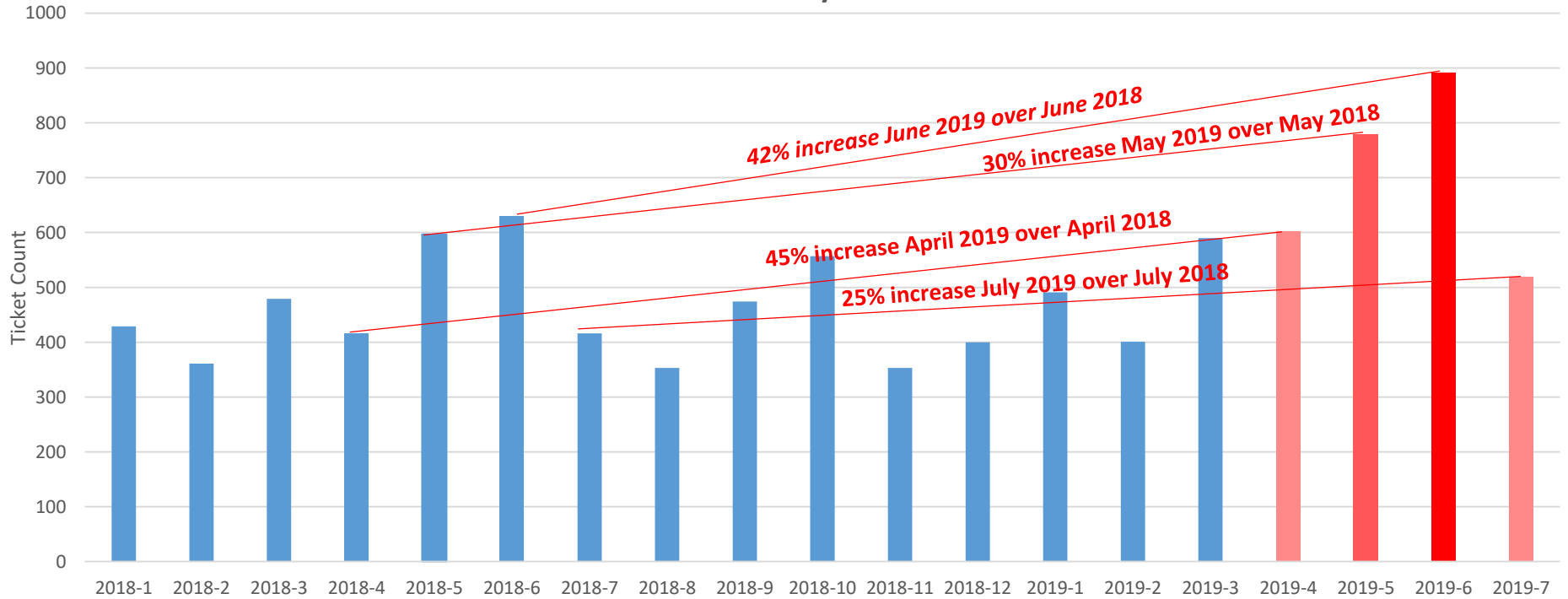
