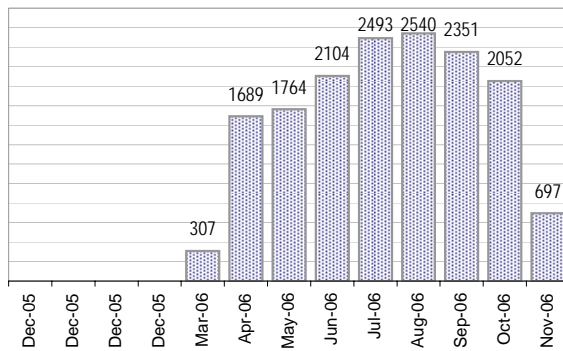


## Creating Cases

Total from Last Week

247

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

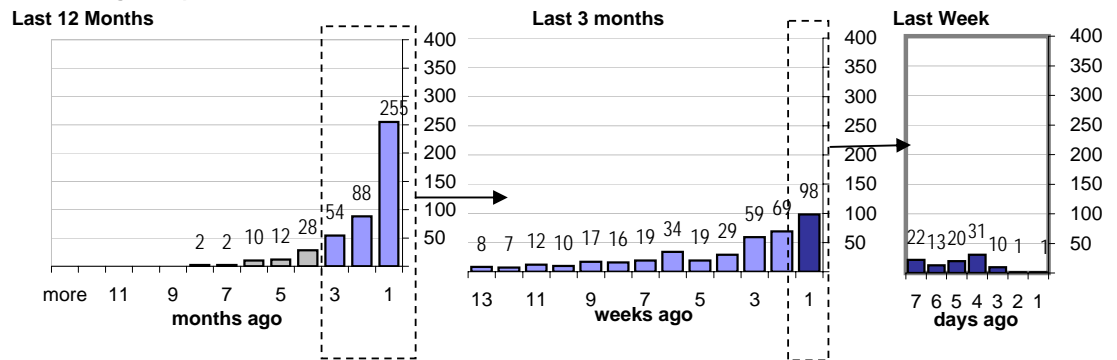
|                | Now  | Year Ago |         |
|----------------|------|----------|---------|
| this week      | 52.0 | #####    | #DIV/0! |
| last 3 months  | 72.3 | #####    | #DIV/0! |
| last 12 months | 43.9 | #####    | #DIV/0! |

