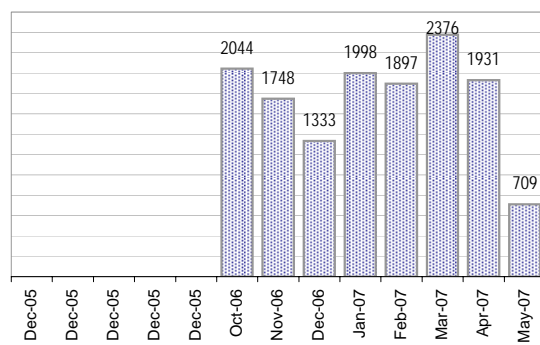


## Creating Cases

Total from Last Week

325

Cases Created, Year Ago to Date

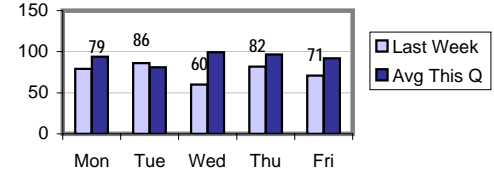


Average Per Day

Now Year Ago

this week	57.1	n/a	n/a
last 3 months	68.1	n/a	n/a
last 12 months	38.5	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



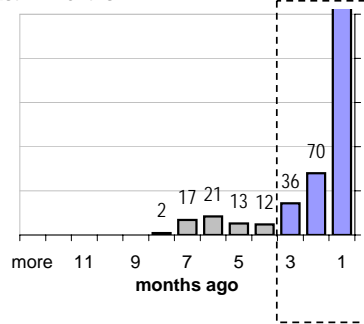
## The Queue

Currently Pending

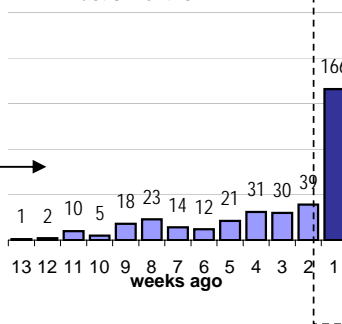
437

Calendar Age of Open Cases

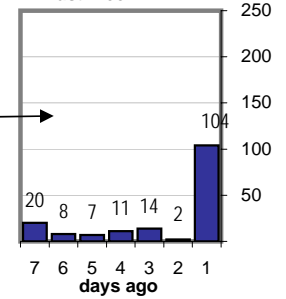
Last 12 Months



Last 3 months

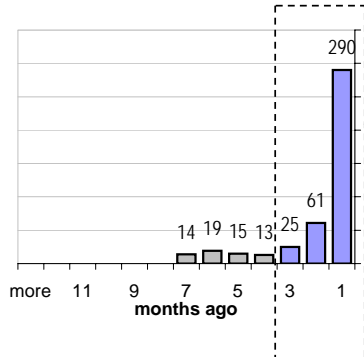


Last Week

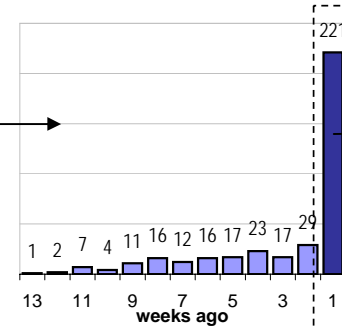


Time Since Last Activity of Any Kind, in Cases that are currently Open

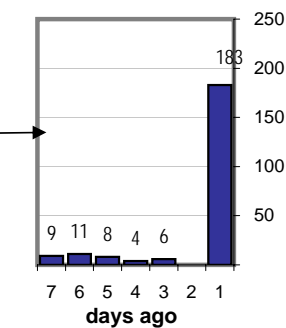
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

23%

3 to 7 days

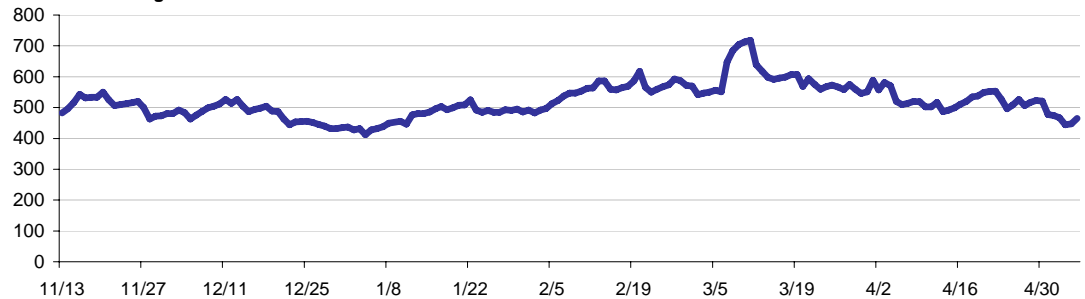
8%

< 3 days

67%

(over the last six weeks)

