

Helpdesk Qs

Cases as of

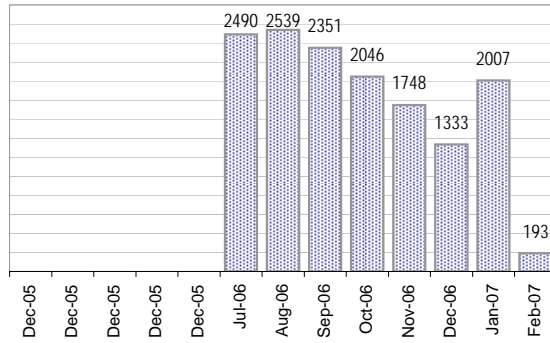
2/5/07

Creating Cases

Total from Last Week

394

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	69.7	n/a	n/a
last 3 months	54.3	n/a	n/a
last 12 months	40.4	n/a	n/a

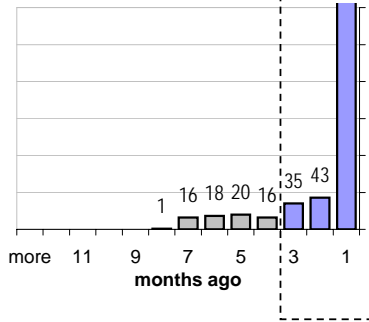
The Queue

Currently Pending

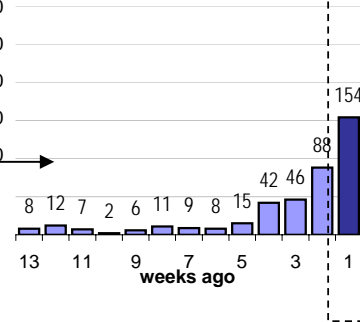
479

Calendar Age of Open Cases

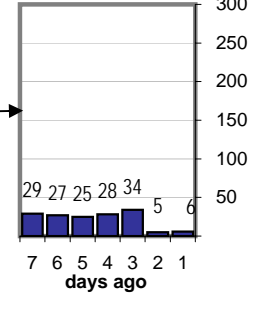
Last 12 Months



Last 3 months

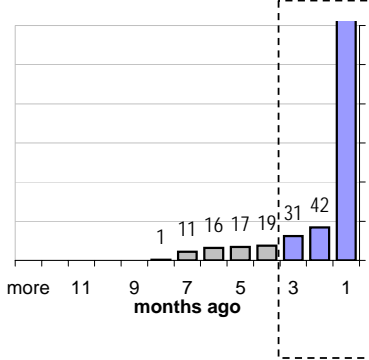


Last Week

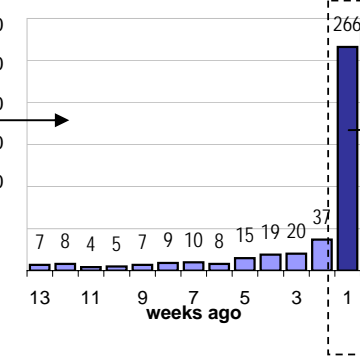


Time Since Last Activity of Any Kind, in Cases that are currently Open

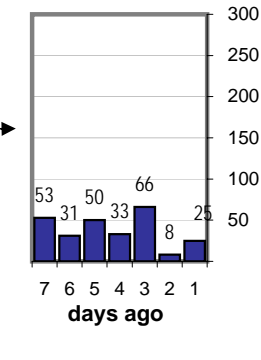
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

