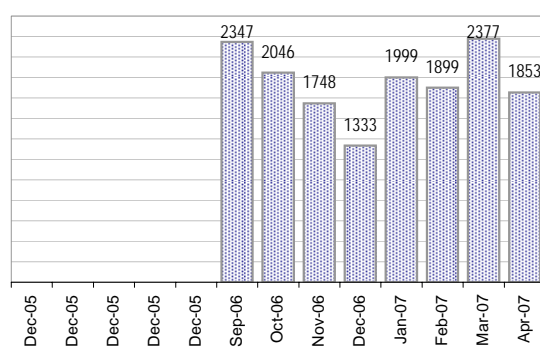


## Creating Cases

Total from Last Week

356

Cases Created, Year Ago to Date

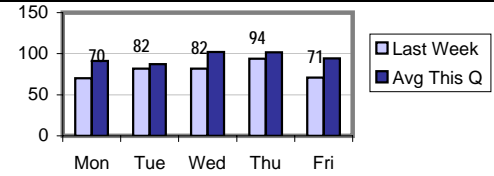


Average Per Day

Now Year Ago

this week	60.7	n/a	n/a
last 3 months	70.6	n/a	n/a
last 12 months	42.9	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



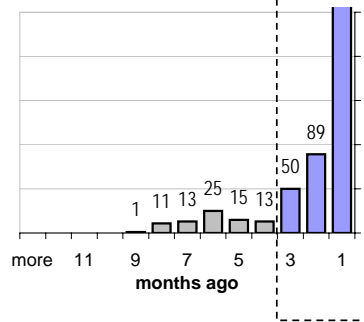
## The Queue

Currently Pending

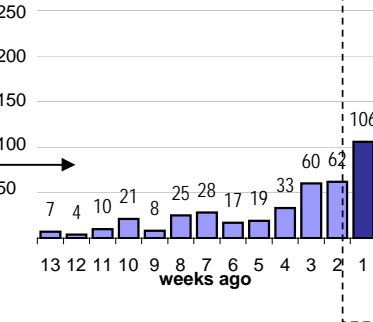
478

Calendar Age of Open Cases

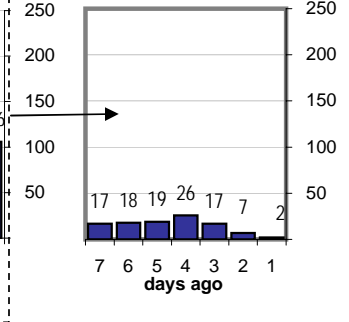
Last 12 Months



Last 3 months

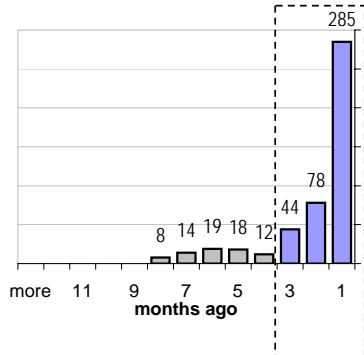


Last Week

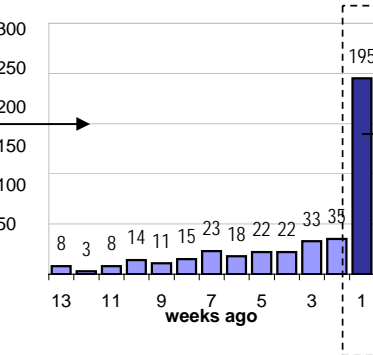


Time Since Last Activity of Any Kind, in Cases that are currently Open

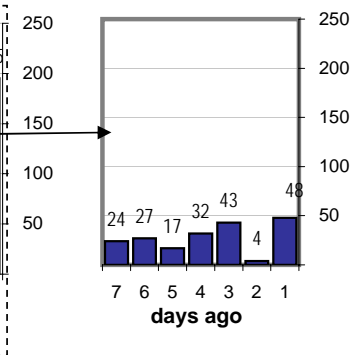
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

