



Oregon

Metrc<sup>®</sup> Quarterly Report

April – June / 2021

<b>State:</b>	Oregon	<b>Date:</b>	4/1/2021 – 6/31/2021
<b>Program</b>	Oregon Liquor Control Commission (OLCC)	<b>Contact:</b>	TJ Sheehy James Smith

## Open Issues

### Licensee Issues:

- No open licensee issues that are / should be considered critical

### Lab Issues:

- No open lab or testing issues that are / should be considered critical

### Performance Issues:

- Runtime error that affected 7 users- the issue was resolved
- Wiki had 502 error that was resolved

### Hand Held Issues:

- Metric is transitioning to new Alien readers to replace all OLCC ATID readers.

### Other Issues:

- Note any other specific issues reported

## Development Update

April 26<sup>th</sup>, 2021

### General

- MTCSYS-1196 Fixed "Informational Only" tests affecting the Lab Testing State of Packages.
- MTCSYS-384 Fixed the handling of Passing Count after Remediation.
- MTCSYS-1346 Fixed the Item and Category columns not populating in the Packages Inventory Report.

### Industry

- MTCSYS-1336 Prevent renaming Harvests that would create duplicate names.

### State

- N/A

**API (share with integrators)**

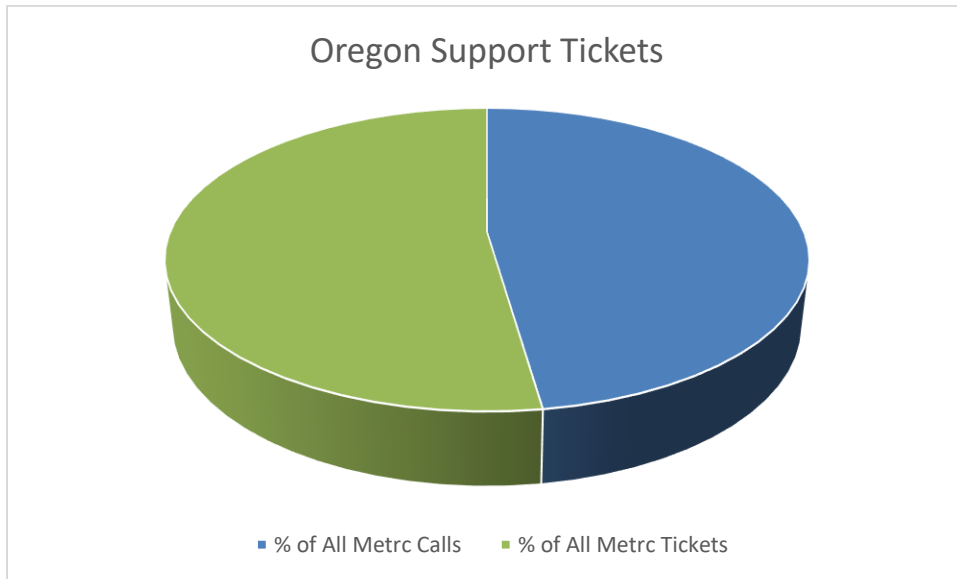
- MTCSYS-1345 Fixed GET /sales/v1/receipts/{id} returning a 401 error for finalized Sales Receipts.
- MTCSYS-1154 Fixed null error message when calling POST /transfers/V1/incoming.

**Documents**

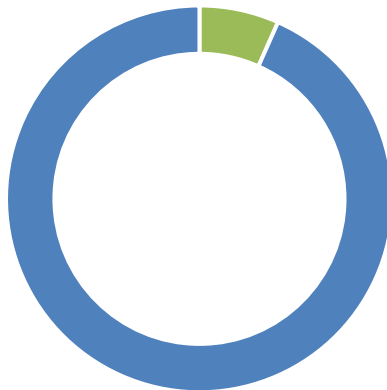
- N/A

**Support – Help Desk**

<b>Calls &amp; Tickets</b>	<b>Total</b>
State’s Support Tickets	4103
State’s Incoming Phone Calls	1957
% of All Metric Calls	47.7%
% of All Metric Tickets	52.3%
% Comparison of use of support vs. other states	6.66%



