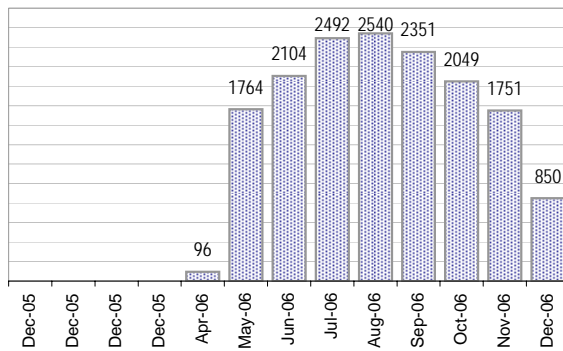


Creating Cases

Total from Last Week

381

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

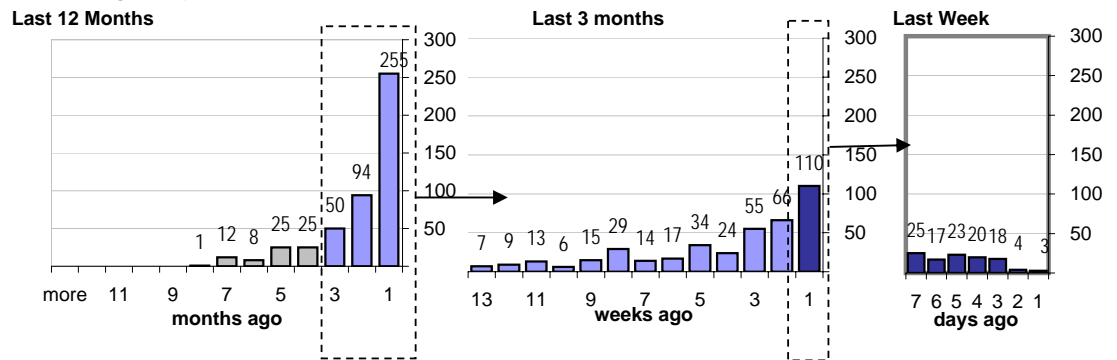
| | Now | Year Ago | |
|----------------|------|----------|---------|
| this week | 52.9 | ##### | #DIV/0! |
| last 3 months | 65.1 | ##### | #DIV/0! |
| last 12 months | 42.9 | ##### | #DIV/0! |

The Queue

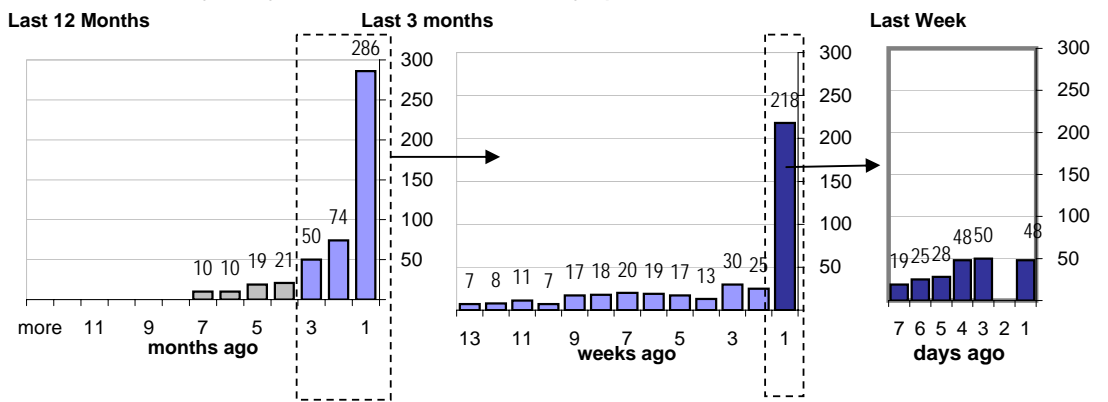
Currently Pending

470

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

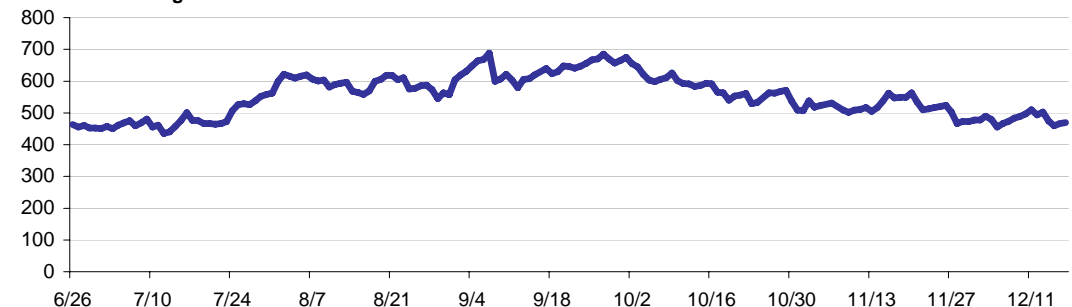
7%

< 3 days

67%

(over the last six weeks)