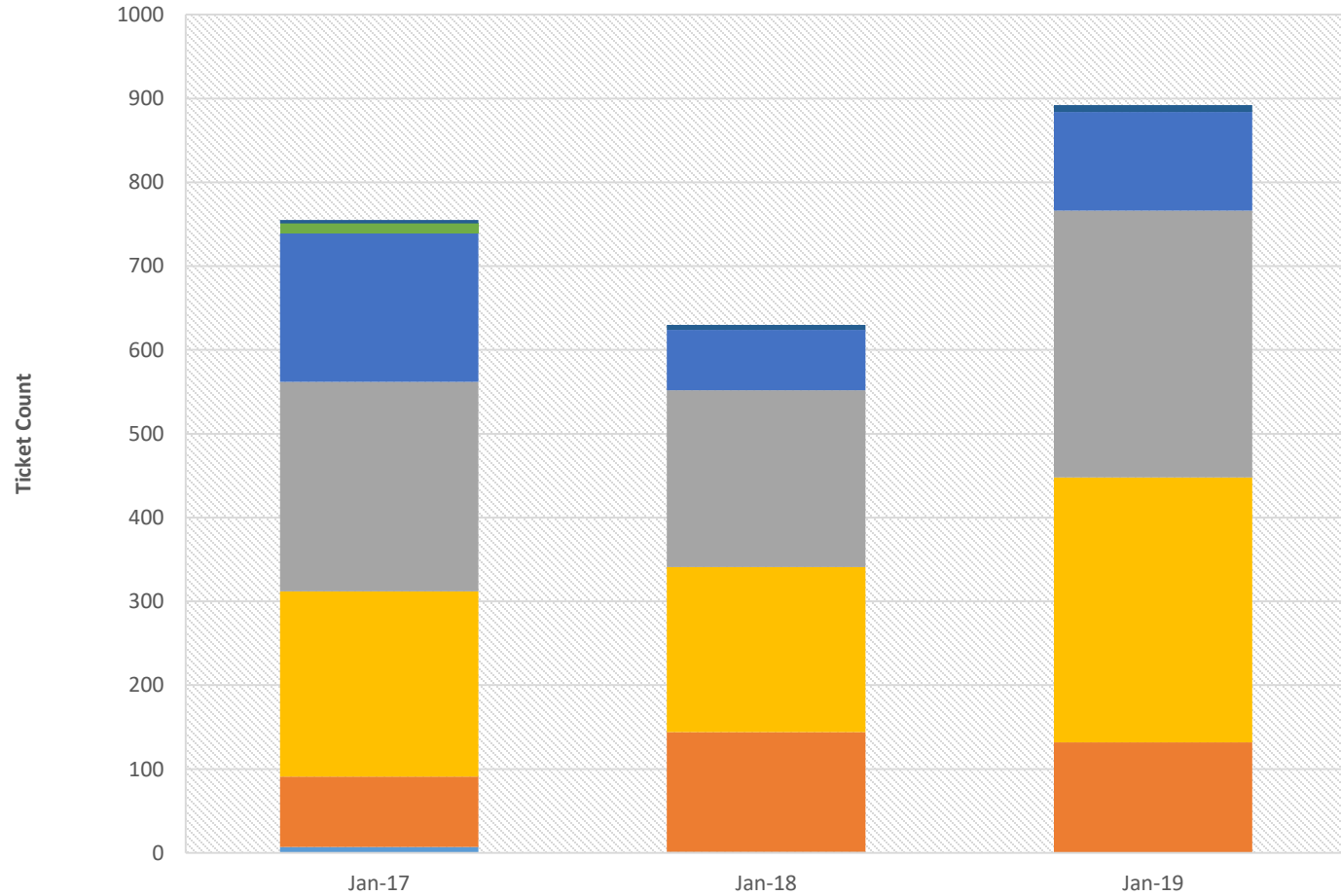


