

Onboarding — Weekly Summary

SAMPLE DOCUMENT — FOR TRAINING PURPOSES ONLY

Weekly Summary — Onboarding

****Period:**** 23-29 March 2026

****Generated by:**** Scheduled task (stuck-finder)

Volume

- Items processed: 120 (prev week: 113, +6.2%)
- Urgent items: 5 (prev: 9)
- Average resolution time: 6.9 days (prev: 6.2)

Top Categories

1. New SMB — 28% of volume
2. E-Commerce — 29% of volume
3. High Risk — 19% of volume
4. Referral — 6% of volume

Trends

- Volume trending UP 6.2% week-over-week
- Urgent volume within normal range
- Average days in_queue: within target

Action Items Carried Forward

- 1 items from last week still unresolved
- Oldest open item: OB-39178 (7 days old)
- No recurring patterns detected