

# VoIP Help cases in several Qs

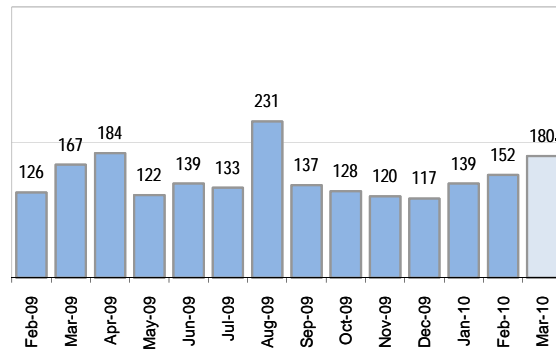
Cases as of 4/1/2010  
Starting 4/1/2008

## Creating Cases

Total from Last Week

37

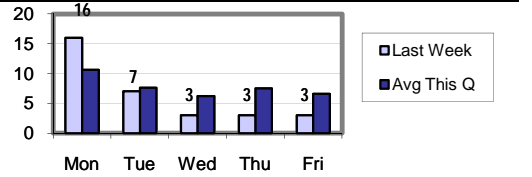
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	Change
this week	6.4	5.8	10%
last 3 months	5.0	4.3	16%
last 12 months	5.0	4.0	23%

Actual Per Day, Last Week vs Qtrly Average



\* latest month is month-to-date

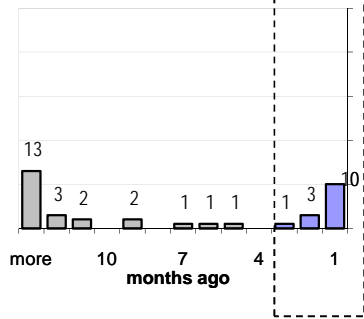
## The Queue

Currently Pending

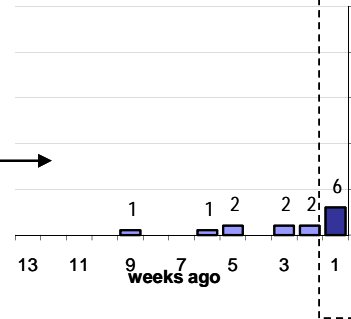
37

Calendar Age of Open Cases

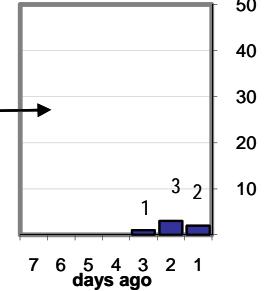
Last 12 Months



Last 3 months

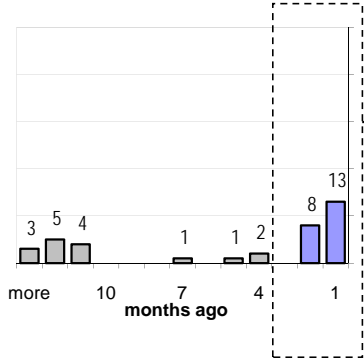


Last Week

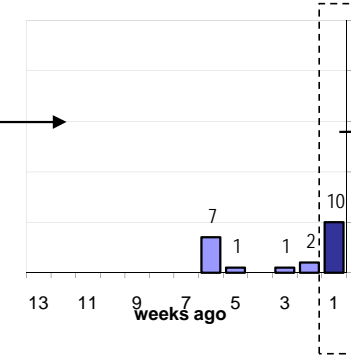


Time Since Last Activity of Any Kind, in Cases that are currently Open

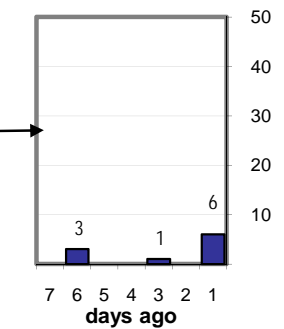
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

