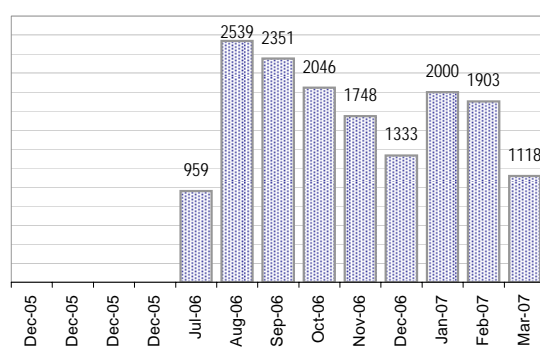


## Creating Cases

Total from Last Week

835

Cases Created, Year Ago to Date

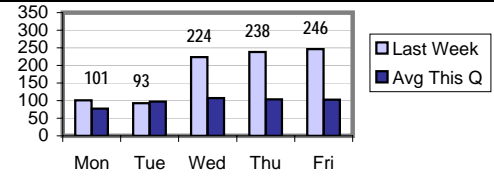


Average Per Day

Now Year Ago

this week	133.4	n/a	n/a
last 3 months	64.7	n/a	n/a
last 12 months	43.9	n/a	n/a

Actual Per Day, Last Week vs Qtr



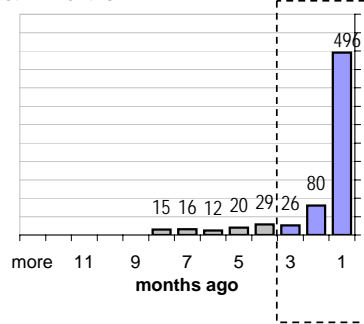
## The Queue

Currently Pending

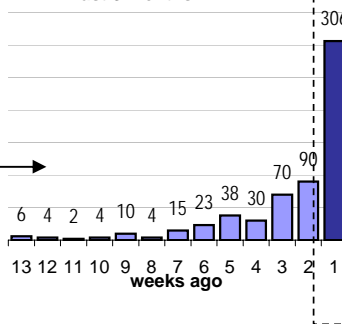
694

Calendar Age of Open Cases

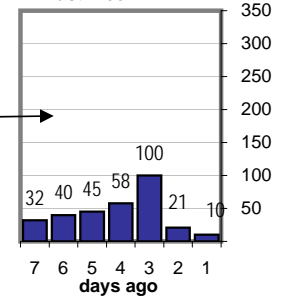
Last 12 Months



Last 3 months

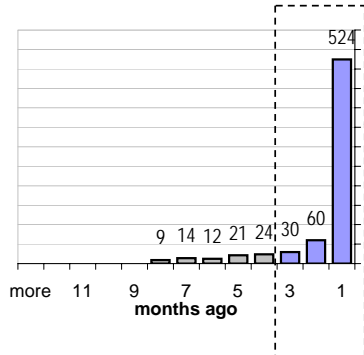


Last Week

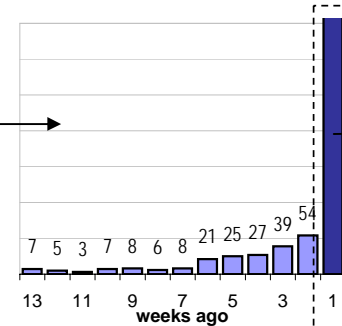


Time Since Last Activity of Any Kind, in Cases that are currently Open

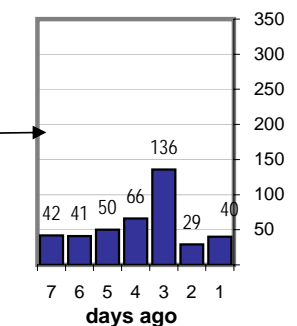
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

23%

3 to 7 days

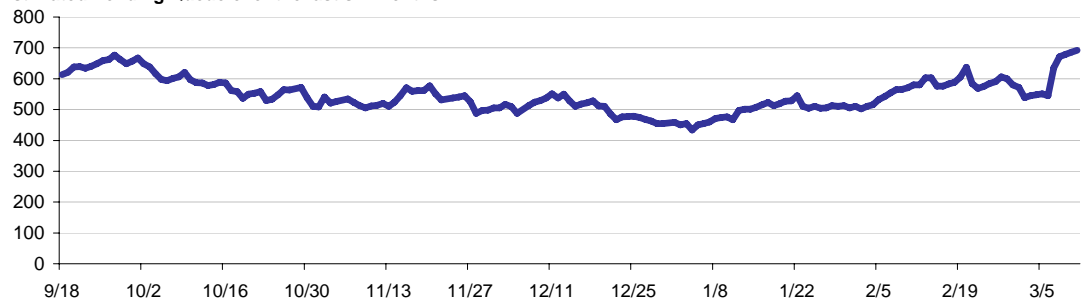
7%

< 3 days

68%

(over the last six weeks)

