

Customer Segment Service Level Report

| Tenant | Department | Process | Media Type | Customer Segment | Product | Day | New | Finished | % Finished |
|----------|-----------------|-------------|------------|------------------|---------------------------------------|------------|-----|----------|------------|
| selenium | Email Marketing | Advertising | workitem | Existing users | Hard Drive (HDD) | 2020-07-31 | 3 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 3 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 3 | 0.00% |
| | | | | | Motherboard | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 1 | 0.00% |
| | | | | | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 2 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 2 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 2 | 0.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 3 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 3 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 3 | 0.00% |
| | | | | | Total | | 9 | 18 | 200.00% |
| | | | | New users | Central Processing Unit (CPU) | 2020-07-31 | 2 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 2 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 2 | 0.00% |
| | | | | | Hard Drive (HDD) | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 1 | 0.00% |
| | | | | | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 1 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 2 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 2 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 2 | 0.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 0 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-03 | 0 | 1 | 0.00% |
| | | | | | Total | | 7 | 14 | 200.00% |
| | | | | Total | | | 16 | 32 | 200.00% |
| | | | Total | | | | 16 | 32 | 200.00% |
| | Newsletter | workitem | workitem | Existing users | Central Processing Unit (CPU) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Hard Drive (HDD) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Motherboard | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Power Supply | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 3 | 3 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 3 | 0.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Total | | 10 | 20 | 200.00% |
| | | | | New users | Central Processing Unit (CPU) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |

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| Tenant | Department | Process | Media Type | Customer Segment | Product | Day | New | Finished | % Finished |
|----------|-----------------|----------------------|------------|------------------|---------------------------------------|------------|-----|----------|------------|
| selenium | Email Marketing | Newsletter | workitem | New users | Hard Drive (HDD) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Motherboard | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Total | | 7 | 14 | 200.00% |
| | | | | Total | | | 17 | 34 | 200.00% |
| | | | Total | | | | 17 | 34 | 200.00% |
| | | Promotion | workitem | Existing users | Hard Drive (HDD) | 2020-07-31 | 1 | 2 | 200.00% |
| | | | | | Power Supply | 2020-07-31 | 2 | 4 | 200.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 2 | 4 | 200.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 2 | 4 | 200.00% |
| | | | | | Total | | 7 | 14 | 200.00% |
| | | | | New users | Hard Drive (HDD) | 2020-07-31 | 1 | 2 | 200.00% |
| | | | | | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 1 | 2 | 200.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 2 | 200.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 2 | 4 | 200.00% |
| | | | | | Video Card | 2020-07-31 | 3 | 6 | 200.00% |
| | | | | | Total | | 8 | 16 | 200.00% |
| | | | | Total | | | 15 | 30 | 200.00% |
| | | | Total | | | | 15 | 30 | 200.00% |
| | | Retention | workitem | Existing users | Motherboard | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Total | | 4 | 8 | 200.00% |
| | | | | New users | Central Processing Unit (CPU) | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Total | | 6 | 12 | 200.00% |
| | | | | Total | | | 10 | 20 | 200.00% |
| | | | Total | | | | 10 | 20 | 200.00% |
| | | Total | | | | | 58 | 116 | 200.00% |
| | Online Presence | Blogs / News Portals | workitem | Existing users | Central Processing Unit (CPU) | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Total | | 4 | 8 | 200.00% |
| | | | | New users | Central Processing Unit (CPU) | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Motherboard | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |

Customer Segment Service Level Report

| Tenant | Department | Process | Media Type | Customer Segment | Product | Day | New | Finished | % Finished |
|----------|-----------------|-----------------------|--------------|------------------|---------------------------------------|------------|-----------|-----------|----------------|
| selenium | Online Presence | Blogs / News Portals | workitem | New users | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Total | | 7 | 14 | 200.00% |
| | | | | Total | | | 11 | 22 | 200.00% |
| | | | Total | | | | 11 | 22 | 200.00% |
| | | Forums | workitem | Existing users | Central Processing Unit (CPU) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Hard Drive (HDD) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Motherboard | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Power Supply | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Total | | 5 | 10 | 200.00% |
| | | | | New users | Central Processing Unit (CPU) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Total | | 5 | 10 | 200.00% |
| | | | | Total | | | 10 | 20 | 200.00% |
| | | | Total | | | | 10 | 20 | 200.00% |
| | | Online Advertisements | workitem | Existing users | Motherboard | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | Power Supply | 2020-07-31 | 2 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 2 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | Solid-State Drive (SSD) | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | Total | | 5 | 10 | 200.00% |
| | | | | New users | Central Processing Unit (CPU) | 2020-07-31 | 1 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 1 | 0.00% |
| | | | | | Motherboard | 2020-07-31 | 2 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 2 | 0.00% |
| | | | | | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 2 | 0 | 0.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | | 2020-08-02 | 0 | 2 | 0.00% |
| | | | | | Total | | 5 | 10 | 200.00% |
| | | | | Total | | | 10 | 20 | 200.00% |
| | | | Total | | | | 10 | 20 | 200.00% |
| | | Website | workitem | Existing users | Hard Drive (HDD) | 2020-07-31 | 2 | 2 | 100.00% |

Customer Segment Service Level Report

| Tenant | Department | Process | Media Type | Customer Segment | Product | Day | New | Finished | % Finished |
|--------------|-----------------|--------------|--------------|------------------|---------------------------------------|------------|------------|------------|----------------|
| selenium | Online Presence | Website | workitem | Existing users | Hard Drive (HDD) | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Total | | 2 | 4 | 200.00% |
| | | | | New users | Central Processing Unit (CPU) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Motherboard | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Optical Drive (e.g., BD/DVD/CD drive) | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Power Supply | 2020-07-31 | 2 | 2 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 2 | 0.00% |
| | | | | | Random Access Memory (RAM) | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Video Card | 2020-07-31 | 1 | 1 | 100.00% |
| | | | | | | 2020-08-01 | 0 | 1 | 0.00% |
| | | | | | Total | | 9 | 18 | 200.00% |
| | | | | Total | | | 11 | 22 | 200.00% |
| | | | Total | | | | 11 | 22 | 200.00% |
| | | Total | | | | | 42 | 84 | 200.00% |
| | Total | | | | | | 100 | 200 | 200.00% |
| Total | | | | | | | 100 | 200 | 200.00% |