8%

3 to 7 days

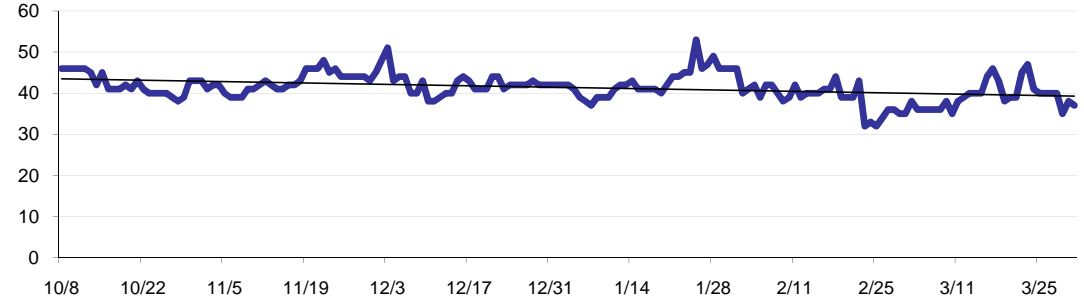
9%

< 3 days

82%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -6 ↓

# VoIP Help cases in several Qs

Cases as of 4/1/2010  
Starting 4/1/2008

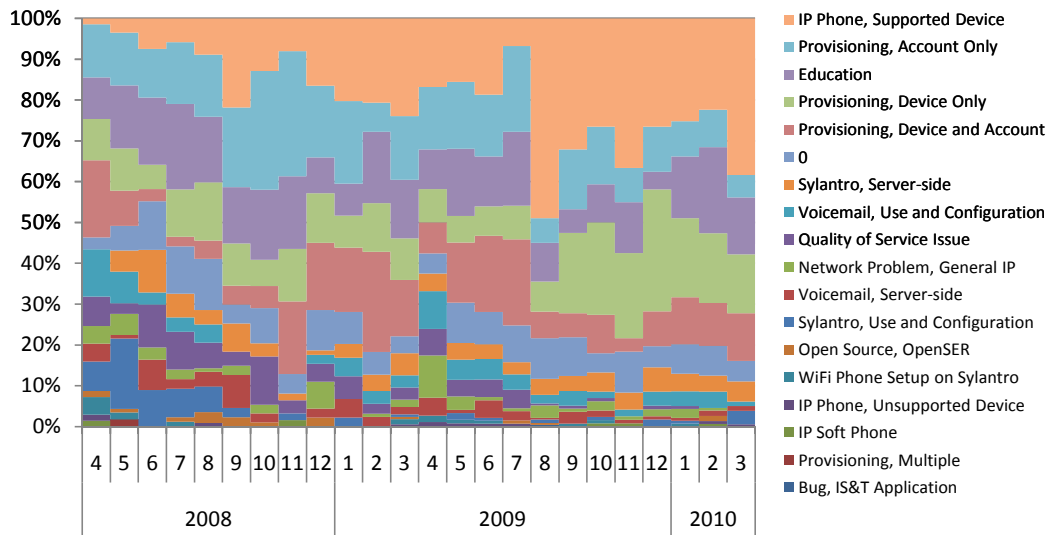
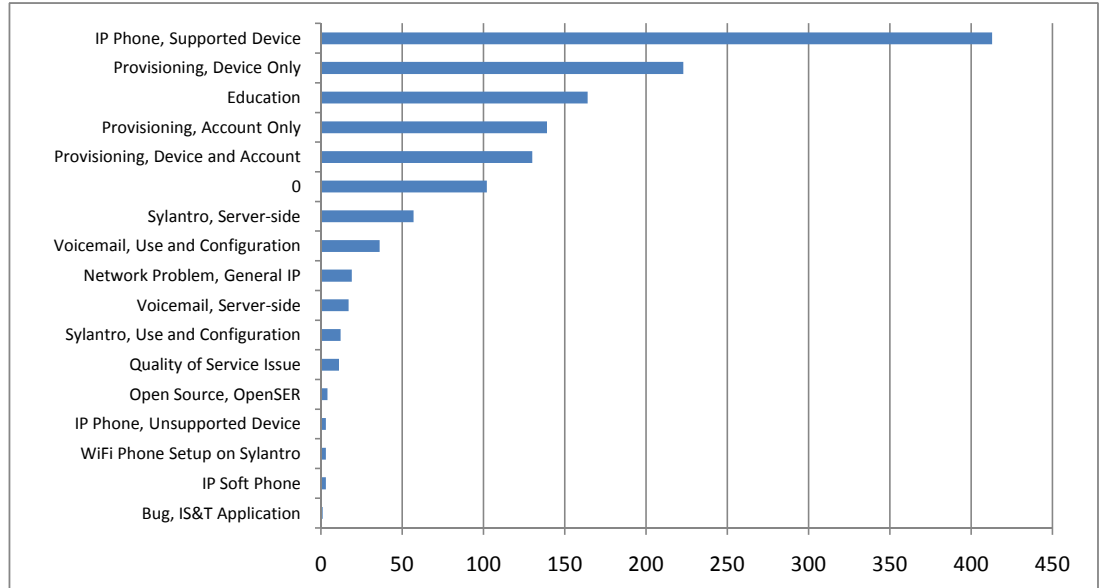
## Problem Types and Queues

