

# VoIP Help cases in several Qs

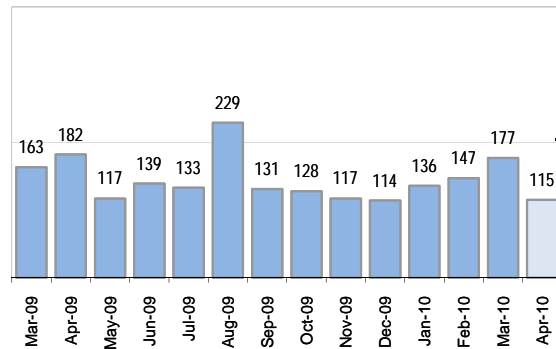
Cases as of 5/1/2010  
Starting 5/1/2008

## Creating Cases

Total from Last Week

42

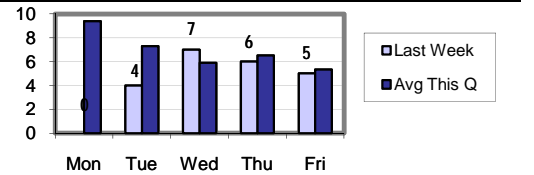
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	Change
this week	4.4	5.0	-12%
last 3 months	4.9	4.9	-1%
last 12 months	4.8	4.1	17%

Actual Per Day, Last Week vs Qtrly Average



\* latest month is month-to-date

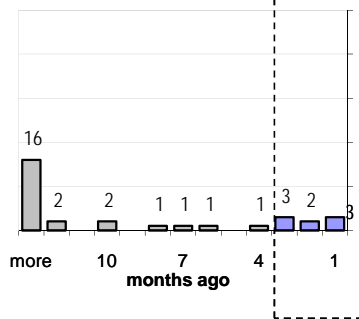
## The Queue

Currently Pending

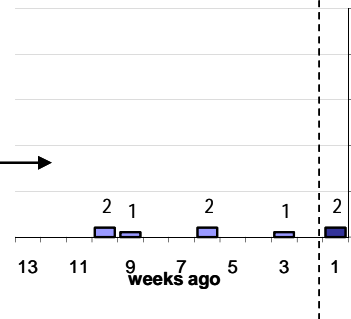
32

Calendar Age of Open Cases

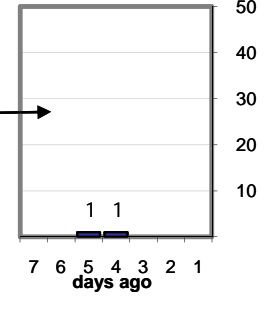
Last 12 Months



Last 3 months

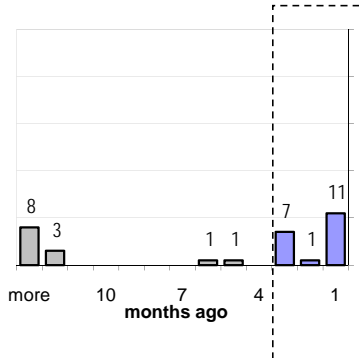


Last Week

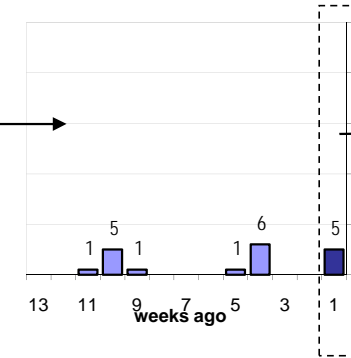


Time Since Last Activity of Any Kind, in Cases that are currently Open

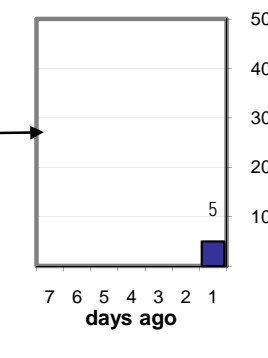
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

