

MobileDevices Q

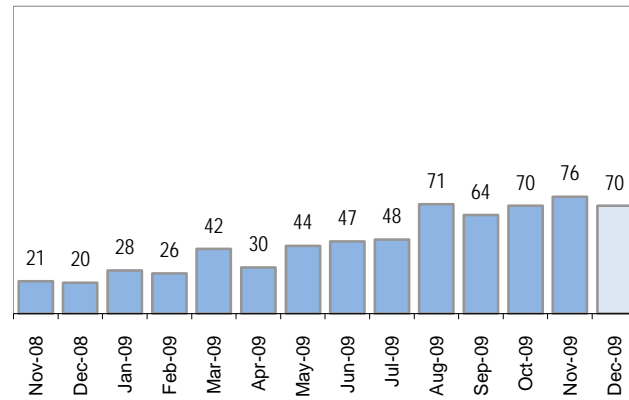
Cases as of 1/1/2010

Creating Cases

Total from Last Week

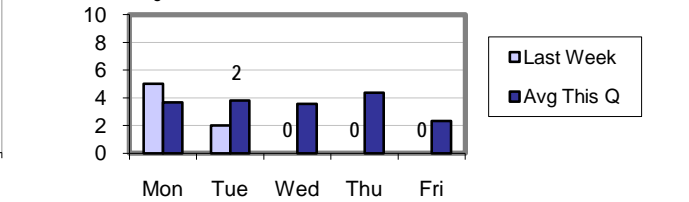
14

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	1.1	0.3	300%
last 3 months	2.4	0.9	173%
last 12 months	1.7	1.9	-12%