N of Problem Types

17

N of Types

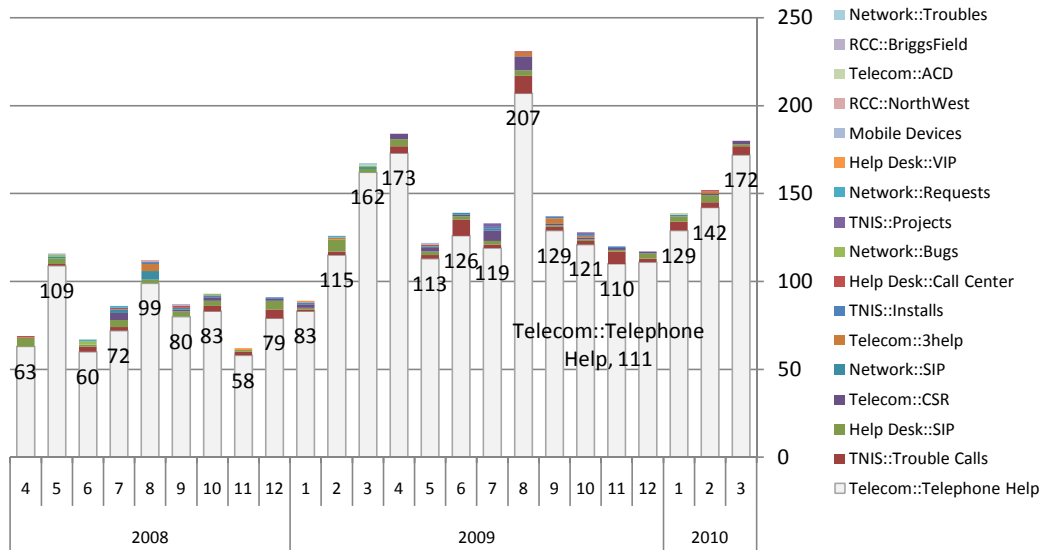
FY2010-to-date Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

