

T	Key	Project	Summary	Assignee	Resolution	Cost per ticket (\$)	Days until first touch	Revenue Churn Risk (\$)	Customer Since	Customer Lifetime Value (\$)	Eligible for upgrade?
IT Help	SSHD-2	Solar Storefront	Nothing happens when I click on "Place Order"	Bob Mitchell	Done	\$66.74	8	\$773.69	13/Aug/17	\$5195.11	Yes
IT Help	SSHD-4	Solar Storefront	Avatar update doesn't take effect	Casey Ford		\$58.80	4	\$343.41	09/Jun/18	\$2154.02	Yes
Access	SSHD-5	Solar Storefront	Confirmation of order never arrived	Dalia Lens	Done	\$57.04	7	\$40.08	17/Feb/18	\$3129.43	No
IT Help	SSHD-6	Solar Storefront	Extra charges without reason	Casey Ford	Done	\$47.13	0	\$599.91	19/Oct/17	\$1873.32	No
IT Help	SSHD-8	Solar Storefront	Wrong item delivered	Casey Ford		\$50.29	2	\$760.11	03/Feb/18	\$6056.82	No
IT Help	SSHD-9	Solar Storefront	Password stolen	Levente Szabo		\$29.26	6	\$93.38	16/Aug/18	\$577.62	No
IT Help	SSHD-10	Solar Storefront	Credit card charges	Dalia Lens		\$13.69	1	\$643.91	07/May/18	\$589.24	No
IT Help	SSHD-11	Solar Storefront	Missing items from confirmation email	Levente Szabo	Declined	\$37.17	6	\$119.12	18/Mar/18	\$278.80	No
IT Help	SSHD-12	Solar Storefront	Can't add items to Wishlist	Casey Ford	Done	\$91.34	2	\$433.89	16/Oct/16	\$7579.35	No
IT Help	SSHD-13	Solar Storefront	Item can't be set to "Sellable"	Casey Ford		\$43.78	2	\$124.53	20/Jul/17	\$5772.02	No
IT Help	SSHD-14	Solar Storefront	Messages feed doesn't respond when on mobile	Casey Ford	Done	\$69.51	2	\$380.89	29/Apr/18	\$1214.68	Yes
IT Help	SSHD-15	Solar Storefront	Failed credit card charges	Dalia Lens		\$65.91	4	\$476.85	18/Mar/17	\$5862.03	No
IT Help	SSHD-16	Solar Storefront	Calendar not showing correct working hours	Casey Ford	Done	\$89.14	0	\$802.20	18/Feb/17	\$6953.26	No
Purchase	SSHD-17	Solar Storefront	Internal PO#545435/2016 needs to be pushed through!	Casey Ford	Done	\$82.97	2	\$311.72	28/Nov/16	\$5477.45	No
IT Help	SSHD-18	Solar Storefront	Upgrade option doesn't work from website	Robert Mongose	Done	\$43.19	3	\$695.77	13/Dec/16	\$3050.07	No
IT Help	SSHD-19	Solar Storefront	Thanks for the great support!	Robert Mongose	Won't Do	\$71.59	2	\$846.86	09/Sep/17	\$5859.49	Yes
IT Help	SSHD-20	Solar Storefront	Can't change language of site	Casey Ford		\$64.80	9	\$308.05	30/Jun/18	\$6173.82	No
IT Help	SSHD-26	Solar Storefront	BGE changes out the meter instead of Solar Store	Dalia Lens	Done	\$81.18	0	\$445.93	02/Nov/16	\$4073.18	Yes
IT Help	SSHD-27	Solar Storefront	SREC reporting system doesn't load data			\$55.05	6	\$749.50	22/Jul/18	\$7138.92	Yes
IT Help	SSHD-28	Solar Storefront	Delay in providing me a PTO	Dalia Lens		\$19.77	7	\$513.63	19/Oct/16	\$4088.13	Yes