## CASSS: Total Ticket Volume Jan 2017-July 2019

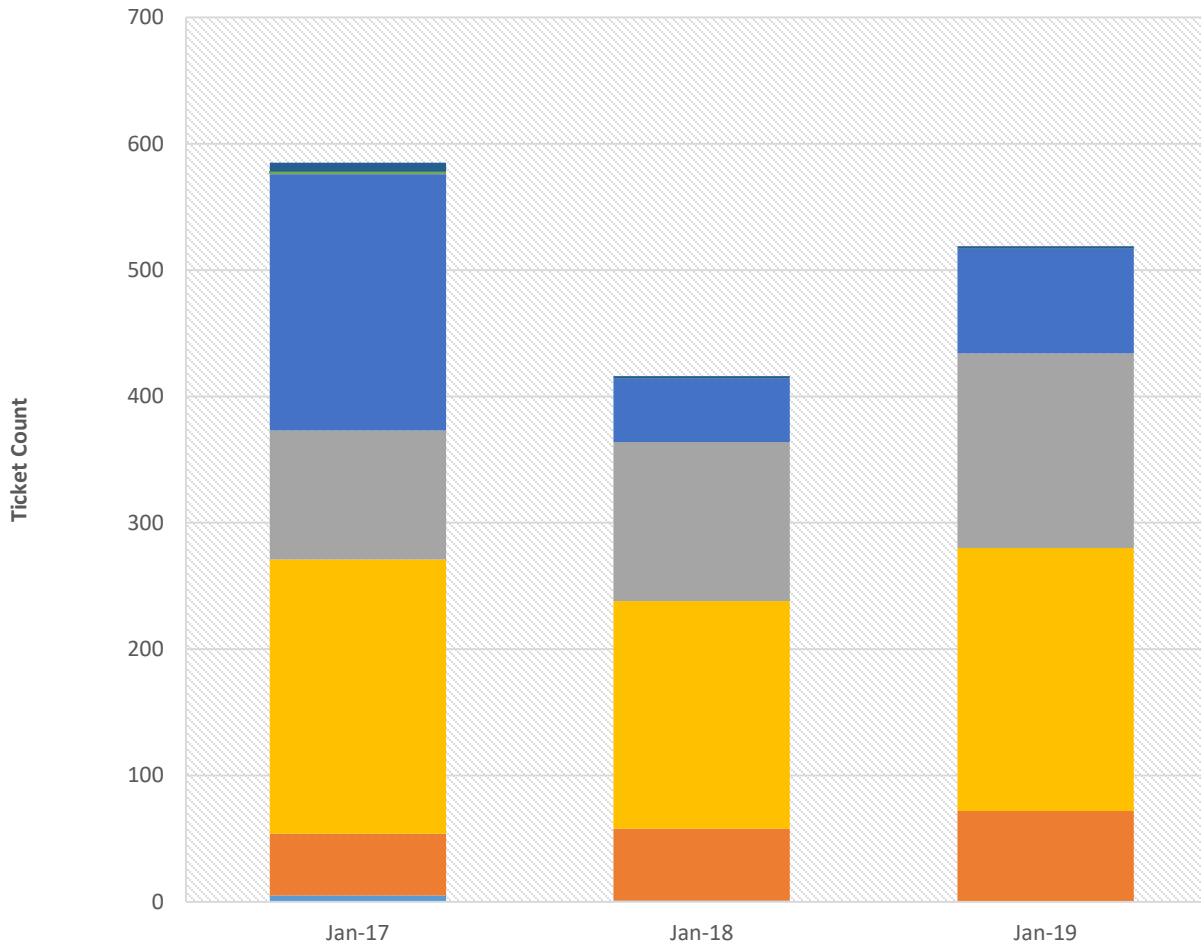


## Major Queue Volume Month-to-Month Comparison (2017-19: June)



■ Visa	4	6	8
■ Urgent	12	0	0
■ Unsorted	177	72	118
■ Reimbursement	250	211	318
■ HR/Payroll	221	197	316
■ Payment	84	143	132
■ Multiple Payment	7	1	0

