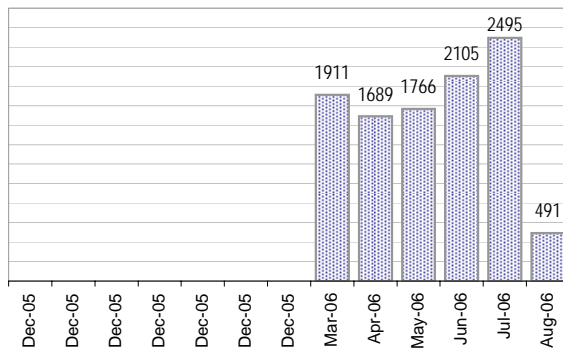


## Creating Cases

Total from Last Week

491

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

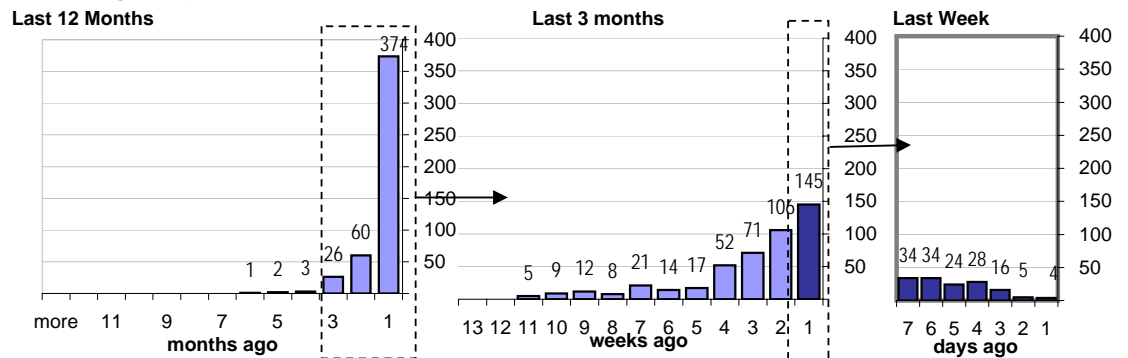
	Now	Year Ago
this week	95.0 #####	#DIV/0!
last 3 months	70.9 #####	#DIV/0!
last 12 months	28.7 #####	#DIV/0!

