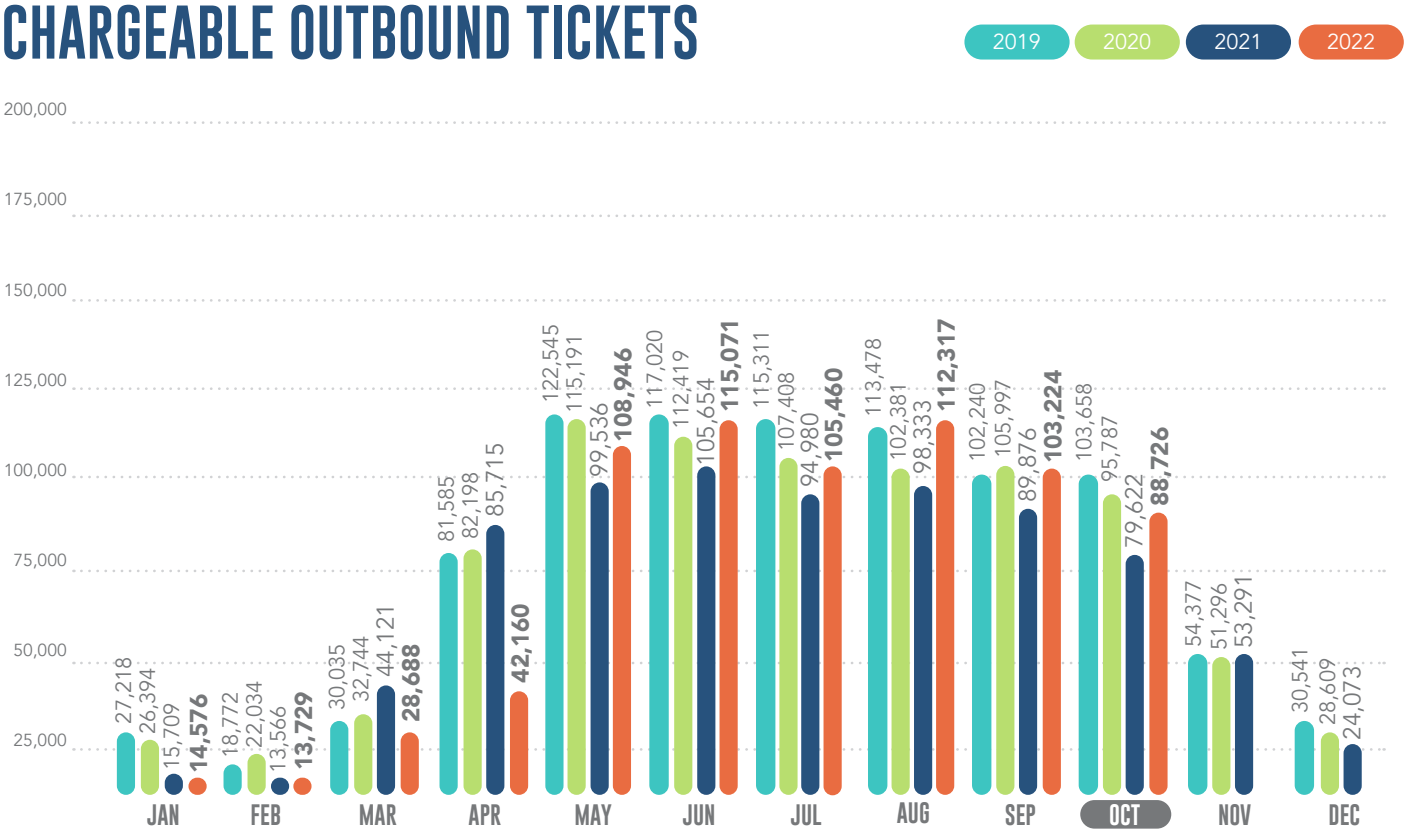
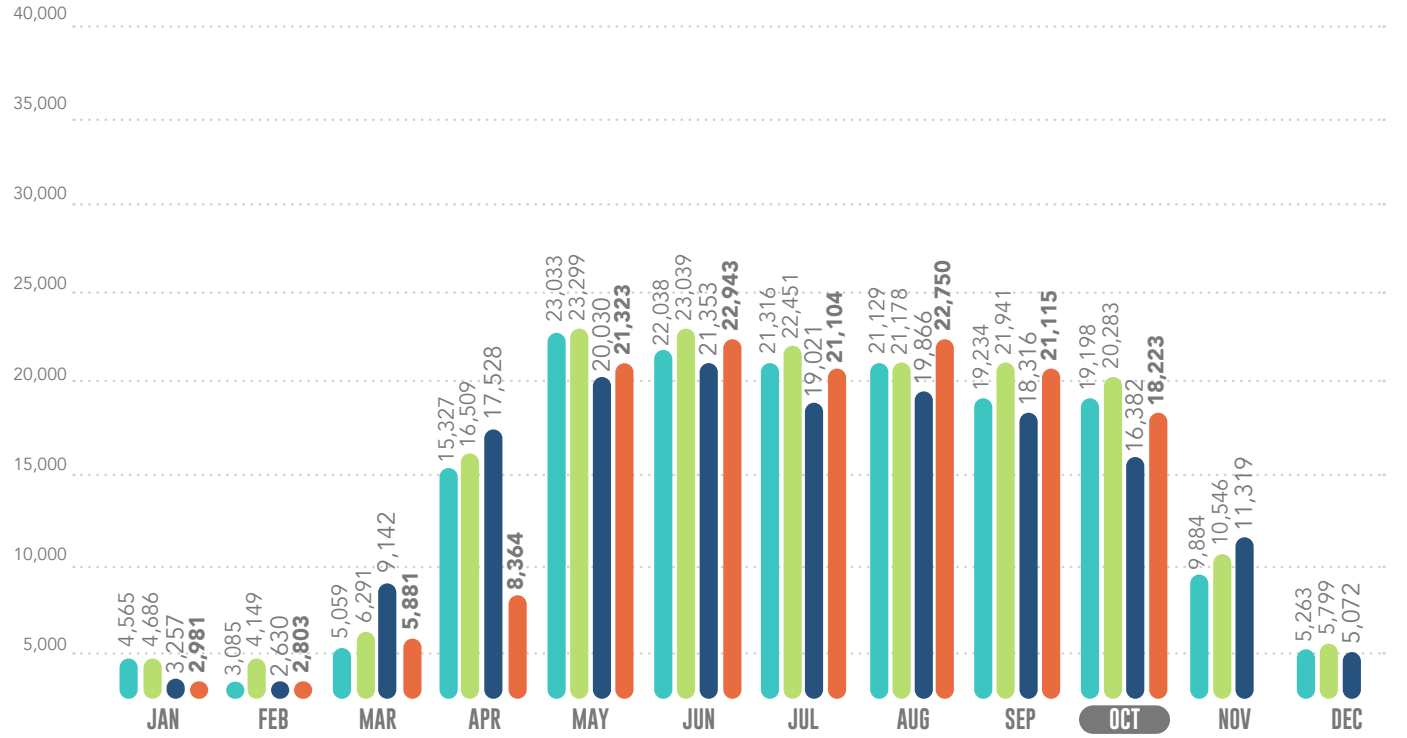
DASHBOARD REPORT - OCTOBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

