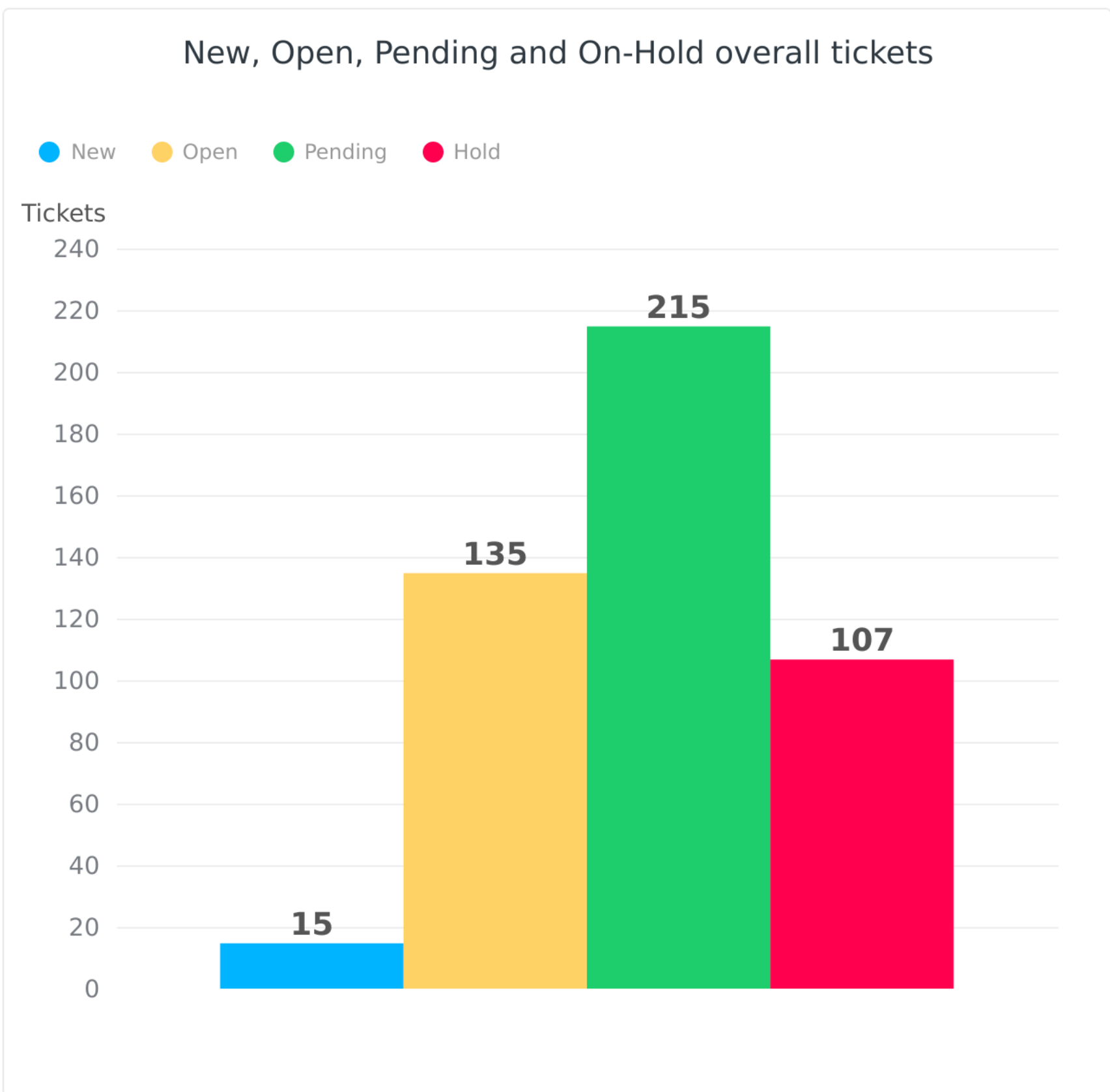
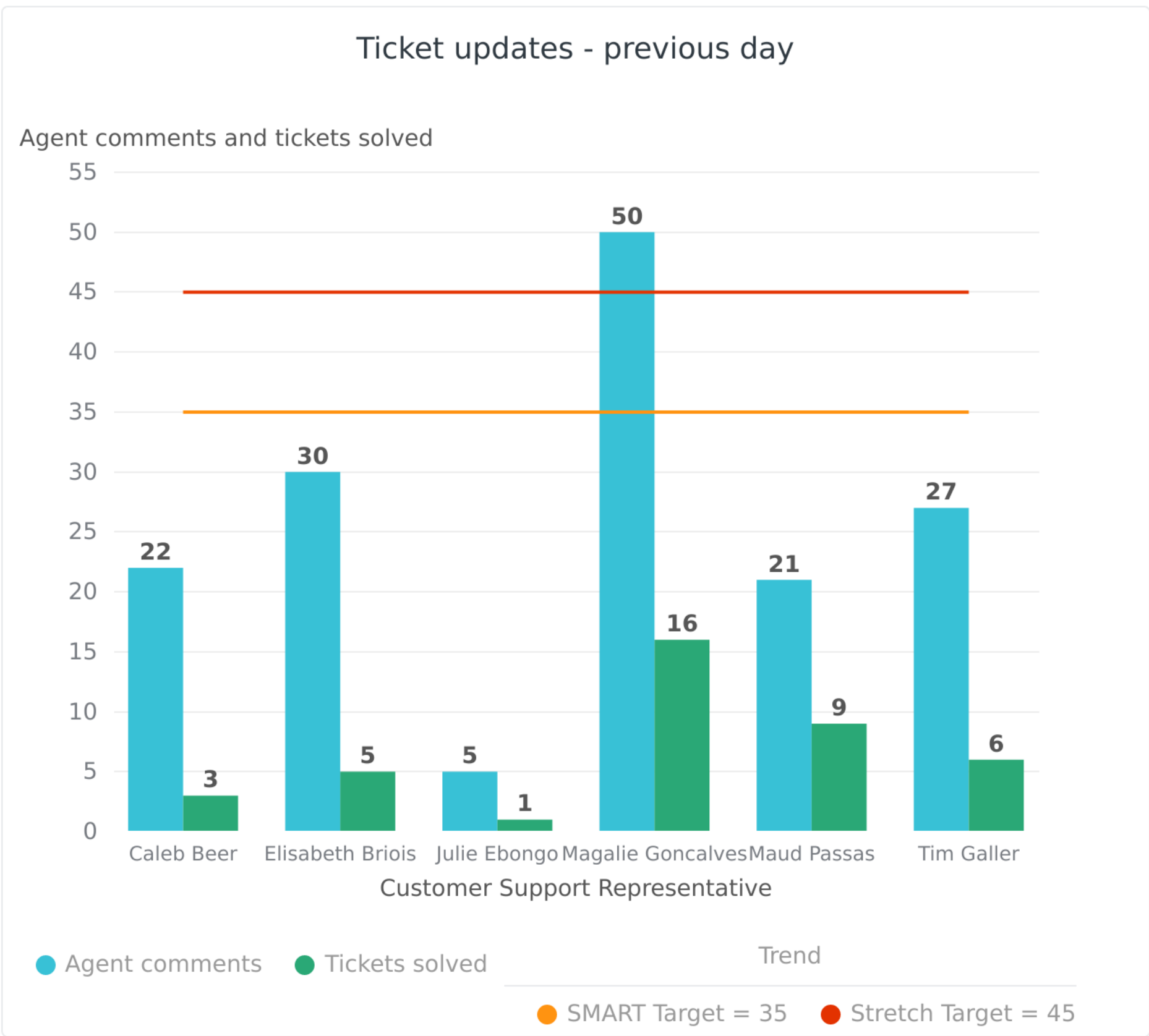


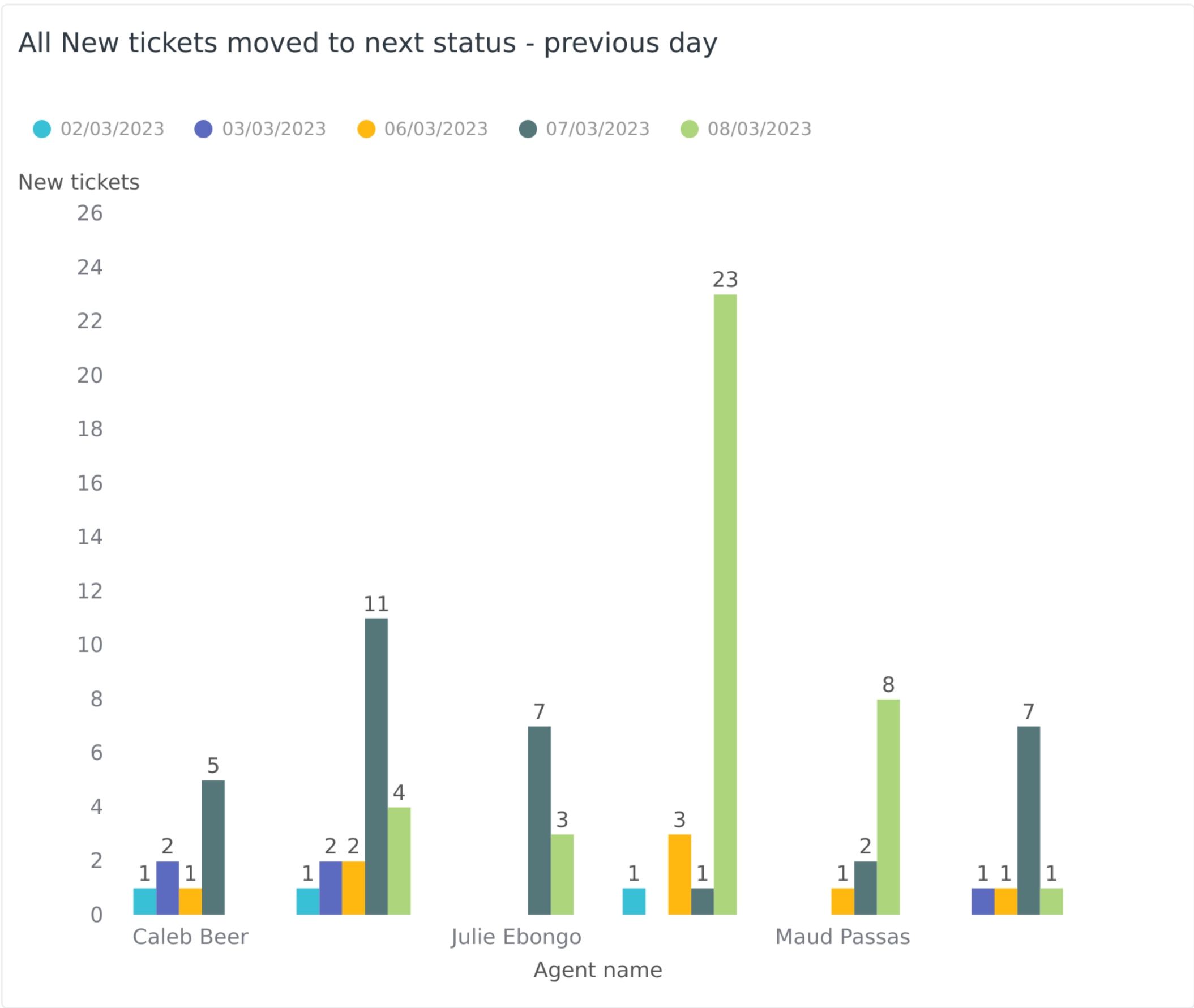
08/03/2023

New tickets received

63



**Ticket updates** are the number of internal/external comments entered by the Agent  
**Open** Status means the ticket has not yet been actioned by the Customer Support team  
**Pending** Status denotes the action is currently with the customer  
**On Hold** Status denotes that a ticket has been assigned to a Resolver Group internally



Athoris SLA Breached Ticket

| Ticket ID | Requester name                                    | ATH - Requester | Ticket status | Ticket created - | Ticket solved - | SLA update - | Ticket priority | SLA metric          | SLA target status | Assignee name     |
|-----------|---------------------------------------------------|-----------------|---------------|------------------|-----------------|--------------|-----------------|---------------------|-------------------|-------------------|
| 209740    | Courtier, Anne (Volkswagen Group France LLC A.V.) |                 | Pending       | 21/02/2023       |                 | 08/03/2023   | Normal          | Requester Wait Time | Breached          | Caleb Beer        |