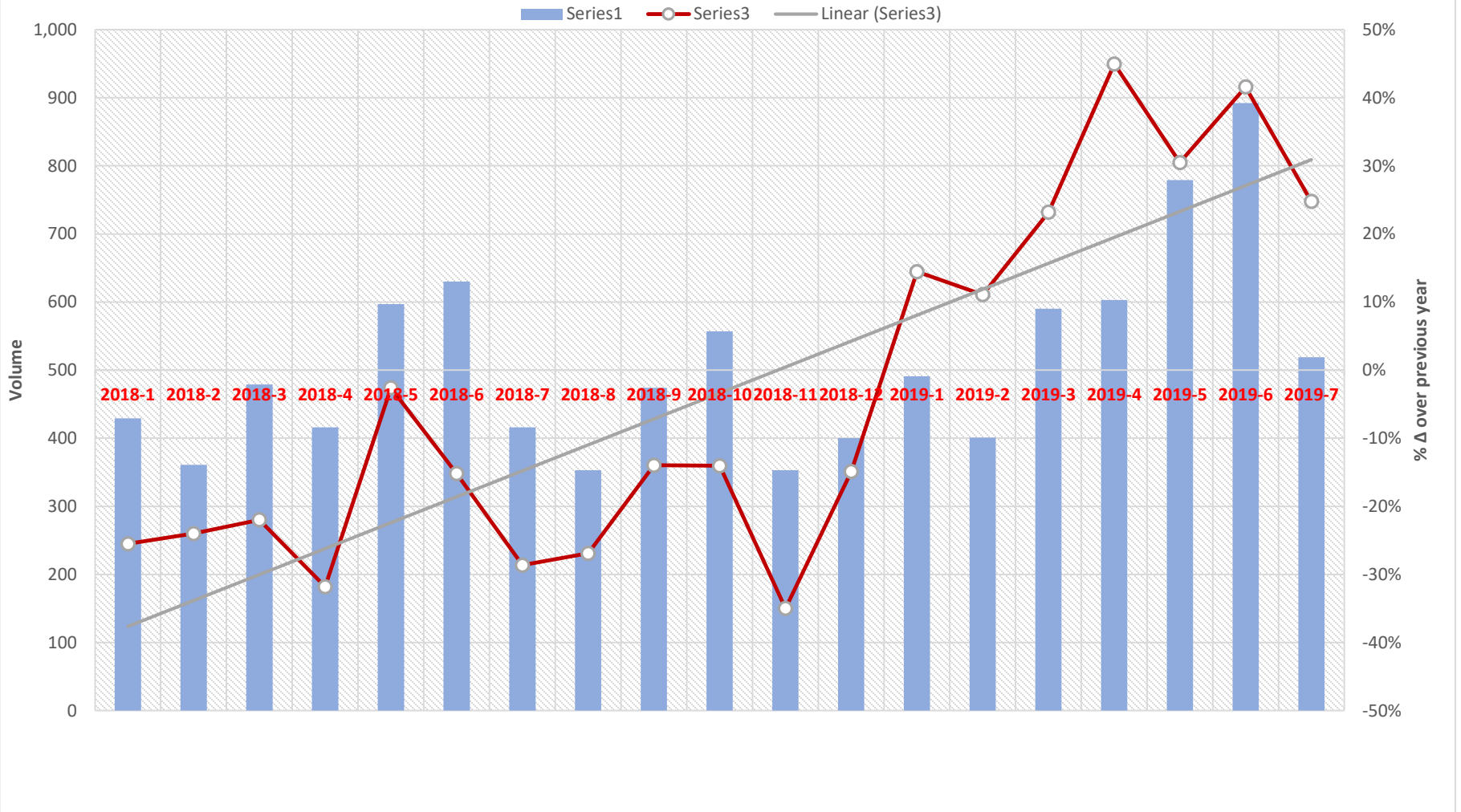
## Major Queue Volume Month-to-Month Comparison (2017-19: July)



