COMPLIANCE WORKING RECORD

Service level calculation tool

Fictional sample. Requires tailoring and responsible review.

Document control

Field	Value
Document type	Service level calculation tool
Document reference	35-service-level-calculation-tool
Jurisdiction	United States
Version	2026-10-09.quantitative-workflow.1
Status	Named calculation prepared
Prepared by	Fictional Analysis owner
Prepared on	October 9, 2026
Generated	October 9, 2026

Purpose and boundary

Calculate agreed response and resolution measures from actual service records.

Calculations use supplied observations and explicitly approved methods. Original files and prior work remain in this browser. Results do not establish source authenticity, population completeness, causation, regulatory compliance or approval to make a customer, supplier, lending or model decision.

Method and exact sources

Method revision 2026-10-09.quantitative-workflow.1.

Convert explicit-offset timestamps to UTC. Response minutes are responded_at minus started_at. Resolution minutes are resolved_at minus started_at minus customer-declared excluded_minutes. Compare inclusive approved target minutes. Report unanswered or unresolved records, negative chronology and excess exclusions. Aggregate complete records by service with compliance counts and average elapsed minutes.

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Source	Filename	Bytes	SHA-256
primary	fictional-observations.csv	214	61d4fb5425d81907b543c0349b0cddbb0ee 44ff0e380c73bd98e338d6ed06e31
comparison	fictional-approved-method.csv	156	967474aa6bb4cfc8e5916e000d4fe39d8a3e 0726aa3cb1b8a88fdc29ef2d82b4

Frozen inputs

Field	Value
Analysis reference	Fictional Analysis reference
Analysis owner	Fictional Analysis owner
Observation date	October 9, 2026
Population and method scope	Fictional Population and method scope
Population declaration	Selected records only

Review result

3 source-linked findings. 0 unresolved or undefined findings.

- Convert explicit-offset timestamps to UTC. Response minutes are responded_at minus started_at. Resolution minutes are resolved_at minus started_at minus customer-declared excluded_minutes. Compare inclusive approved target minutes. Report unanswered or unresolved records, negative chronology and excess exclusions. Aggregate complete records by service with compliance counts and average elapsed minutes.

- Original sources remain unchanged. Displayed decimals use six places; decisions compare exact rational values.

Measure	Value
Source records	1
Approved rule records	1
Retained	2
Within supplied target	1

Service record calculations

The first 25 calculated rows appear here. Each calculation preview is limited to 1000 characters. Complete rows and all exact source values remain in Excel and JSON.

Reference	Calculation
REC1	record id REC1; response minutes 10; resolution minutes 60; response target met true; resolution target met true; model version FICTIONAL-1

Service summaries

The first 25 calculated rows appear here. Each calculation preview is limited to 1000 characters. Complete rows and all exact source values remain in Excel and JSON.

Reference	Calculation
SERVICE1	service id SERVICE1; complete records 1; response met 1; resolution met 1; response met percent 100; resolution met percent 100; average response minutes 10; average resolution minutes 60

Source-linked checks

The formal report shows at most the first 100 named check rows and 400 characters per displayed field. Complete values, result columns, sources and output are retained in the Excel and JSON files.

Reference	Result	Finding
Primary / 2	Within supplied target	Exact elapsed UTC minutes and customer exclusions compared with inclusive targets.

Unresolved items and limitations

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Limitations

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Official sources

Source	Provision	Date	Link
RFC Editor: Common Format and MIME Type for Comma-Separated Values Files	Supports source CSV mechanics only. Customer-approved factors, formulas, units, quotas, population and decision thresholds are not specified by this source.	October 9, 2026	https://www.rfc-editor.org/rfc/rfc4180
RFC Editor: Date and Time on the Internet Timestamps	Supports stated UTC conversion only. This workflow rejects leap seconds, unknown -00:00 offsets and more than three fractional digits. No service calendar or event authenticity is inferred.	October 9, 2026	https://www.rfc-editor.org/rfc/rfc3339