Actual Per Day, Last Week vs Qtrly Average



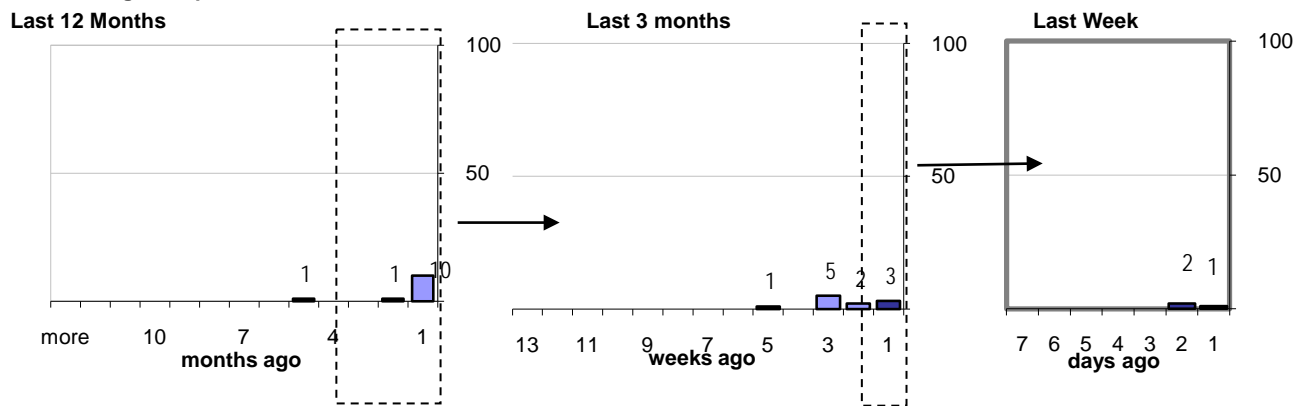
* latest month is month-to-date

The Queue

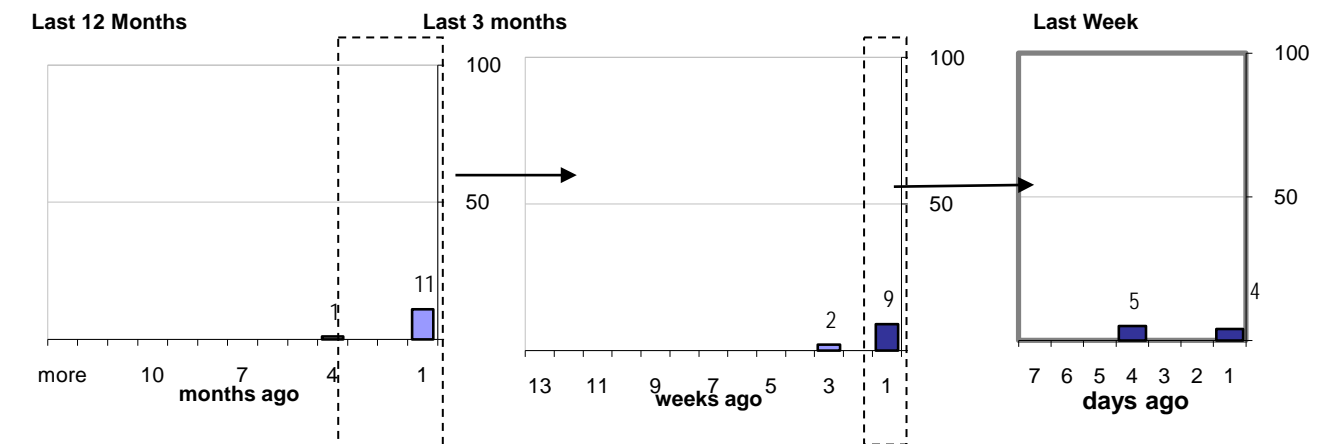
Currently Pending

12

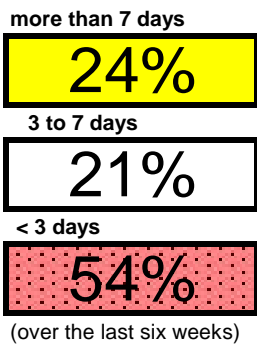
Calendar Age of Open Cases



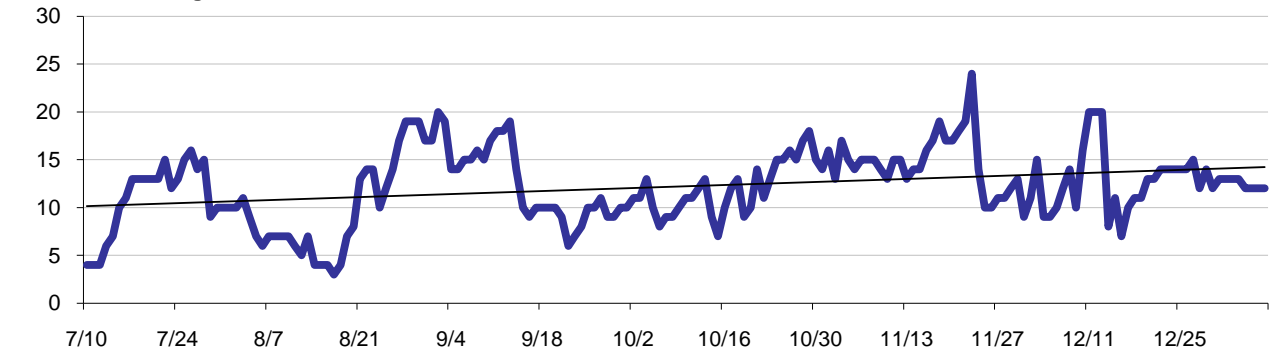
Time Since Last Activity of Any Kind, in Cases that are currently Open



Closing Cases



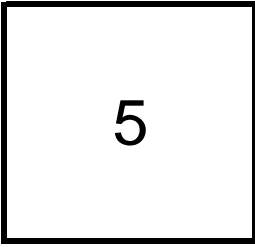
Estimated Pending Queue over the last six months



Net change in Q over six months: 8 ↑

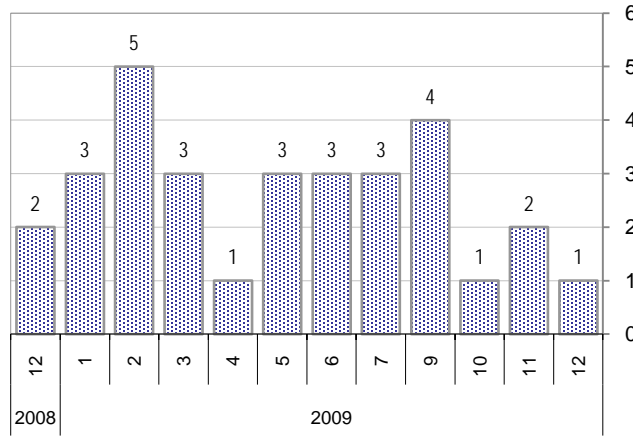
Time Worked

SyncML This Month



Total Minutes

SyncML Cases Created

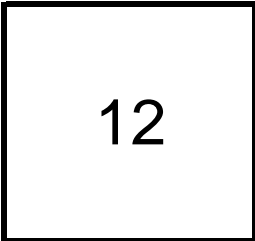


TimeWorked on SyncML cases

SyncML cases are software distributions to end-users.
TimeWorked per SyncML case is nominally five (5) minutes

