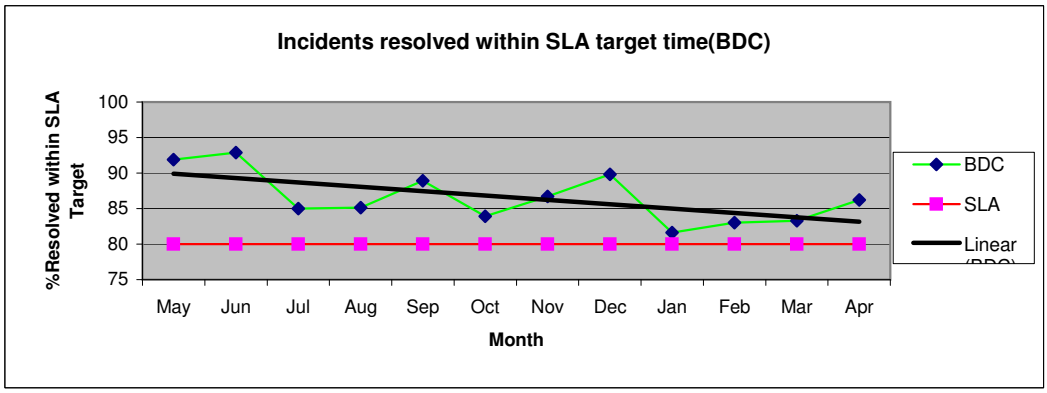
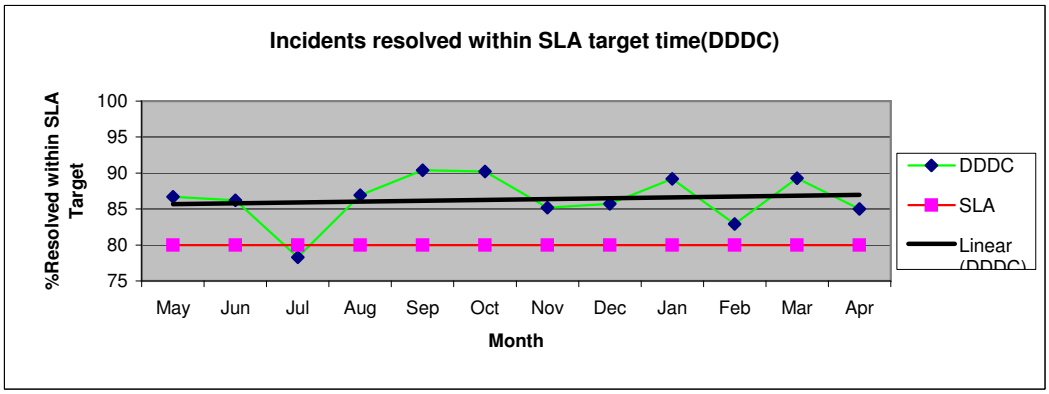
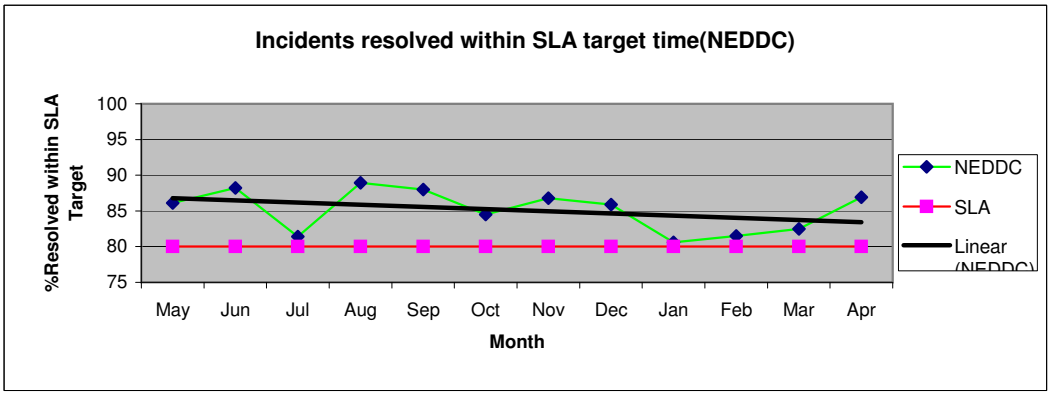
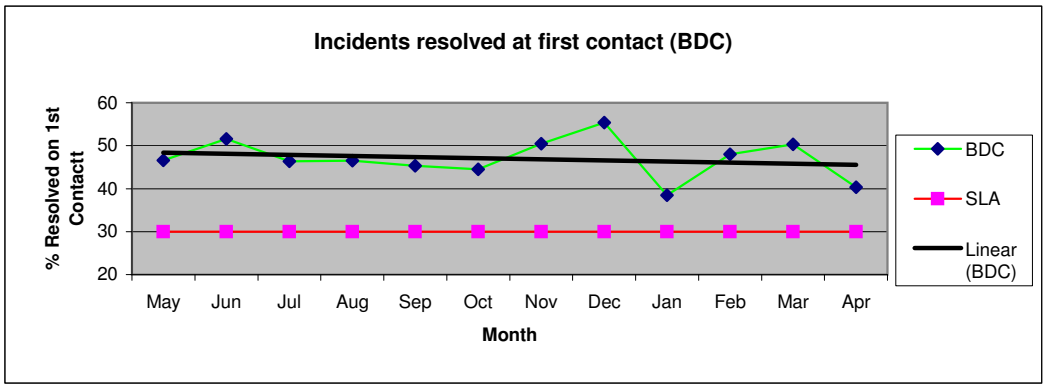
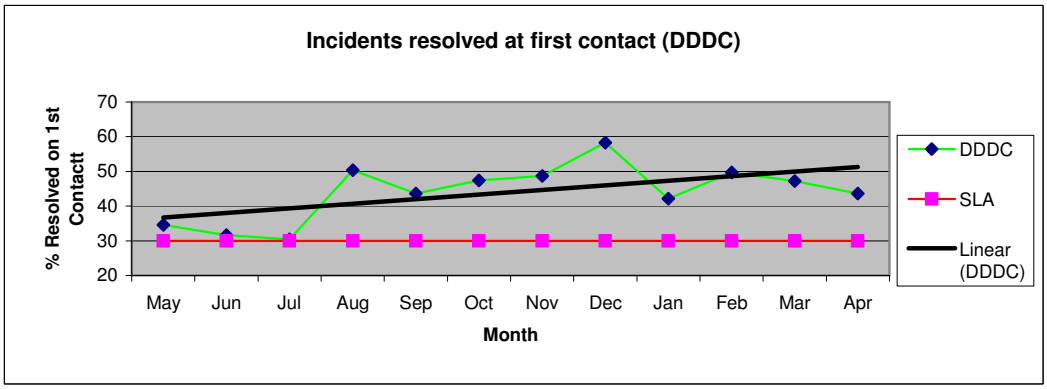
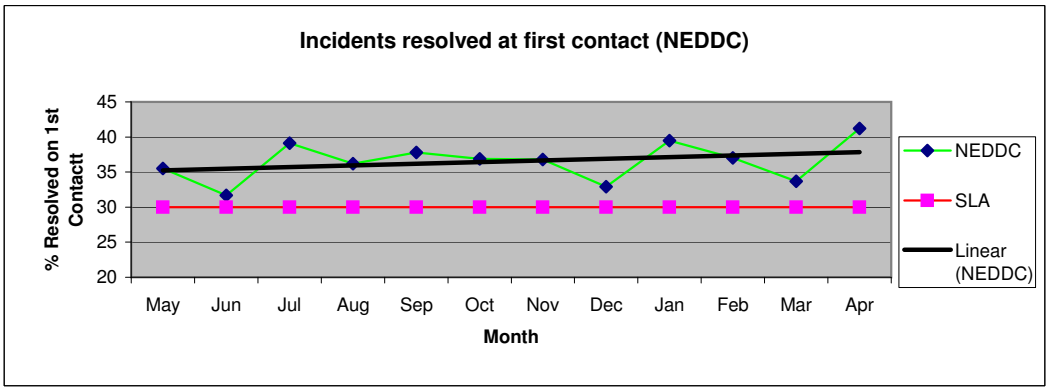

Incidents resolved within SLA target time(BDC)
%Resolved within SLA Target
100
95
90
85
80
75
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Month
BDC
SLA
Linear


Incidents resolved within SLA target time(DDDC)
%Resolved within SLA Target
100
95
90
85
80
75
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Month
DDDC
SLA
Linear


Incidents resolved within SLA target time(NEDDC)
%Resolved within SLA Target
100
95
90
85
80
75
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Month
NEDDC
SLA
Linear


Incidents resolved at first contact (BDC)
% Resolved on 1st Contactt
60
50
40
30
20
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Month
BDC
SLA
Linear (BDC)


Incidents resolved at first contact (DDDC)
% Resolved on 1st Contactt
70
60
50
40
30
20
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Month
DDDC
SLA
Linear (DDDC)


Incidents resolved at first contact (NEDDC)
% Resolved on 1st Contactt
45
40
35
30
25
20
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Month
NEDDC
SLA
Linear (NEDDC)