CHARGEABLE OUTBOUND TICKETS



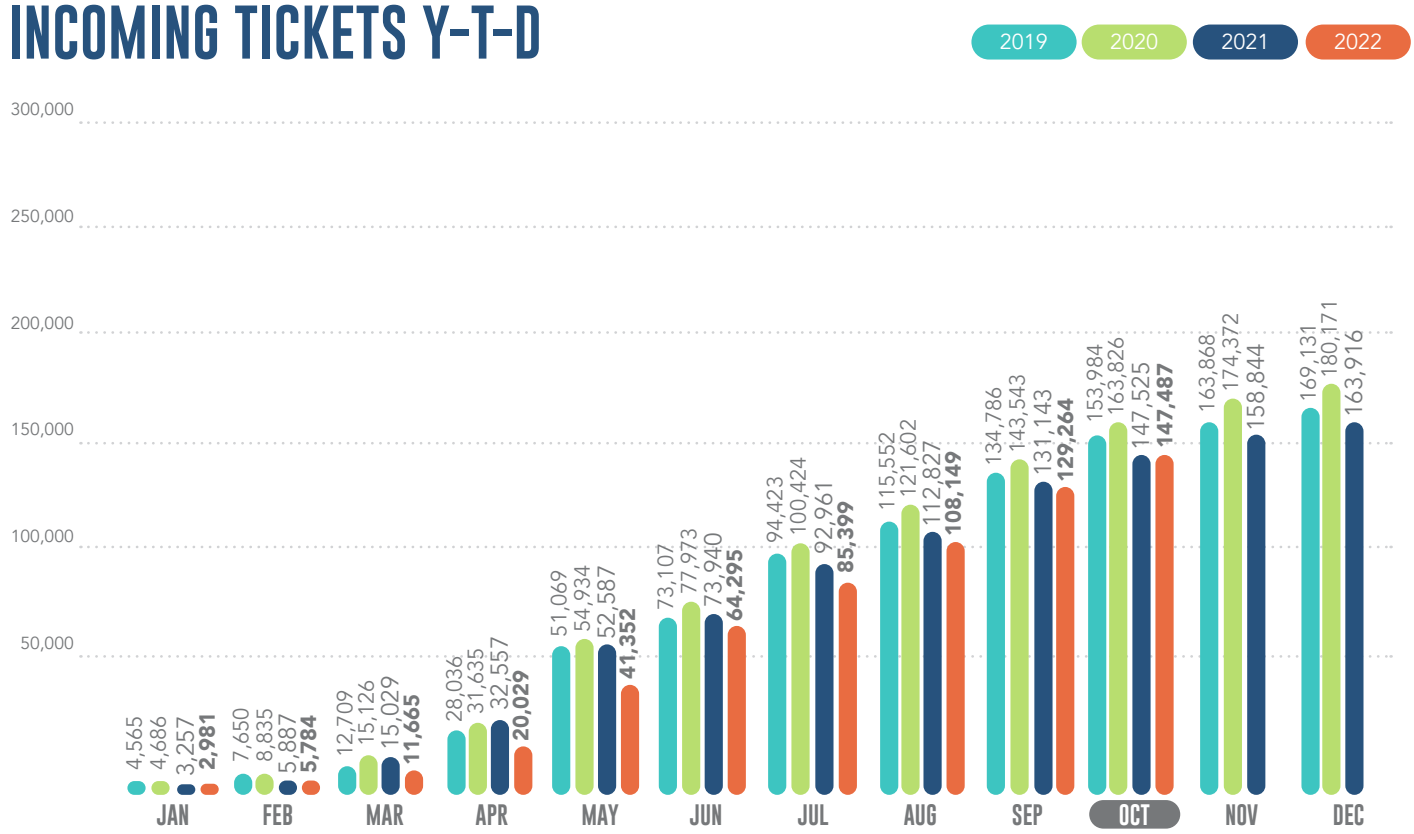
INCOMING TICKETS



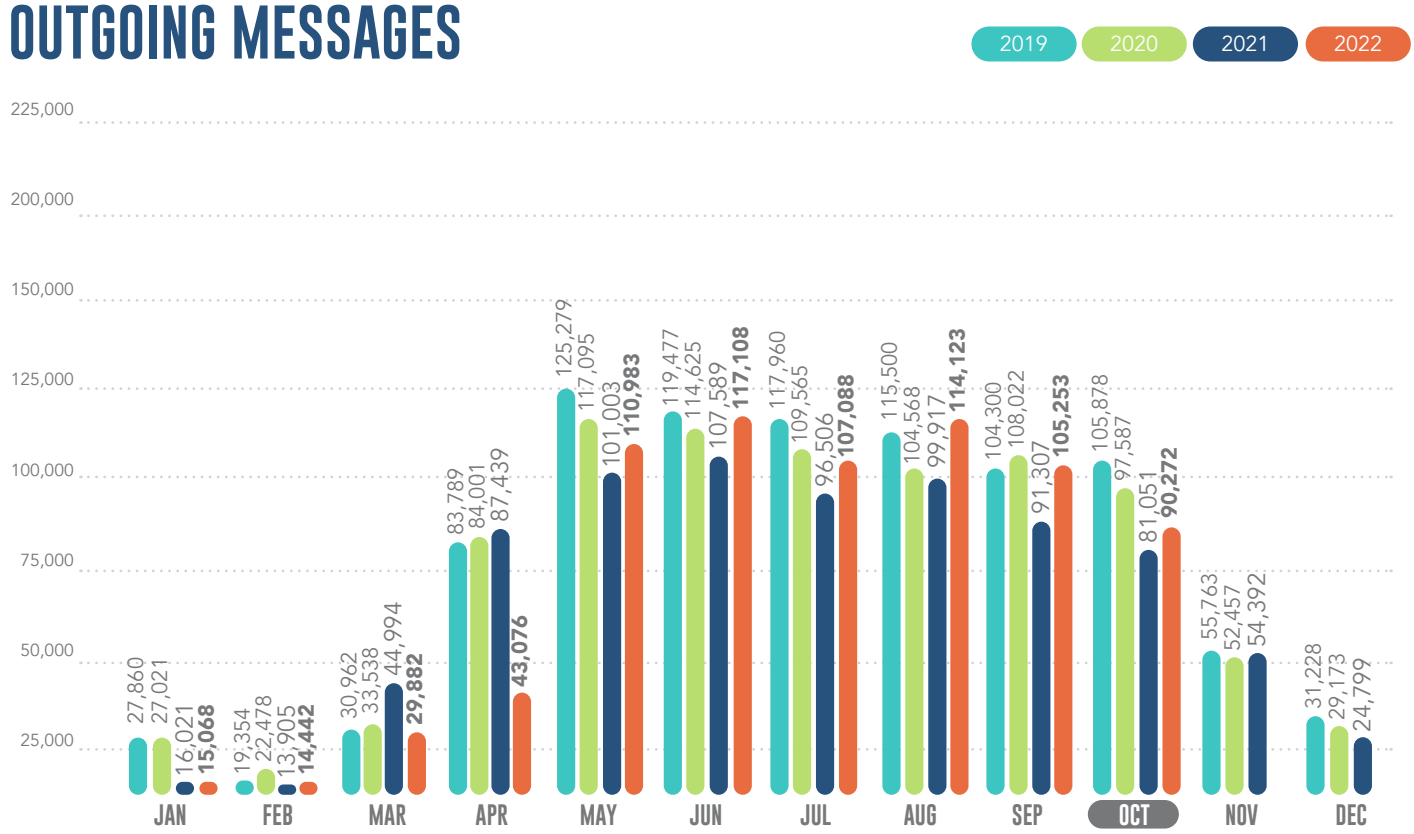
DASHBOARD REPORT - OCTOBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