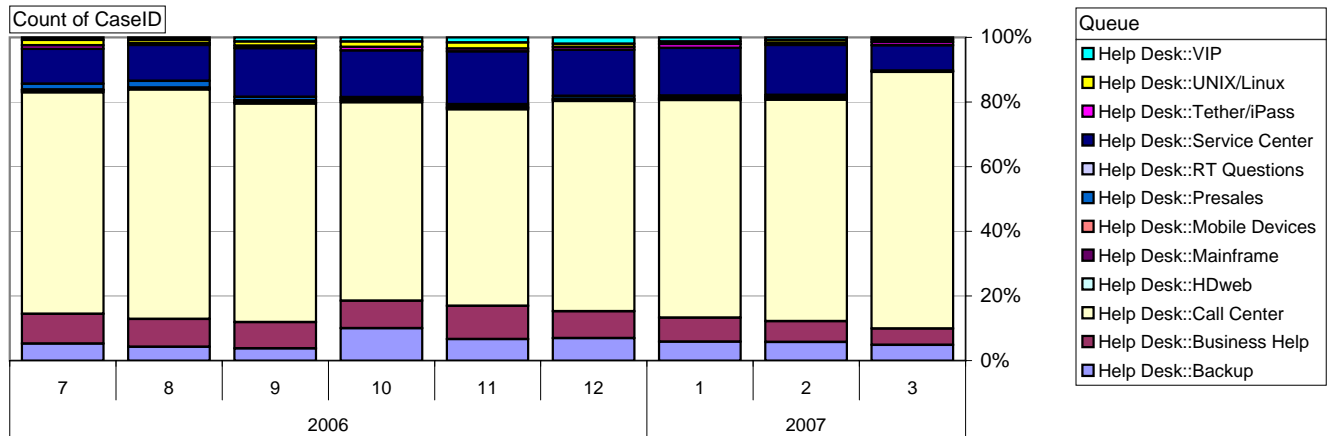
Estimated Pending Queue over the last six months



Net change in Q over six months:

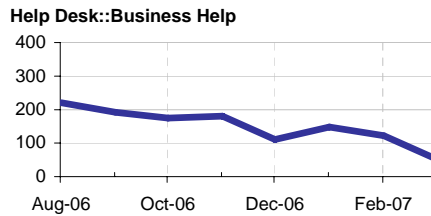
65 ↑

## Relative Volume by Queue, By Month



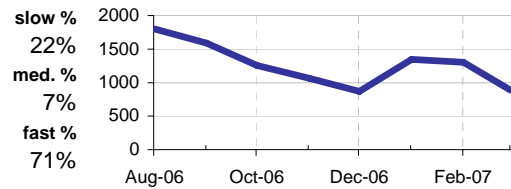
### Business Help

**Time to Resolve**  
 slow % 25%  
 med. % 7%  
 fast % 69%



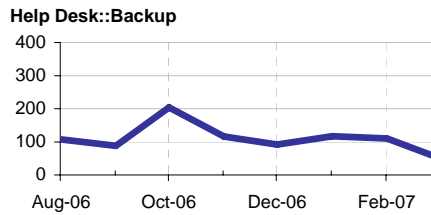
### Call Center

**Time to Resolve** Help Desk::Call Center  
 slow % 22%  
 med. % 7%  
 fast % 71%



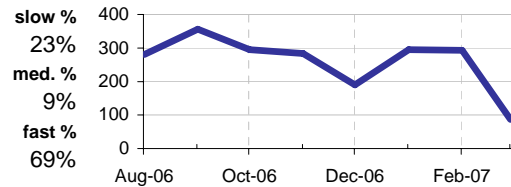
### Backup

**Time to Resolve**  
 slow % 23%  
 med. % 6%  
 fast % 71%



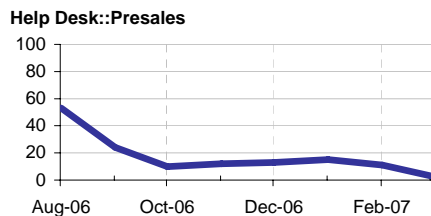
### Service Center

**Time to Resolve** Help Desk::Service Center  
 slow % 23%  
 med. % 9%  
 fast % 69%



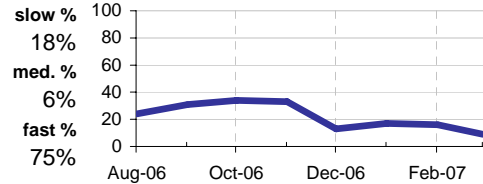
### Presales

**Time to Resolve**  
 slow % 27%  
 med. % 6%  
 fast % 68%



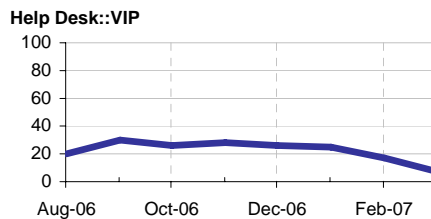
### Unix/Linux

**Time to Resolve** Help Desk::UNIX/Linux  
 slow % 18%  
 med. % 6%  
 fast % 75%



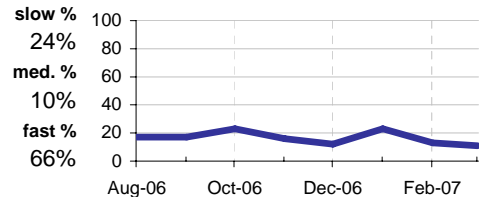
### VIP

**Time to Resolve**  
 slow % 11%  
 med. % 80%  
 fast % 9%



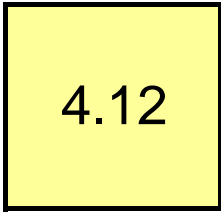
### Tether/iPass

**Time to Resolve** Help Desk::Tether/iPass  
 slow % 24%  
 med. % 10%  
 fast % 66%



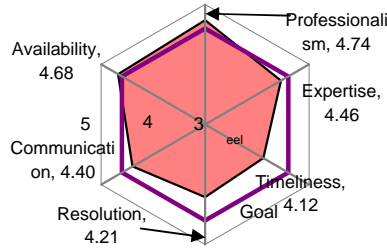
## Client Satisfaction

Overall Last Week

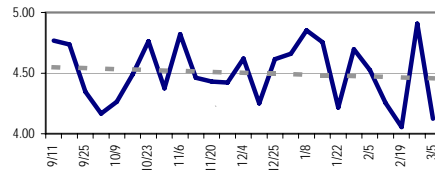


N = 12; 5 point scale

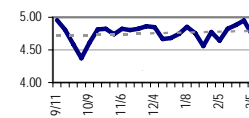
Individual Components, Last Week



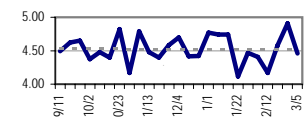
Overall



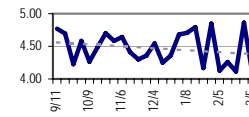
Professionalism



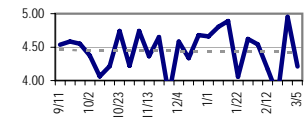
Expertise



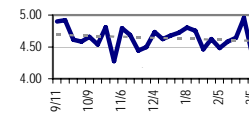
Timeliness



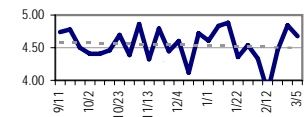
Resolution



Communication

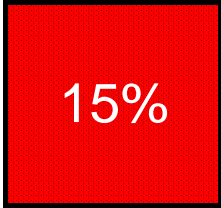


Availability

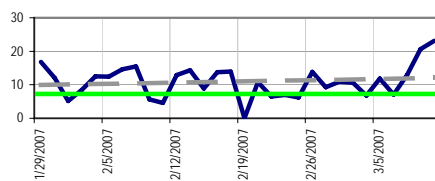


## ACD Measures

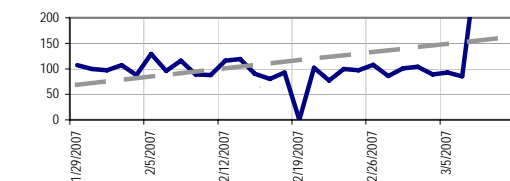
Avg Abandon Last Week



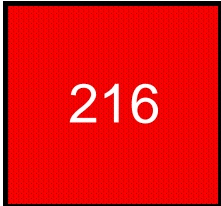
Avg Daily Abandon Rate



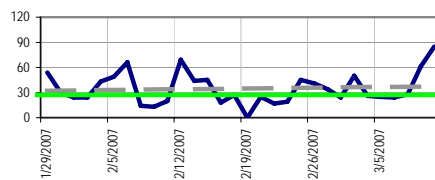
Avg Daily Calls Offered



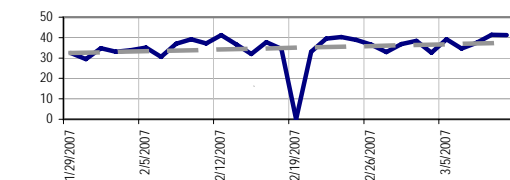
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



**Calls per Logged Hour per day**      **change**  
 5.57 last week                      76%  
 3.30 over 6 weeks  
 3.16 over 6 months

**Avg Call Length, in minutes**                      **change**  
 4.74 last week                                      -29%  
 6.47 over 6 weeks  
 6.72 over 6 months

**Average Hours Logged per Day**                      **change**  
 38.79 last week                                      17%  
 36.13 over 6 weeks  
 33.01 over 6 months

**Average Offered Calls per day**                      **change**  
 216.00 last week                                      107%  
 119.28 over 6 weeks  
 104.45 over 6 months

Calls Offered by Time of Day

