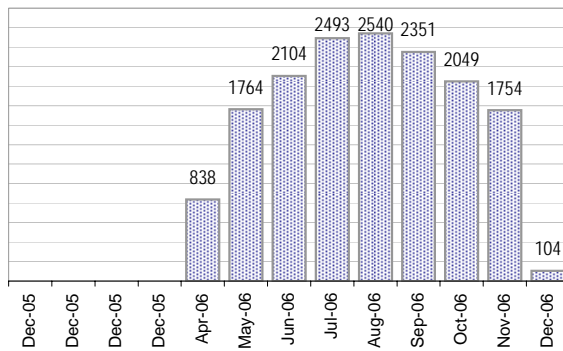


## Creating Cases

Total from Last Week

340

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

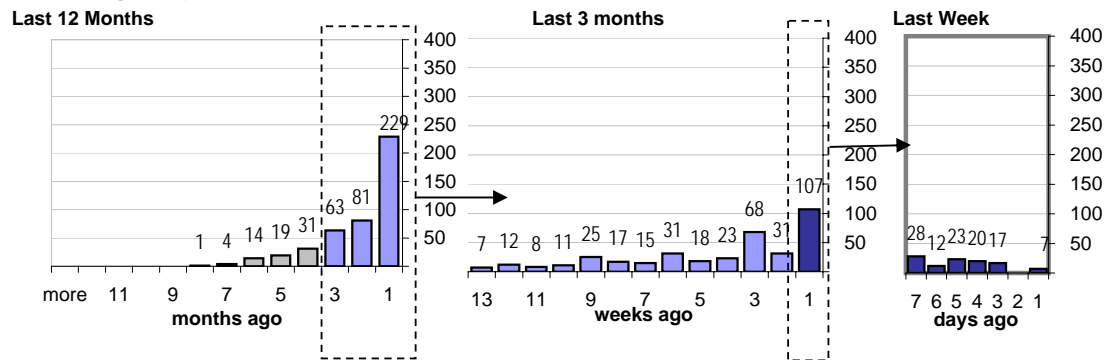
	Now	Year Ago	
this week	62.7	#####	#DIV/0!
last 3 months	67.1	#####	#DIV/0!
last 12 months	43.9	#####	#DIV/0!

## The Queue

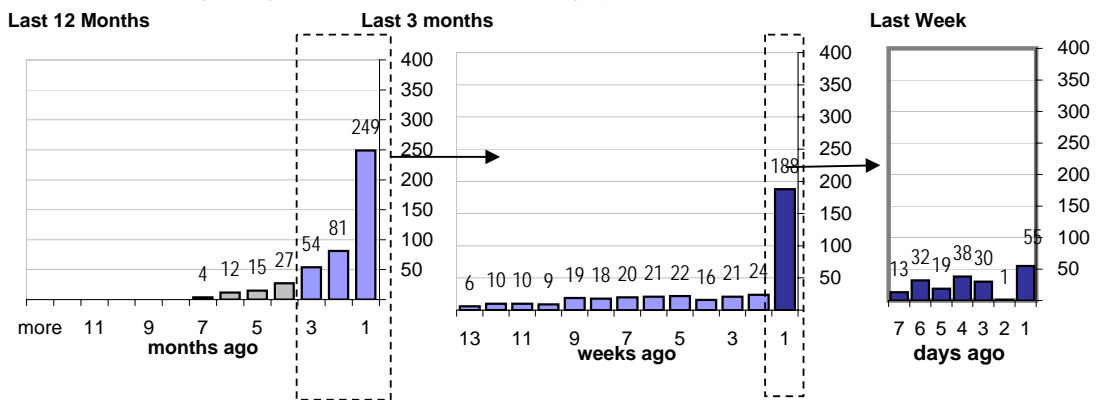
Currently Pending

442

Calendar Age of Open Cases



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



## Closing Cases

more than 7 days

26%

3 to 7 days

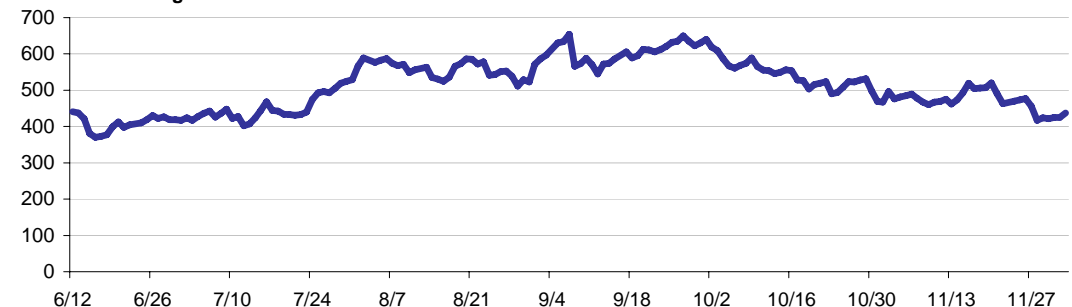
7%

< 3 days

67%

(over the last six weeks)