INCOMING TICKETS Y-T-D



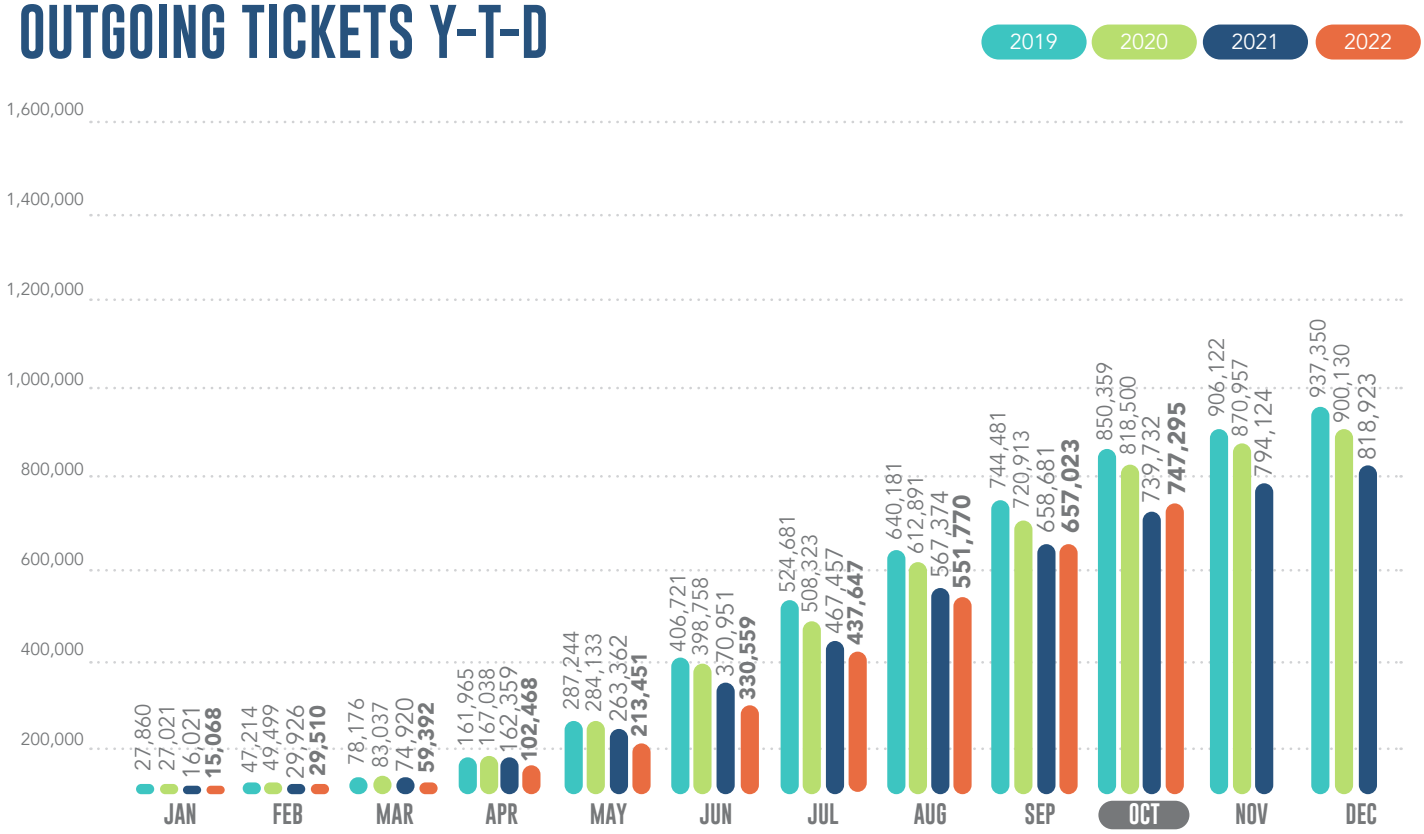
OUTGOING MESSAGES



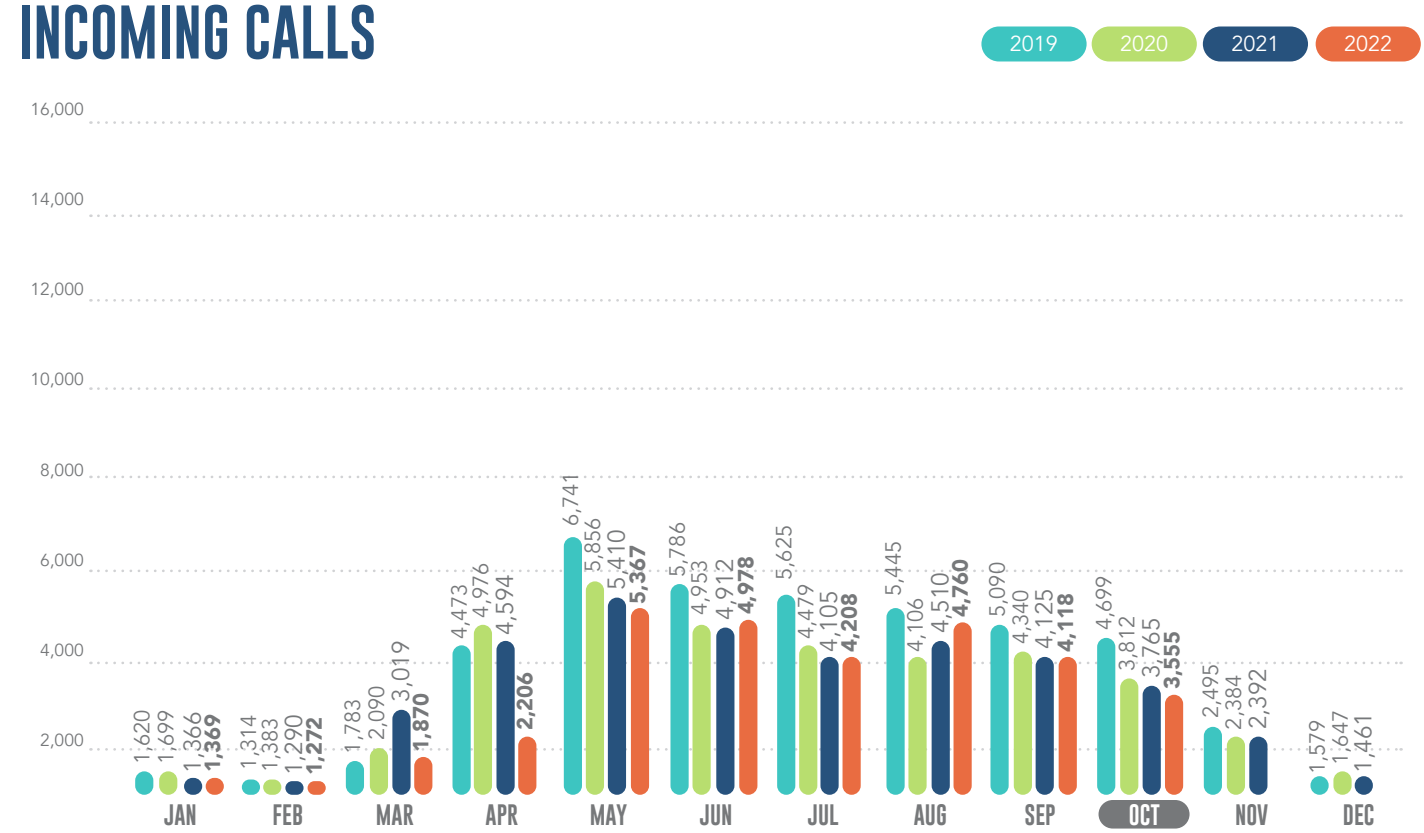
DASHBOARD REPORT - OCTOBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

