

Individual Handout

p.1

Engineer

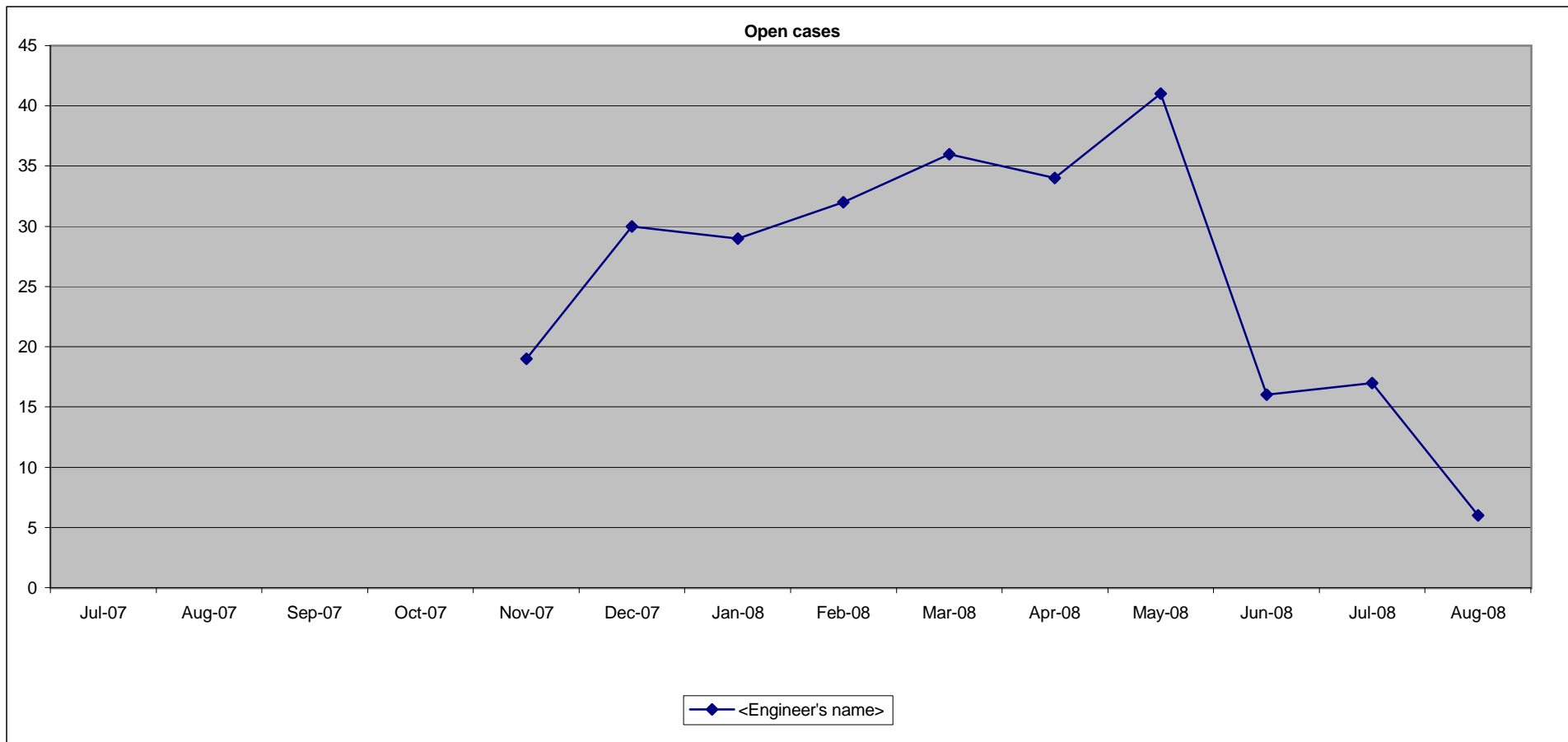
Engineer's name

Date

14/09/2008

Display

Open cases



