

Line Of Business By LOB Code Report

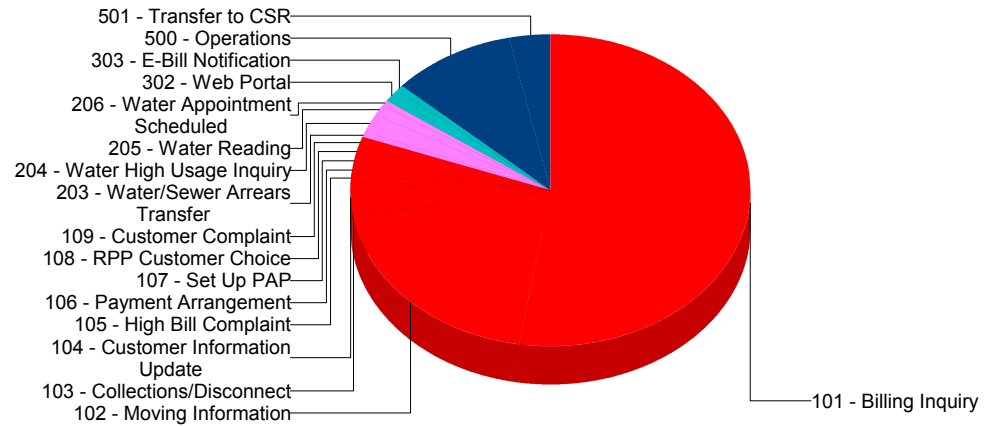
Switch 11006 - New Market Hydro

From 6/1/2021 to 6/1/2021 between 12:00:00AM and 11:59:59PM

LOB Codes: 1-999

101 - Billing Inquiry	52.6%
102 - Moving Information	19.6%
103 - Collections/Disconnect	0.3%
104 - Customer Information Update	3.5%
105 - High Bill Complaint	0.6%
106 - Payment Arrangement	1.0%
107 - Set Up PAP	1.0%
108 - RPP Customer Choice	1.0%
109 - Customer Complaint	1.0%
203 - Water/Sewer Arrears Transfer	0.6%
204 - Water High Usage Inquiry	1.9%
205 - Water Reading	1.3%
206 - Water Appointment Scheduled	0.3%
302 - Web Portal	1.6%
303 - E-Bill Notification	0.3%
500 - Operations	10.3%
501 - Transfer to CSR	3.2%
Total:	100.0%

LOB Use Comparison Summary



Interval	Number of Times Tagged	Duration	
		Avg	Total
LOB 101 - Billing Inquiry			
08:30-08:45	7	01:30	10:34
08:45-09:00	5	04:34	22:52
09:00-09:15	7	03:05	21:37
09:15-09:30	4	01:33	06:15
09:30-09:45	3	01:46	05:20
09:45-10:00	5	03:05	15:27
10:00-10:15	2	00:45	01:31
10:15-10:30	6	03:22	20:13
10:30-10:45	7	01:59	13:58
10:45-11:00	8	04:14	33:54
11:00-11:15	9	01:55	17:18
11:15-11:30	12	02:55	35:07
11:30-11:45	10	00:49	08:17
11:45-12:00	7	04:08	29:00
12:00-12:15	6	01:10	07:04
12:15-12:30	6	01:49	10:57
12:30-12:45	5	03:05	15:25
12:45-13:00	4	02:58	11:52
13:00-13:15	4	01:14	04:58
13:15-13:30	2	02:21	04:43
13:30-13:45	3	00:13	00:40
13:45-14:00	5	01:16	06:20
14:00-14:15	7	00:37	04:21
14:15-14:30	7	01:52	13:09

(Rel: 7.0.1.1)



Interval	Number of Times Tagged	Duration	
		Avg	Total
14:30-14:45	5	00:25	02:08
14:45-15:00	4	02:07	08:30
15:00-15:15	6	01:11	07:10
15:15-15:30	2	01:51	03:43
15:30-15:45	2	01:21	02:42
15:45-16:00	3	01:08	03:24
16:00-16:15	1	12:42	12:42
LOB Sub-Total:	164	02:12	06h01

LOB 102 - Moving Information

08:30-08:45	2	01:25	02:50
08:45-09:00	3	01:59	05:57
09:00-09:15	3	02:31	07:35
09:15-09:30	2	03:31	07:03
09:30-09:45	1	04:42	04:42
09:45-10:00	2	03:04	06:09
10:00-10:15	2	02:20	04:40
10:30-10:45	3	02:00	06:01
10:45-11:00	6	05:23	32:19
11:00-11:15	1	05:11	05:11
11:15-11:30	1	01:44	01:44
11:30-11:45	4	03:11	12:45
11:45-12:00	2	04:06	08:13
12:00-12:15	1	02:37	02:37
12:15-12:30	1	02:12	02:12
12:30-12:45	1	07:52	07:52
12:45-13:00	1	01:24	01:24
13:00-13:15	2	02:16	04:32
13:15-13:30	2	02:42	05:25
13:45-14:00	1	02:08	02:08
14:00-14:15	6	02:56	17:39
14:15-14:30	2	04:45	09:31
14:30-14:45	1	02:10	02:10
14:45-15:00	3	05:07	15:23
15:00-15:15	1	02:08	02:08
15:15-15:30	2	00:37	01:14
15:30-15:45	3	01:35	04:46
15:45-16:00	2	03:19	06:39
LOB Sub-Total:	61	03:07	03h10