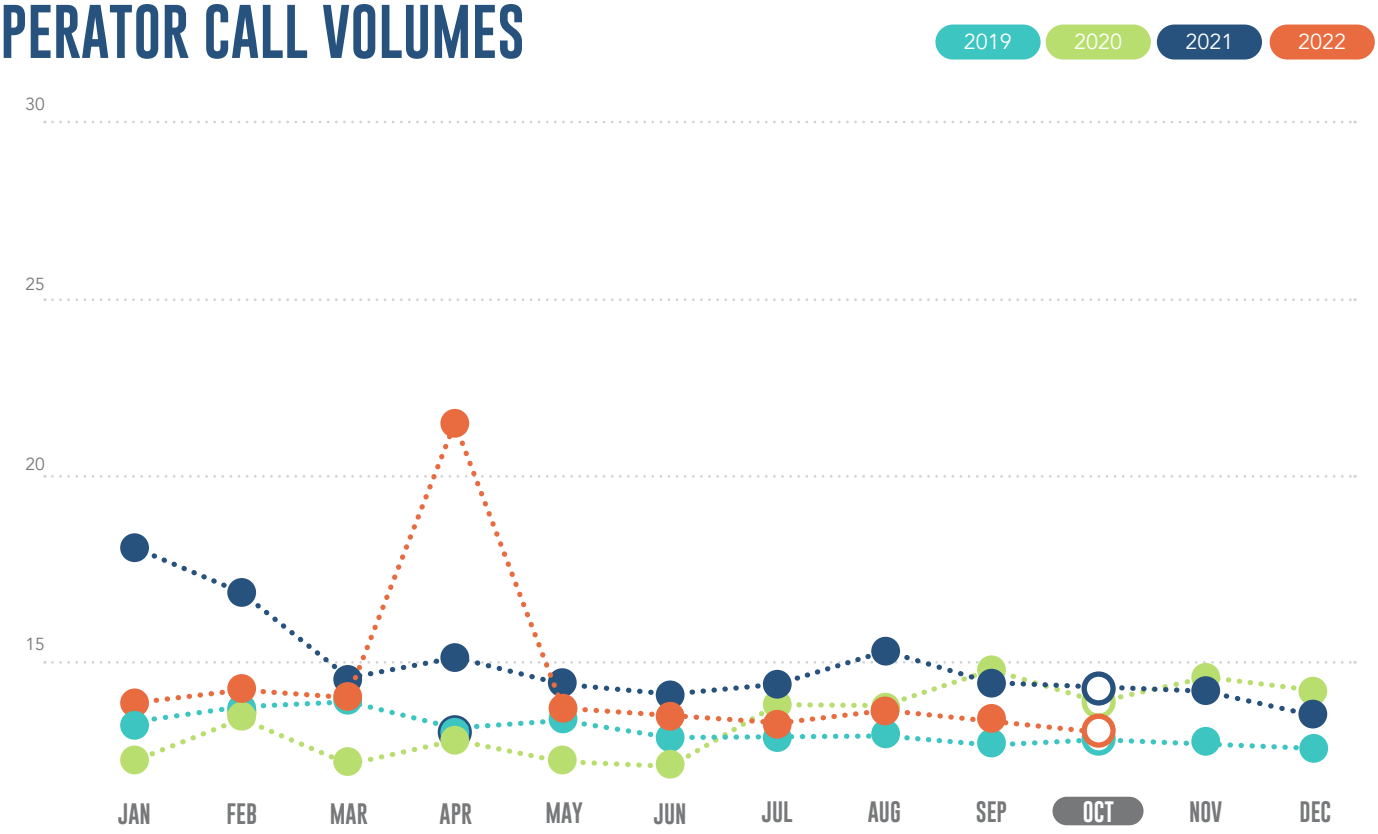
OUTGOING TICKETS Y-T-D



INCOMING CALLS

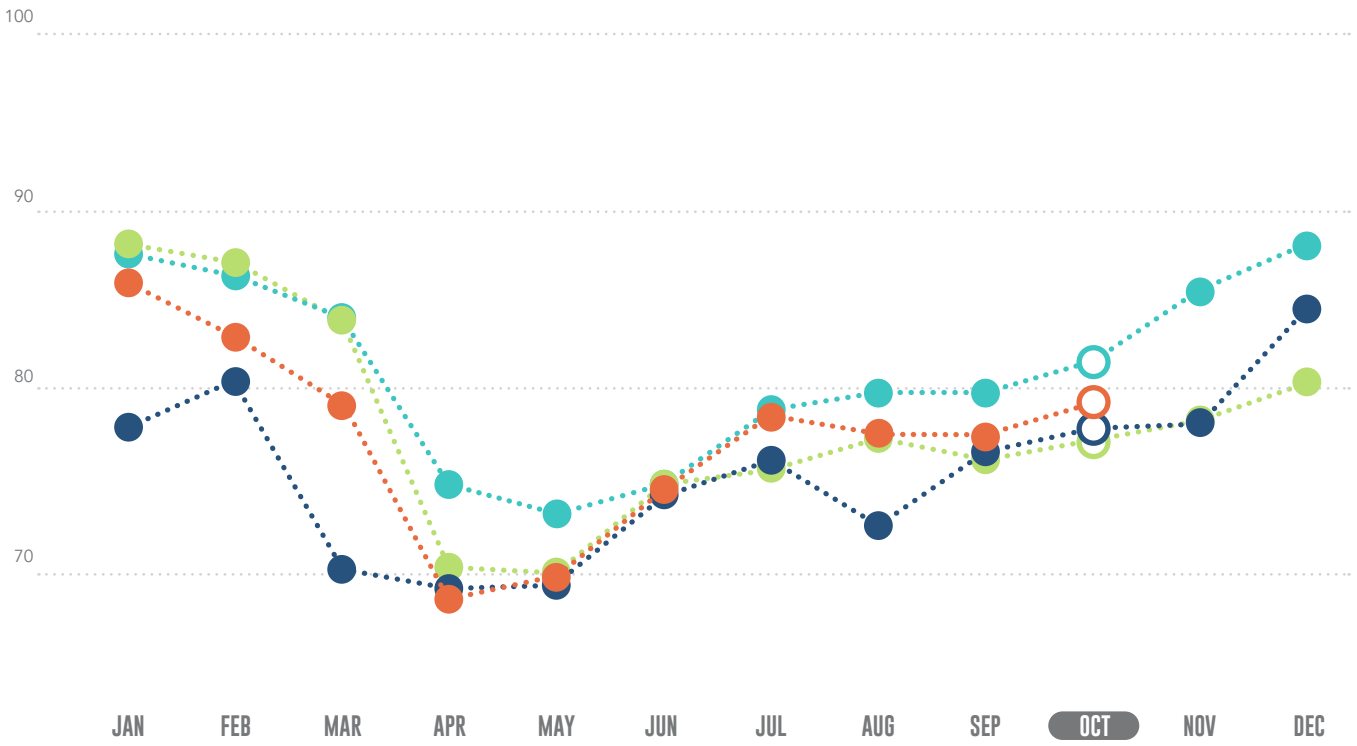


OPERATOR CALL VOLUMES



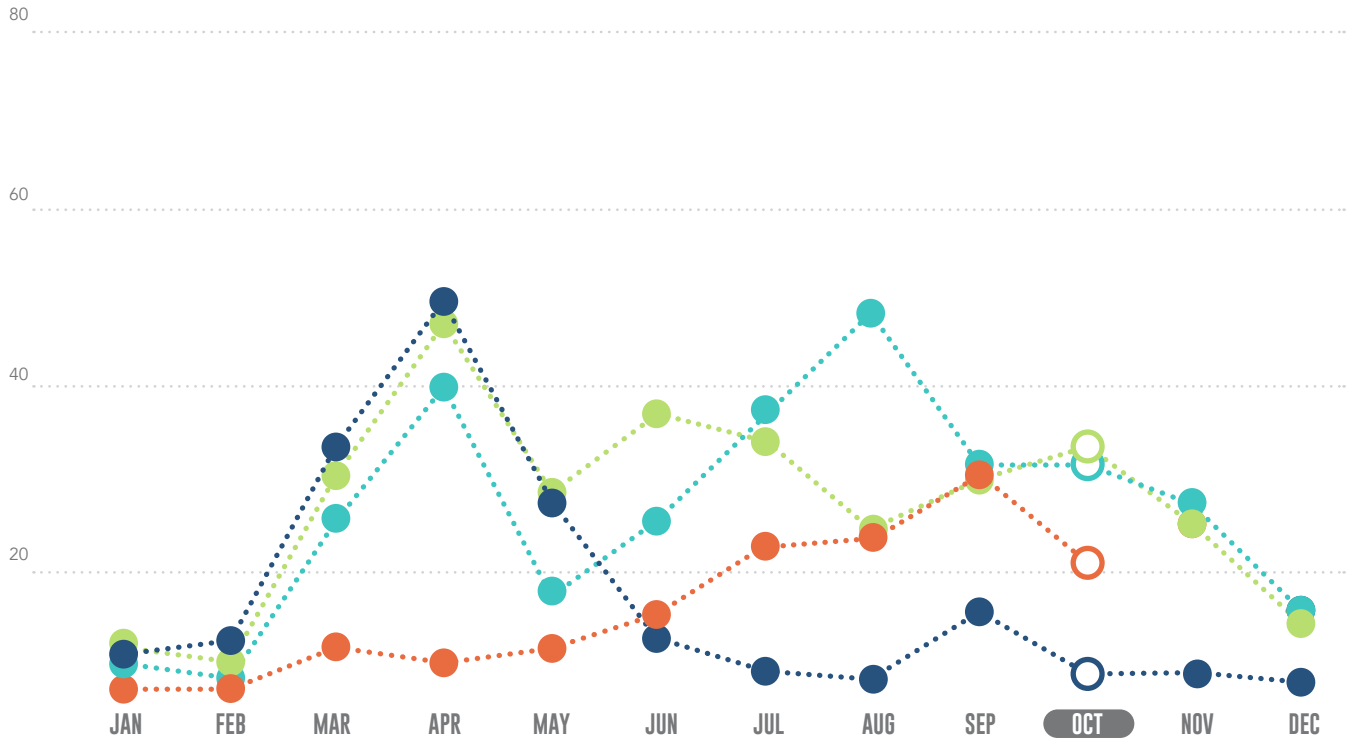
	2019	2020	2021	2022
JAN	10.89	8.94	17.96	12.75
FEB	12.22	11.38	16.46	13.81
MAR	12.77	8.04	14.12	12.80
APR	11.50	10.16	15.19	22.78
MAY	11.79	9.77	14.18	12.80
JUN	11.48	9.18	13.58	12.21
JUL	10.40	13.95	14.64	12.12
AUG	10.59	13.42	15.97	13.21
SEP	10.25	14.95	14.21	12.89
OCT	10.54	12.18	13.22	10.99
NOV	9.57	14.17	12.85	
DEC	9.16	13.71	11.65	

