

VoIP Help cases in several Qs

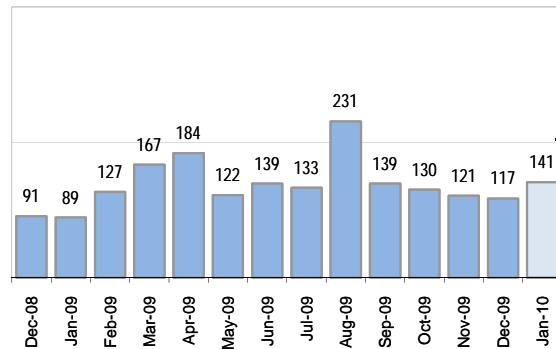
Cases as of 2/1/2010
Starting 2/1/2008

Creating Cases

Total from Last Week

47

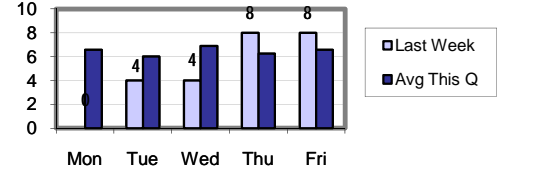
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	Change
this week	5.0	3.2	56%
last 3 months	4.0	2.6	56%
last 12 months	4.8	4.1	18%

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

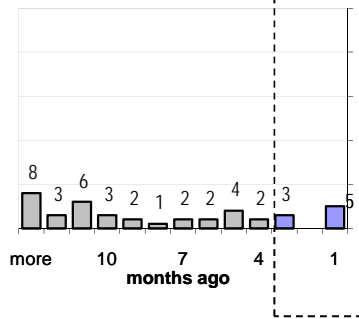
The Queue

Currently Pending

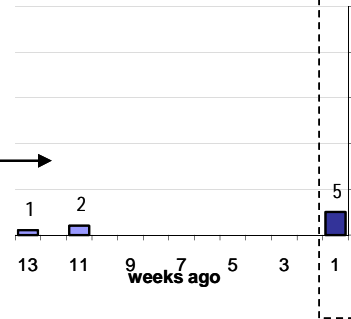
41

Calendar Age of Open Cases

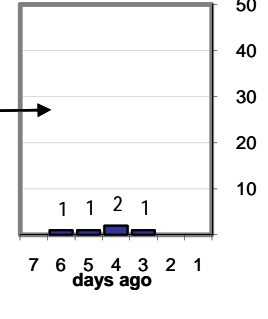
Last 12 Months



Last 3 months

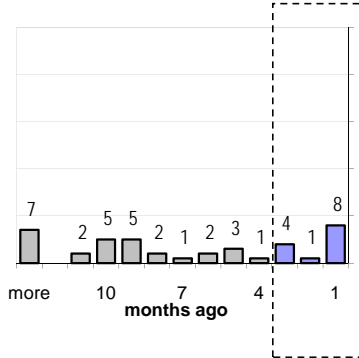


Last Week

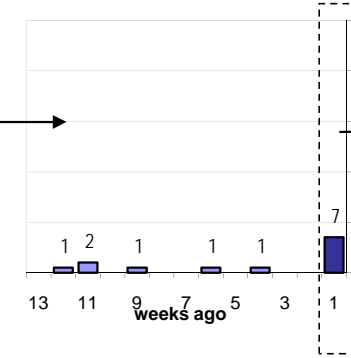


Time Since Last Activity of Any Kind, in Cases that are currently Open

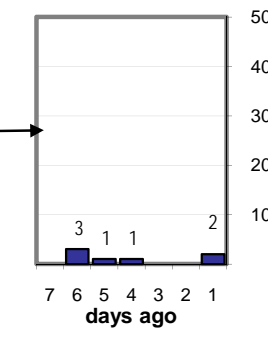
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