LOB 103 - Collections/Disconnect

09:45-10:00	1	02:43	02:43
LOB Sub-Total:	1	02:43	02:43

LOB 104 - Customer Information Update

08:30-08:45	1	02:09	02:09
09:00-09:15	1	02:18	02:18
09:15-09:30	1	01:53	01:53
09:30-09:45	1	02:48	02:48
10:30-10:45	1	00:36	00:36
10:45-11:00	1	01:50	01:50

Interval	Number of Times Tagged	Duration	
		Avg	Total
11:00-11:15	1	00:42	00:42
11:15-11:30	1	03:26	03:26
11:30-11:45	1	00:00	00:00
12:15-12:30	1	01:07	01:07
15:45-16:00	1	02:10	02:10
LOB Sub-Total:	11	01:43	18:59

LOB 105 - High Bill Complaint

11:15-11:30	1	00:00	00:00
11:45-12:00	1	02:57	02:57
LOB Sub-Total:	2	01:28	02:57

LOB 106 - Payment Arrangement

11:30-11:45	2	01:44	03:28
13:15-13:30	1	01:31	01:31
LOB Sub-Total:	3	01:39	04:59

LOB 107 - Set Up PAP

09:00-09:15	1	00:00	00:00
11:15-11:30	1	06:19	06:19
13:45-14:00	1	01:47	01:47
LOB Sub-Total:	3	02:42	08:06

LOB 108 - RPP Customer Choice

11:00-11:15	1	04:29	04:29
14:00-14:15	1	04:20	04:20
15:15-15:30	1	00:49	00:49
LOB Sub-Total:	3	03:12	09:38

LOB 109 - Customer Complaint

11:00-11:15	1	07:01	07:01
13:00-13:15	1	01:14	01:14
16:00-16:15	1	00:00	00:00
LOB Sub-Total:	3	02:45	08:15

LOB 203 - Water/Sewer Arrears Transfer

15:15-15:30	1	15:08	15:08
15:45-16:00	1	06:59	06:59
LOB Sub-Total:	2	11:03	22:07

LOB 204 - Water High Usage Inquiry

09:30-09:45	1	10:34	10:34
09:45-10:00	1	02:17	02:17
10:15-10:30	2	00:00	00:00
11:00-11:15	1	10:11	10:11
15:00-15:15	1	05:24	05:24
LOB Sub-Total:	6	04:44	28:26

LOB 205 - Water Reading

10:00-10:15	1	05:03	05:03
12:00-12:15	1	00:44	00:44

(Rel: 7.0.1.1)

Powered by  ice Server
computer

Interval	Number of Times Tagged	Duration	
		Avg	Total
12:45-13:00	1	01:21	01:21
13:45-14:00	1	00:47	00:47
LOB Sub-Total:	4	01:58	07:55

LOB 206 - Water Appointment Scheduled

10:45-11:00	1	02:58	02:58
LOB Sub-Total:	1	02:58	02:58

LOB 302 - Web Portal

08:45-09:00	1	00:00	00:00
11:00-11:15	1	01:45	01:45
13:15-13:30	1	00:00	00:00
15:00-15:15	1	02:19	02:19
15:15-15:30	1	06:47	06:47
LOB Sub-Total:	5	02:10	10:51

LOB 303 - E-Bill Notification

09:45-10:00	1	01:33	01:33
LOB Sub-Total:	1	01:33	01:33

LOB 500 - Operations

07:00-07:15	1	00:43	00:43
07:15-07:30	1	00:00	00:00
07:30-07:45	4	00:32	02:08
07:45-08:00	1	01:17	01:17
08:00-08:15	1	00:32	00:32
08:30-08:45	1	00:56	00:56
09:15-09:30	2	02:31	05:03
09:45-10:00	1	00:31	00:31
10:00-10:15	4	00:30	02:02
10:15-10:30	5	00:41	03:25
10:30-10:45	3	00:37	01:53
11:15-11:30	1	00:00	00:00
12:15-12:30	1	01:14	01:14
12:45-13:00	1	01:26	01:26
13:00-13:15	1	00:00	00:00
13:15-13:30	1	00:00	00:00
13:30-13:45	1	00:00	00:00
15:00-15:15	1	02:43	02:43
15:45-16:00	1	03:00	03:00
LOB Sub-Total:	32	00:50	26:53

LOB 501 - Transfer to CSR

08:30-08:45	1	00:26	00:26
08:45-09:00	1	00:55	00:55
10:30-10:45	1	00:26	00:26
10:45-11:00	1	00:17	00:17
11:00-11:15	1	03:48	03:48
11:15-11:30	2	00:52	01:45
12:00-12:15	1	00:43	00:43
13:00-13:15	1	01:20	01:20

Interval	Number of Times Tagged	Duration	
		Avg	Total
14:15-14:30	1	00:36	00:36
LOB Sub-Total:	10	01:01	10:16
Grand Total:	312	02:18	11h58