EXCAVATOR CALL VOLUMES



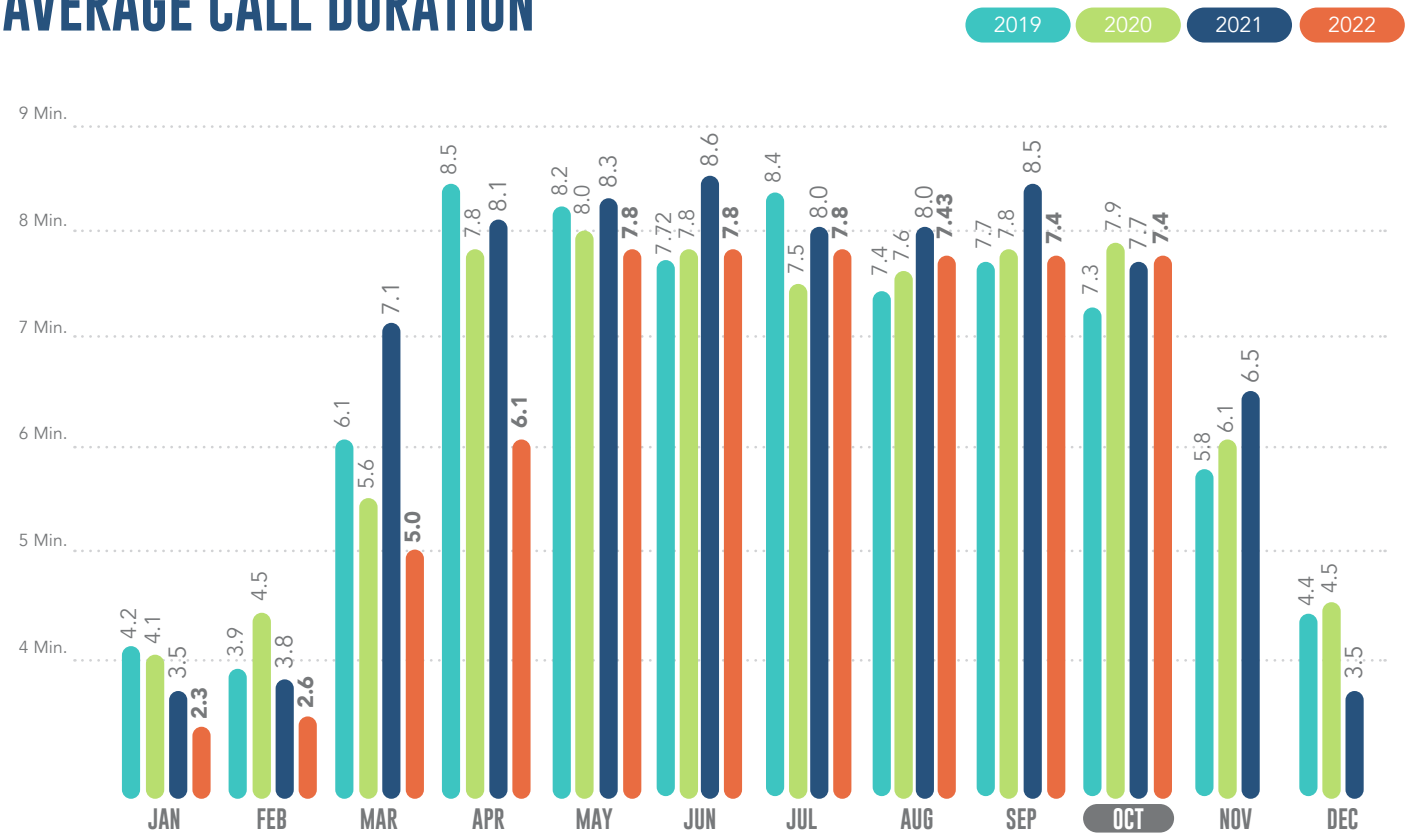
	2019	2020	2021	2022
JAN	87.73	89.69	78.81	86.38
FEB	86.39	87.01	80.87	83.73
MAR	84.50	84.37	70.32	79.17
APR	75.15	71.14	68.63	67.99
MAY	72.98	70.72	68.90	69.78
JUN	75.83	75.96	74.03	74.68
JUL	78.50	75.47	75.87	78.14
AUG	79.22	76.39	73.70	76.81
SEP	79.96	74.02	74.34	76.65
OCT	82.35	75.51	76.76	79.21
NOV	86.05	78.10	80.60	
DEC	88.77	80.62	85.51	

AVERAGE HOLD TIME



	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	13
JUN	25	38	15	17
JUL	38	36	9	23
AUG	47	25	8	25
SEP	32	29	14	29
OCT	32	34	9	21
NOV	28	25	9	
DEC	17	16	6	

