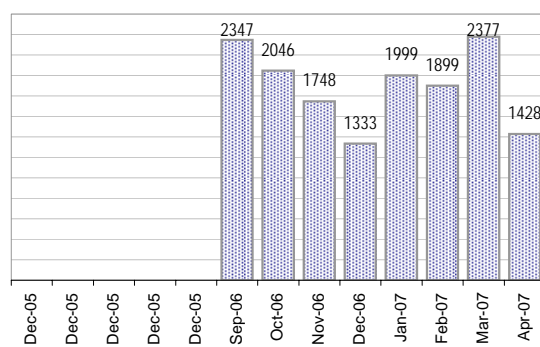


## Creating Cases

Total from Last Week

421

Cases Created, Year Ago to Date

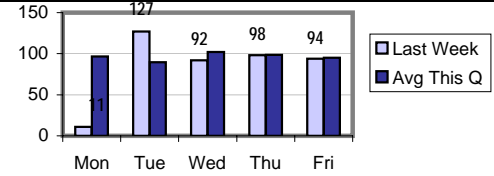


Average Per Day

Now Year Ago

this week	61.6	n/a	n/a
last 3 months	71.5	n/a	n/a
last 12 months	41.7	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



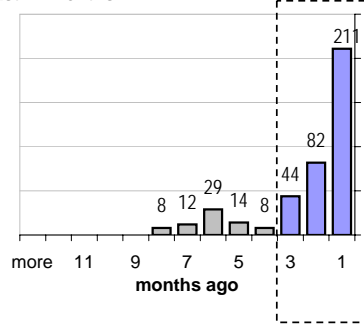
## The Queue

Currently Pending

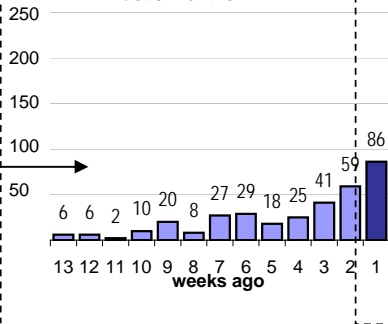
408

Calendar Age of Open Cases

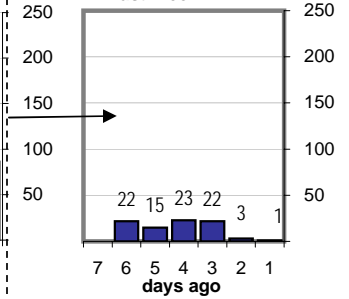
Last 12 Months



Last 3 months

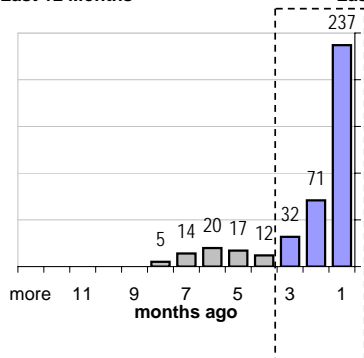


Last Week

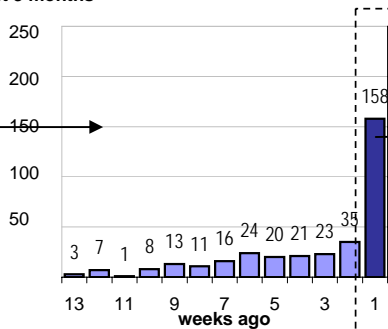


Time Since Last Activity of Any Kind, in Cases that are currently Open

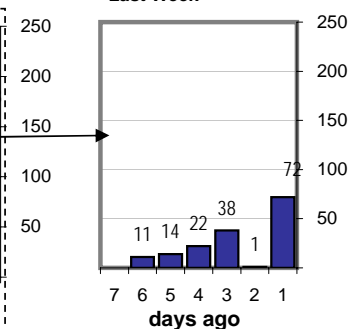
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

24%

3 to 7 days

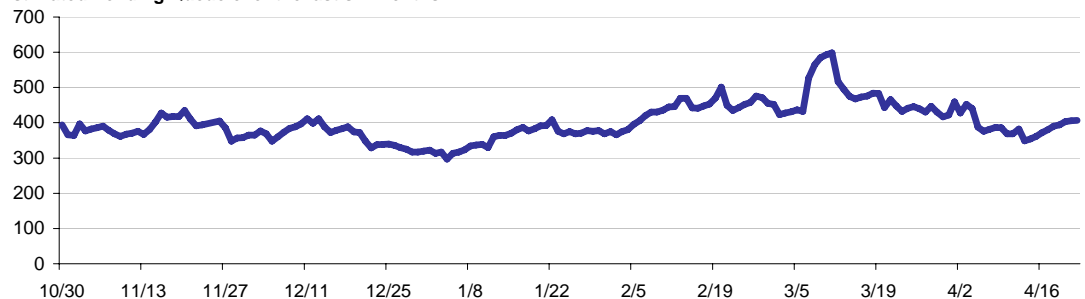
8%

< 3 days

68%

(over the last six weeks)