Estimated Pending Queue over the last six months

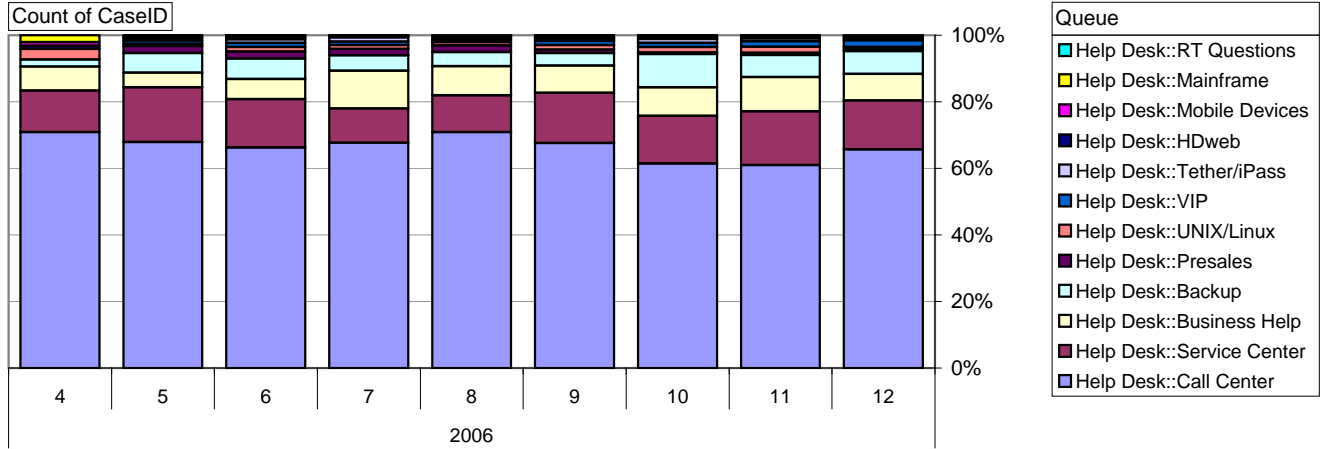


Net change in Q over six months: 18 ↑

Helpdesk Qs

Cases as of 12/18/2006

Relative Volume by Queue, By Month

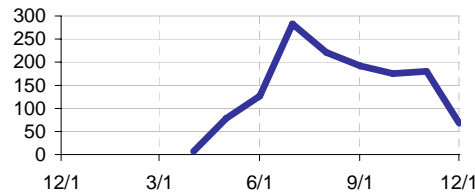


Business Help

Time to Resolve

slow %
21%
med. %
7%
fast %
72%

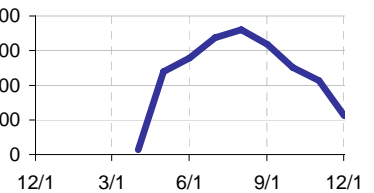
Help Desk::Business Help



Call Center

Time to Resolve Help Desk::Call Center

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

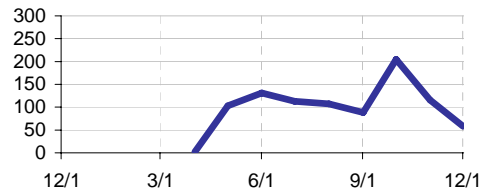


Backup

Time to Resolve

slow %
21%
med. %
6%
fast %
73%

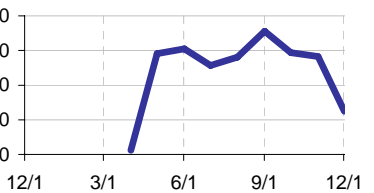
Help Desk::Backup



Service Center

Time to Resolve Help Desk::Service Center

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

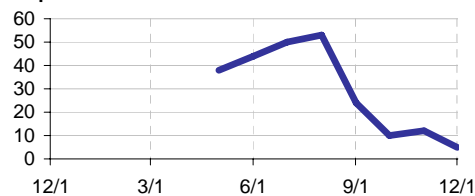


Presales

Time to Resolve

slow %
31%
med. %
6%
fast %
64%

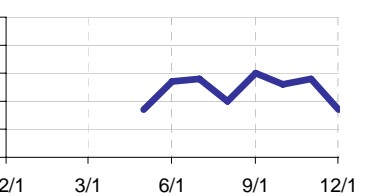
Help Desk::Presales



Unix/Linux

Time to Resolve Help Desk::VIP

slow %
16%
med. %
5%
fast %
79%

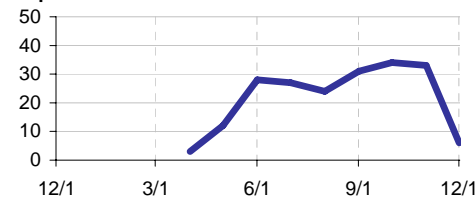


VIP

Time to Resolve

slow %
8%
med. %
89%
fast %
3%

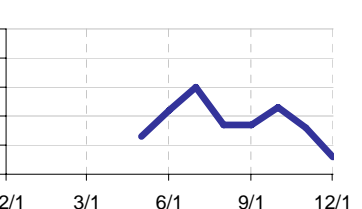
Help Desk::UNIX/Linux



Tether/iPass

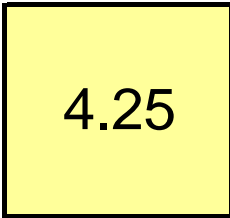
Time to Resolve Help Desk::Tether/iPass

slow %
23%
med. %
9%
fast %
68%



