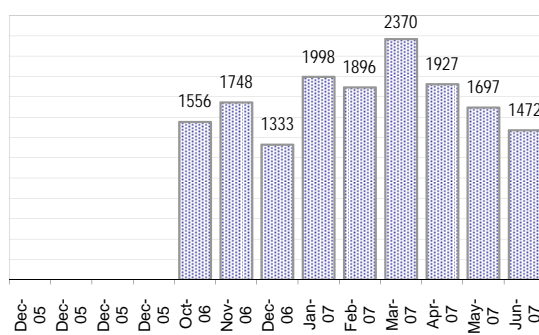


Creating Cases

Total from Last Week

464

Cases Created, Year Ago to Date

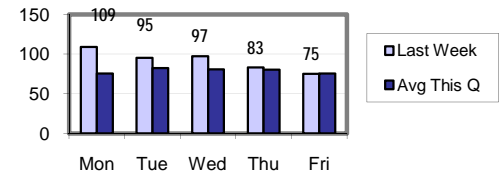


Average Per Day

Now Year Ago

this week	66.7	n/a	n/a
last 3 months	59.1	n/a	n/a
last 12 months	42.7	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



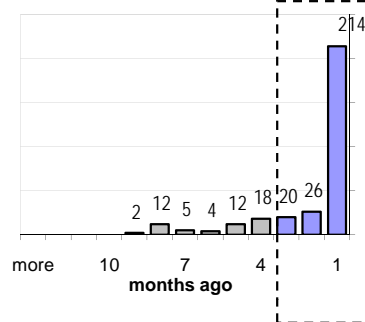
The Queue

Currently Pending

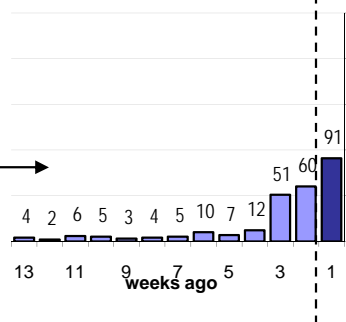
313

Calendar Age of Open Cases

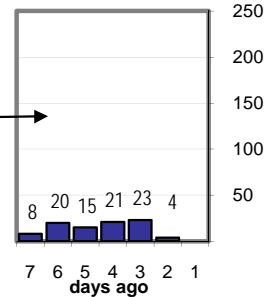
Last 12 Months



Last 3 months

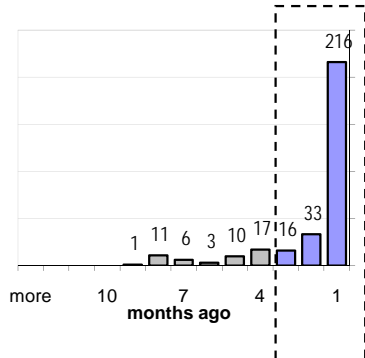


Last Week

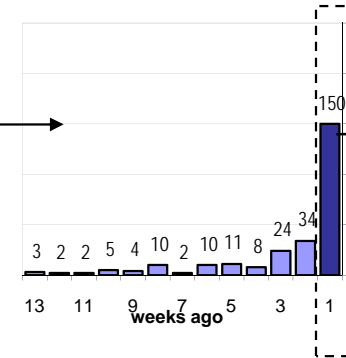


Time Since Last Activity of Any Kind, in Cases that are currently Open

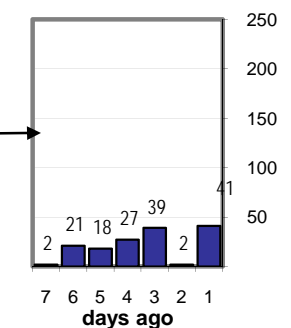
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