Estimated Pending Queue over the last six months

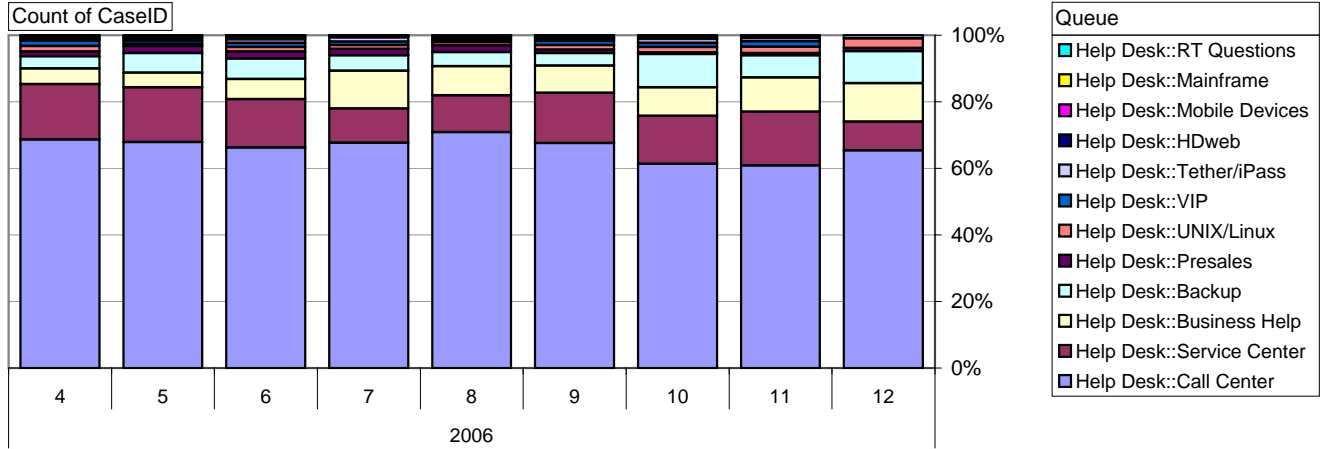


Net change in Q over six months: -9 ↓

# Helpdesk Qs

Cases as of 12/4/2006

## Relative Volume by Queue, By Month

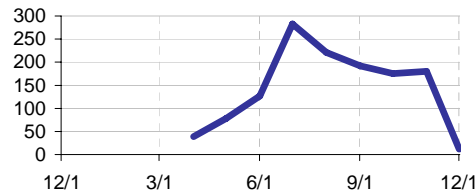


### Business Help

Time to Resolve

slow %  
21%  
med. %  
8%  
fast %  
71%

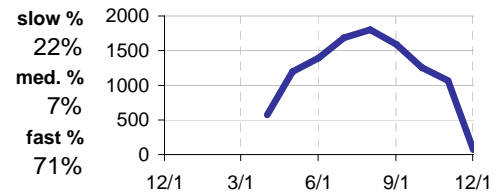
Help Desk::Business Help



### Call Center

Time to Resolve Help Desk::Call Center

slow %  
22%  
med. %  
7%  
fast %  
71%

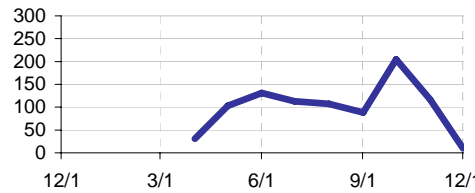


### Backup

Time to Resolve

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

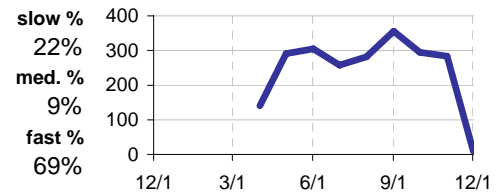
Help Desk::Backup



### Service Center

Time to Resolve Help Desk::Service Center

slow %  
22%  
med. %  
9%  
fast %  
69%

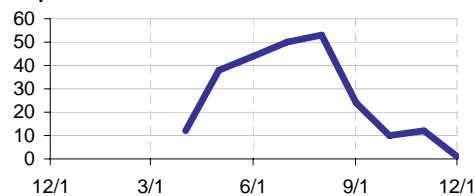


### Presales

Time to Resolve

slow %  
29%  
med. %  
7%  
fast %  
65%

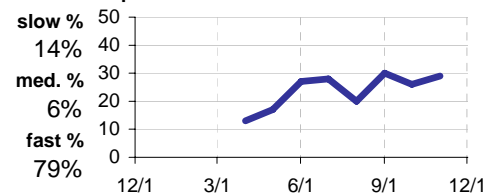
Help Desk::Presales



### Unix/Linux

Time to Resolve Help Desk::VIP

slow %  
14%  
med. %  
6%  
fast %  
79%

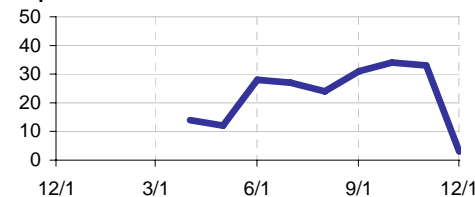


### VIP

Time to Resolve

slow %  
9%  
med. %  
86%  
fast %  
5%

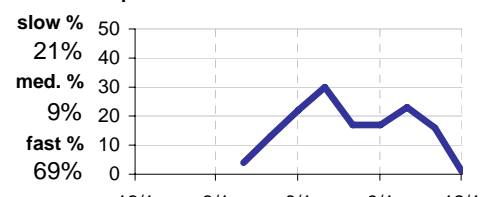
Help Desk::UNIX/Linux



### Tether/iPass

Time to Resolve Help Desk::Tether/iPass

slow %  
21%  
med. %  