## The Queue

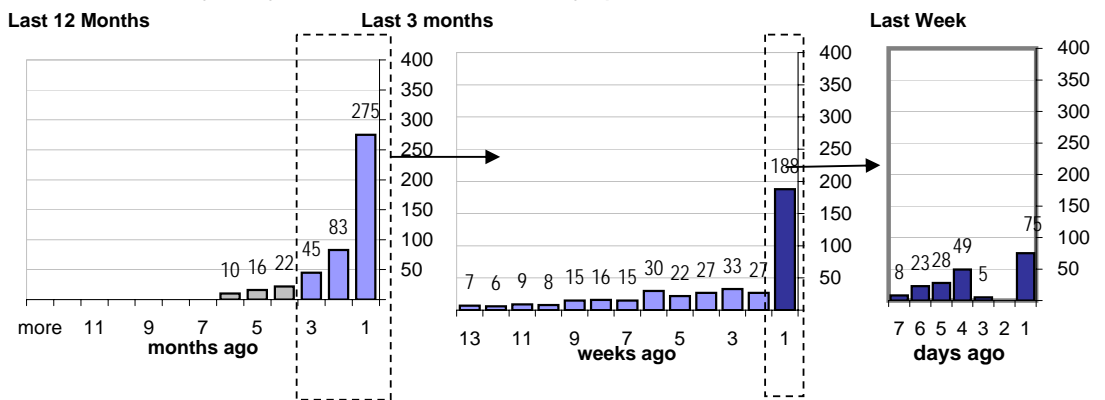
Currently Pending

451

Calendar Age of Open Cases



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



## Closing Cases

more than 7 days

24%

3 to 7 days

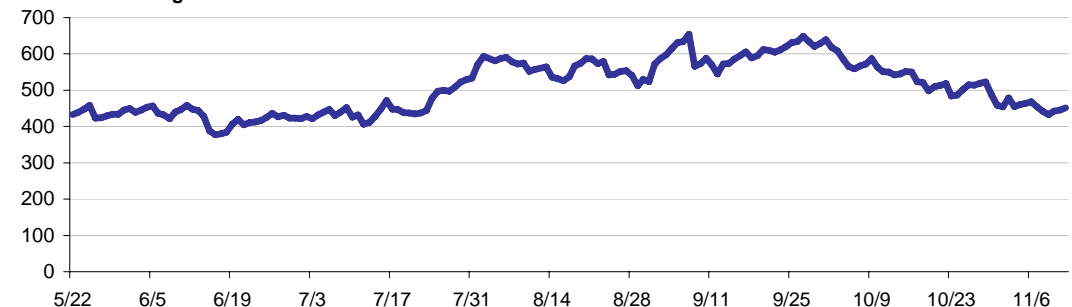
8%

< 3 days

69%

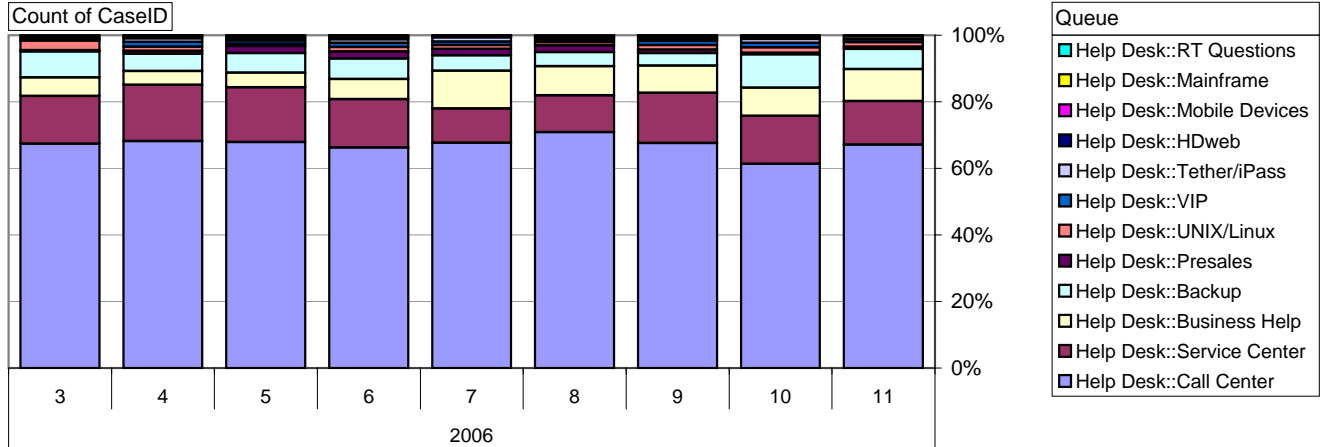
(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: 28 ↑

