

SO + Folder 4 + Folder 5 Intake Overview Wow:

SO Average each week: 130
 Folder 4 Average each week: 106
 Folder 5 Average each week: 72

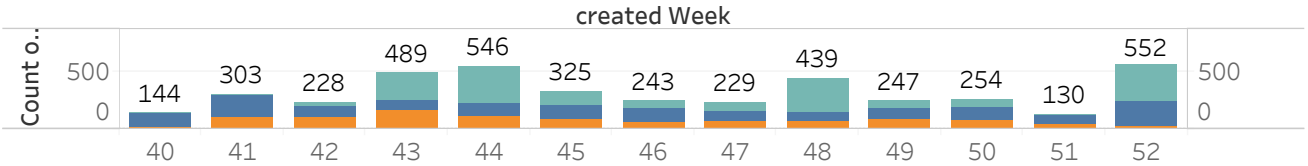
Measure Names

SIM+SO Total

Parent Folder

Customer Issues

Queue Management ..



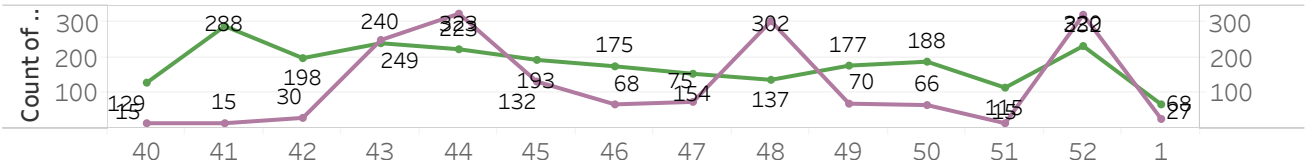
Parent Fol..	40	41	42	43	44	45	46	47	48	49	50	51	52	Gran..
Customer ..	115	181	93	82	110	106	122	80	69	95	101	74	212	1,440
Queue Ma..	14	107	105	158	113	87	53	74	68	82	87	41	20	1,009
Grand Tot..	129	288	198	240	223	193	175	154	137	177	188	115	232	2,449

SO vs. SIM Intake trend

Measure Names

Count of Order Id

Count of SIM Id



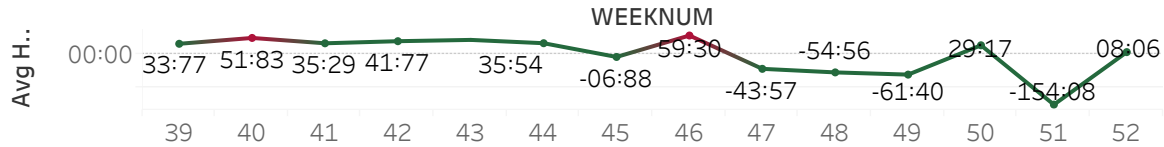
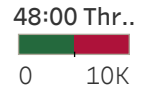
	40	41	42	43	44	45	46	47	48	49	50	51	52	Gran..
SO %	10.4%	5.0%	13.2%	50.9%	59.2%	40.6%	28.0%	32.8%	68.8%	28.3%	26.0%	11.5%	58.0%	40.7%
SO count	15	15	30	249	323	132	68	75	302	70	66	15	320	1,680

Suggestions:

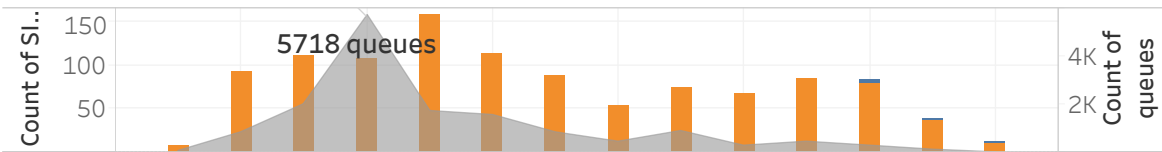
- 1) SO onboarding picked up from wk42, a bulk of customer onboarding started in wk43
- 2) As SO number increases, we also see a slight increase in Folder 4 especially in wk43 -> deep dive required

Folder 5 Intake

Avg. Handle Time



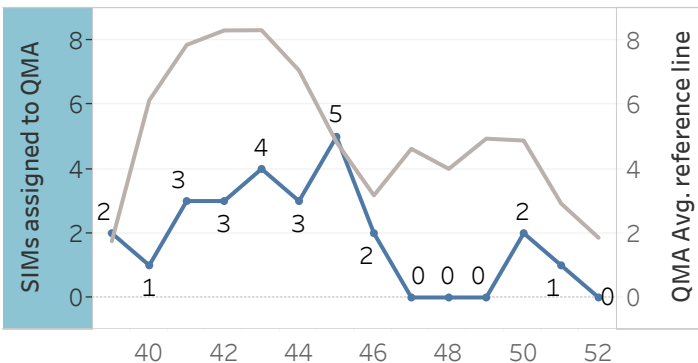
Workload



Status		39	40	41	42	43	44	45	46	47	48	49	50	51	52
Resol..	SIMs	7	92	110	108	158	113	87	54	74	68	84	80	37	12
	Queues	57	827	2,017	5,734	1,712	1,534	863	452	883	290	434	275	82	12