11%

3 to 7 days

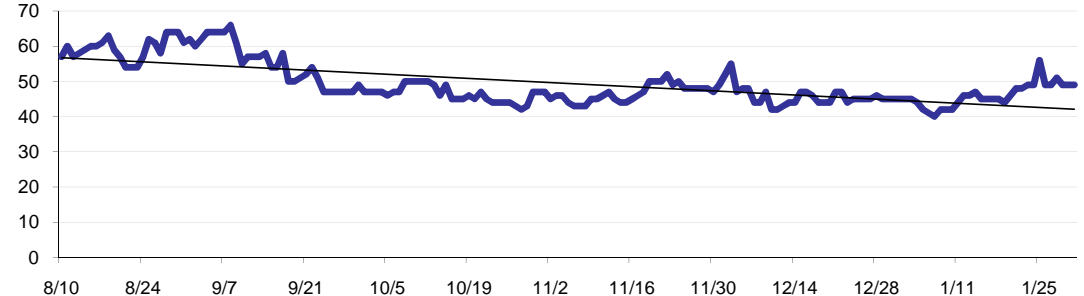
10%

< 3 days

80%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -22 ↓

VoIP Help cases in several Qs

Cases as of 2/1/2010
Starting 2/1/2008

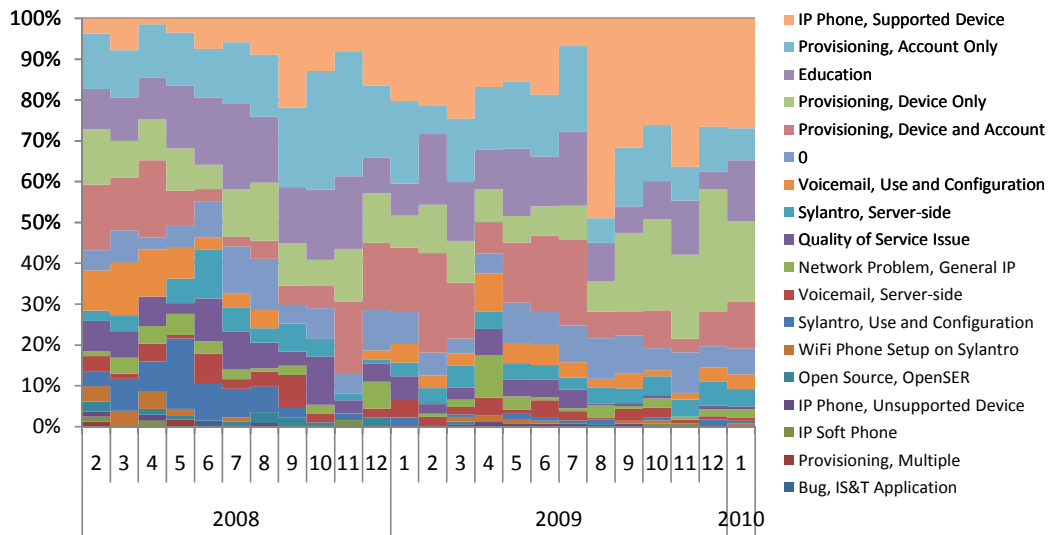
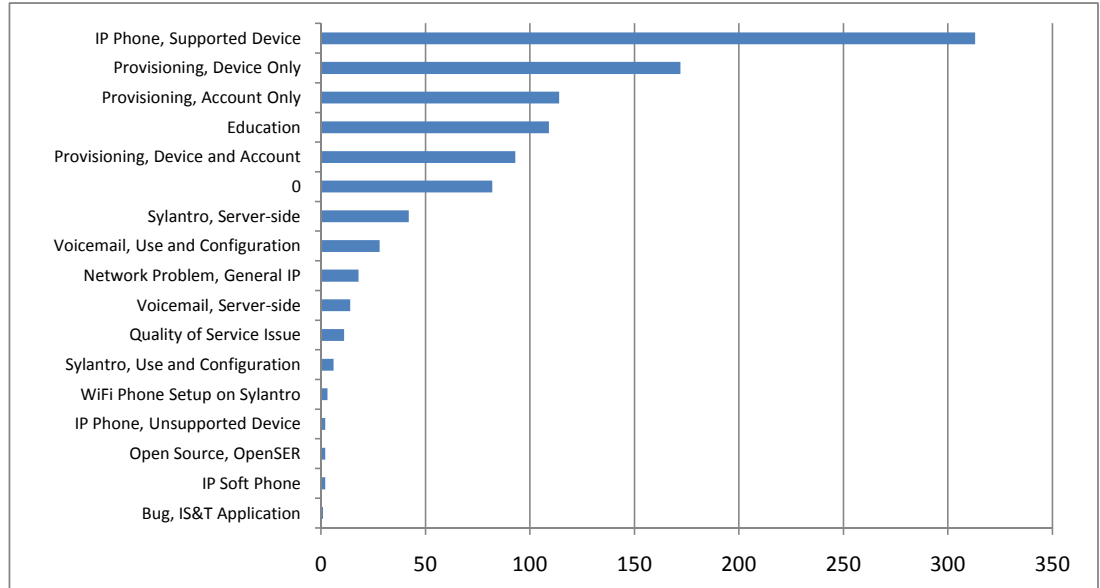
Problem Types and Queues

N of Problem Types

17

N of Types

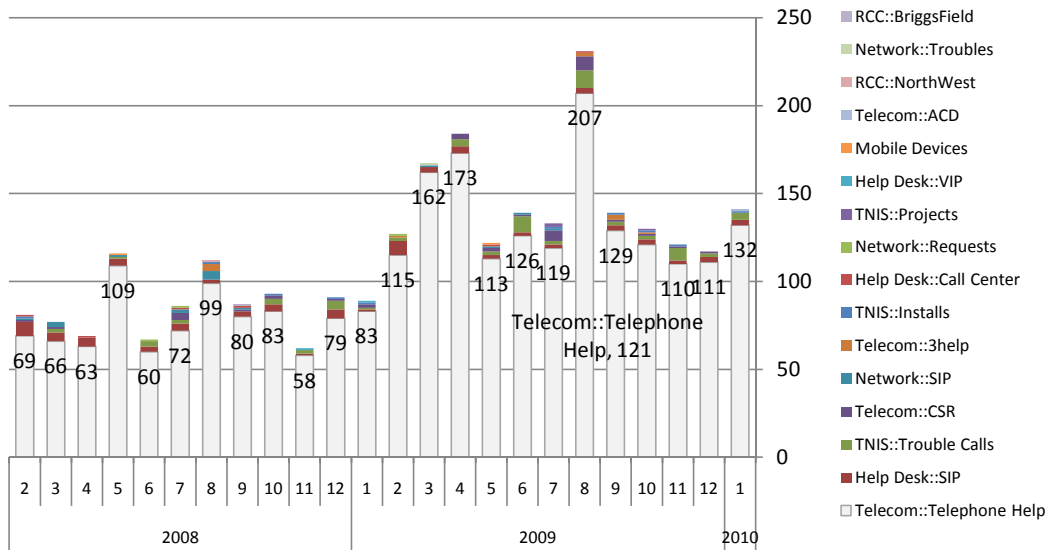
FY2010-to-date Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

97%

% of cases in Telecom::Telephone Help



Client Demographics

DLCs in FY2010

96

N of unique clients in FY2010

623

Pareto of DLCs by N of tickets in FY2010