92%

% of cases in Telecom::Telephone Help



### Client Demographics

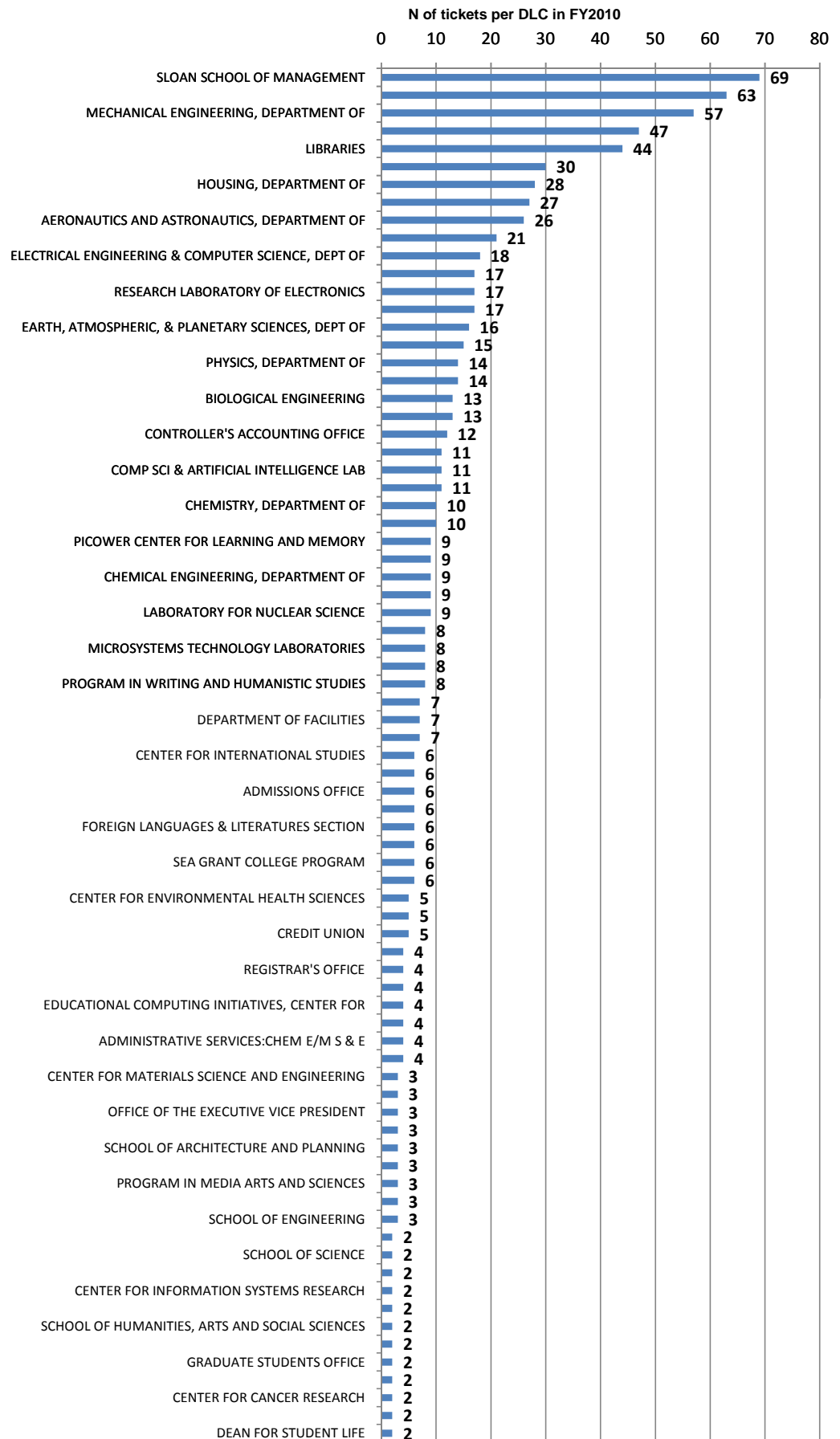
DLCs in FY2010

106

N of unique clients in FY2010

782

Pareto of DLCs by N of tickets in FY2010



CHAPLAINCY	2								
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FOOD SERVICES	1								
STUDENT LIFE PROGRAMS	1								
DAPER FACILITIES	1								
MUSEUM	1								
PROPERTY OFFICE	1								
SYSTEM DESIGN AND MANAGEMENT PROGRAM	1								
CAREER SERVICES AND PREPROFESSIONAL ADVISING	1								
CLINICAL RESEARCH CENTER	1								
INSTITUTE FOR SOLDIER NANOTECHNOLOGIES	1								
CORPORATE RELATIONS/INDUSTRIAL LIAISON PROGRAM	1								
MUSIC AND THEATER ARTS SECTION	1								
OFFICE OF THE ARTS	1								
terrascop	1								
terrascop	1								