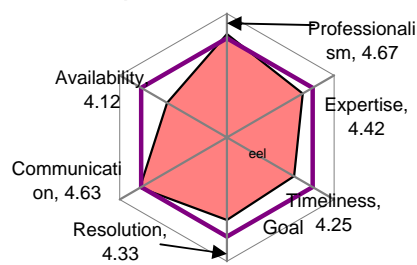
Client Satisfaction

Overall Last Week

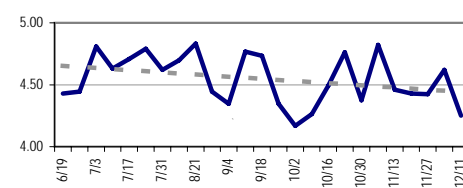


N = 12; 5 point scale

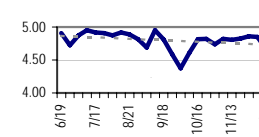
Individual Components, Last Week



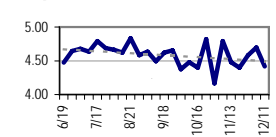
Overall



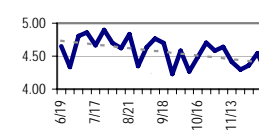
Professionalism



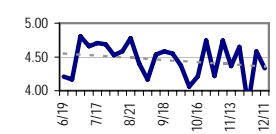
Expertise



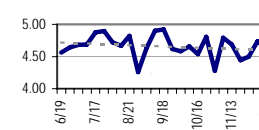
Timeliness



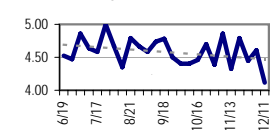
Resolution



Communication

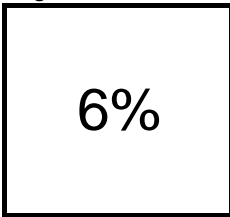


Availability

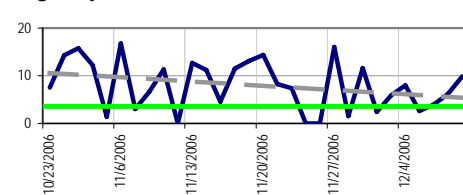


ACD Measures

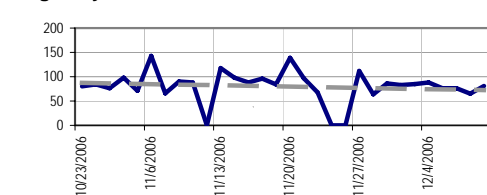
Avg Abandon Last Week



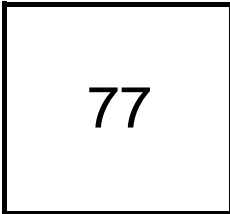
Avg Daily Abandon Rate



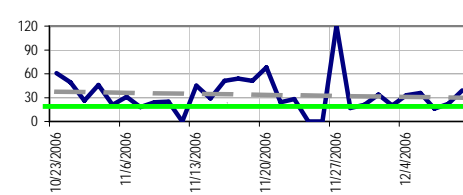
Avg Daily Calls Offered



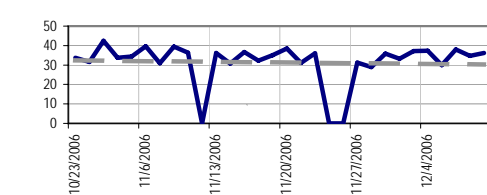
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day **change**
 2.19 last week -34%
 2.55 over 6 weeks
 3.30 over 6 months

Avg Call Length, in minutes **change**
 7.41 last week 7%
 6.61 over 6 weeks
 6.91 over 6 months

Average Hours Logged per Day **change**
 35.23 last week 4%
 34.85 over 6 weeks
 33.94 over 6 months

Average Offered Calls per day **change**
 77.20 last week -31%
 88.89 over 6 weeks
 111.98 over 6 months