| 211032    | FERREIRA Gaetan                                   | DMS SUPPORT     | Solved        | 24/02/2023       | 09/03/2023      | 08/03/2023   | Low             | Requester Wait Time | Breached          | Caleb Beer        |
| 211494    | DOISNE Thibault                                   | Repairer        | Hold          | 27/02/2023       |                 | 08/03/2023   | Normal          | Requester Wait Time | Breached          | Magalie Goncalves |
| 214317    | Vincent Schwartz                                  | VM/NSC          | Solved        | 06/03/2023       | 08/03/2023      | 08/03/2023   | Normal          | Requester Wait Time | Breached          | Caleb Beer        |
| 214647    | Viyagappan Amalraj, Jency                         |                 | Hold          | 07/03/2023       |                 | 08/03/2023   | Normal          | Requester Wait Time | Breached          | Julie Ebongo      |
| 214652    | genevieve MARTINOLLE                              | Repairer        | Solved        | 07/03/2023       | 08/03/2023      | 08/03/2023   | Low             | Requester Wait Time | Breached          | Caleb Beer        |
| 214872    | FR RES TM INFO ATHORIS                            | Leasing Company | Hold          | 07/03/2023       |                 | 08/03/2023   | Normal          | First Reply Time    | Breached          | Elisabeth Briois  |
| 214874    | FR RES TM INFO ATHORIS                            | Leasing Company | Open          | 07/03/2023       |                 | 08/03/2023   | Normal          | Requester Wait Time | Breached          | Magalie Goncalves |
| 214878    | FR RES TM INFO ATHORIS                            | Leasing Company | Open          | 07/03/2023       |                 | 08/03/2023   | Normal          | First Reply Time    | Breached          | Magalie Goncalves |
|           |                                                   |                 |               |                  |                 |              |                 | Requester Wait Time | Breached          | Magalie Goncalves |
| 214880    | David MICHEL                                      | Repairer        | Pending       | 07/03/2023       |                 | 08/03/2023   | Normal          | First Reply Time    | Breached          | Julie Ebongo      |
| 214896    | Virginie LEFEBVRE                                 | Repairer        | Open          | 07/03/2023       |                 | 08/03/2023   | Normal          | First Reply Time    | Breached          | Julie Ebongo      |
|           |                                                   |                 |               |                  |                 |              |                 | Requester Wait Time | Breached          | Julie Ebongo      |
| 215166    | Thomas Arnaud                                     |                 | Open          | 07/03/2023       |                 | 08/03/2023   | Normal          | First Reply Time    | Breached          | Elisabeth Briois  |
| 215210    | Carrosserie Bouffet                               | Repairer        | Solved        | 07/03/2023       | 08/03/2023      | 08/03/2023   | Low             | First Reply Time    | Breached          | Tim Galler        |
| 215297    | Antczak Aleksander (PIAPL - PL/Poznan)            | Repairer        | Solved        | 08/03/2023       | 08/03/2023      | 08/03/2023   | Low             | First Reply Time    | Breached          | Magalie Goncalves |
| 215338    | Aur lie Poirier                                   | Repairer        | Pending       | 08/03/2023       |                 | 08/03/2023   | Low             | First Reply Time    | Breached          | Elisabeth Briois  |