## The Queue

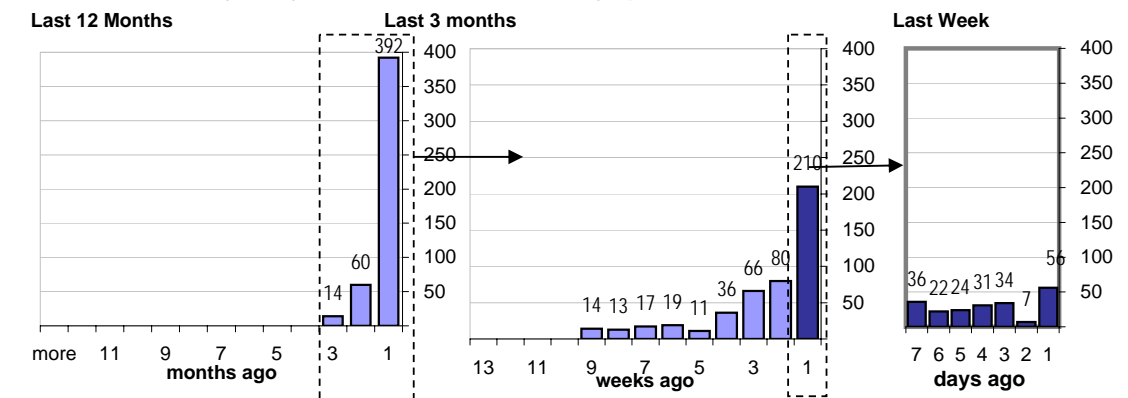
Currently Pending

466

Calendar Age of Open Cases



Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases

more than 7 days

18%

3 to 7 days

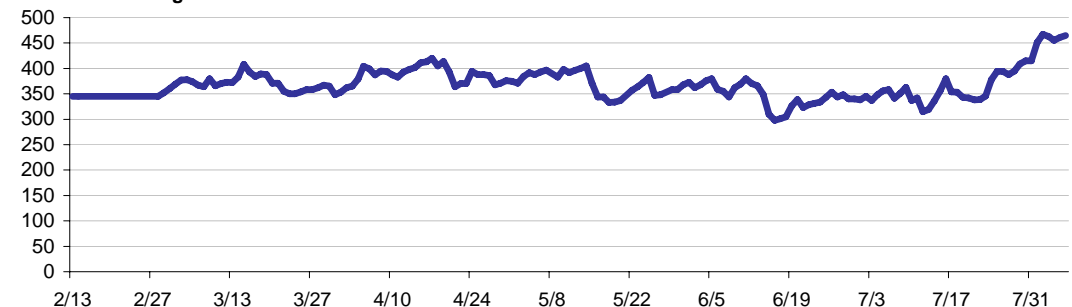
7%

< 3 days

73%

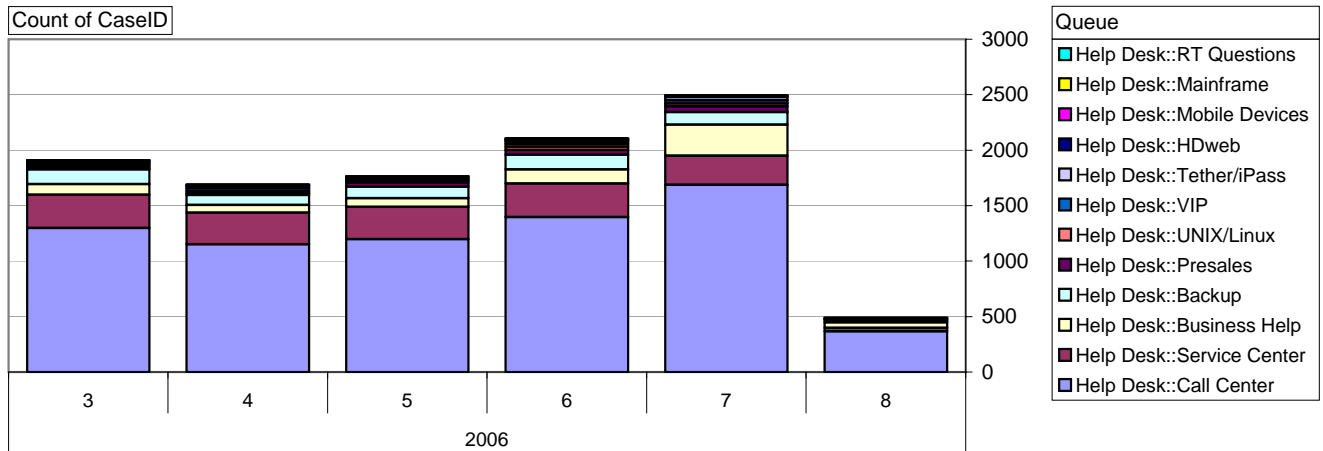
(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: 121 ↑

