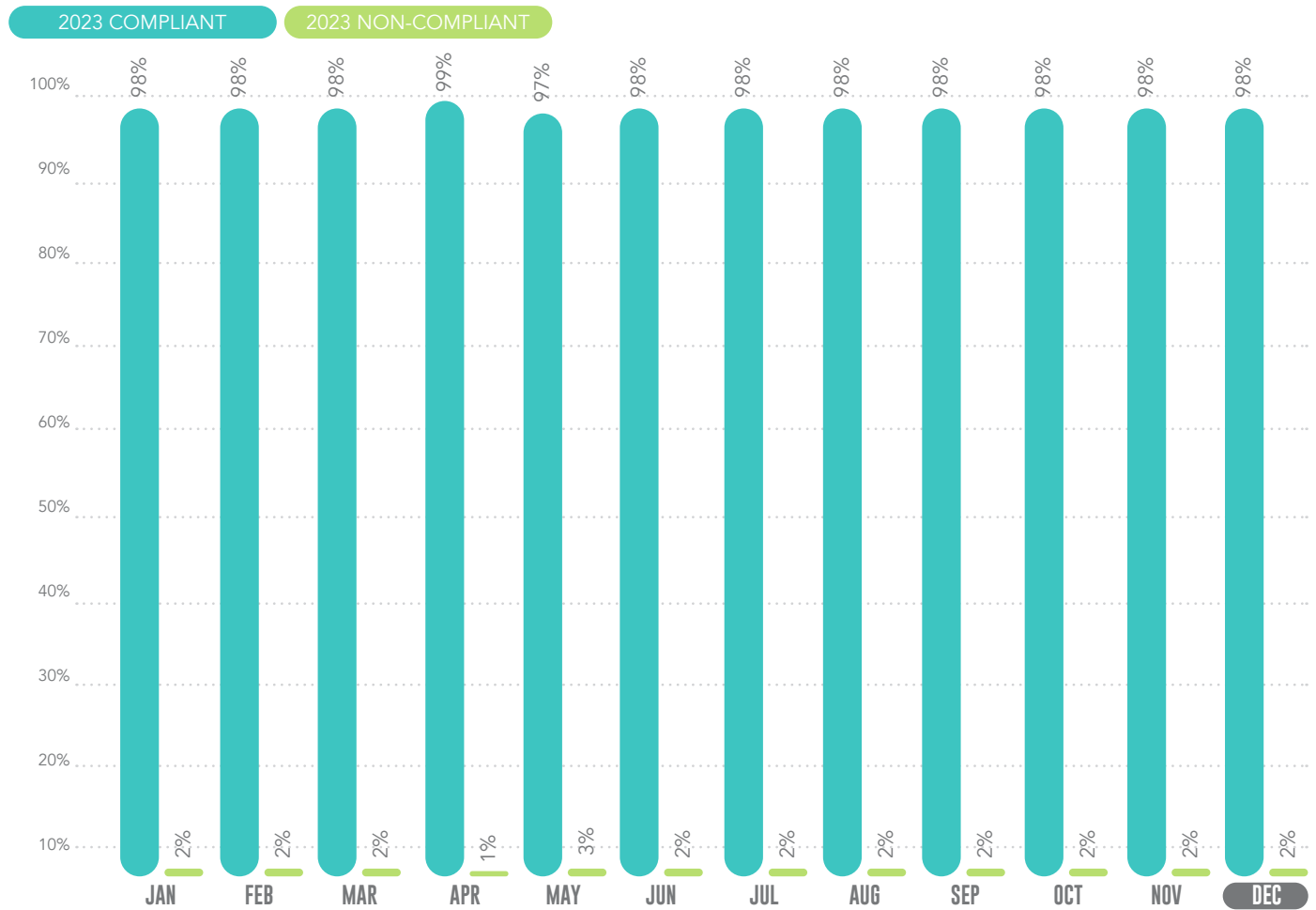
OVERALL ITIC % - 86.63%



DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

POSITIVE RESPONSE COMPLIANCE

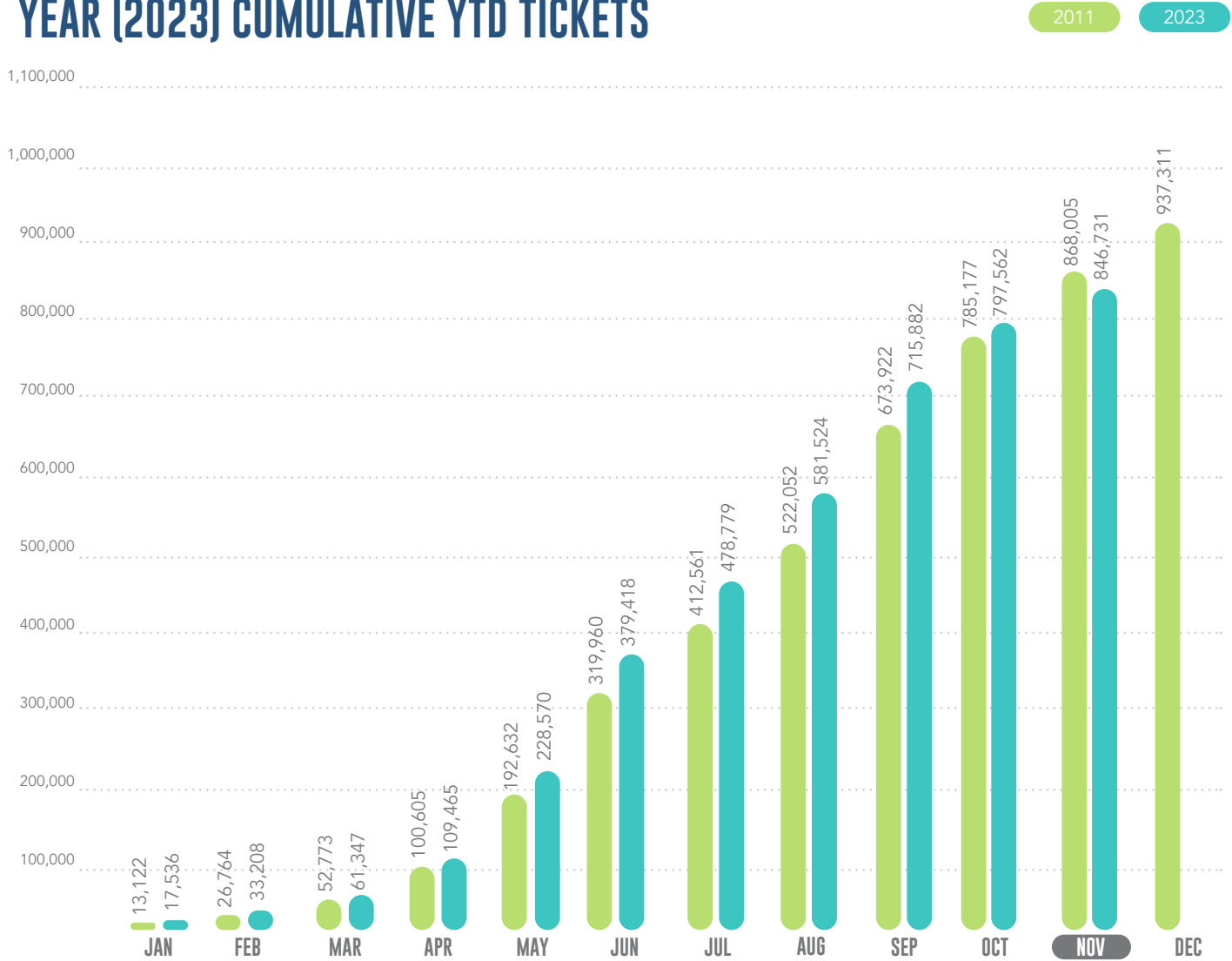




DASHBOARD REPORT - DECEMBER 2023

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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



"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