25%

3 to 7 days

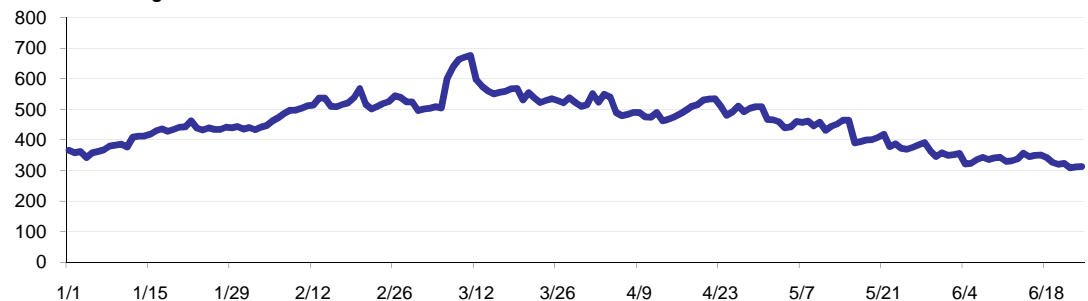
8%

< 3 days

68%

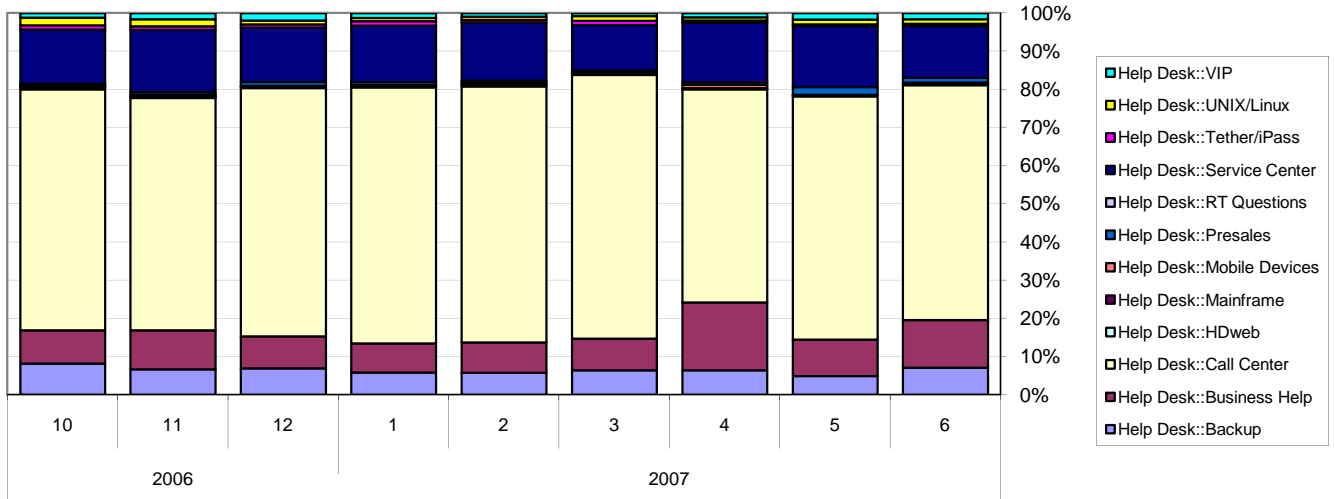
(over the last six weeks)

