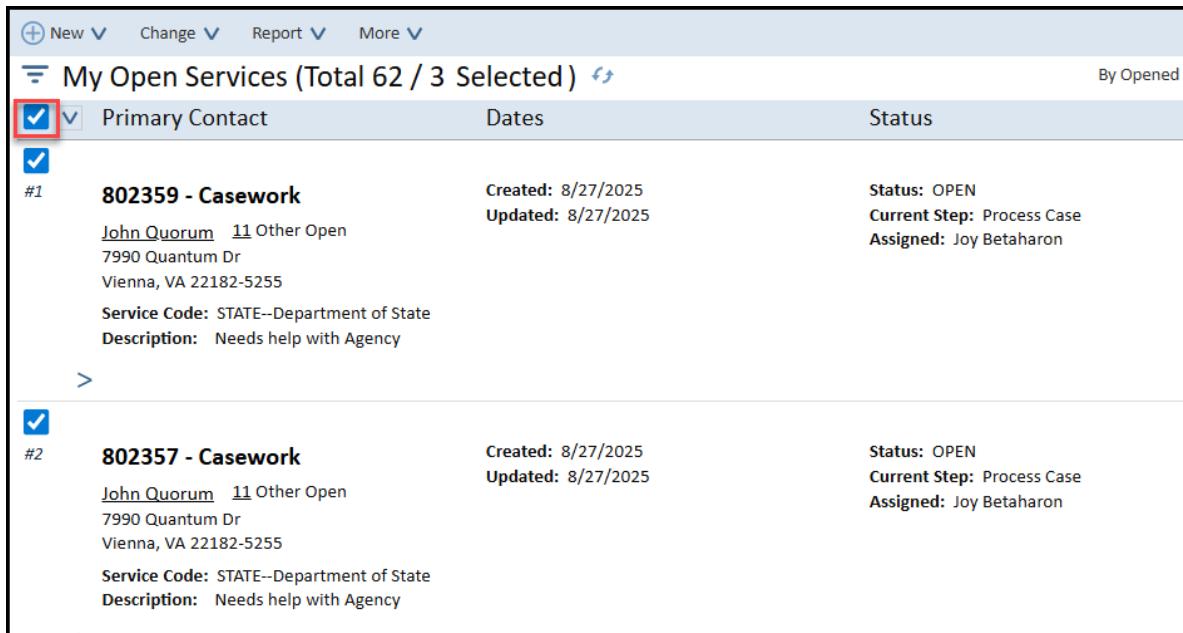


## Running the Executive & Service Summary Reports

**Market:** House, Senate

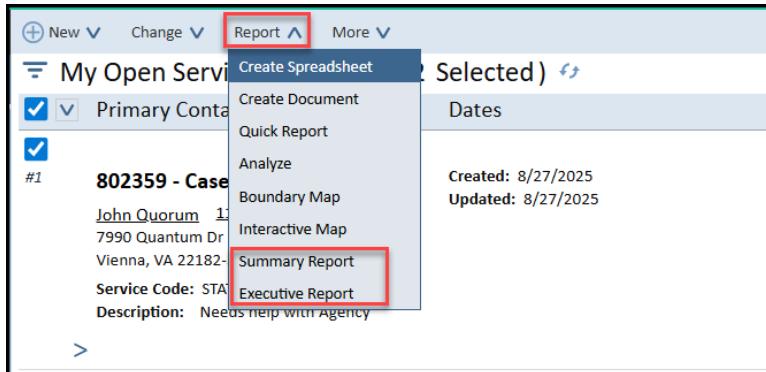
**Description:** This guide provides instructions on how to run the Executive & Service Summary Reports from the Services application.

1. Navigate to **Services → My Open Services** view. Select the intended service records by clicking the box next to the service names or select all.



Primary Contact	Dates	Status
#1 802359 - Casework John Quorum 11 Other Open 7990 Quantum Dr Vienna, VA 22182-5255 Service Code: STATE--Department of State Description: Needs help with Agency	Created: 8/27/2025 Updated: 8/27/2025	Status: OPEN Current Step: Process Case Assigned: Joy Betaharon
#2 802357 - Casework John Quorum 11 Other Open 7990 Quantum Dr Vienna, VA 22182-5255 Service Code: STATE--Department of State Description: Needs help with Agency	Created: 8/27/2025 Updated: 8/27/2025	Status: OPEN Current Step: Process Case Assigned: Joy Betaharon

2. Select **Report → Summary Report**.



3. IQ will process the request and present either report selected (note that for the Executive Summary you will need to select the start and end dates).

### Service Summary Report:

Summary Report (Total 1)

Report	Date	Total Count
Service Summary Report	8/28/2025	62

Service Summary Report

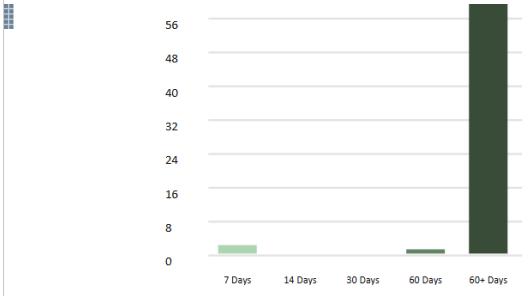
Summary

  
62  
Total

  
62  
Open

  
0  
Closed

Open Services By Age



Age Category	Count	Percentage
Less Than 8 Days	2	4%
31 Days - 60 Days	1	2%
Greater Than 60 Days	59	96%

## Executive Summary Report:

Executive Report (Total 1)

Report From Date To Date

Executive Summary 08/01/2025 08/27/2025

Updated

### Service Executive Summary Drilldown Report

#### Summary

##### Overall Totals

396 Services on 08/01/2025

406 Services on 08/27/2025 +3%

##### Services Received

26 Services

##### Top 5 Types

Type	Percentage	Count
Casework	89%	23
Flag Request (Web - Pay.gov)	4%	1
Board Application	4%	1
Tour Request	4%	1

##### Top 5 Assigned To

Employee	Percentage	Count
Jonathan Kilgore	54%	14
Profile Caseworker	24%	6
Joy Betaharon	24%	6