

SEPT 1 - NOV 30 2018	Count
Number of Queries Received	489
Number of Queries Resolved	489
Resolution Rate	100%
Average days for query resolution	6.4

DEC 1 2018 - FEB 28 2019	Count
Number of Queries Received	468
Number of Queries Resolved	440
Resolution Rate	94%
Average days for query resolution	4.4