26%

3 to 7 days

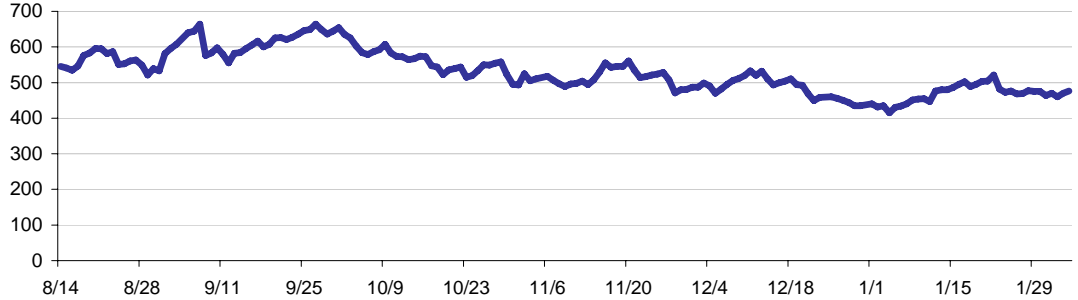
7%

< 3 days

67%

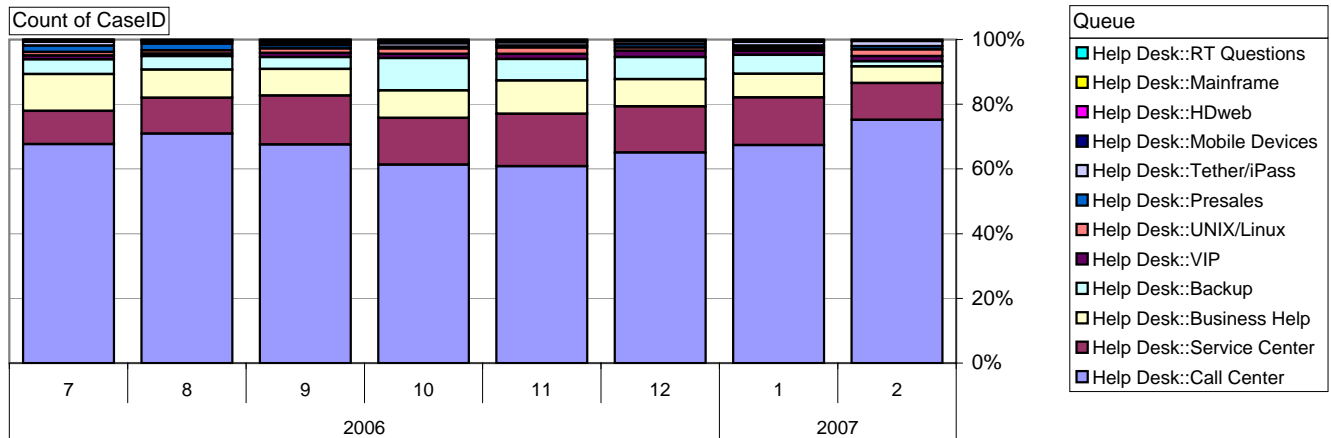
(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -94 ↓