23%

3 to 7 days

8%

< 3 days

68%

(over the last six weeks)

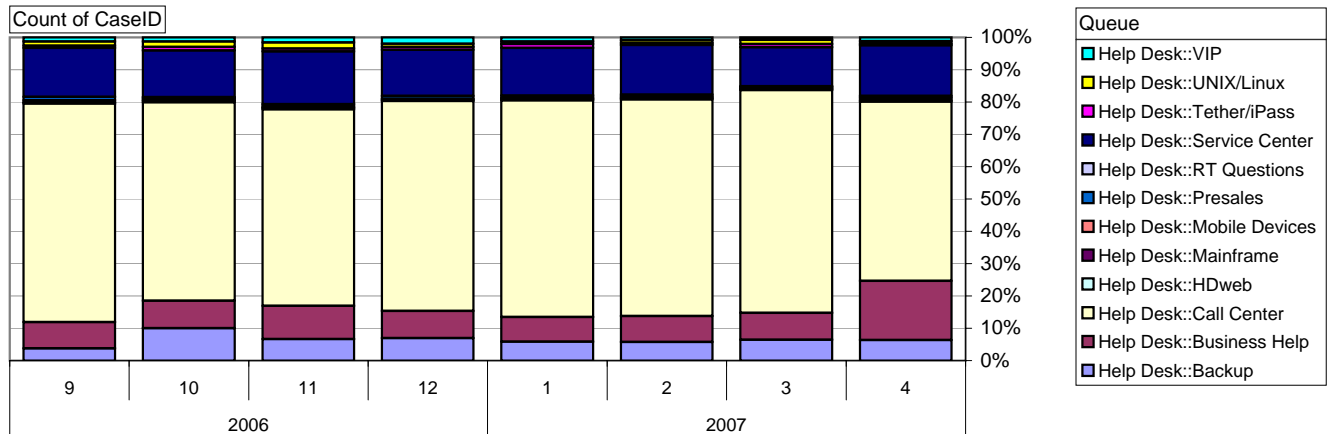
Estimated Pending Queue over the last six months



Net change in Q over six months:

