

Calls By Reasons and Question Types (Drilldown)

For Call Dates: **between 10/1/2013 and 12/31/2013**

Call Reasons/Question Category/Question	Call Count	Customer Count	Call Min	Avg Call Min	% of All Calls
General Question	1,782	1,589	25,324	6.20	12.93%
BB - AC Power/Battery Back-up	12	12	83	6.90	1.75%
BB - Act as repeater	3	3	47	15.66	0.44%
BB - Number of Devices	37	37	404	8.31	5.40%
BB - Range	14	14	147	7.70	2.04%
BB - Router/Switch	9	9	65	7.19	1.31%
BB - Run locally	10	10	73	7.33	1.46%
BB - Secondary Controller Questions	3	3	21	7.13	0.44%
BB - WiFi connection questions	26	26	227	8.74	3.80%
CCs - Audio availability	9	9	85	7.19	1.31%
CCs - CC compatibility	17	17	152	7.69	2.48%
CCs - Download/storage questions	23	21	254	10.31	3.36%
CCs - DVR questions	3	3	23	7.81	0.44%
CCs - Outside installation questions	10	10	114	8.97	1.46%
CCs - Overall installation	19	19	153	6.90	2.77%
CCs - Playback length	18	17	199	8.52	2.63%
CCs - Power source questions	7	7	60	8.64	1.02%
CCs - Recording length	30	29	284	8.54	4.38%
CCs - Request additional recording time	12	12	123	6.00	1.75%
CCs - Router / Switch	3	3	36	3.29	0.44%
CCs - Viewing time length	14	14	142	7.65	2.04%
CCs - WCO / WCW-Ethernet cable question	12	12	130	6.80	1.75%
CCs - WiFi range of camera	12	12	123	10.25	1.75%
LL - 2 outlets question	3	3	39	13.02	0.44%
LL - CFL/LED compatibility	2	2	37	18.60	0.29%
LL - Repeater questions	21	21	177	8.42	3.07%
LL - Wattage questions	2	2	30	15.24	0.29%
LO - Available finishes	9	9	101	9.21	1.31%
LO - KPL-Disable inside buttons	11	11	96	8.74	1.61%
LO - Length of user codes	23	23	219	8.99	3.36%
LO - Lock measurements	7	7	71	10.11	1.02%
LO - Motorized questions	70	70	581	7.29	10.22%
LO - Overall Installation	45	45	398	7.10	6.57%
LO - Rekeying locks	8	8	84	8.76	1.17%
LO - Types of doors	6	6	60	9.93	0.88%
LO - Z-Wave compatibility	34	34	333	8.86	4.96%
MM - Accessing multiple accts via app	6	6	56	9.31	0.88%
MM - Device compatibility	19	19	116	4.88	2.77%
MM - Devices not supported	2	2	7	3.65	0.29%
MM - No. of mobile devices on acct	4	4	26	6.62	0.58%
TT400 - Act as a repeater	1	1	4	4.15	0.15%
TT400 - Humidity control	5	5	42	8.38	0.73%
TT400 - Overall installation	23	23	168	4.87	3.36%
TT400 - Power source questions	13	13	100	7.72	1.90%
TT400 - Programmable schedule questions	19	19	125	5.05	2.77%
TT400 - Radiant floor heating	1	1	4	4.22	0.15%
TT400 - Types of HVAC systems	13	13	80	5.46	1.90%
TT400 - Z-Wave compatibility	27	26	226	5.67	3.94%

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Web - How / Where to Setup Acct	211	204	1,346	5.52	30.80%
Web - Subscriber Community Request	28	25	272	3.57	4.09%
Web - Terms & Conditions	3	3	29	9.67	0.44%
XL950 - BB required	9	9	62	6.92	1.31%
XL950 - Installation questions	25	25	219	4.89	3.65%
XL950 - SD card requirements	7	6	54	4.54	1.02%
XL950 - WiFi compatibility	18	18	157	7.30	2.63%
Billing / Pricing	727	687	8,112	5.68	40.80%
Account Status Inquiry	162	160	1,120	4.32	22.28%
Client service cost	482	464	3,752	5.63	66.30%
Cost For Multiple Locations	44	44	385	7.16	6.05%
Device cost	151	141	1,505	8.07	20.77%
Payment Options	88	88	690	5.50	12.10%
Promo Code Questions	99	98	662	4.46	13.62%
System	878	822	7,908	5.45	49.27%
Explain Z-Wave Technology	144	136	1,311	7.76	16.40%
Install In Residential/Corp	21	21	152	4.99	2.39%
Installation Requests/Questions	357	346	2,094	3.64	40.66%
No. of Location on 1 Acct.	12	12	96	8.02	1.37%
Overall System Requirements	336	320	2,443	6.31	38.27%
What Countries Support Client	20	20	112	5.62	2.28%
Z-wave Device Compatibility	248	240	1,699	5.89	28.25%
Where to Purchase	249	233	4,458	7.88	13.97%
BB	133	122	1,321	7.69	53.41%
CC	55	52	577	8.22	22.09%
LO	84	79	917	8.30	33.73%
LZ	51	47	516	7.99	20.48%
Other - Where to purchase	48	48	477	7.86	19.28%
SS	24	23	260	7.42	9.64%
TH	37	35	389	7.30	14.86%
Inbound - Follow-up	643	467	4,043	5.18	4.66%
Non-IR Problem	194	187	960	3.27	1.41%
Outbound - Follow-up	988	845	3,646	3.29	7.17%
Outbound - No Contact	1,022	709	2,173	2.07	7.41%
Troubleshooting	9,157	5,147	75,098	4.17	66.42%
Totals:	13,786	6,758	111,244	4.40	100.00%