Relative Volume by Queue, By Month



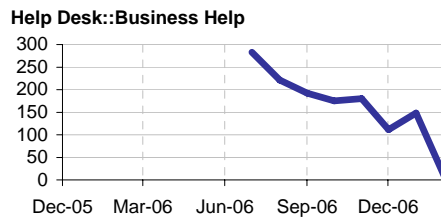
Business Help

Time to Resolve

slow %
23%

med. %
8%

fast %
70%



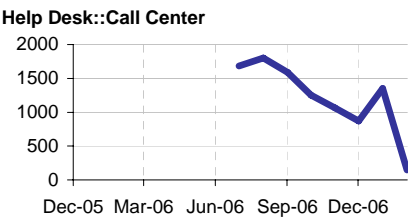
Call Center

Time to Resolve Help Desk::Call Center

slow %
22%

med. %
7%

fast %
71%



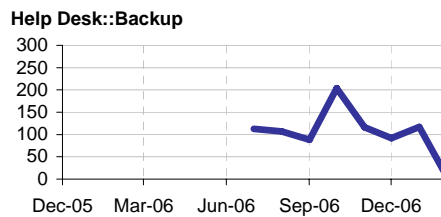
Backup

Time to Resolve

slow %
22%

med. %
6%

fast %
72%



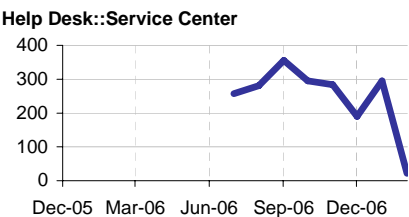
Service Center

Time to Resolve Help Desk::Service Center

slow %
23%

med. %
8%

fast %
69%



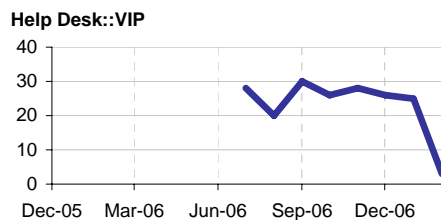
Presales

Time to Resolve

slow %
27%

med. %
5%

fast %
68%



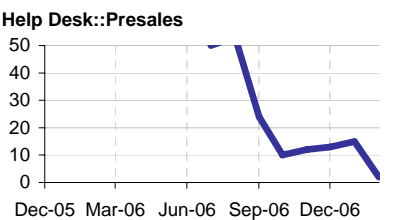
Unix/Linux

Time to Resolve Help Desk::Presales

slow %
21%

med. %
7%

fast %
72%



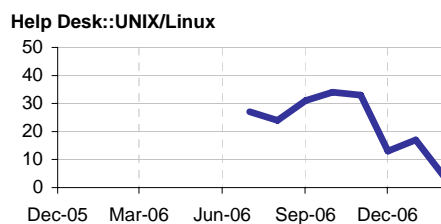
VIP

Time to Resolve

slow %
11%

med. %
82%

fast %
7%



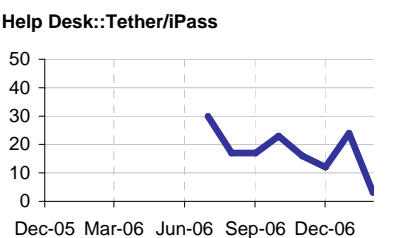
Tether/iPass

Time to Resolve Help Desk::Tether/iPass

slow %
21%

med. %
11%

fast %
68%



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2/5/07

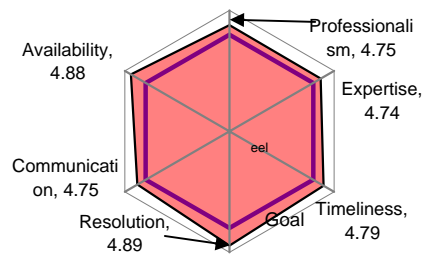
Client Satisfaction

Overall Last Week

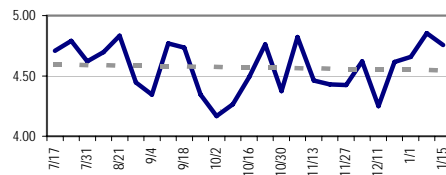


N = 12; 5 point scale

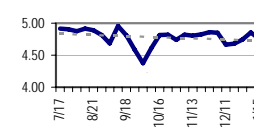
Individual Components, Last Week



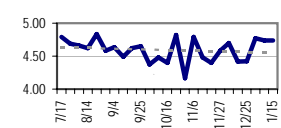
Overall



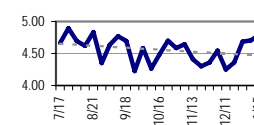
Professionalism



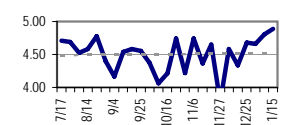
Expertise



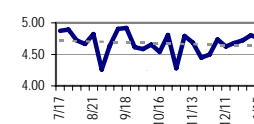
Timeliness



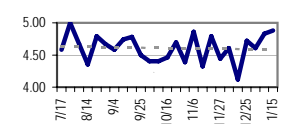
Resolution



Communication

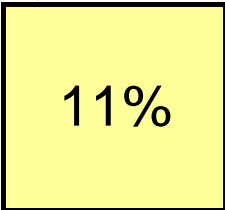


Availability

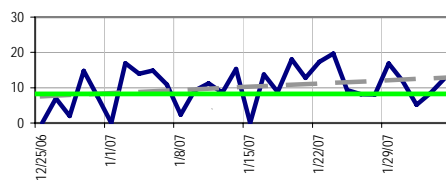


ACD Measures

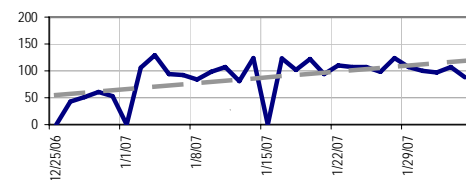
Avg Abandon Last Week



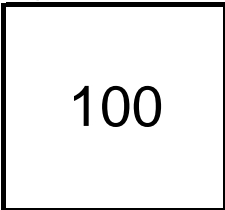
Avg Daily Abandon Rate



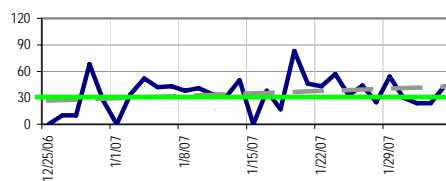
Avg Daily Calls Offered



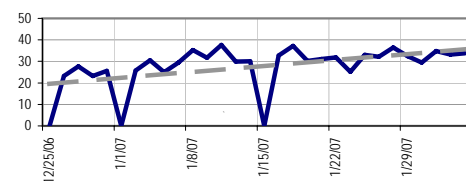
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day
3.05 last week
3.15 over 6 weeks
3.28 over 6 months
change -7%

Avg Call Length, in minutes
7.00 last week
6.73 over 6 weeks
6.85 over 6 months
change 2%

Average Hours Logged per Day
32.75 last week
30.69 over 6 weeks
32.28 over 6 months
change 1%

Average Offered Calls per day
99.80 last week
96.63 over 6 weeks
105.98 over 6 months
change -6%