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Access	SSHD-29	Solar Storefront	Billing portal is offline	Casey Ford		\$46.75	4	\$798.51	04/Sep/17	\$2780.08	No
Access	SSHD-30	Solar Storefront	Enphase micro-inverter dashboard crashed	Bob Mitchell	Done	\$46.84	8	\$702.16	13/Aug/18	\$7595.15	Yes
IT Help	SSHD-31	Solar Storefront	Nest Thermostat doesn't sync with Solar Store		Done	\$44.29	8	\$62.71	10/Dec/17	\$1190.98	Yes
IT Help	SSHD-32	Solar Storefront	Electrical bills are not what it should be		Done	\$91.37	9	\$495.69	15/Feb/17	\$8742.34	No
IT Help	SSHD-33	Solar Storefront	Need a quote for a 5KW system due to having a swimming pool			\$73.56	5	\$415.70	10/Aug/17	\$143.11	No
IT Help	SSHD-34	Solar Storefront	Awaiting documentation from Solar Store for 4 weeks	Dalia Lens		\$65.83	1	\$850.51	17/Sep/17	\$383.79	No
IT Help	SSHD-36	Solar Storefront	Review Alpha (Prototype) documentation	Dalia Lens		\$45.91	5	\$875.08	13/Jan/17	\$978.90	Yes
IT Help	SSHD-37	Solar Storefront	Create internal team to deal with online reviews			\$85.28	6	\$76.16	30/Jan/18	\$2770.15	No
IT Help	SSHD-38	Solar Storefront	Shorten installation times by better panel design	Dalia Lens		\$42.47	1	\$109.32	30/Apr/18	\$7172.14	No
IT Help	SSHD-39	Solar Storefront	Look into further financing options			\$54.74	6	\$207.37	07/Jun/17	\$4563.71	Yes
IT Help	SSHD-40	Solar Storefront	Update the API release notes			\$29.40	8	\$166.63	18/Feb/17	\$7042.13	Yes
IT Help	SSHD-41	Solar Storefront	SWOT analysis against Sunrun and Vivint growth strategy	Casey Ford		\$91.24	7	\$125.51	09/Feb/17	\$8531.27	Yes
IT Help	SSHD-43	Solar Storefront	Find better arguments for keeping the tax breaks alive			\$65.25	6	\$542.86	29/Aug/18	\$6520.61	No
Access	SSHD-44	Solar Storefront	Energy consumption chart doesn't update for customers on mobile	Dalia Lens		\$79.98	3	\$37.83	10/Jan/17	\$8706.53	Yes
IT Help	SSHD-45	Solar Storefront	Indoor inverter module can't connect to WIFI	Dalia Lens		\$99.66	9	\$379.01	17/Dec/17	\$9003.51	No
IT Help	SSHD-46	Solar Storefront	Mobile app doesn't provide option for password retrieval	Dalia Lens		\$42.06	4	\$144.90	29/Aug/18	\$6024.15	No
Access	SSHD-47	Solar Storefront	Make standard security features available on mobile	Bob Mitchell		\$32.08	5	\$499.24	25/Oct/16	\$1809.90	No
IT Help	SSHD-48	Solar Storefront	Design the prototype of Integrated Rooftop Solar Panel	Dalia Lens		\$21.07	9	\$516.88	16/May/18	\$5231.12	No
IT Help	SSHD-49	Solar Storefront	Calculate financial advantage of leasing vs. owning rooftop solar system	Dalia Lens		\$94.47	4	\$517.99	01/Jan/17	\$5274.10	No
Access	SSHD-50	Solar Storefront	Performance loss in ABB managed inverters	Casey Ford		\$19.70	7	\$722.72	07/Apr/18	\$5930.97	Yes

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Purchase	SSHD-53	Solar Storefront	Serious overcharge in monthly bill			\$89.31	0	\$65.08	26/Aug/18	\$5533.19	No
Purchase	SSHD-54	Solar Storefront	Billing complaint about last month's invoice			\$70.38	2	\$353.55	02/May/18	\$2093.76	No
IT Help	SSHD-56	Solar Storefront	Mobile app crashes every time I log in			\$31.06	8	\$85.46	19/Oct/17	\$7191.47	Yes
IT Help	SSHD-57	Solar Storefront	Can't create account	Casey Ford		\$21.26	6	\$651.80	08/Sep/16	\$2533.50	No
IT Help	SSHD-58	Solar Storefront	Referral bonus problem			\$87.99	7	\$238.94	21/Jun/18	\$4762.61	No
IT Help	SSHD-59	Solar Storefront	Organize better training for door-to-door salespeople	Casey Ford		\$19.48	3	\$696.78	03/May/18	\$3693.62	No