## Relative Volume by Queue, By Month

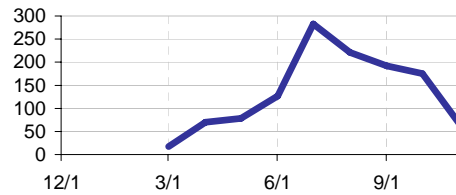


### Business Help

**Time to Resolve**

slow % 19%  
 med. % 8%  
 fast % 73%

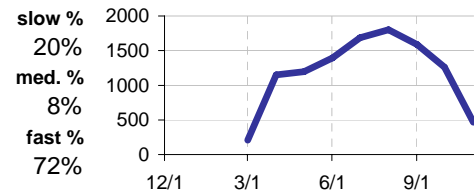
**Help Desk::Business Help**



### Call Center

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

slow % 20%  
 med. % 8%  
 fast % 72%

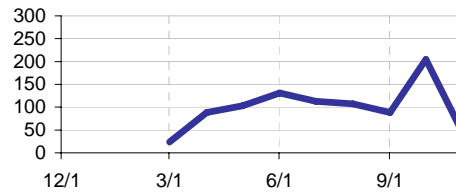


### Backup

**Time to Resolve**

slow % 20%  
 med. % 7%  
 fast % 74%

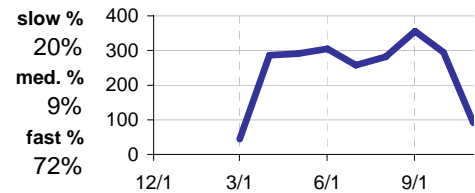
**Help Desk::Backup**



### Service Center

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

slow % 20%  
 med. % 9%  
 fast % 72%

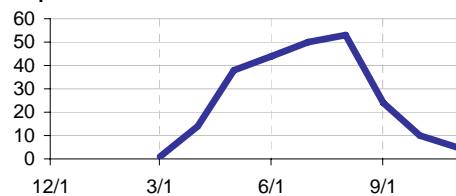


### Presales

**Time to Resolve**

slow % 28%  
 med. % 6%  
 fast % 66%

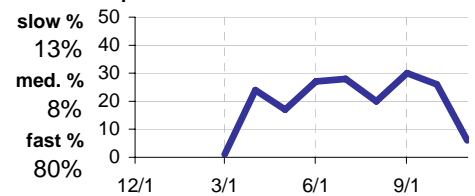
**Help Desk::Presales**



### Unix/Linux

**Time to Resolve Help Desk::VIP**

slow % 13%  
 med. % 8%  
 fast % 80%

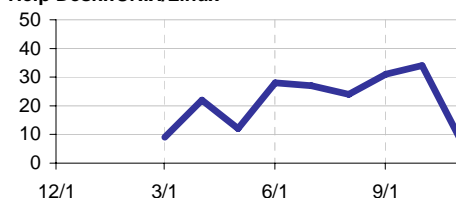


### VIP

**Time to Resolve**

slow % 13%  
 med. % 85%  
 fast % 2%

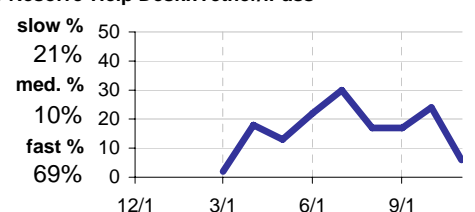
**Help Desk::UNIX/Linux**



### Tether/iPass

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

slow % 21%  
 med. % 10%  
 fast % 69%



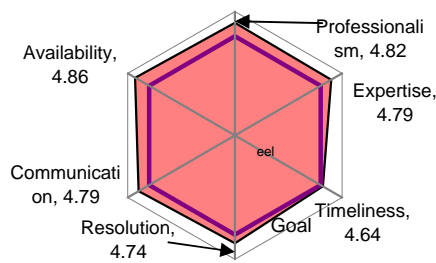
## Client Satisfaction

Overall Last Week

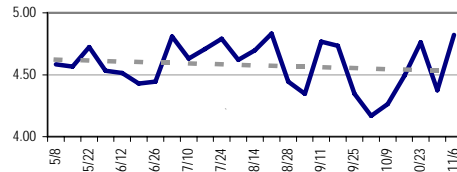


N = 12; 5 point scale

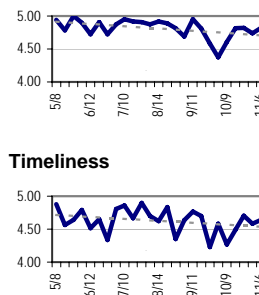
Individual Components, Last Week



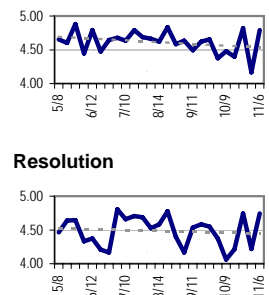
Overall



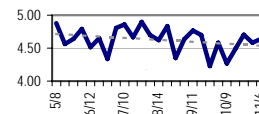
Professionalism



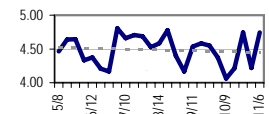
Expertise



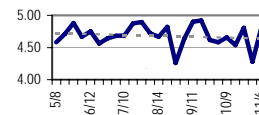
Timeliness



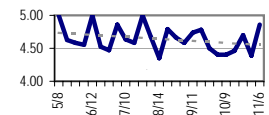
Resolution



Communication

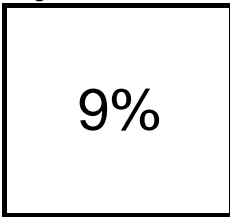


Availability

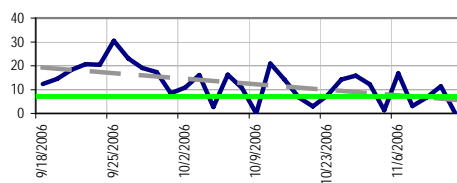


## ACD Measures

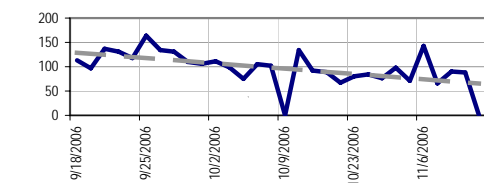
Avg Abandon Last Week



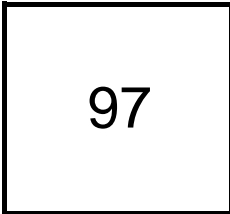
Avg Daily Abandon Rate



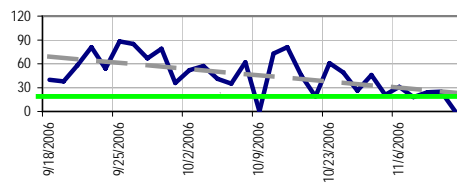
Avg Daily Calls Offered



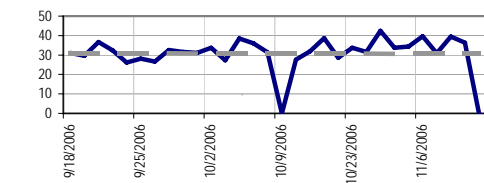
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day  
 2.65 last week change -18%  
 3.16 over 6 weeks  
 3.23 over 6 months

Avg Call Length, in minutes  
 6.09 last week change -11%  
 6.99 over 6 weeks  
 6.88 over 6 months

Average Hours Logged per Day  
 66.66 last week change -39%  
 103.96 over 6 weeks  
 109.26 over 6 months

Average Offered Calls per day  
 96.75 last week change -11%  
 103.96 over 6 weeks  
 109.26 over 6 months