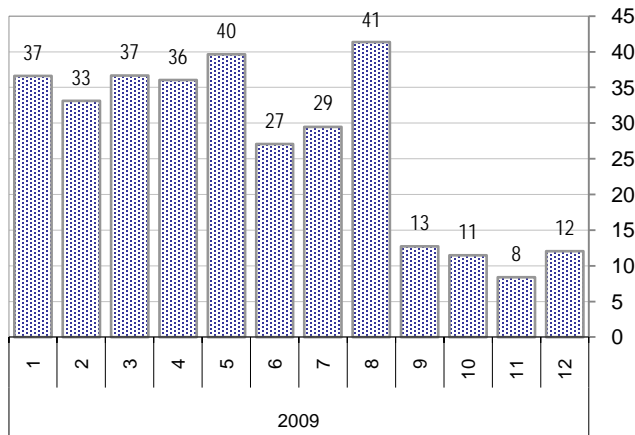
* latest month is month-to-date

Help Cases This Month



Average Min. Per Case

Average TimeWorked Per Case

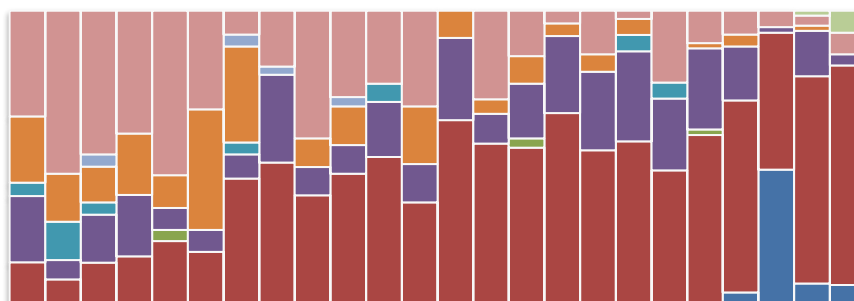
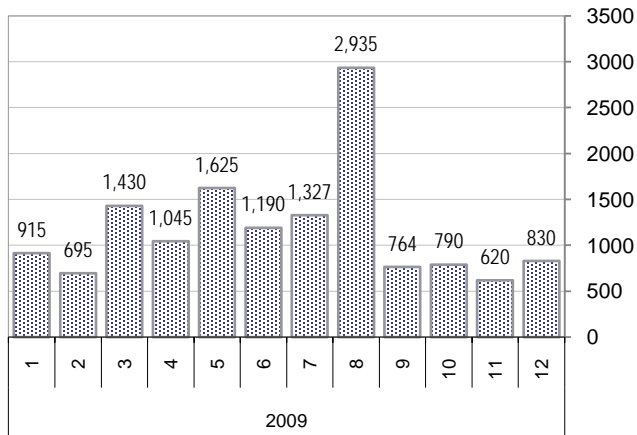


TimeWorked on Help cases

Average Per Day	Now	Year Ago	Change
this week	0.0	64.4	-1.0
last 6 weeks	38	57.4	-0.3
last 3 months	30.1	55.9	-0.5
last 6 months	55.431	55.9	0.0
last 12 months	54.6	53.5	0.0

