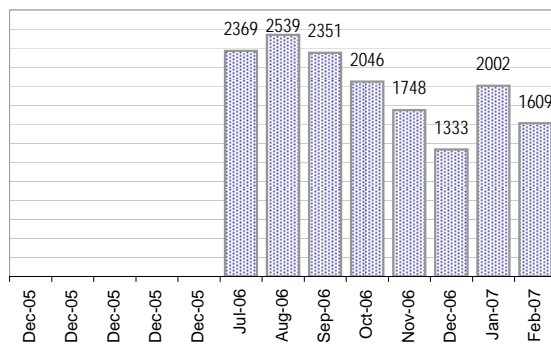


Creating Cases

Total from Last Week

408

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	59.7	n/a
last 3 months	57.9	n/a
last 12 months	43.9	n/a

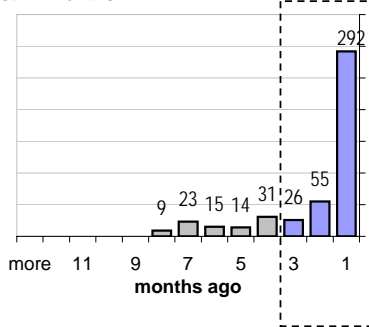
The Queue

Currently Pending

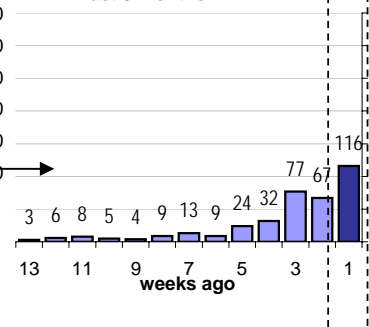
465

Calendar Age of Open Cases

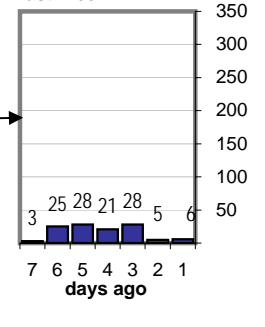
Last 12 Months



Last 3 months

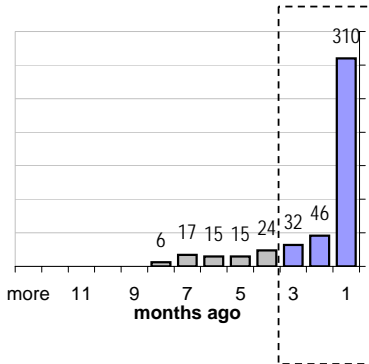


Last Week

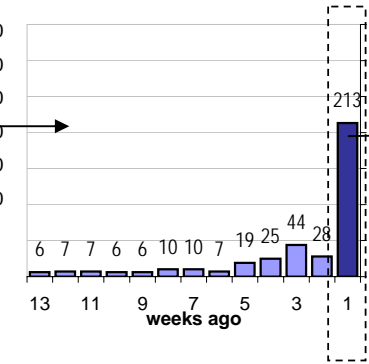


Time Since Last Activity of Any Kind, in Cases that are currently Open

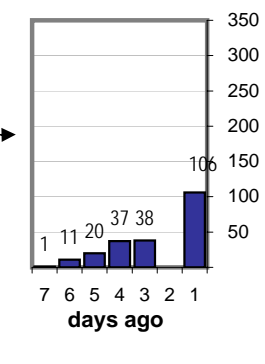
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

