

Operations — Weekly Summary

SAMPLE DOCUMENT — FOR TRAINING PURPOSES ONLY

Weekly Summary — Operations

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

****Generated by:**** Scheduled task (bot-health)

Volume

- Items processed: 116 (prev week: 53, +118.9%)
- Urgent items: 7 (prev: 9)
- Average resolution time: 3.5 days (prev: 2.8)

Top Categories

1. Data Correction — 26% of volume
2. Bot Failure — 16% of volume
3. Manual Override — 15% of volume
4. Access Request — 11% of volume

Trends

- Volume trending UP 118.9% week-over-week
- Urgent volume within normal range
- Average days open: within target

Action Items Carried Forward

- 4 items from last week still unresolved
- Oldest open item: OP-74859 (10 days old)
- No recurring patterns detected