Logged in as: Kelly Fuhiniu of Affinity

📅

Total Conversations	New Conversations
2,104 -17%	**1,704** -17%

Messages Received	Customers
2,149 -11%	**328** -24%

Conversations per Day	Busiest Day
263 -17%	**Wednesday**
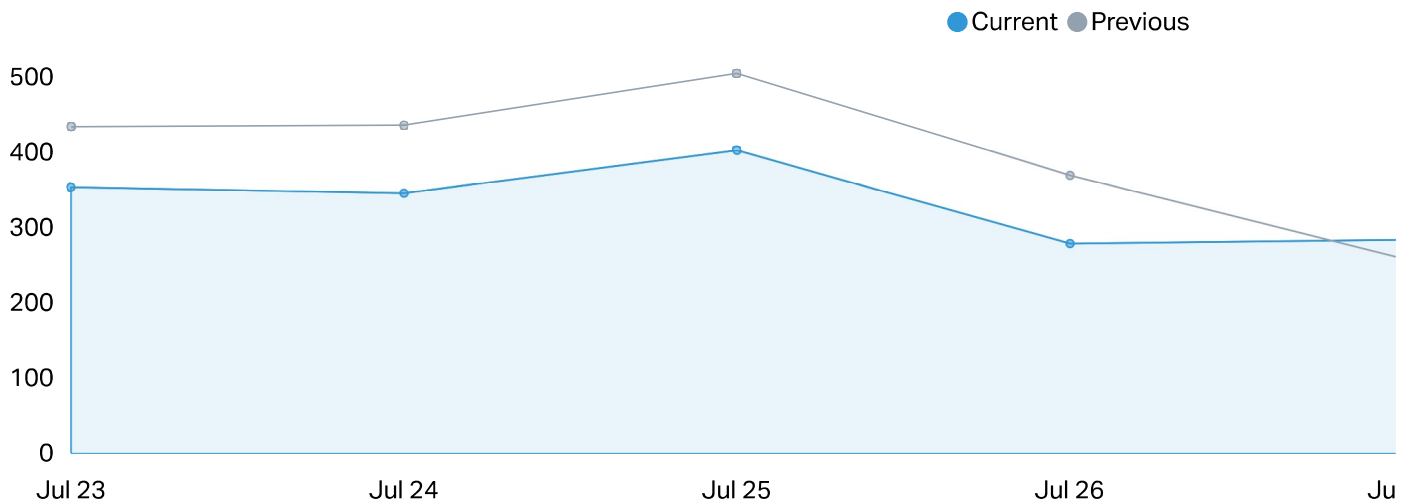
| Tags	#	%	Δ
Untagged	1,319	63%	3%
response to customer required - overdue	175	8%	0%
live completed	114	5%	-3%
shadow completed	109	5%	-3%
needs to be assigned	88	4%	-1%

Saved Replies	#	%	Δ
DEFAULT - Data Entry Completed (your request has been actioned)	94	4%	-3%
DEFAULT - Query (will provide update by...)	10	0%	0%
Password Reset Request (ESS/MSS)	8	0%	0%
DEFAULT - Query (will provide update by...)	7	0%	0%
PAYG Schedule (AUS) - Affinity Pays	6	0%	-0%

Workflows	#	%	Δ
WORKFLOW - Post-Payroll Reporting required	103	5%	1%
PHASE ONE - move to FMS Reporting	103	5%	1%
WORKFLOW - Active and no response to customer in last 4 hours	68	3%	1%
TOPIC - Authorisations	64	3%	-1%
CO2586 - noreply; close if no errors (auto close)	54	3%	1%

Most Active Customers	#
No Reply	365
Affinity Helpdesk	265
Affinity Operations	210
Affinity Notifications	124
FMS Support	41

Conversation Topic

261
+7%

Query Category

261
+7%
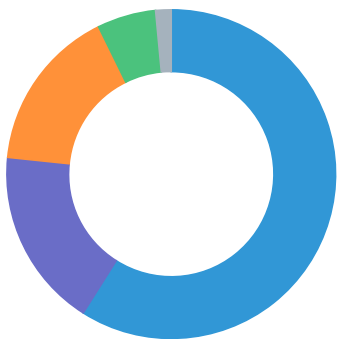
Options	#	%	Δ
Post-Payroll Reporting Required	154	59%	-7%
Query	46	18%	2%
(blank)	42	16%	5%
Other	15	6%	<1%
Ad hoc Report Request	3	1%	-0%
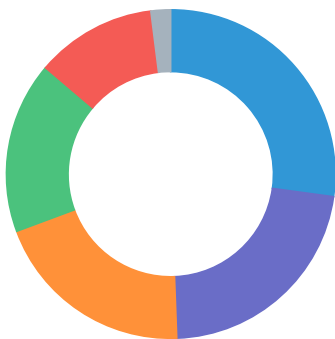
Options	#	%	Δ
General Ledger	71	27%	-9%
(blank)	58	22%	10%
IRD - PAYE	52	20%	-7%
Superannuation/ClickStream	44	17%	7%
Other	31	12%	-0%