25%

3 to 7 days

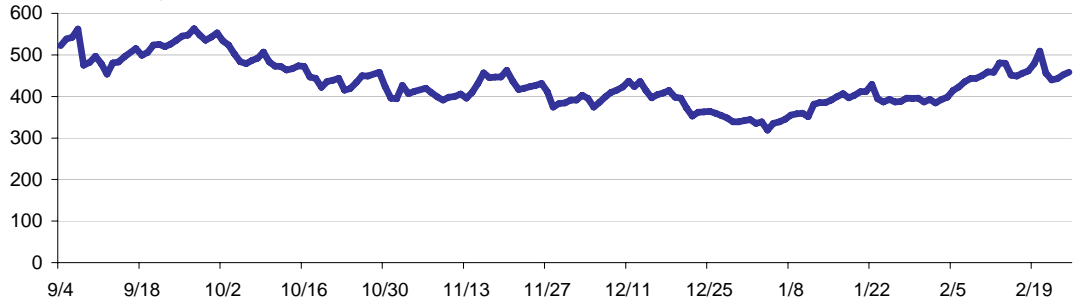
7%

< 3 days

67%

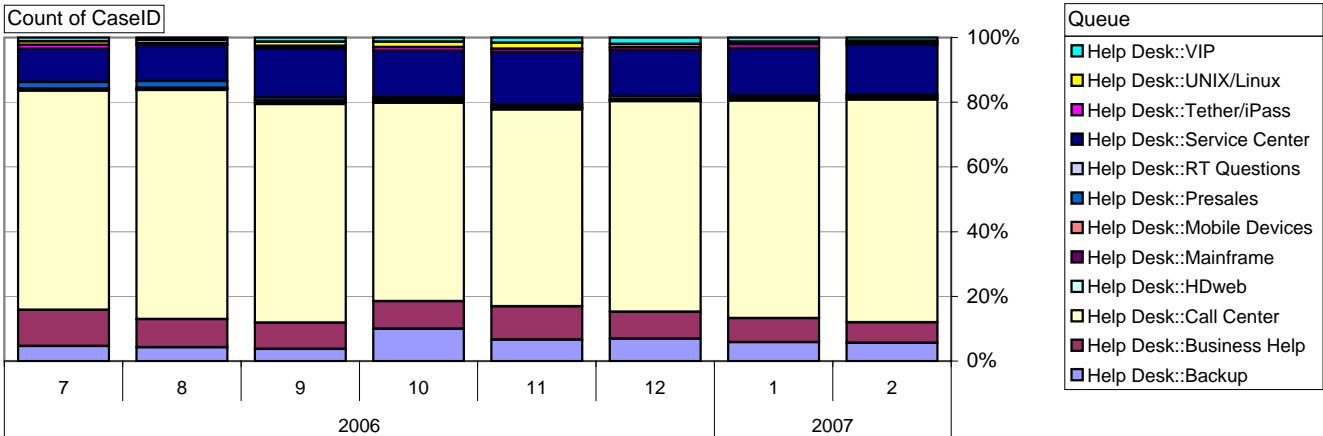
(over the last six weeks)

