

Appendix 2

To Service Level Agreement dated September X, XXXX

MONTHLY REPORT TEMPLATE

Report details	
Support period	MM/DD/YYYY- MM/DD/YYYY
Support availability	XX – XX
Package	Cases, hours
Indicator	Value
Total amount of Cases	
Total amount of Extra Cases	
Initial Response Time (Avg.)	
Cases escalated to the next Level	
Cases resolved by Contractor's team	
Rate resolution (%)	
User satisfaction score (%)	