## Relative Volume by Queue, By Month

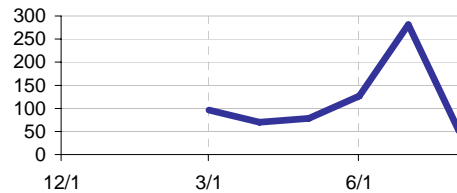


### Business Help

#### Time to Resolve

slow % 14%  
 med. % 9%  
 fast % 78%

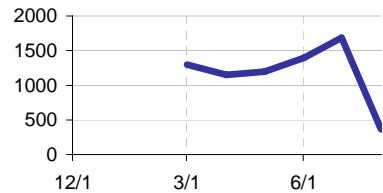
#### Help Desk::Business Help



### Call Center

#### Time to Resolve Help Desk::Call Center

slow % 16%  
 med. % 6%  
 fast % 78%

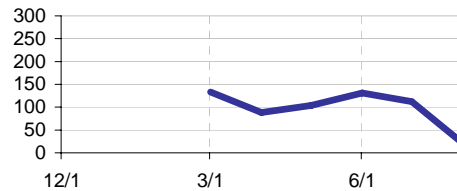


### Backup

#### Time to Resolve

slow % 27%  
 med. % 5%  
 fast % 67%

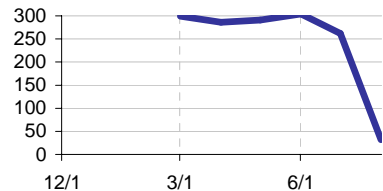
#### Help Desk::Backup



### Service Center

#### Time to Resolve Help Desk::Service Center

slow % 29%  
 med. % 12%  
 fast % 59%

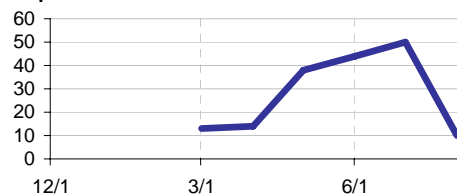


### Presales

#### Time to Resolve

slow % 18%  
 med. % 7%  
 fast % 75%

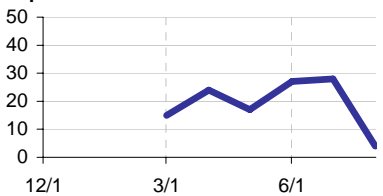
#### Help Desk::Presales



### Unix/Linux

#### Time to Resolve Help Desk::VIP

slow % 22%  
 med. % 12%  
 fast % 66%

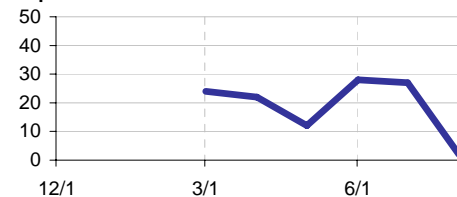


### VIP

#### Time to Resolve

slow % 20%  
 med. % 76%  
 fast % 5%

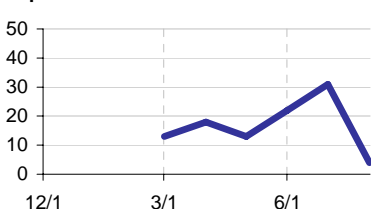
#### Help Desk::UNIX/Linux



### Tether/iPass

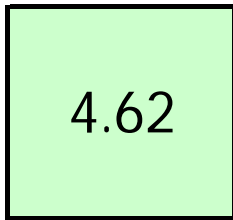
#### Time to Resolve Help Desk::Tether/iPass

slow % 12%  
 med. % 11%  
 fast % 77%



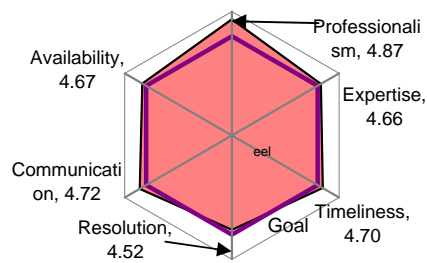
## Client Satisfaction

Overall Last Week

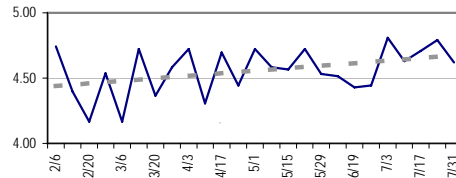


N = 12; 5 point scale

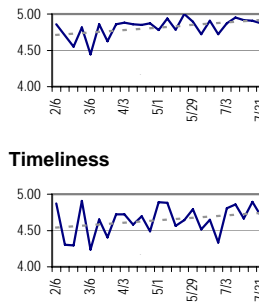
Individual Components, Last Week



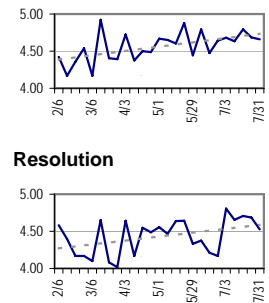
Overall



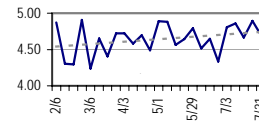
Professionalism



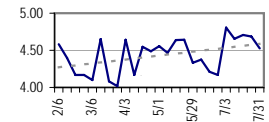
Expertise



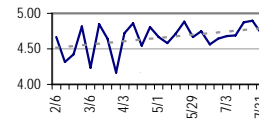
Timeliness



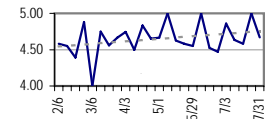
Resolution



Communication

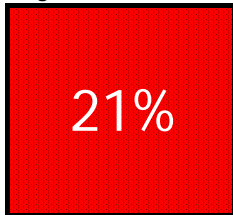


Availability

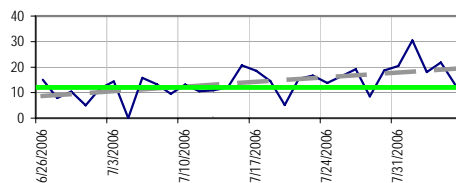


## ACD Measures

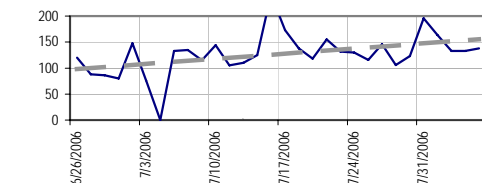
Avg Abandon Last Week



Avg Daily Abandon Rate



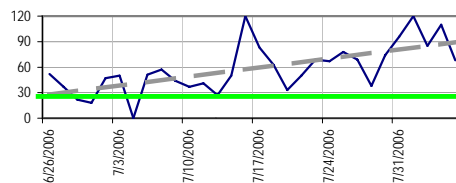
Avg Daily Calls Offered



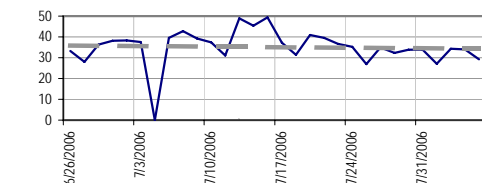
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day  
 4.82 last week  
 3.62 over 6 weeks  
 2.85 over 6 months

change  
 69%

Avg Call Length, in minutes  
 7.20 last week  
 6.90 over 6 weeks  
 6.83 over 6 months

change  
 5%

Average Hours Logged per Day  
 92.25 last week  
 131.28 over 6 weeks  
 103.24 over 6 months

change  
 -11%

Average Offered Calls per day  
 152.80 last week  
 131.28 over 6 weeks  
 103.24 over 6 months

change  
 48%