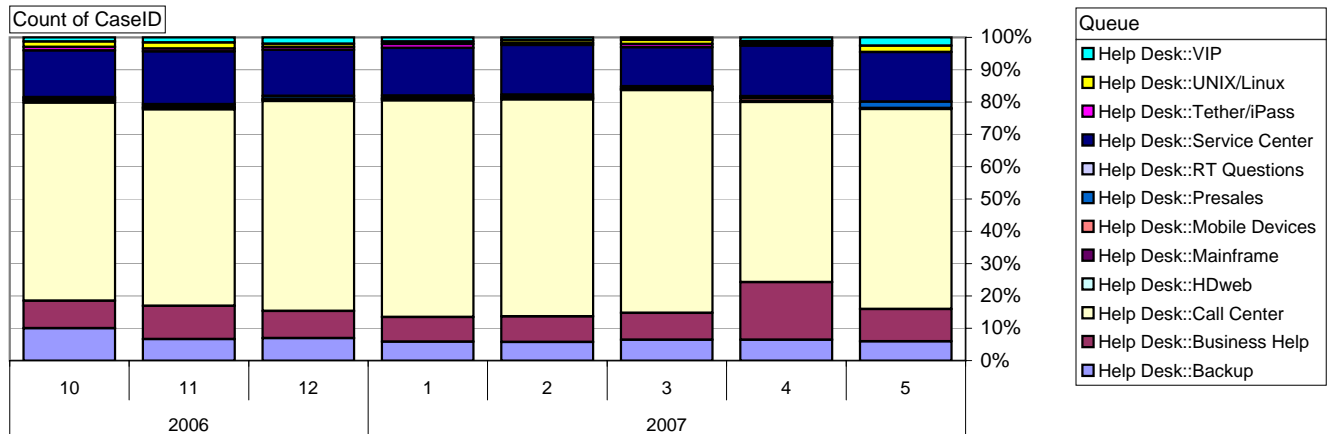
Estimated Pending Queue over the last six months



Net change in Q over six months:

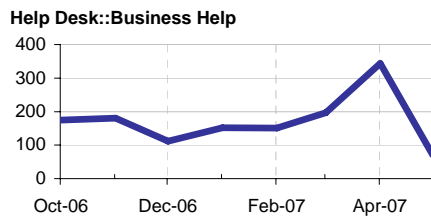
-54 ↓

## Relative Volume by Queue, By Month



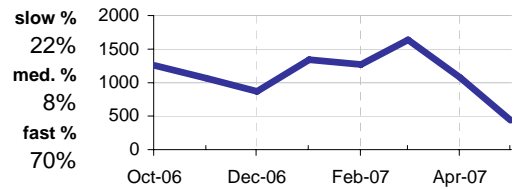
### Business Help

**Time to Resolve**  
 slow % 21%  
 med. % 8%  
 fast % 71%



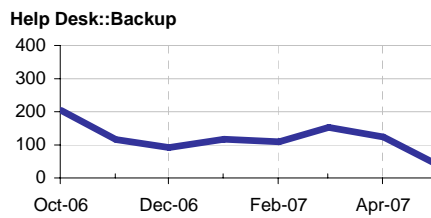
### Call Center

**Time to Resolve** Help Desk::Call Center  
 slow % 22%  
 med. % 8%  
 fast % 70%



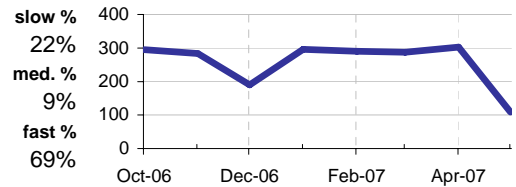
### Backup

**Time to Resolve**  
 slow % 22%  
 med. % 6%  
 fast % 72%



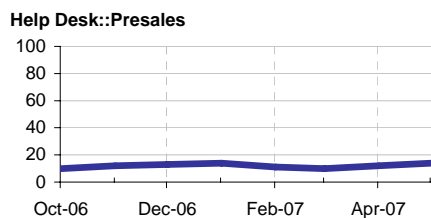
### Service Center

**Time to Resolve** Help Desk::Service Center  
 slow % 22%  
 med. % 9%  
 fast % 69%



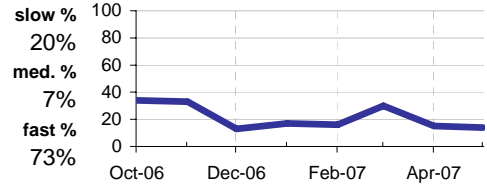
### Presales

**Time to Resolve**  
 slow % 15%  
 med. % 6%  
 fast % 78%



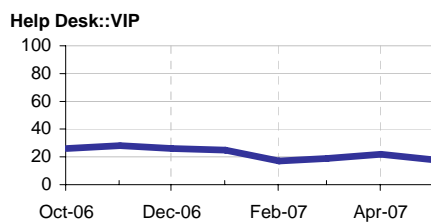
### Unix/Linux

**Time to Resolve** Help Desk::UNIX/Linux  
 slow % 20%  
 med. % 7%  
 fast % 73%



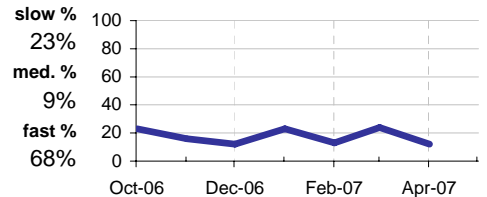
### VIP

**Time to Resolve**  
 slow % 14%  
 med. % 83%  
 fast % 4%



### Tether/iPass

**Time to Resolve** Help Desk::Tether/iPass  
 slow % 23%  
 med. % 9%  
 fast % 68%



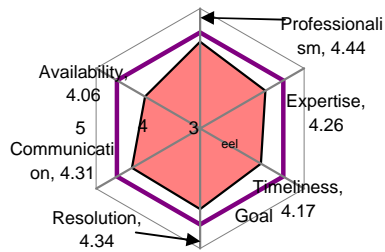
## Client Satisfaction

Overall Last Week

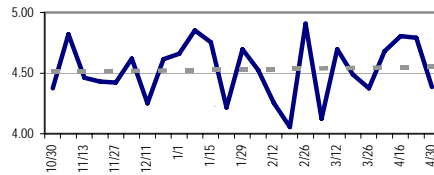


N = 19; 5 point scale

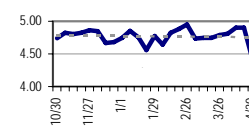
### Individual Components, Last Week



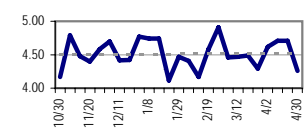
### Overall



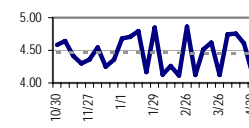
### Professionalism



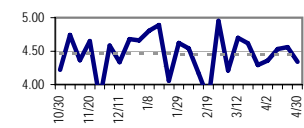
### Expertise



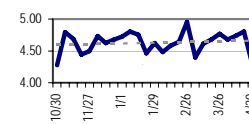
### Timeliness



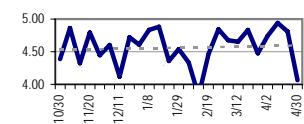
### Resolution



### Communication

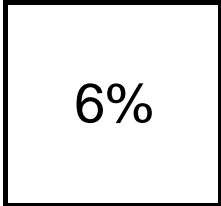


### Availability

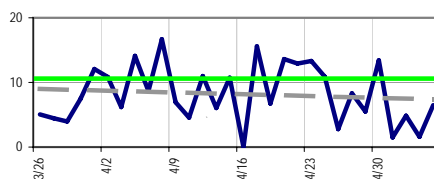


## ACD Measures

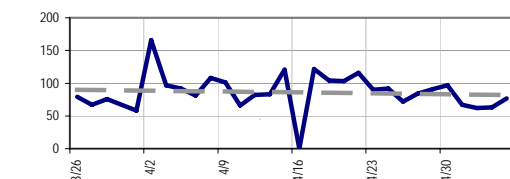
Avg Abandon Last Week



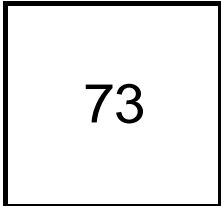
### Avg Daily Abandon Rate



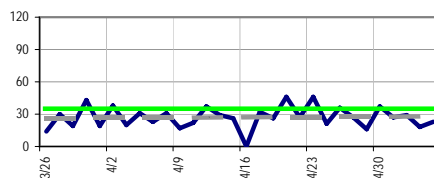
### Avg Daily Calls Offered



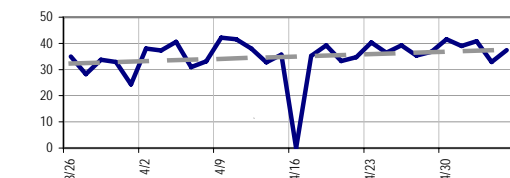
Avg Calls Offered



### Avg Daily Wait Time, in Seconds



### Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day  
1.91 last week  
2.47 over 6 weeks  
2.85 over 6 months

change  
-33%

Avg Call Length, in minutes  
6.94 last week  
6.42 over 6 weeks  
6.51 over 6 months

change  
7%

Average Hours Logged per Day  
38.34 last week  
36.09 over 6 weeks  
34.10 over 6 months

change  
12%

Average Offered Calls per day  
73.20 last week  
89.10 over 6 weeks  
97.22 over 6 months

change  
-25%

### Calls Offered by Time of Day