10%

3 to 7 days

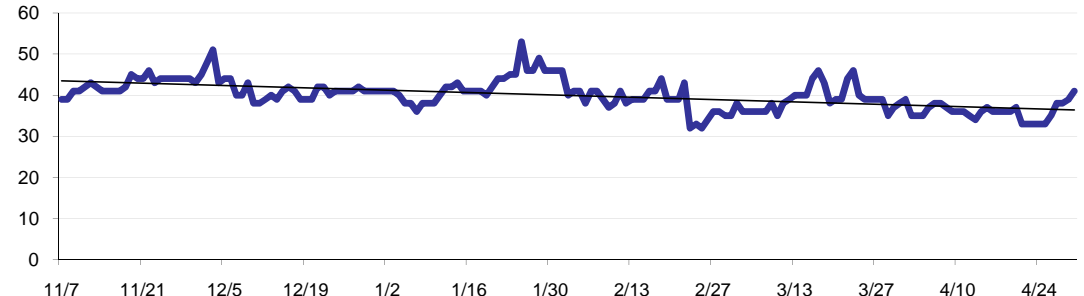
9%

< 3 days

82%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -5 ↓

# VoIP Help cases in several Qs

Cases as of 5/1/2010  
Starting 5/1/2008

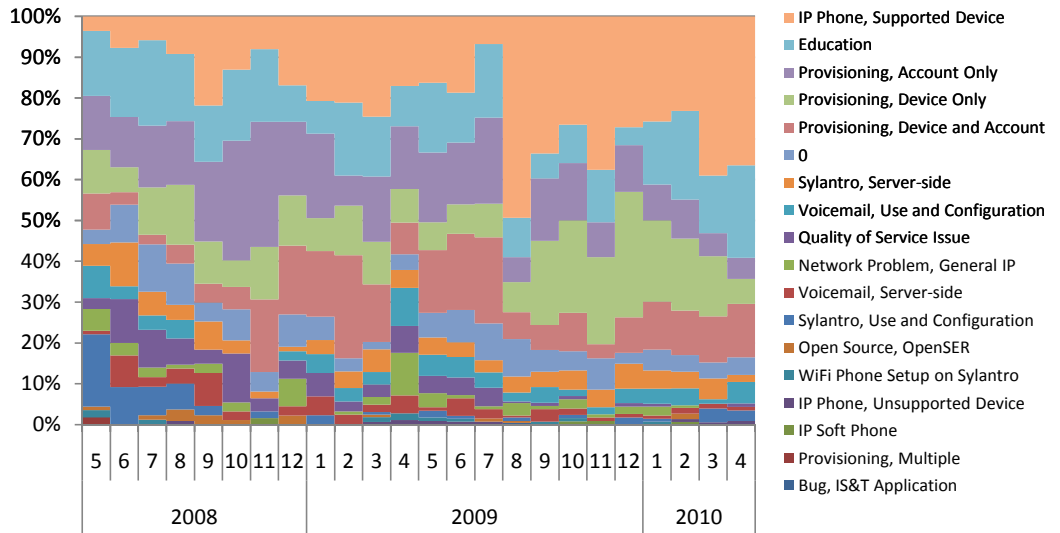
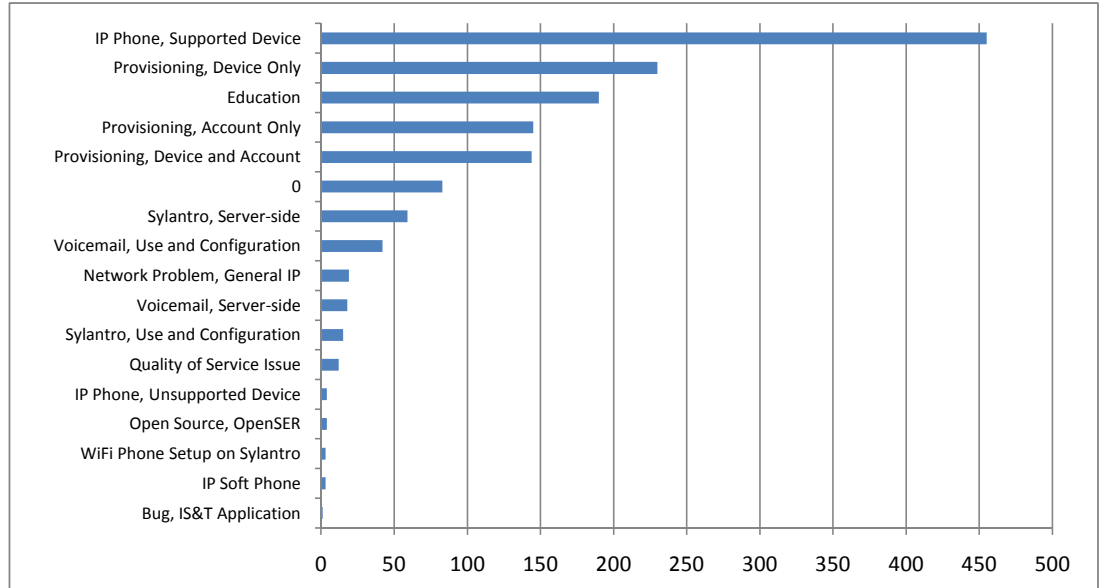
## Problem Types and Queues

N of Problem Types

17

N of Types

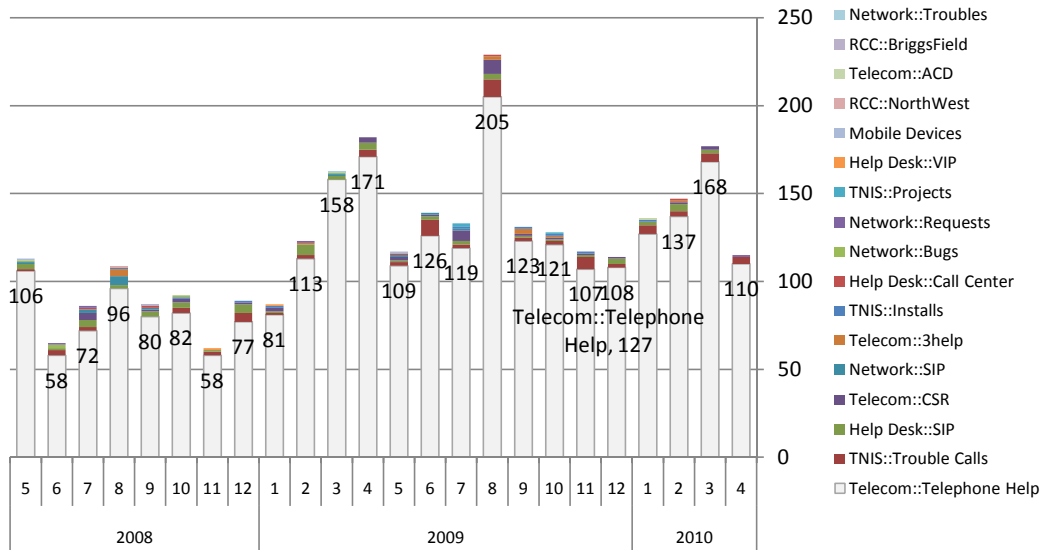
FY2010-to-date Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

92%

% of cases in Telecom::Telephone Help



### Client Demographics

DLCs in FY2010

106

N of unique clients in FY2010

816

Pareto of DLCs by N of tickets in FY2010

