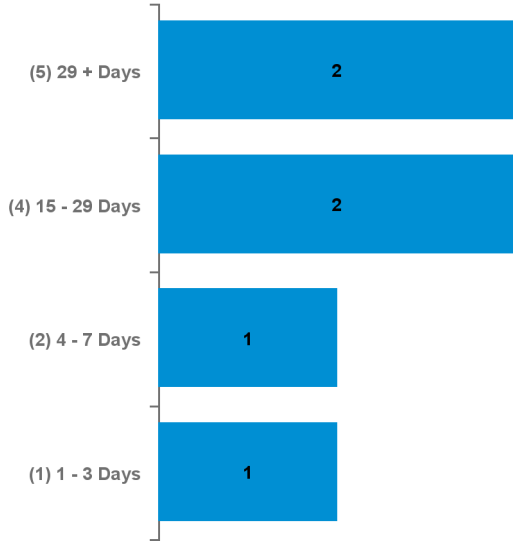# CMS Dashboard - Business Customers

PROCUREMENT AUSTRALIA
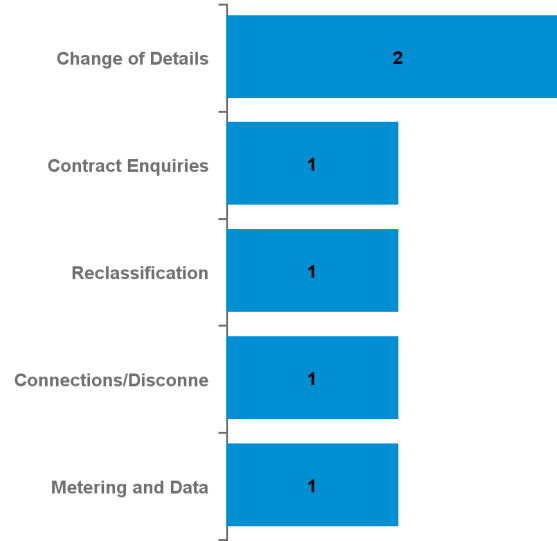
Closed Case Summary - Past 30 days

	1. 0 - 7 Days	2. 8 - 15 Days	4. 20 + Days
Case Count	2	1	1
Actual %	50%	75%	100%

Open Case Count by Ageing : 6

Ageing	Count
(5) 29 + Days	2
(4) 15 - 29 Days	2
(2) 4 - 7 Days	1
(1) 1 - 3 Days	1

Case Count by Category : 6

Category	Count
Change of Details	2
Contract Enquiries	1
Reclassification	1
Connections/Disconne	1
Metering and Data	1

Case Count by Category & Ageing : 6

Category	Count
Change of Details	1 (1-3 Days), 1 (4-7 Days)
Contract Enquiries	1 (15-29 Days)
Reclassification	1 (29+ Days)
Connections/Disconne	1 (15-29 Days)
Metering and Data	1 (29+ Days)

Legend: ■ (1) 1 - 3 Days ■ (2) 4 - 7 Days ■ (4) 15 - 29 Days ■ (5) 29 + Days
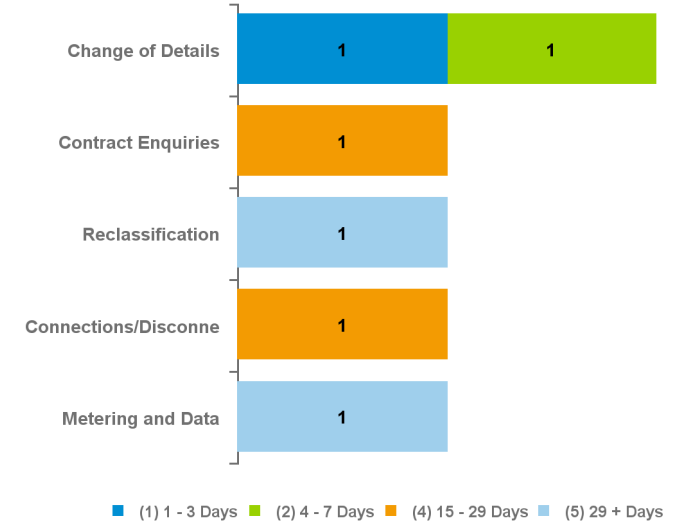
Open Case Count by Ageing (Month Created) : 6

Month	Count
JUN 2019	2
JUL 2019	4
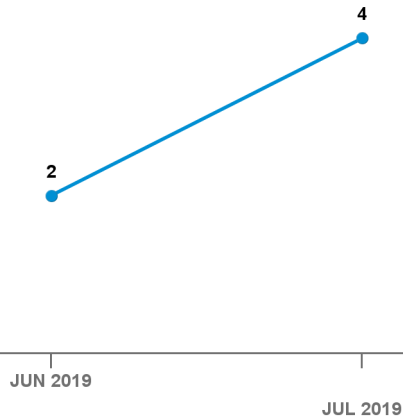
Closed Case Summary - Past 12 Months - By Age : 889

Month	1. 0 - 7 Days	2. 8 - 15 Days	3. 16 - 20 Days	4. 20 + Days
SEP 2018	89%	8%		3%
OCT 2018	82%	8%	6%	4%
FEB 2019	90%	4%		5%
NOV 2018	82%	9%	1%	9%
DEC 2018	73%	11%	4%	11%
JAN 2019	87%	7%		6%
APR 2019	80%	10%	3%	7%
MAR 2019	81%	8%	3%	9%
MAY 2019	88%	1%	4%	6%
JUL 2019	78%	11%	5%	5%
JUN 2019	86%	6%	4%	4%

Legend: ■ 4. 20 + Days ■ 3. 16 - 20 Days ■ 2. 8 - 15 Days ■ 1. 0 - 7 Days