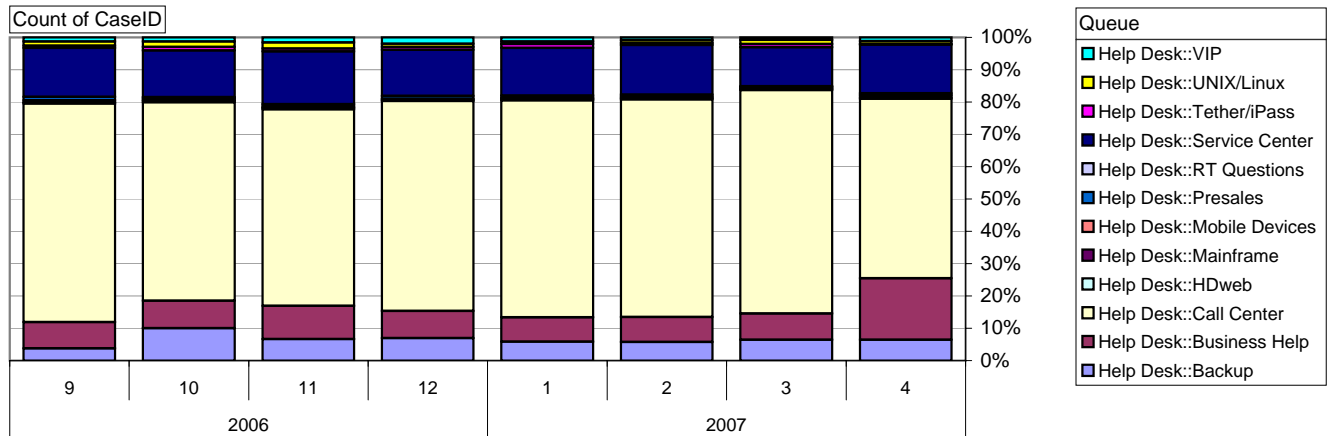
Estimated Pending Queue over the last six months



Net change in Q over six months:

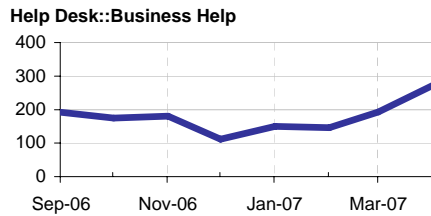
-20 ↓

## Relative Volume by Queue, By Month



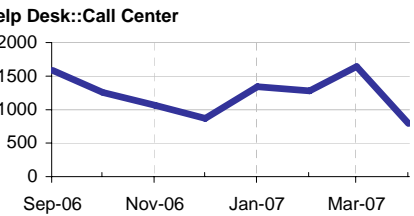
### Business Help

**Time to Resolve**  
 slow % 23%  
 med. % 8%  
 fast % 69%



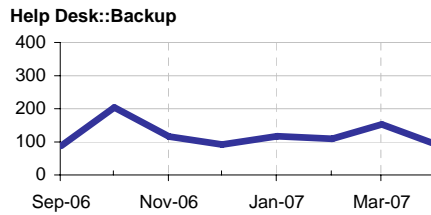
### Call Center

**Time to Resolve** Help Desk::Call Center  
 slow % 23%  
 med. % 8%  
 fast % 69%



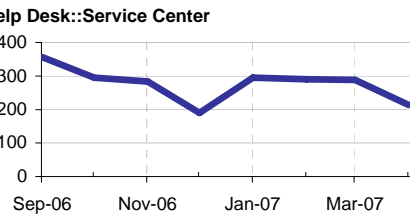
### Backup

**Time to Resolve**  
 slow % 23%  
 med. % 7%  
 fast % 70%



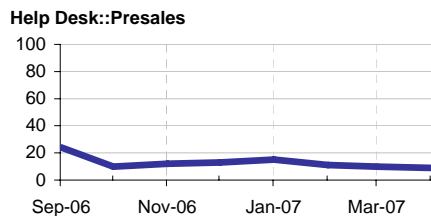
### Service Center

**Time to Resolve** Help Desk::Service Center  
 slow % 23%  
 med. % 9%  
 fast % 68%



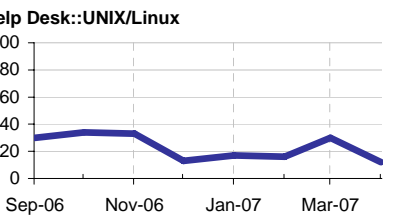
### Presales

**Time to Resolve**  
 slow % 11%  
 med. % 7%  
 fast % 83%



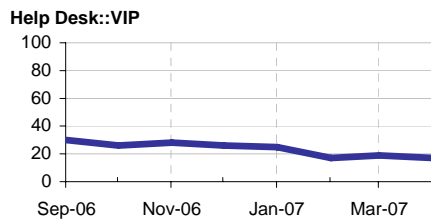
### Unix/Linux

**Time to Resolve** Help Desk::UNIX/Linux  
 slow % 21%  
 med. % 7%  
 fast % 72%



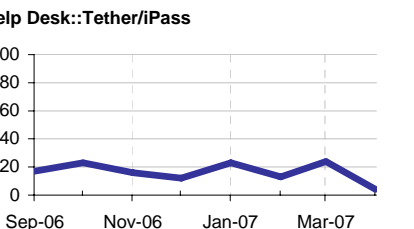
### VIP

**Time to Resolve**  
 slow % 11%  
 med. % 87%  
 fast % 3%



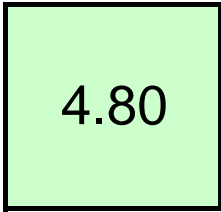
### Tether/iPass

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



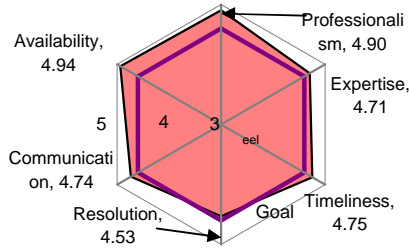
## Client Satisfaction

Overall Last Week

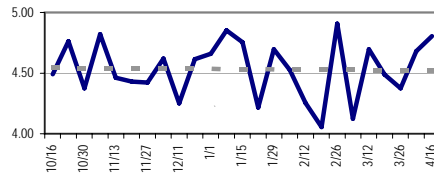


N = 17; 5 point scale

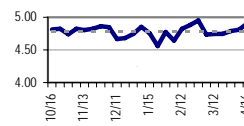
Individual Components, Last Week



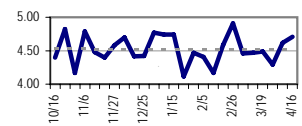
Overall



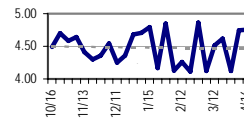
Professionalism



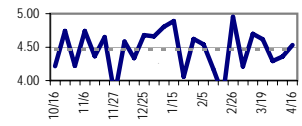
Expertise



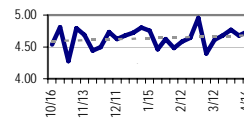
Timeliness



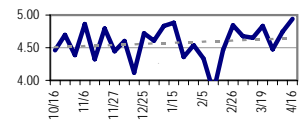
Resolution



Communication

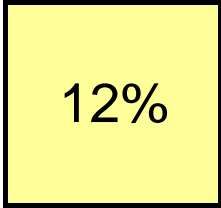


Availability

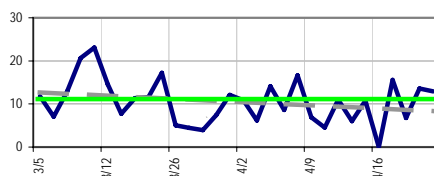


## ACD Measures

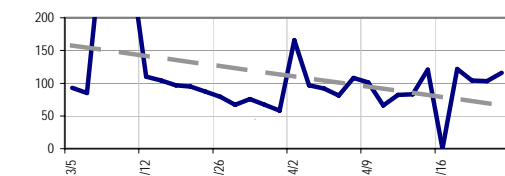
Avg Abandon Last Week



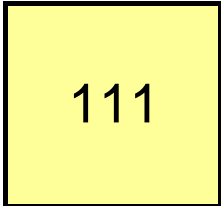
Avg Daily Abandon Rate



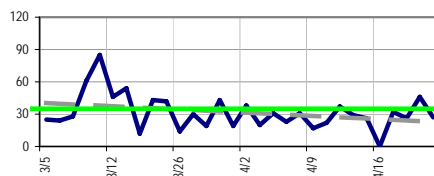
Avg Daily Calls Offered



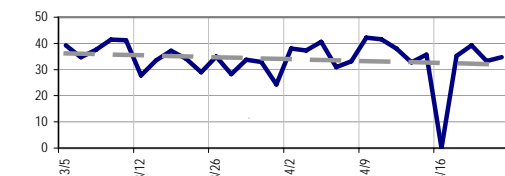
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day  
 3.12 last week change 7%  
 3.29 over 6 weeks  
 2.93 over 6 months

Avg Call Length, in minutes  
 6.00 last week change -9%  
 6.07 over 6 weeks  
 6.60 over 6 months

Average Hours Logged per Day  
 35.63 last week change 6%  
 35.25 over 6 weeks  
 33.67 over 6 months

Average Offered Calls per day  
 111.25 last week change 13%  
 115.93 over 6 weeks  
 98.68 over 6 months

Calls Offered by Time of Day