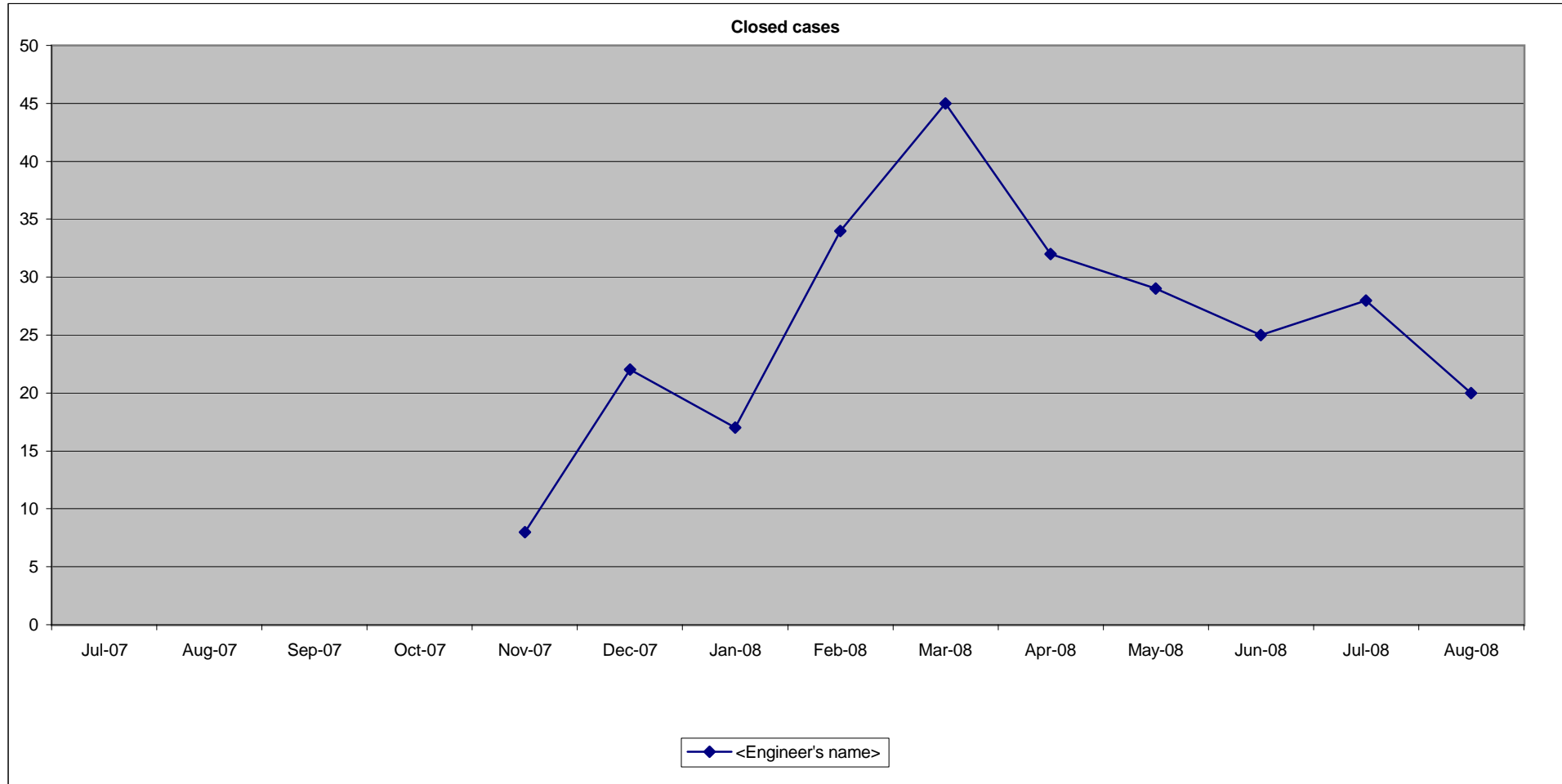
Individual Handout

p.2

Engineer <Engineer's name>

Date 14/09/2008

Closed cases