AVERAGE CALL DURATION



Answered - 3,670

Abandoned - 95

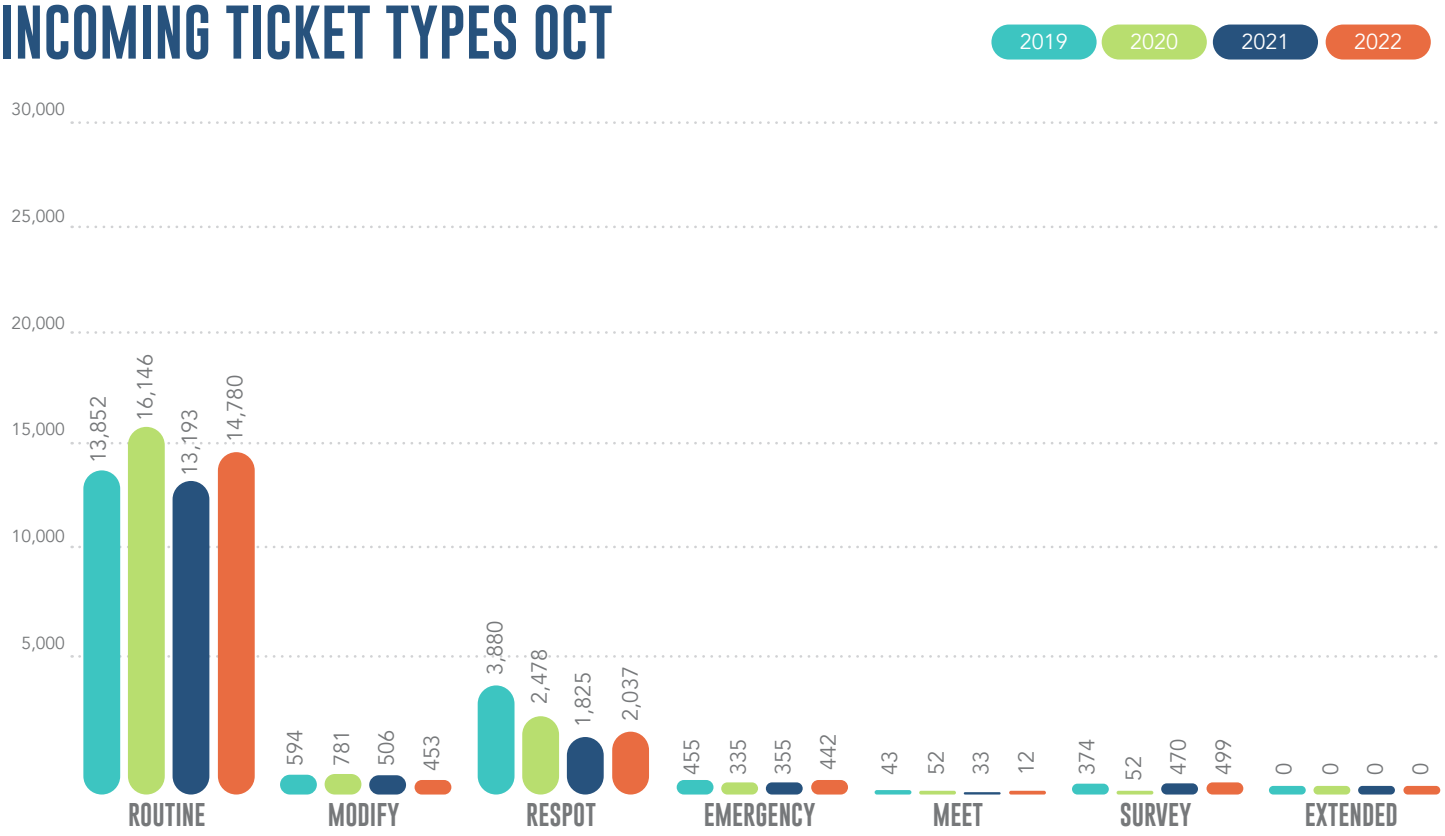
Offered - 3,765

Answered - 3,435

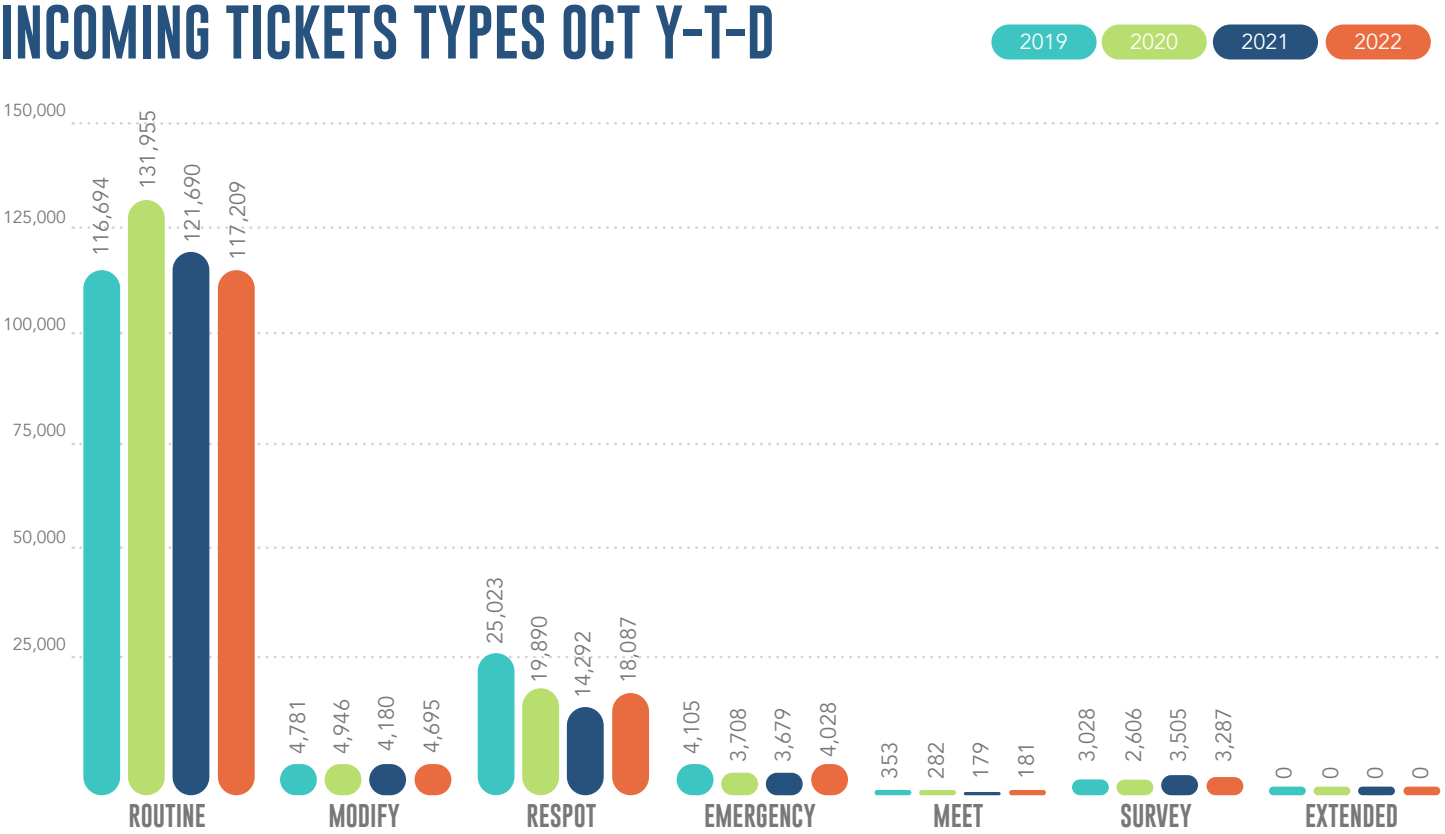
Abandoned - 120

Offered - 3,555

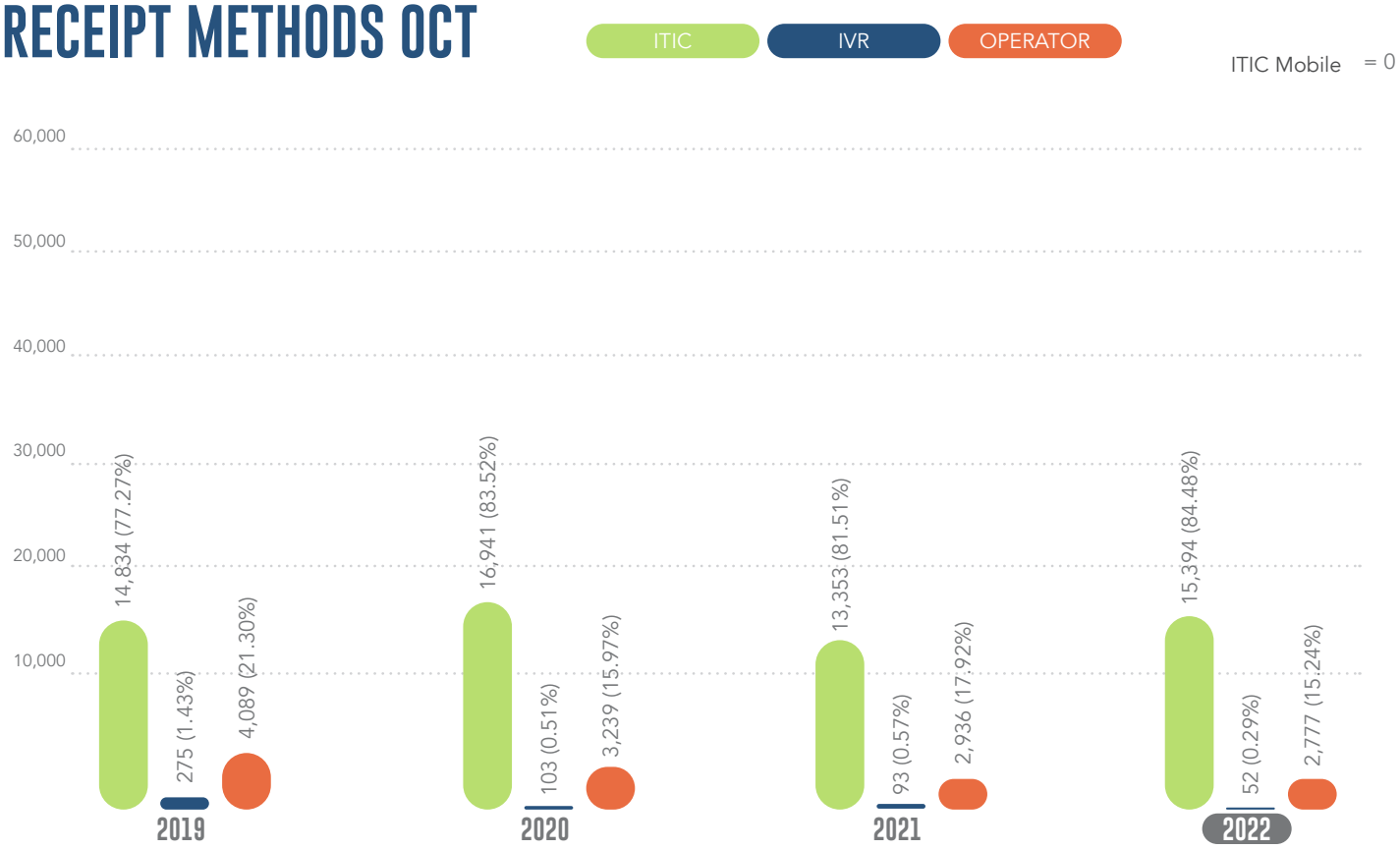
INCOMING TICKET TYPES OCT



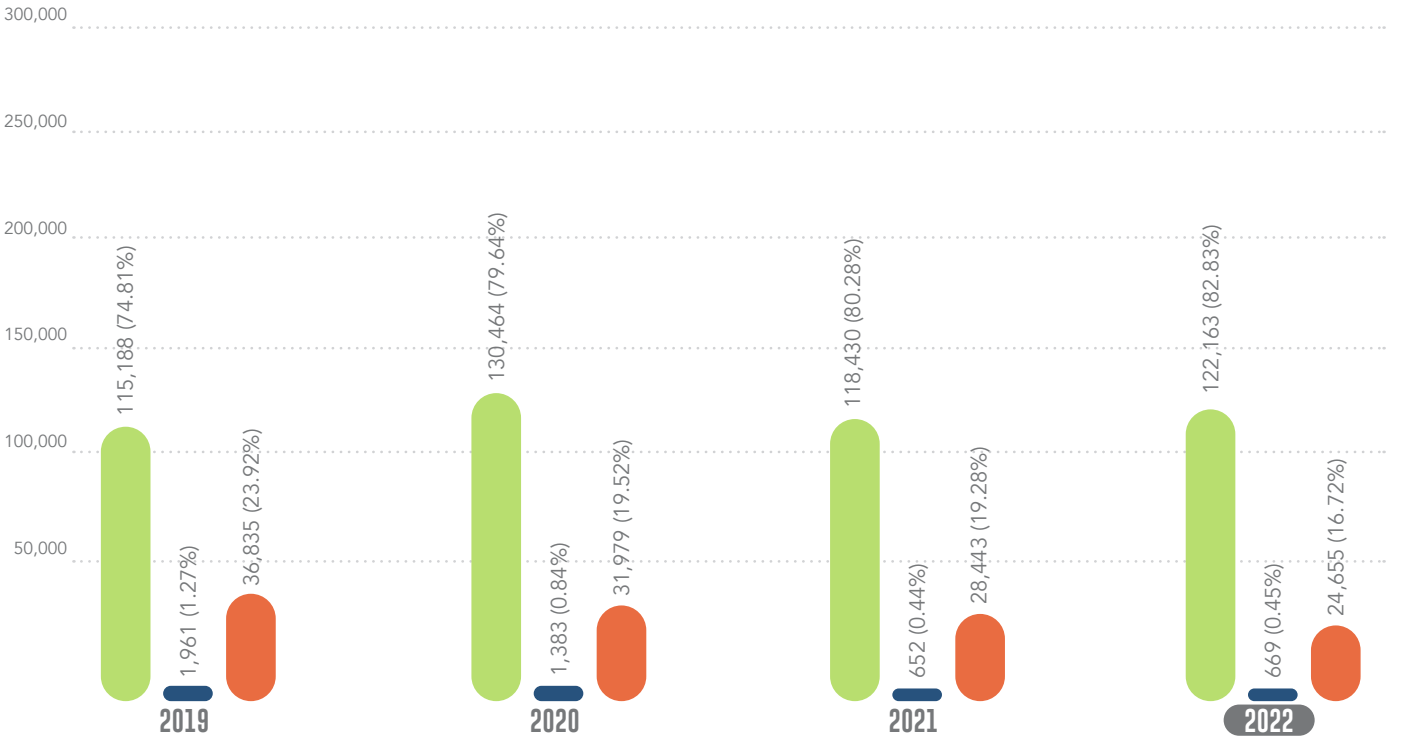
INCOMING TICKETS TYPES OCT Y-T-D



RECEIPT METHODS OCT



RECEIPT METHODS OCT Y-T-D



DASHBOARD REPORT - OCTOBER 2022

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW | DIRECT RELEASE

10,272 (76.93%)

3,081 (23.07%)

OVERALL ITIC % - 81.51%

11,663 (75.76%)

3,731 (24.24%)

OVERALL ITIC % - 84.48%

91,018 (76.85%)

27,412 (23.15%)

