

# Customer Relations Productivity Report - 2022

Customer Contacts received and closed per month

	Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD	
D2	Received	129	132	169	430	154	128	138	420	151	157	175	483	148	145	124	417	1,750
	Closed	126	137	177	440	144	115	158	417	149	162	165	476	152	148	127	427	1,760
	Net gain	3	-5	-8	-10	10	13	-20	3	2	-5	10	7	-4	-3	-3	-10	-10
D3	Received	60	68	57	185	79	91	62	232	60	121	114	295	85	80	63	228	940
	Closed	54	70	58	182	69	86	70	225	56	120	113	289	99	74	60	233	929
	Net gain	6	-2	-1	3	10	5	-8	7	4	1	1	6	-14	6	3	-5	11
D4	Received	110	132	153	395	130	137	169	436	162	194	175	531	161	122	127	410	1,772
	Closed	117	121	151	389	124	151	170	445	144	215	149	508	188	127	137	452	1,794
	Net gain	-7	11	2	6	6	-14	-1	-9	18	-21	26	23	-27	-5	-10	-42	-22
D6	Received	95	71	98	264	123	105	118	346	92	126	128	346	116	80	99	295	1,251
	Closed	92	64	76	232	120	143	124	387	71	146	100	317	154	76	109	339	1,275
	Net gain	3	7	22	32	3	-38	-6	-41	21	-20	28	29	-38	4	-10	-44	-24

	Jan	Feb	Mar	Q1	Apr	May	Jun	Q2	Jul	Aug	Sep	Q3	Oct	Nov	Dec	Q4	YTD
D2	Red	Black	Black	Black	Red	Red	Black	Red	Red	Black	Red	Red	Black	Black	Black	Black	Black
D3	Red	Black	Black	Red	Red	Red	Black	Red	Red	Red	Red	Red	Black	Red	Red	Black	Red
D4	Black	Red	Red	Red	Red	Black	Black	Black	Red	Black	Red	Red	Black	Black	Black	Black	Black
D6	Red	Red	Red	Red	Red	Black	Black	Black	Red	Black	Red	Red	Black	Red	Black	Black	Black

Colored bars show excess or deficit of tickets in that month: Red = more tickets received than closed. Black = More tickets closed that received.