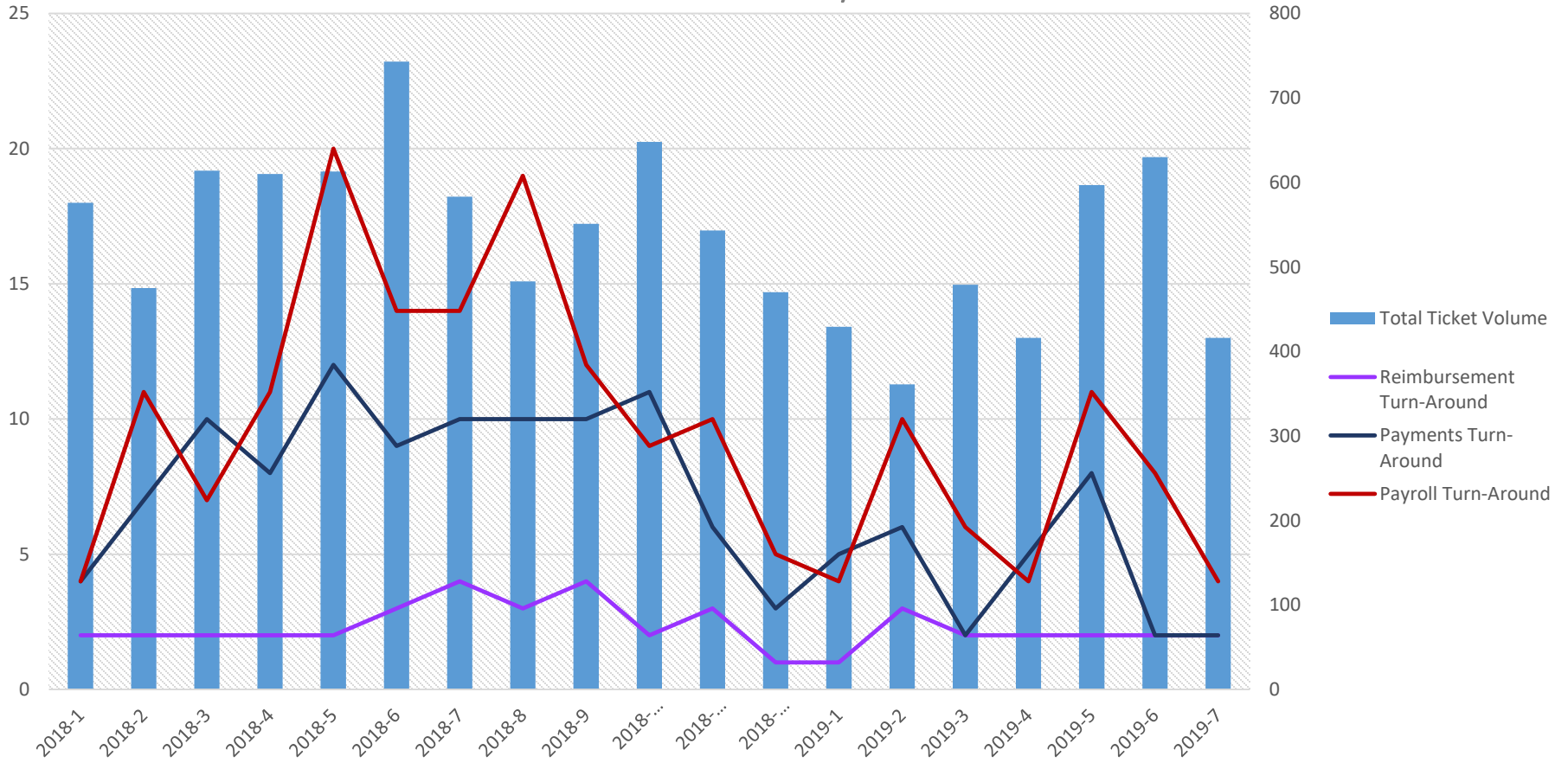
	Jul-17	Jul-18	Jul-19
■ Visa	7	2	2
■ Urgent	2	0	0
■ Unsorted	203	50	83
■ Reimbursement	102	126	154
■ HR/Payroll	217	180	208
■ Payment	49	57	72
■ Multiple Payment	5	1	0

# Delta of Monthly Volume

(e.g., July 2019 volume increase/decrease over July 2018)

