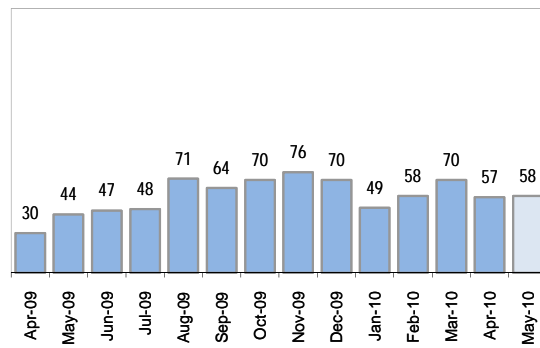


Creating Cases

Total from Last Week

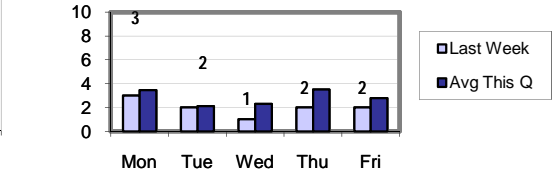
27

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	1.9	1.1	63%
last 3 months	2.0	1.3	54%
last 12 months	2.0	1.9	8%

Actual Per Day, Last Week vs Qtrly Average



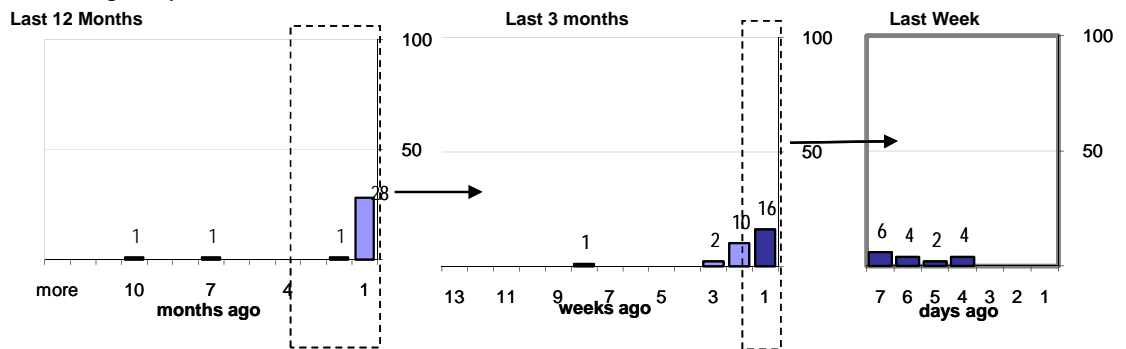
* latest month is month-to-date

The Queue

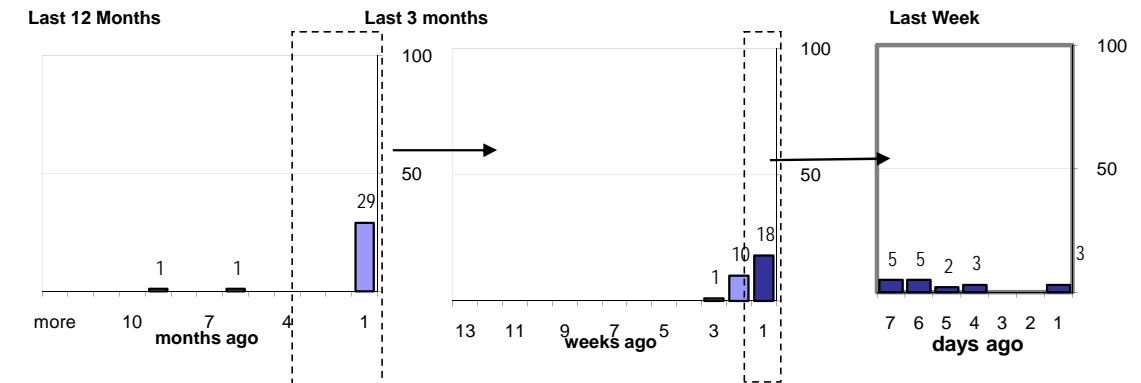
Currently Pending

31

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

43%

3 to 7 days

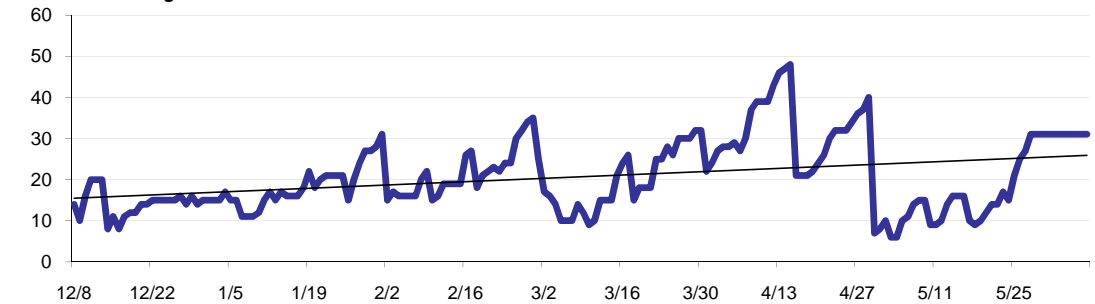
24%

< 3 days

40%

(over the last six weeks)