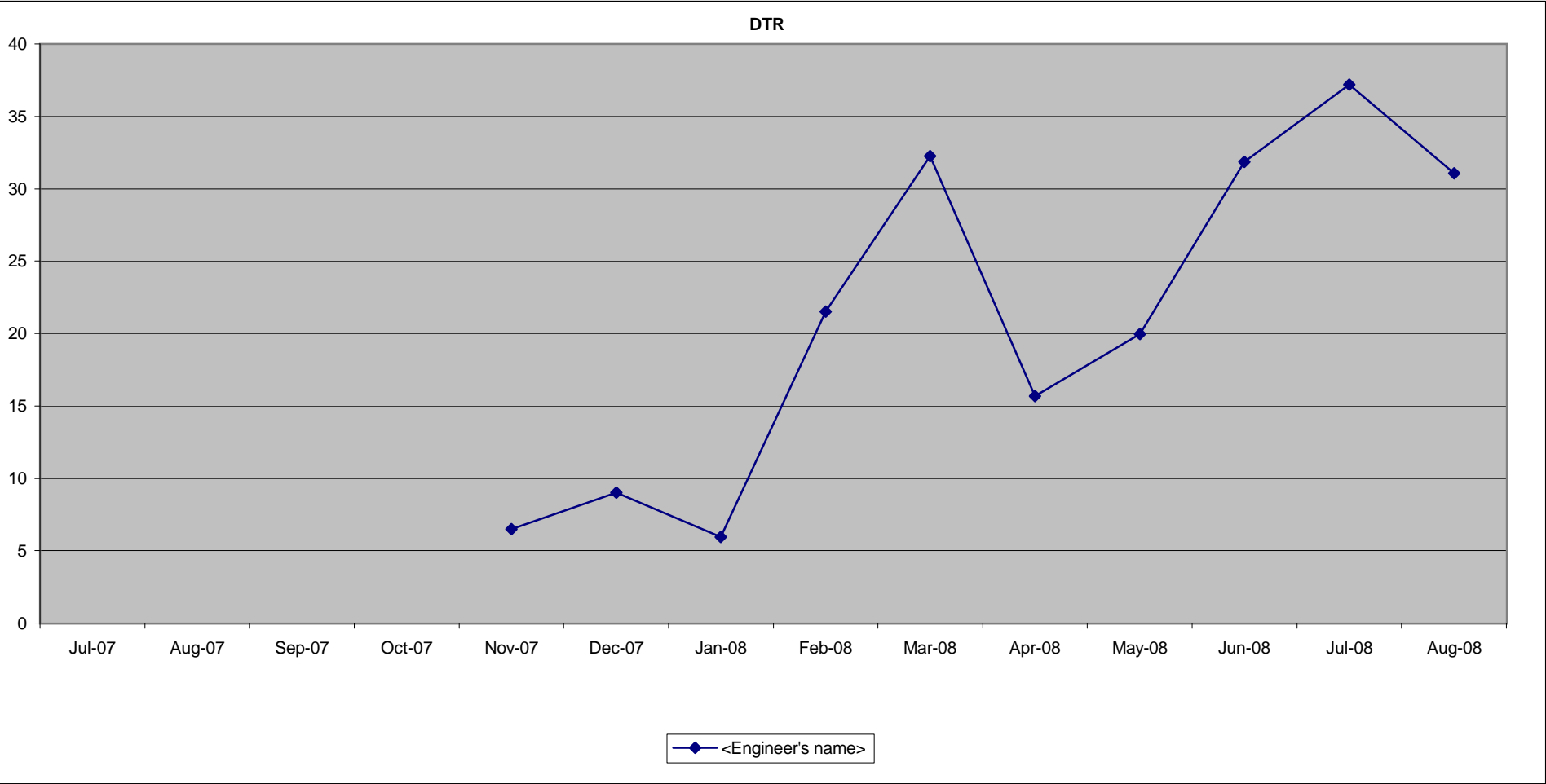
Individual Handout

Engineer <Engineer's name>

Date 14/09/2008

Target 24 (less than)

Days to Resolve (DTR)