### Oregon Support Vs. All Other States



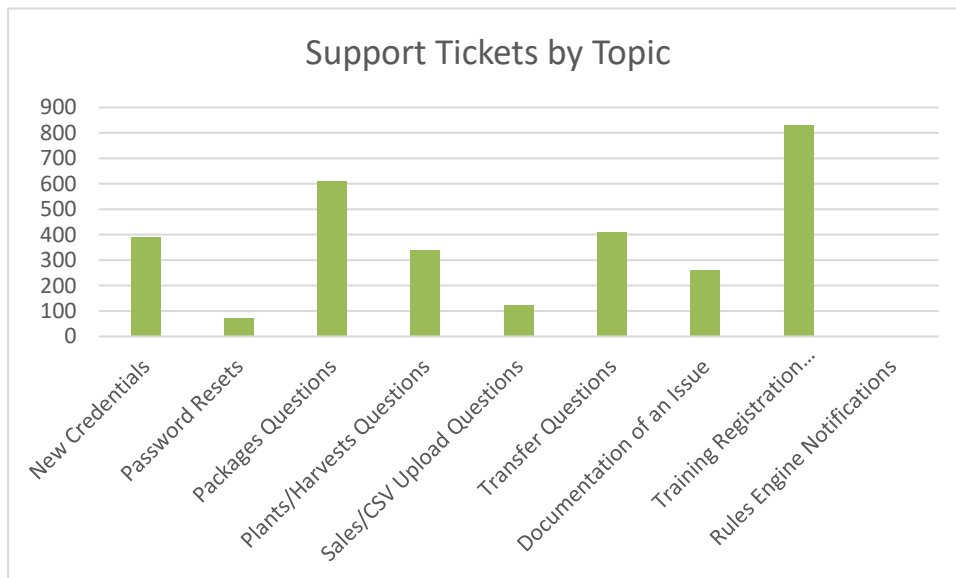
■ % Comparison of use of support vs. other states   ■ All Other States

First Contact Metrics	Total
Level 1 Support Tickets Assigned/Created	2705
Level 1 Support Tickets Resolved**	2562
Level 1 Support Average Response Time	2m 25s
Triage – Escalated Tickets	949
Triage Tickets Resolved**	949
Triage Average Response Time	2m 34s
Other Notes:	
** Will be rolling over from previous month	

Level 1 Support Tickets and private notes provide the total number of Tickets Taken. This number will include any tickets that roll over from the previous month that were not resolved.

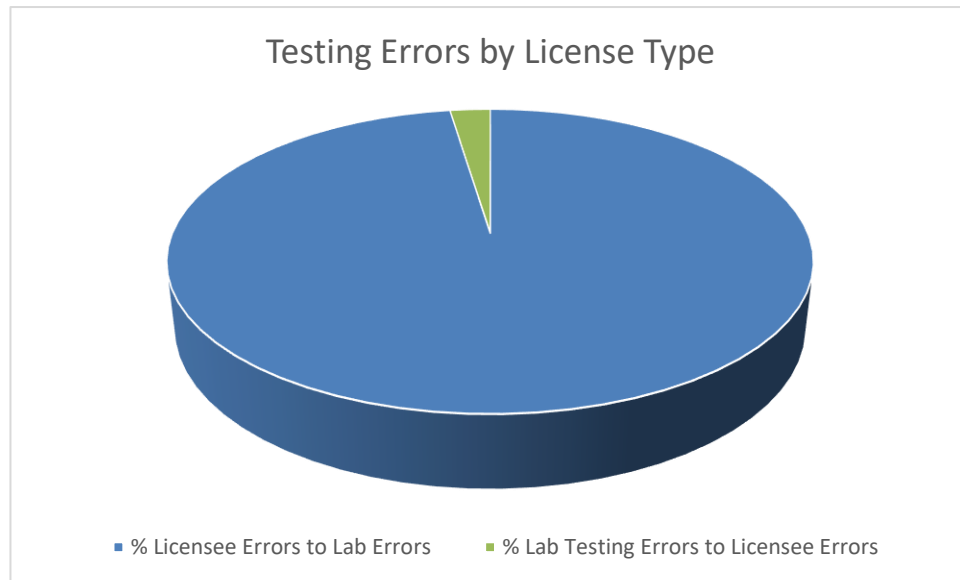
Triage Tickets will include tickets assigned to triage as well as private notes for triage due to triage making and receiving calls on these issues, during the life of the ticket.

