

Fill Rate Performance

Overview

The purpose of the fill rate performance report is to allow the customer to measure how quickly their service requests are being filled.

Roles

Staff with the role of [Scheduler](#), and customers who are [Administrative Group Members](#), have the ability to run this report.

Where

[Reports](#) → [Customers](#) → [Fill Rate Performance](#)

Filters

Group

Include only service requests for this group and all of its child groups.

Start Date

Include only service requests where the [request date](#) is on or after this date.

End Date

Include only service requests where the [request date](#) is on or before this date.

Built-In Filters

- Service provider slots where the selected service code is [not billable](#) are not counted.
- Unassigned service provider slots on canceled service request are not counted.

Columns

service request id

See [Service Request ID](#).

service date

This is the date on which the client wants the services performed.

service time

This is the time at which the client wants the services to begin.

request date

This is the date when the customer initiated this service request.

request time

This is the time when the customer initiated this service request.

days in advance

This is the number of full business days in advance of the service date when this service request was made.

requested hours

This is the total number of man hours of service requested for this service request.

filled hours

This is the total number of man hours of service assigned to this service request.

metric

This is the metric assigned to this service request. See the description of the summary for more details.

Summary

At the top of this report is a summary with the following details:

- Metric 1: This is the fill rate for service requests made at least 5 business days in advance
- Metric 2: This is the fill rate for service requests made between 1 and 4 business days in advance
- Metric 3: This is the fill rate for service requests made less than 1 business day in advance, and the request was made during business hours
- Metric 4: This is the fill rate for service requests made less than 1 business day in advance, and the request was made outside of business hours