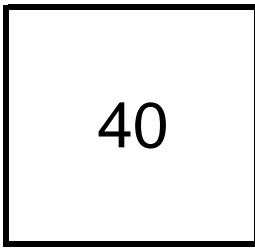
* latest month is month-to-date

Total TimeWorked Per Month



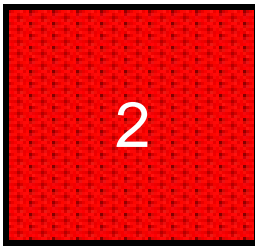
Device Platforms

Blackberries this month



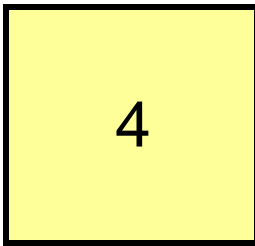
N of Tickets

iPhones



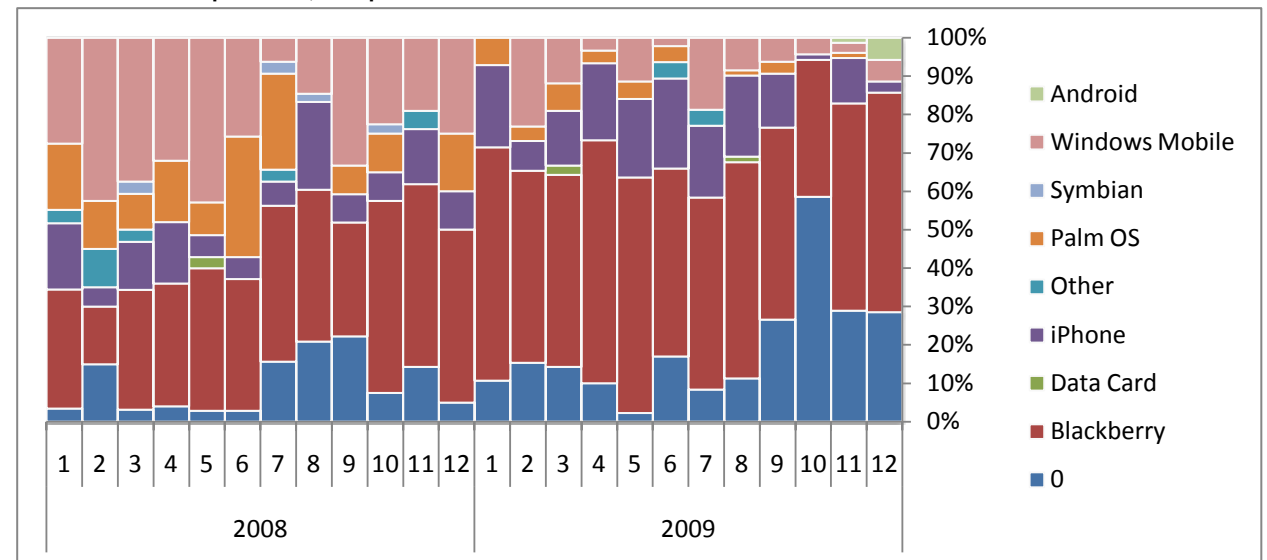
N of Tickets

Windows Mobile

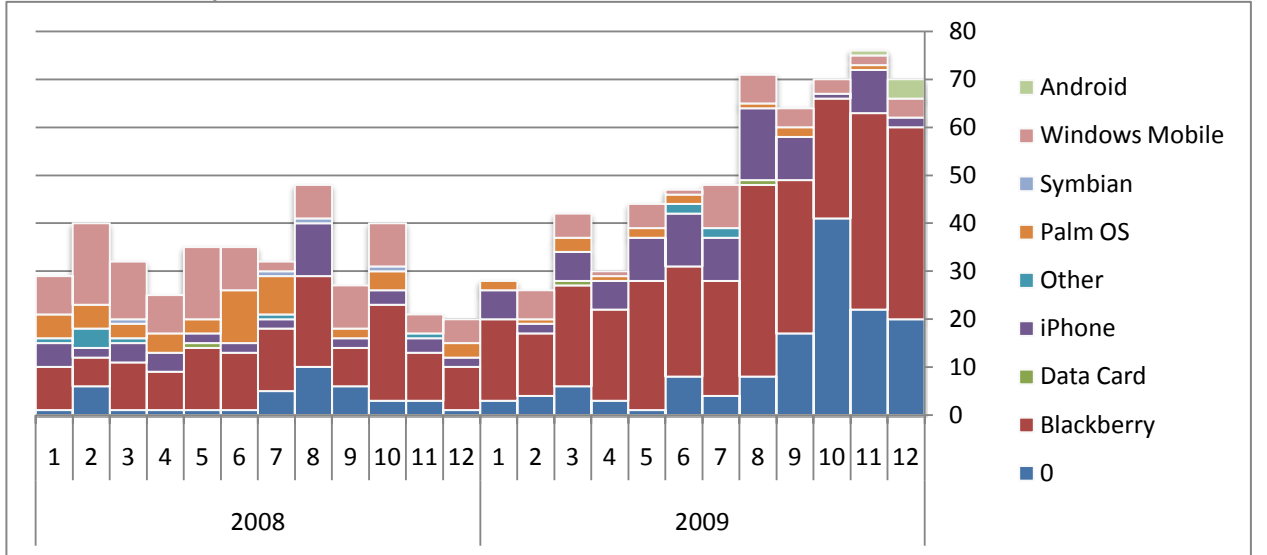


N of Tickets

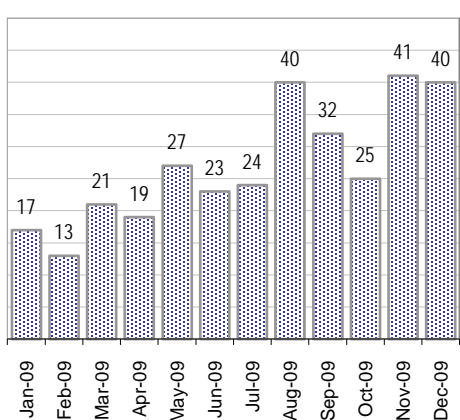
Distribution across platforms, as a percent of the total



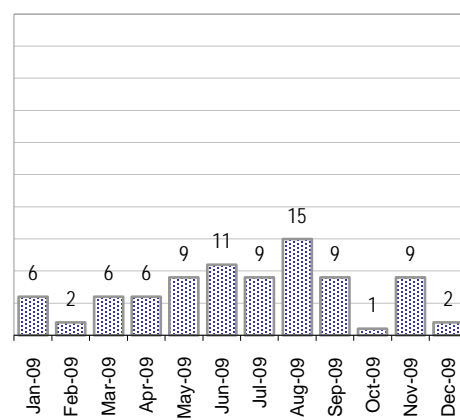
Distribution across platforms, Actual N of Tickets



Blackberry



iPhone



Windows Mobile