Support Topics Addressed	Total
New Credentials	390
Password Resets	73
Packages Questions	612
Plants/Harvests Questions	341
Sales/CSV Upload Questions	123
Transfer Questions	409
Documentation of an Issue	262
Training Registration Questions	832



## Support – Testing

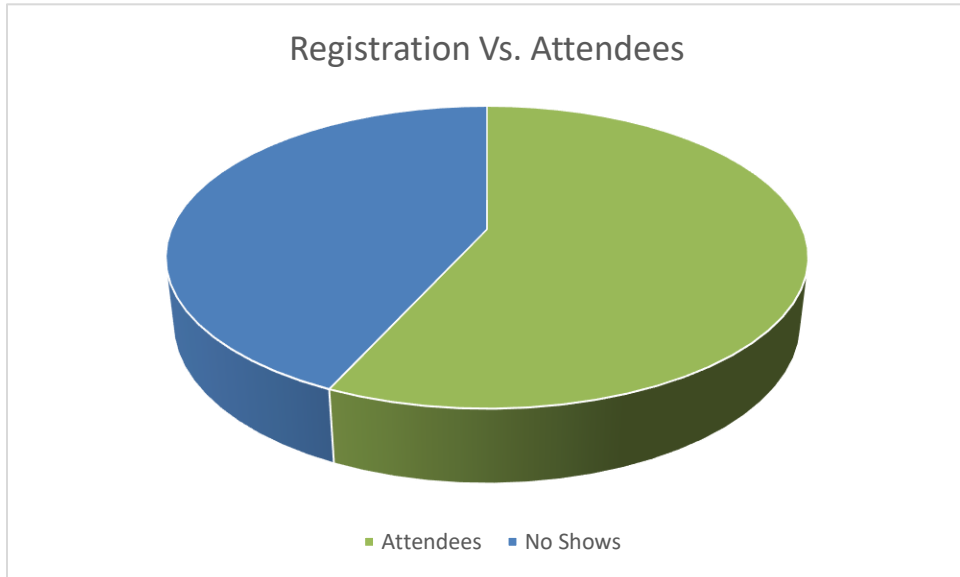
Testing	Total
All Metric Testing Tickets	374
Avg Testing Ticket Resolution Time	15h 26m
Lab Testing Errors	39
Licensee Errors	335
% Lab Testing Errors to Licensee Errors	2.40%
Common Testing Issues (These are examples) <ul style="list-style-type: none"> <li>• Processing/Packaging Questions</li> <li>• Sampling/Packaging Questions</li> </ul>	
Other Notes:	



### Support – Training and Administration

Training	Total	
No. In-person Sessions	0	
No. of Webinars Held	61	
No. of Seats Offered	4880	
No. of People Trained	392	
% of Seats Filled	8%	
Total No. New Business	Classes - 13	Attendance = 251
Total No. OMMP New Business	Advanced Retail - 6	Attendance = 30
No. of Advanced – by Type	Advanced Processor - 6	Attendance = 25
	Advanced Wholesaler - 6	Attendance = 21
	OMMP New Business - 13	Attendance = 16
	Advanced Testing Lab -	Attendance =
	Advanced Producer - 13	Attendance = 9
No. of Registrants vs. Actual Attendance	Registrations = 693	Attendees = 392
No. of Classes Cancelled	0	
Other Notes:		





### Provisioning – Tag Orders

Tag Orders	Total
No. of Orders Placed	1733
No. of Expediated Orders	54
No. of Tags Ordered	3200676
Other Notes:	





### API

API	Total
No. of Tickets or Private Notes	76 Tickets / 379 Notes
API Usage	
• API Usage – Put’s	23168
• API Usage – Post’s	6249130
• API Usage – Get’s	22779846
• API Usage – Delete’s	24964
No. of Integrators in the state	185
No. of CSV Uploads	23351
Other Notes:	

### System Users

System Uses	
State Total	156
State Never Logged In	7
Industry Total	55193
Industry Never Logged In	33360
No. of confirmed security Intendents	0
Other Notes:	