Estimated Pending Queue over the last six months



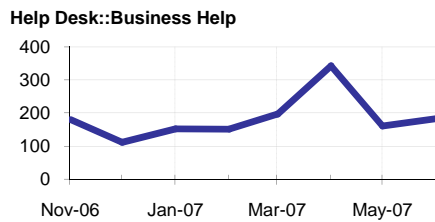
Net change in Q over six months: -52 ↓

Relative Volume by Queue, By Month



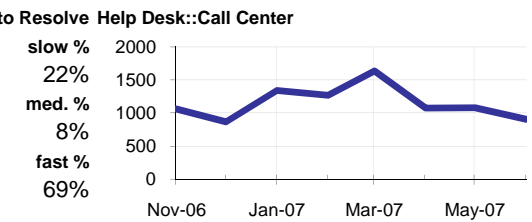
Business Help

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



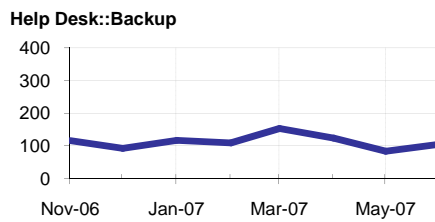
Call Center

Time to Resolve
 slow % 22%
 med. % 8%
 fast % 69%



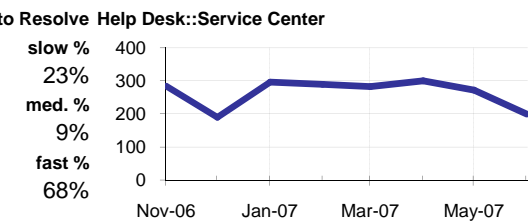
Backup

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



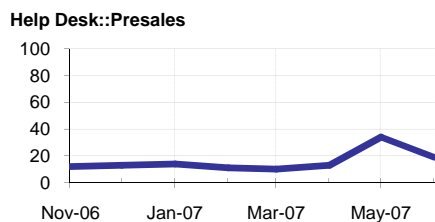
Service Center

Time to Resolve
 slow % 23%
 med. % 9%
 fast % 68%



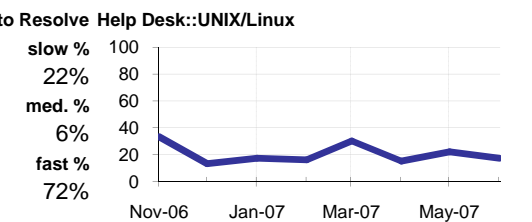
Presales

Time to Resolve
 slow % 21%
 med. % 9%
 fast % 71%



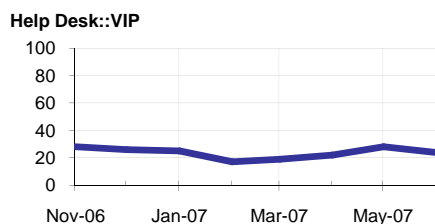
Unix/Linux

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



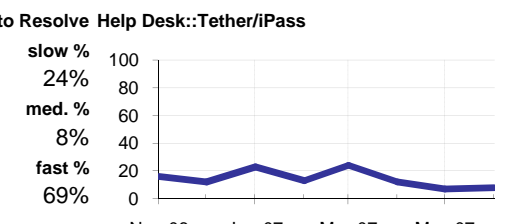
VIP

Time to Resolve
 slow % 10%
 med. % 79%
 fast % 11%



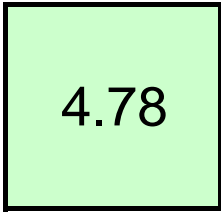
Tether/iPass

Time to Resolve
 slow % 24%
 med. % 8%
 fast % 69%



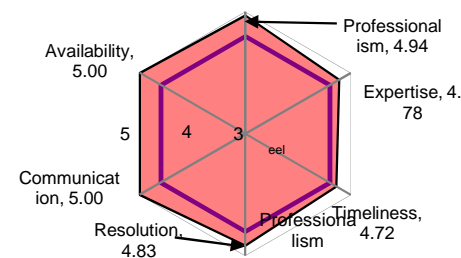
Client Satisfaction

Overall Last Week

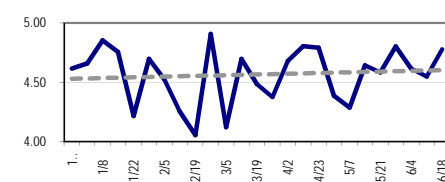


N = 15; 5 point scale

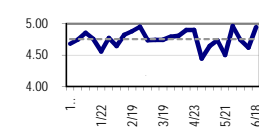
Individual Components, Last Week



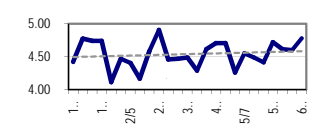
Overall



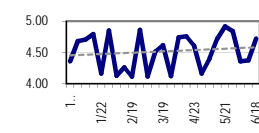
Professionalism



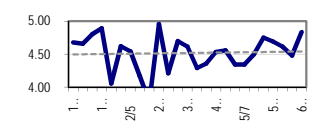
Expertise



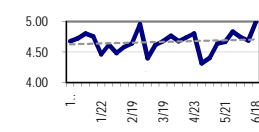
Timeliness



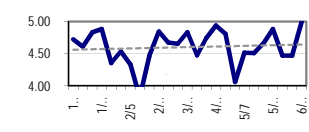
Resolution



Communication



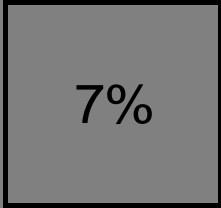
Availability



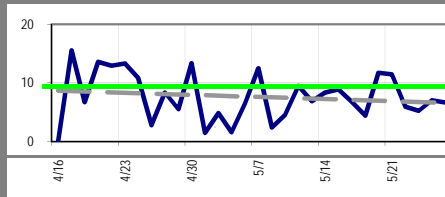
NOTE: ACD Measures are currently unavailable as reporting from the Pinnacle ACD is down, perhaps forever.

ACD Measures

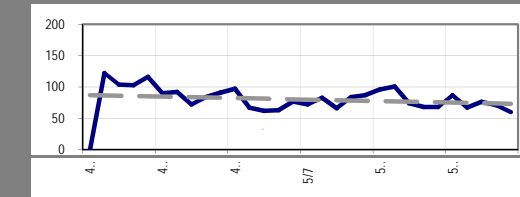
Avg Abandon Last Week



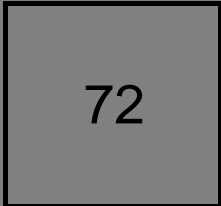
Avg Daily Abandon Rate



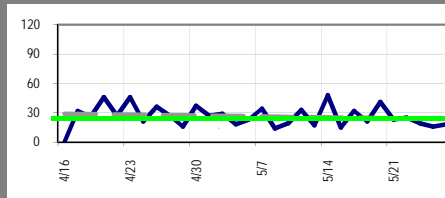
Avg Daily Calls Offered



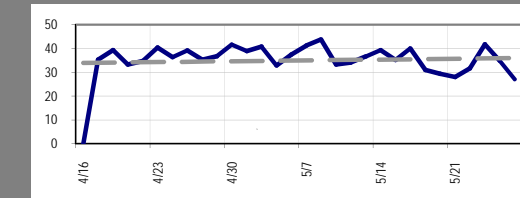
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day
2.21 last week
2.29 over 6 weeks
2.80 over 6 months

change
-21%

Avg Call Length, in minutes
6.11 last week
6.46 over 6 weeks
6.52 over 6 months

change
-6%

Average Hours Logged per Day
32.70 last week
36.19 over 6 weeks
34.10 over 6 months

change
-4%

Average Offered Calls per day
72.20 last week
82.76 over 6 weeks
95.46 over 6 months

change
-24%

Calls Offered by Time of Day