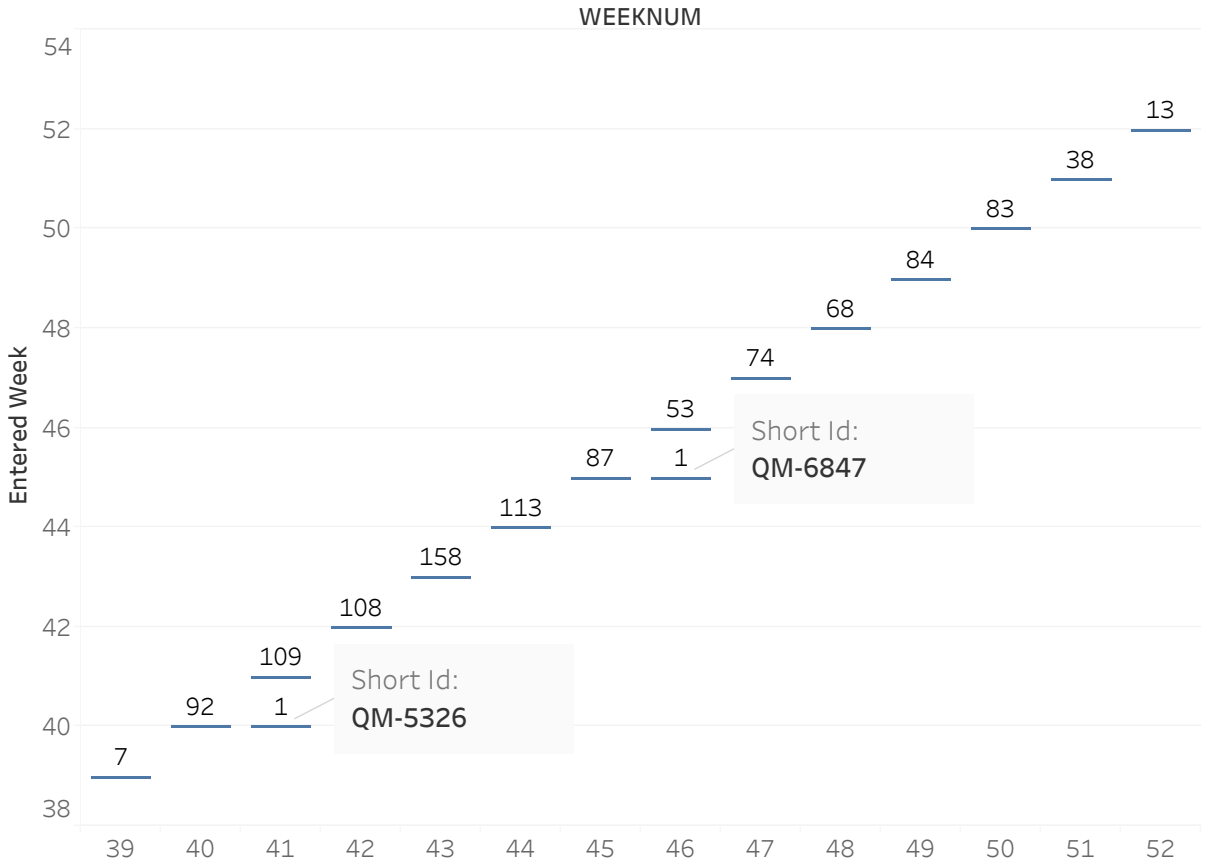
QMA toggle view

QMA mikmoriy



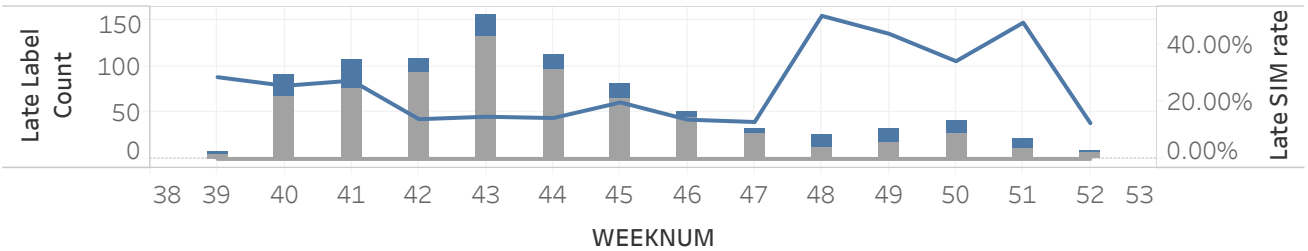
Queue count reached a peak during ARM Launch in wk42
 Queue count went down from wk49 for below reasons:
 1) moving to SOs, rank and label report temporarily stopped
 2) holiday season started from wk51
 Over SLA in Wk 46 (due to re-org announcement in BOS)
 SLA shows negative numbers for weeks because of SIMs resolved before entering the folder, these SIMs should be calculated as 0 handle time moving forward