9%  
fast %  
69%



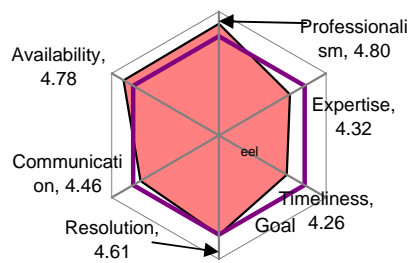
## Client Satisfaction

Overall Last Week

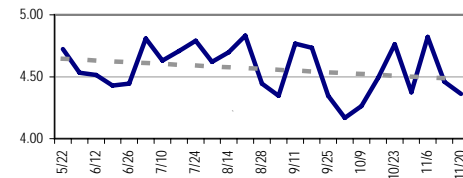


N = 12; 5 point scale

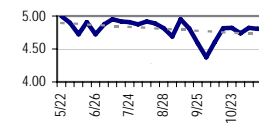
Individual Components, Last Week



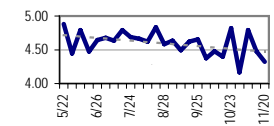
Overall



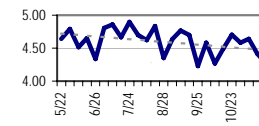
Professionalism



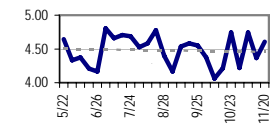
Expertise



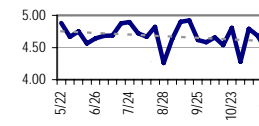
Timeliness



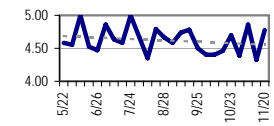
Resolution



Communication

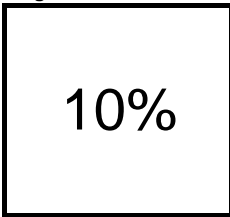


Availability

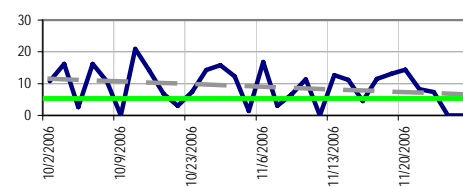


## ACD Measures

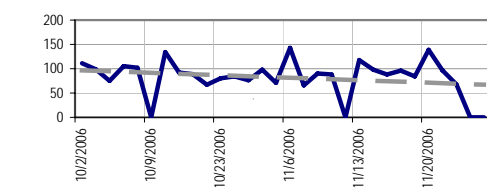
Avg Abandon Last Week



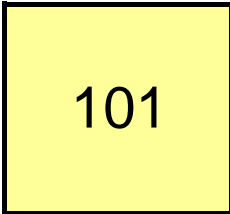
Avg Daily Abandon Rate



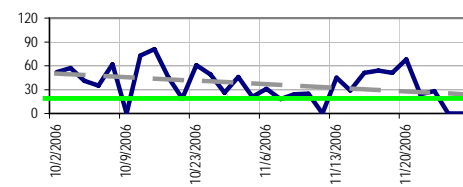
Avg Daily Calls Offered



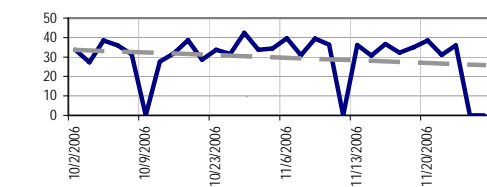
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day  
2.88 last week change -13%  
2.75 over 6 weeks  
3.30 over 6 months

Avg Call Length, in minutes  
6.73 last week change -2%  
6.91 over 6 weeks  
6.87 over 6 months

Average Hours Logged per Day  
68.26 last week change -38%  
94.54 over 6 weeks  
110.70 over 6 months

Average Offered Calls per day  
101.33 last week change -8%  
94.54 over 6 weeks  
110.70 over 6 months