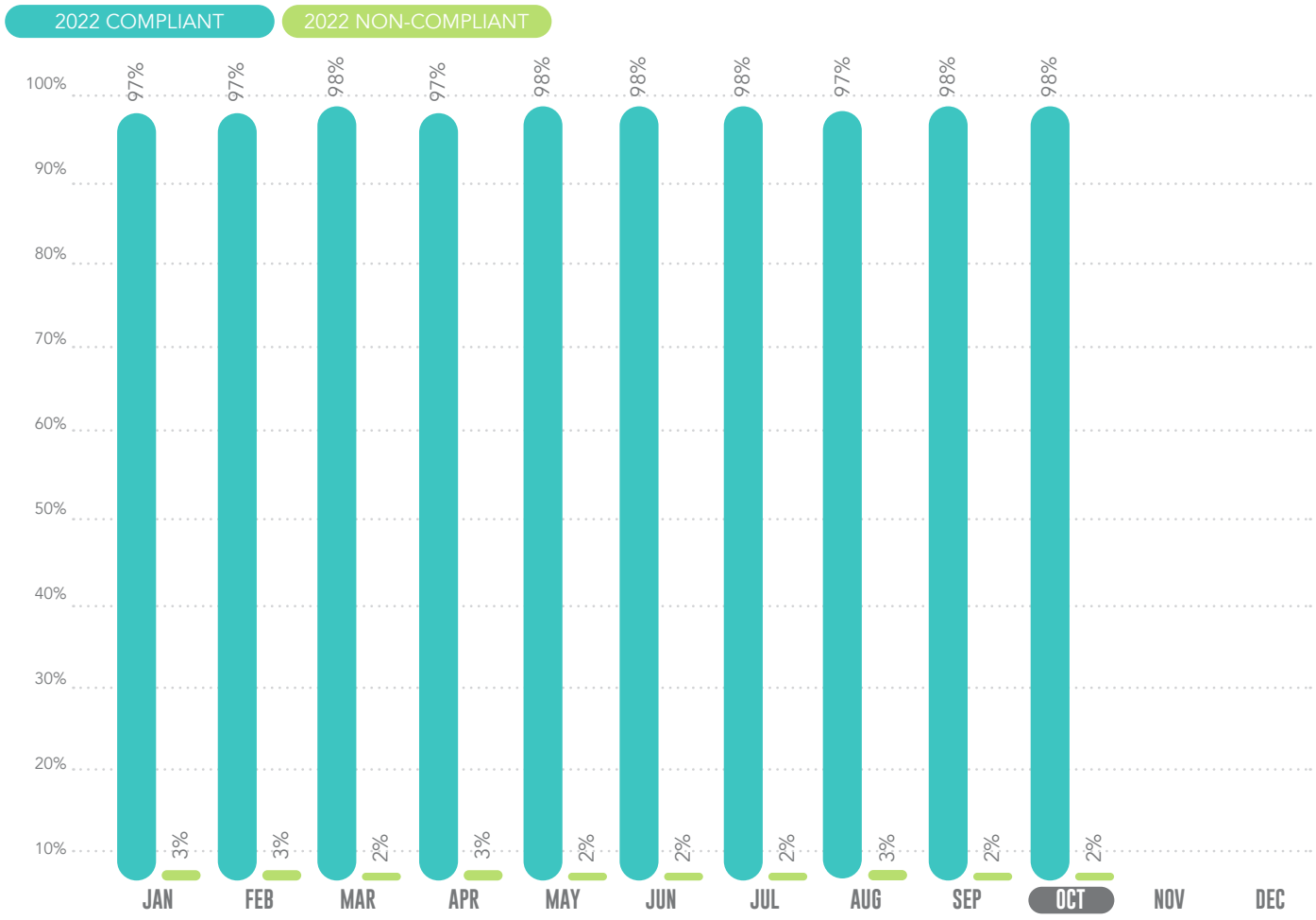
OVERALL ITIC % - 80.28%

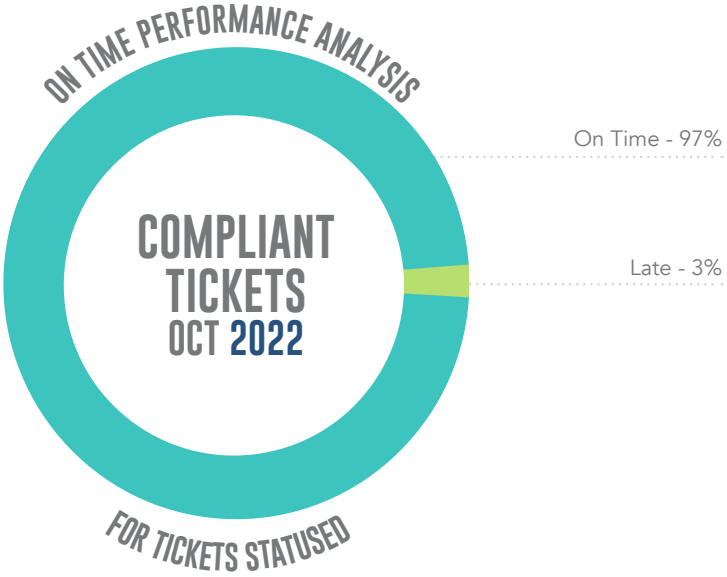
92,177 (75.46%)

29,984 (24.54%)

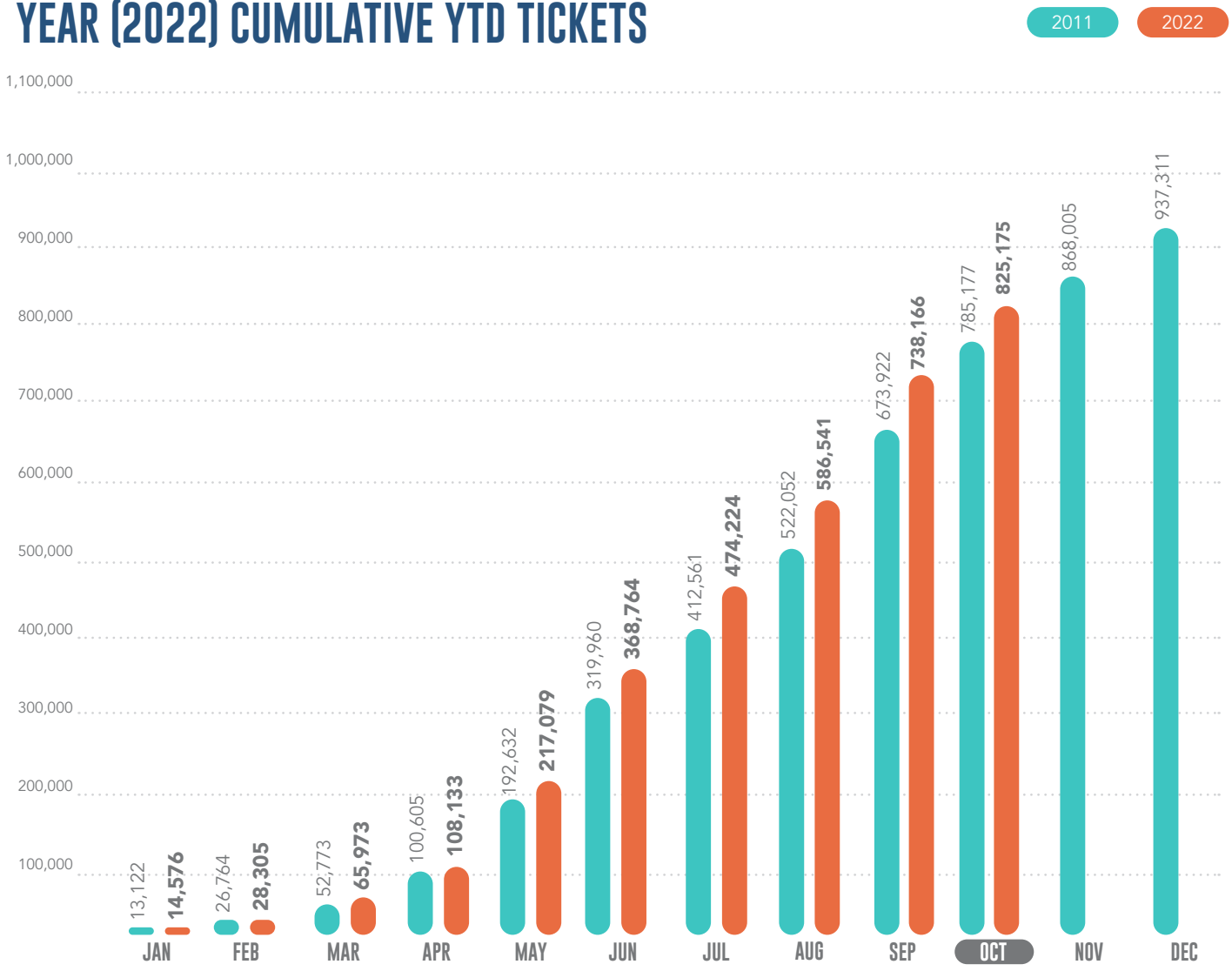
OVERALL ITIC % - 82.83%

POSITIVE RESPONSE COMPLIANCE

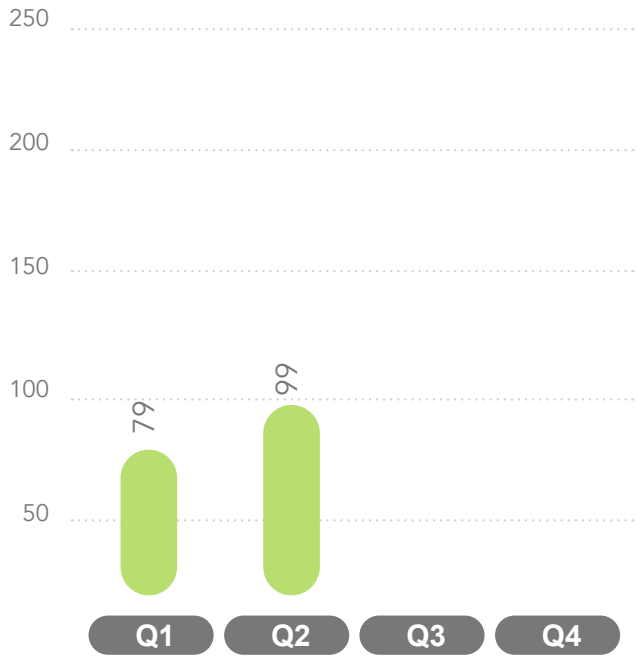




BASE YEAR (2011) CUMULATIVE YTD TICKETS vs CURRENT YEAR (2022) CUMULATIVE YTD TICKETS



CREATIVE HOURS - 2ND QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	25:45
NDOC Event Banquet Emails	2:30
NDOC ITICnxt	1:30
NDOC Social Media	16:30
NDOC State Fair Bags	10:10
NDOC State Fair Sponsor Bottles	5:00
NDOC Website Changes	24:15
Subtotal	85:40
Management Review (+15%)	12:51
Grand Total with Review	98:31

CREATIVE HOURS - 2022