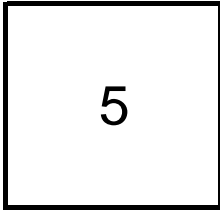
Estimated Pending Queue over the last six months



Net change in Q over six months: 19 ↑

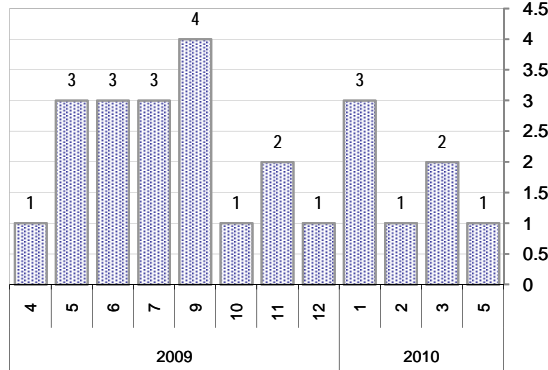
Time Worked

SyncML This Month



Total Minutes

SyncML Cases Created

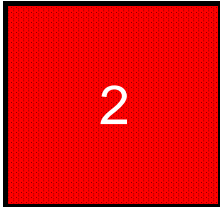


TimeWorked on SyncML cases

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

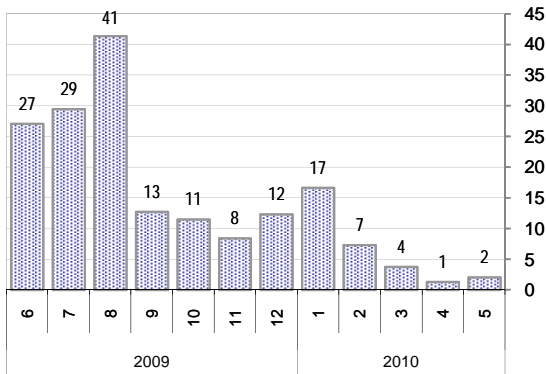
* latest month is month-to-date

Help Cases This Month



Average Min. Per Case

Average TimeWorked Per Case

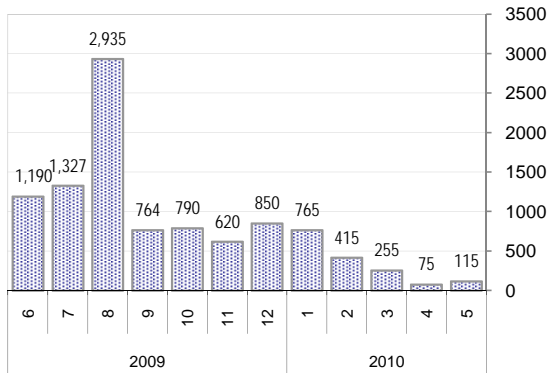


TimeWorked on Help cases

Average Per Day	Now	Year Ago	Change
this week	0.0	73.1	-1.0
last 6 weeks	3.8333	40.9	-0.9
last 3 months	6.8	33.6	-0.8
last 6 months	19.308	39.3	-0.5
last 12 months	39.9	37.0	0.1