Estimated Pending Queue over the last six months



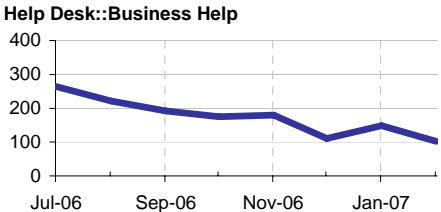
Net change in Q over six months: -40 ↓

Relative Volume by Queue, By Month



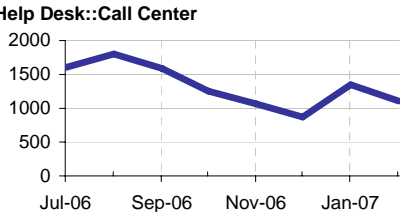
Business Help

Time to Resolve
 slow % 24%
 med. % 7%
 fast % 69%



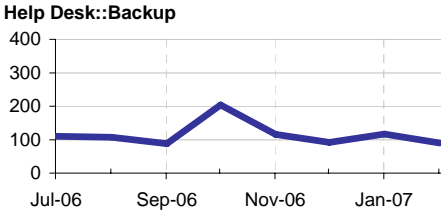
Call Center

Time to Resolve Help Desk::Call Center
 slow % 22%
 med. % 7%
 fast % 70%



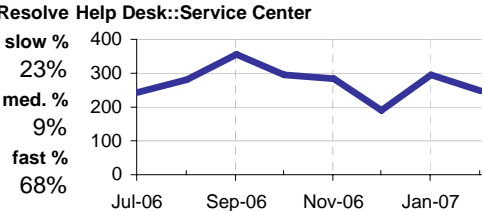
Backup

Time to Resolve
 slow % 22%
 med. % 7%
 fast % 71%



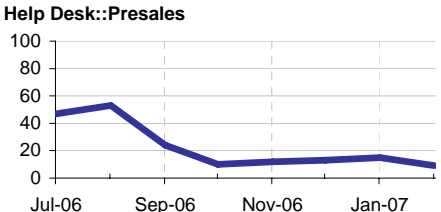
Service Center

Time to Resolve Help Desk::Service Center
 slow % 23%
 med. % 9%
 fast % 68%



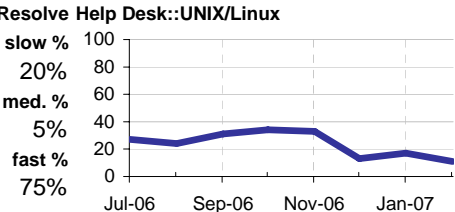
Presales

Time to Resolve
 slow % 27%
 med. % 6%
 fast % 67%



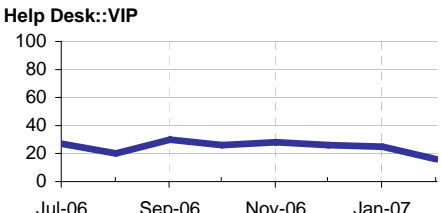
Unix/Linux

Time to Resolve Help Desk::UNIX/Linux
 slow % 20%
 med. % 5%
 fast % 75%



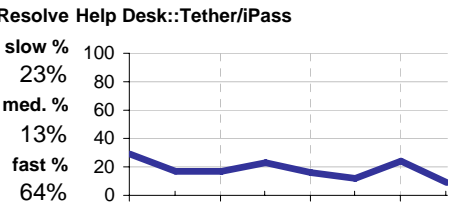
VIP

Time to Resolve
 slow % 12%
 med. % 81%
 fast % 8%



Tether/iPass

Time to Resolve Help Desk::Tether/iPass
 slow % 23%
 med. % 13%
 fast % 64%



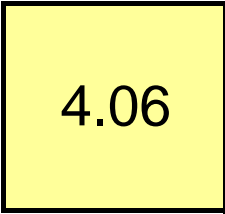
Helpdesk Qs

Cases as of

2/26/07

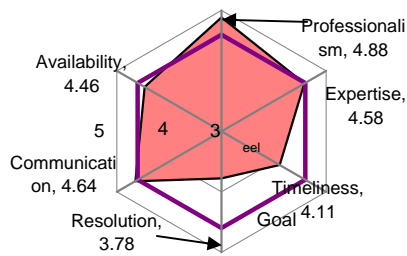
Client Satisfaction

Overall Last Week

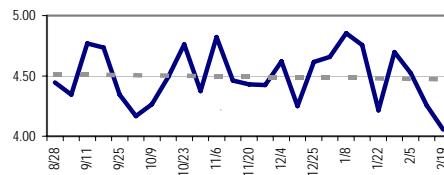


N = 12; 5 point scale

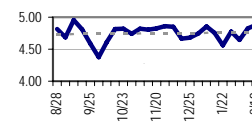
Individual Components, Last Week



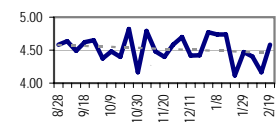
Overall



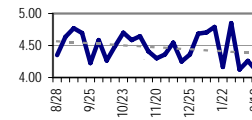
Professionalism



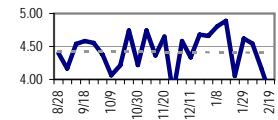
Expertise



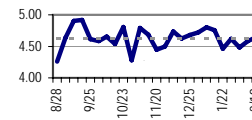
Timeliness



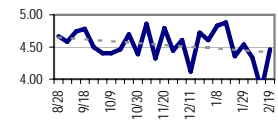
Resolution



Communication

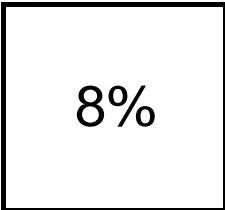


Availability

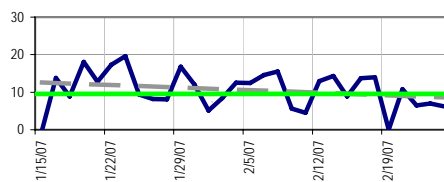


ACD Measures

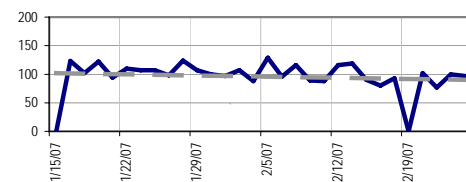
Avg Abandon Last Week



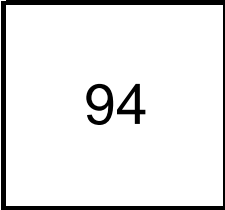
Avg Daily Abandon Rate



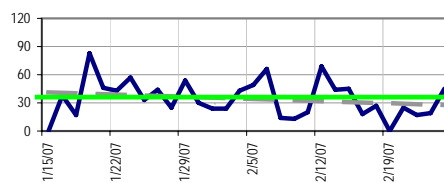
Avg Daily Calls Offered



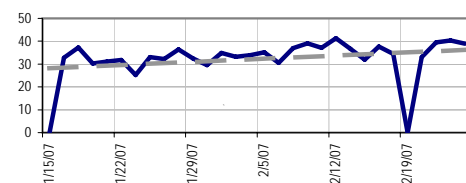
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day
2.48 last week
2.98 over 6 weeks
3.11 over 6 months

change
-20%

Avg Call Length, in minutes
7.02 last week
6.77 over 6 weeks
6.81 over 6 months

change
3%

Average Hours Logged per Day
37.95 last week
34.52 over 6 weeks
32.68 over 6 months

change
16%

Average Offered Calls per day
94.00 last week
102.79 over 6 weeks
101.75 over 6 months

change
-8%