Carry Over: SIMs that entered the previous week or even before that was resolved.



Entered Week for each WEEKNUM. The marks are labeled by sum of Number of Records.

Late SIM Trend - Folder 5 Intake

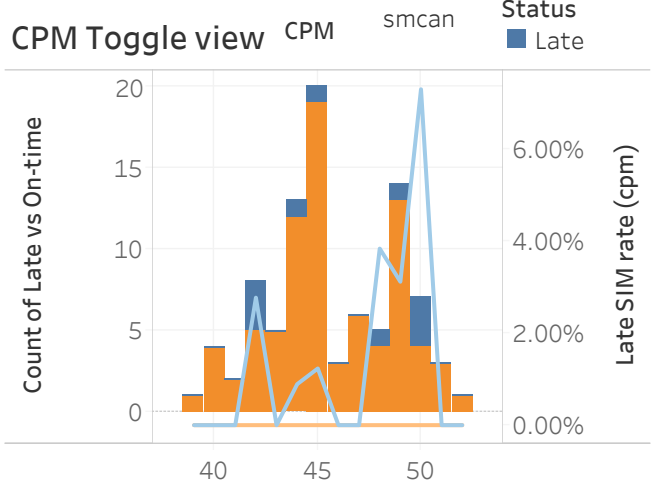


	39	40	41	42	43	44	45	46	47	48	49	50	51	52
Count of L..	2	23	29	15	23	16	16	7	4	13	14	14	10	1
Late SIM r..	29%	26%	27%	14%	15%	14%	20%	14%	13%	50%	44%	34%	48%	13%

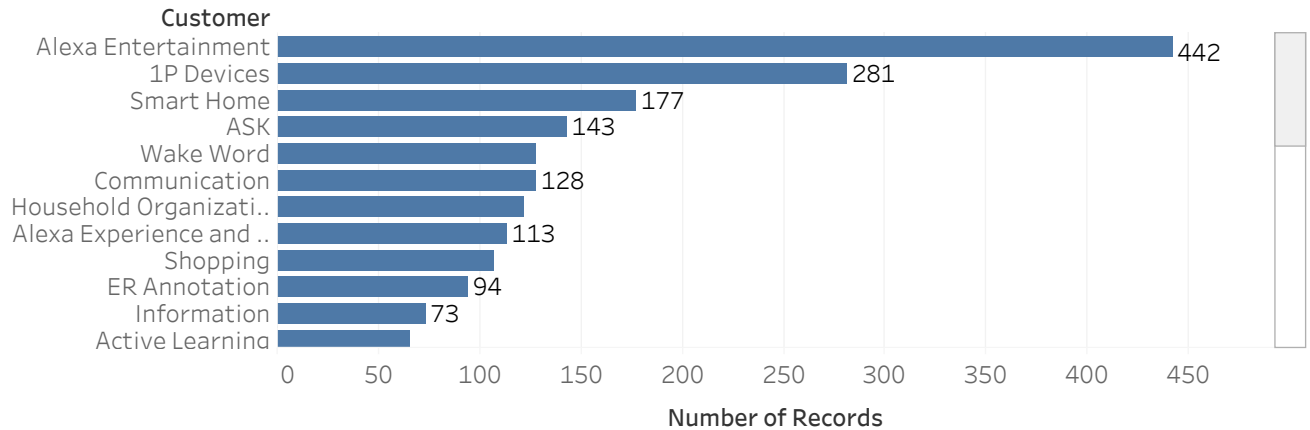
Source of Late SIMs By Requesters

Reques..	WEEKNUM						
	40	41	42	43	44	45	46
adrcarre	13						
markey..		9		1	1	1	
colini		2		1	3		
pplkit							
schoen..	1	3		1		1	
smcan			3		1	1	
guscully	3	2	1	2			
nmmitra					2	5	
galyss		1		3			
tsmee					1		

CPM Toggle view



SO overall volume by customer



Customer onboarding timeline toggle view

Customers
Household Organizatio..

Measure Na..
SO Avg r..
Selected