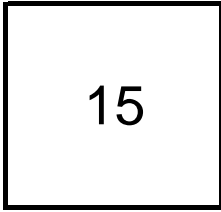
* latest month is month-to-date

Total TimeWorked Per Month



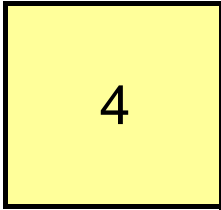
Device Platforms

Blackberries this month



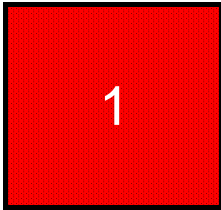
N of Tickets

iPhones



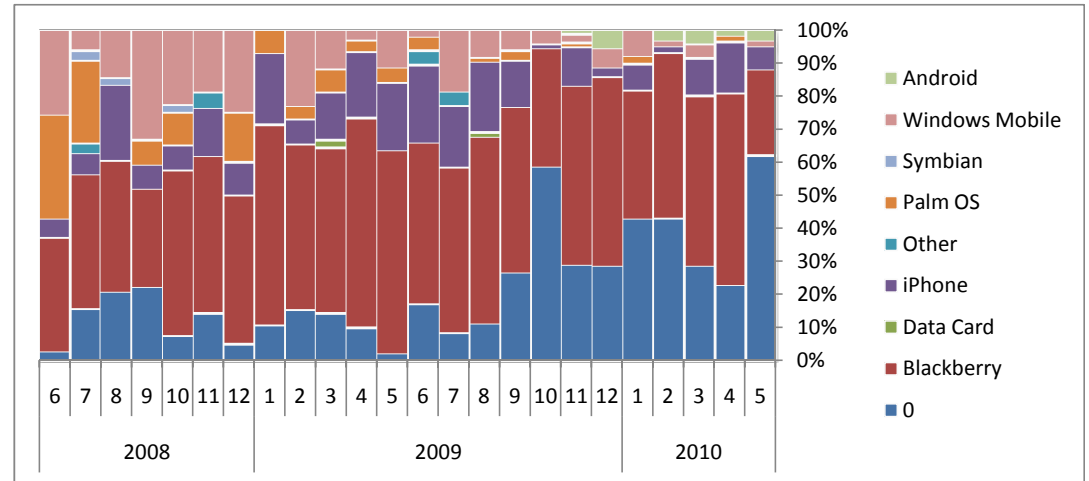
N of Tickets

Windows Mobile

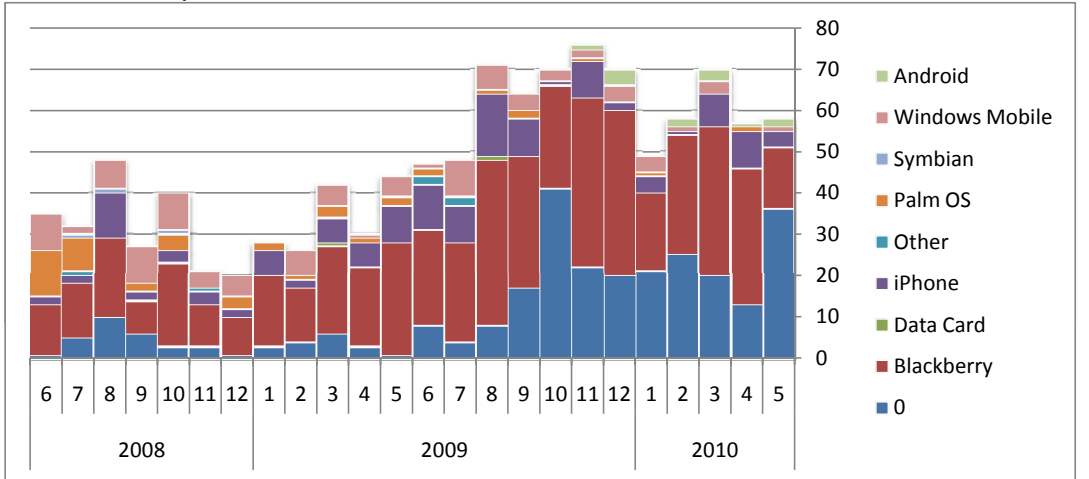


N of Tickets

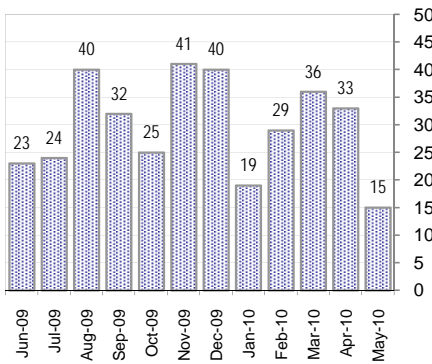
Distribution across platforms, as a percent of the total



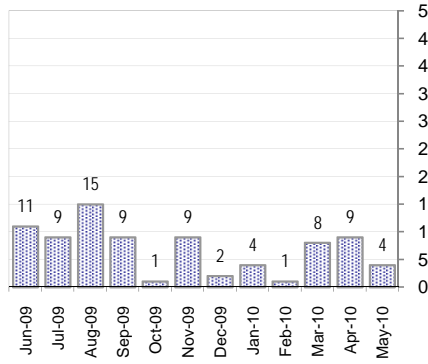
Distribution across platforms, Actual N of Tickets



Blackberry



iPhone



Windows Mobile