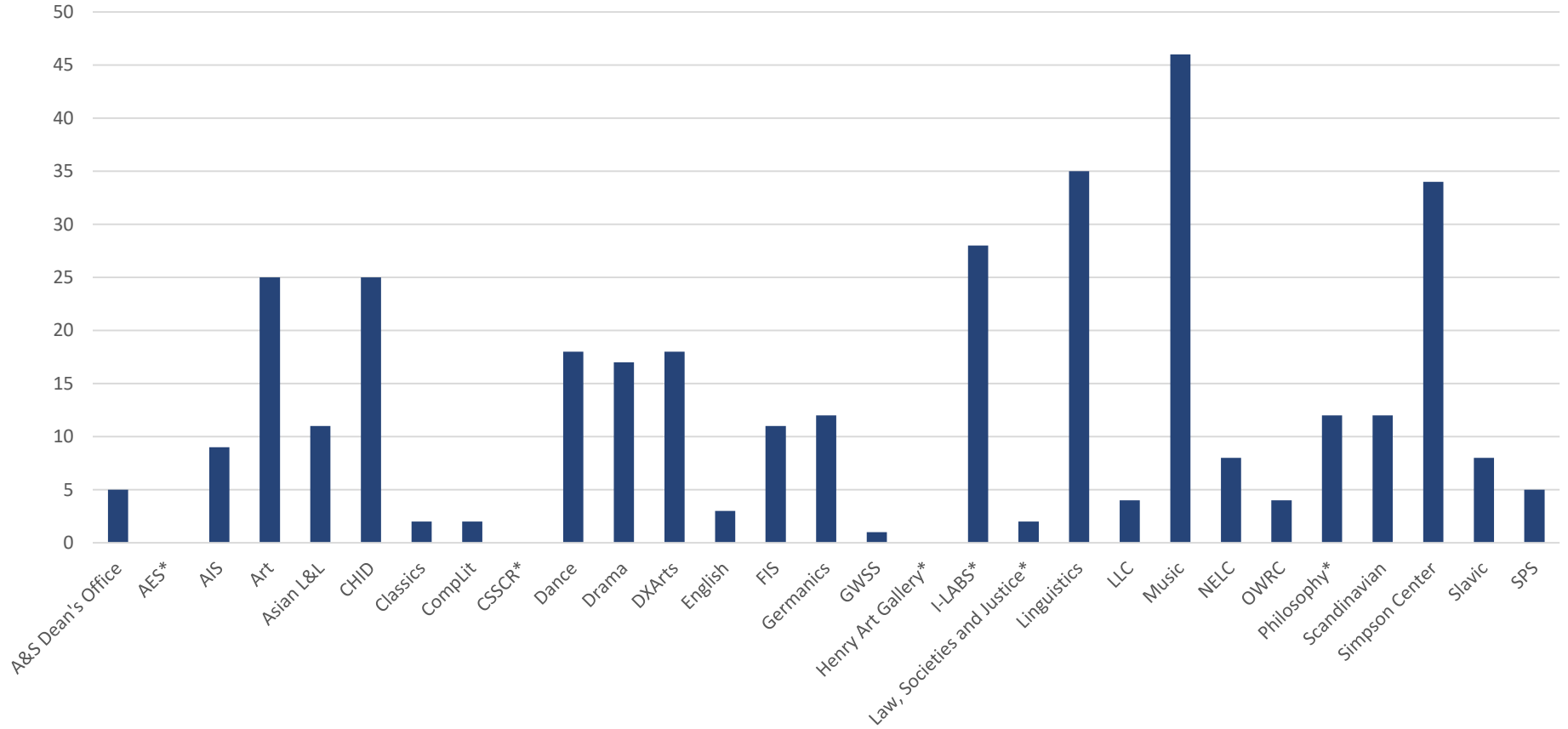


## Turn-Around Times (Created to Resolved) by Month Shown with Total Volume Jan 2018 - July 2019



# CASSS Ticket Volume by Unit

## June 2019



# CASSS Ticket Volume by Unit July 2019