Individual Handout

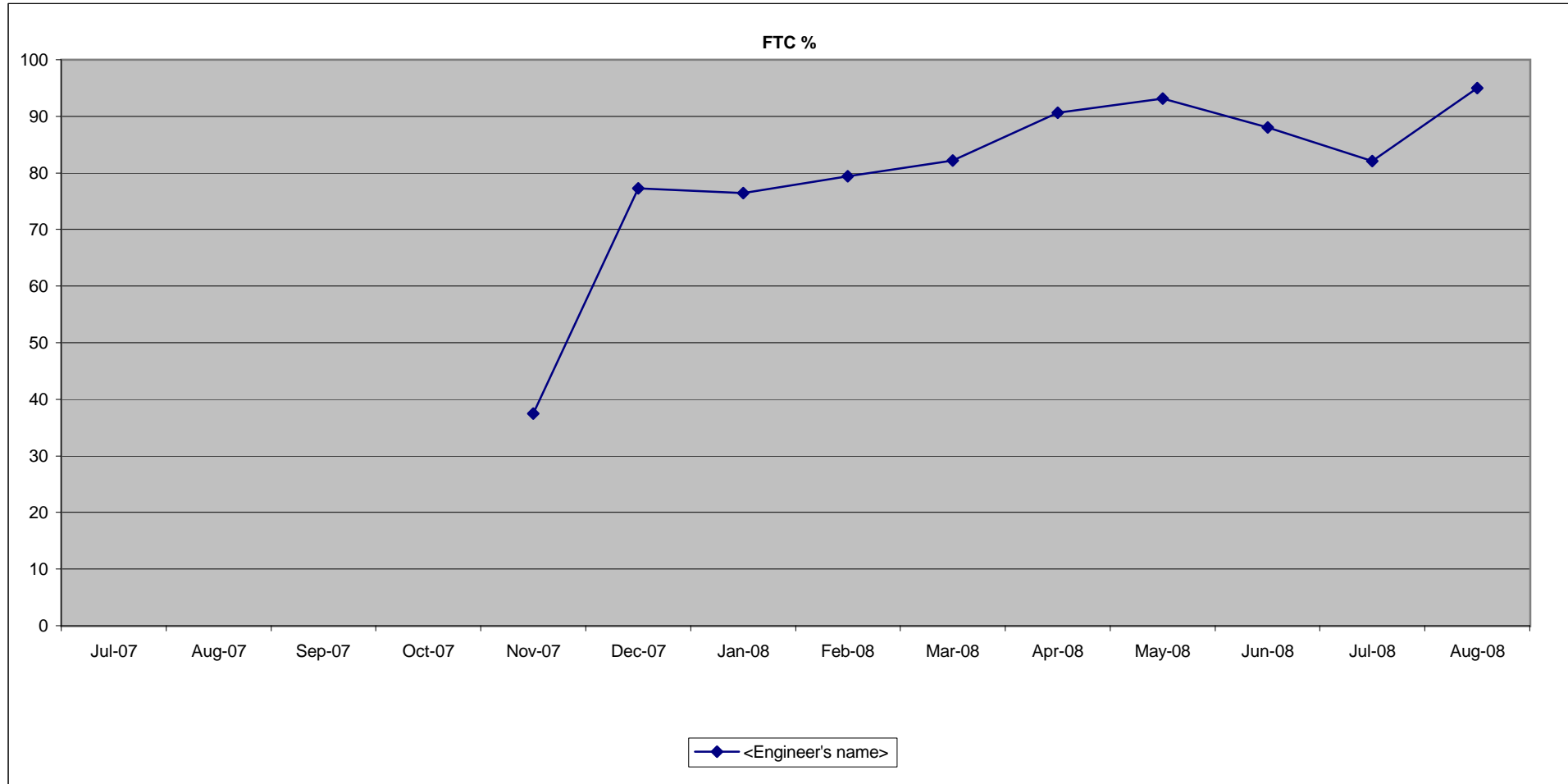
p.4

Engineer <Engineer's name>

Date 14/09/2008

Target 95 (more than)

First Technical Contact (FTC)



Individual Handout

p.5

Engineer <Engineer's name>

Date 14/09/2008

Main Statistics

FTC missed	FTC missed	FTC missed but excluded
Number	43	0
Compliance	83.46% (260)	
	<case number: <case number>	