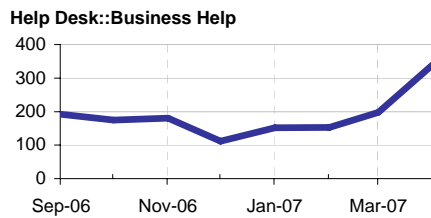
-15 ↓

## Relative Volume by Queue, By Month



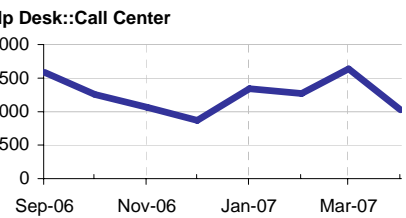
### Business Help

**Time to Resolve**  
 slow % 22%  
 med. % 8%  
 fast % 70%



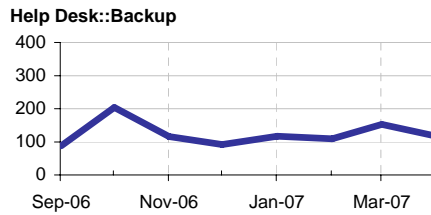
### Call Center

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



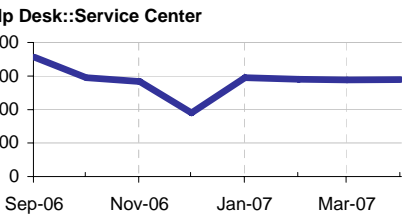
### Backup

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



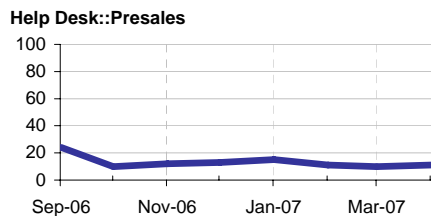
### Service Center

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



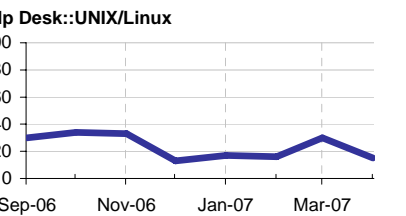
### Presales

**Time to Resolve**  
 slow % 12%  
 med. % 7%  
 fast % 82%



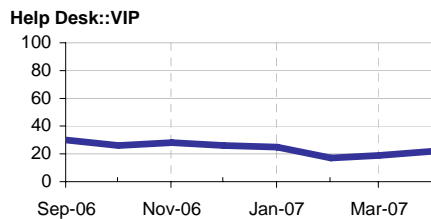
### Unix/Linux

**Time to Resolve** Help Desk::UNIX/Linux  
 slow % 20%  
 med. % 7%  
 fast % 73%



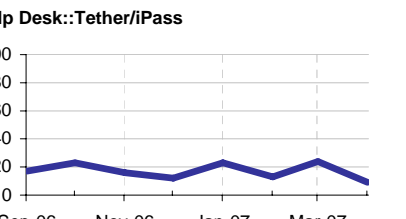
### VIP

**Time to Resolve**  
 slow % 12%  
 med. % 85%  
 fast % 3%



### Tether/iPass

**Time to Resolve** Help Desk::Tether/iPass  
 slow % 24%  
 med. % 10%  
 fast % 67%



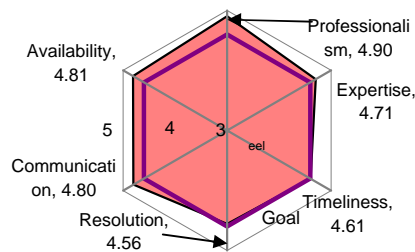
## Client Satisfaction

Overall Last Week

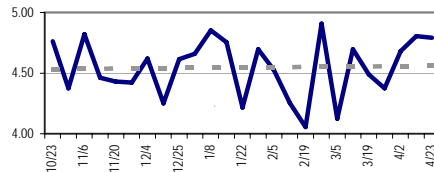


N = 17; 5 point scale

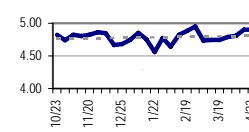
Individual Components, Last Week



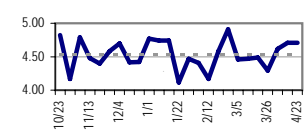
Overall



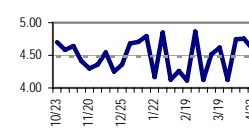
Professionalism



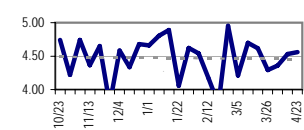
Expertise



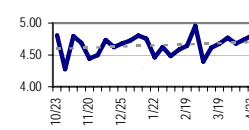
Timeliness



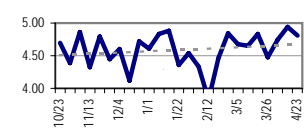
Resolution



Communication

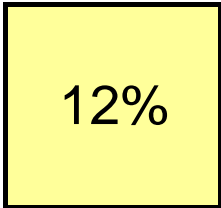


Availability

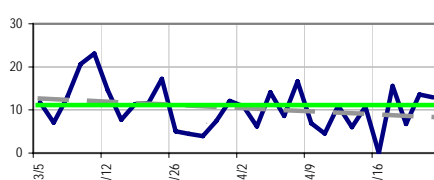


## ACD Measures

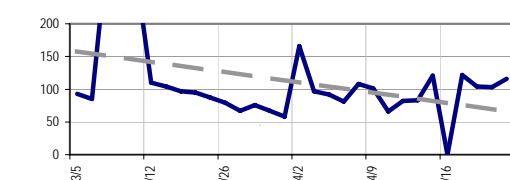
Avg Abandon Last Week



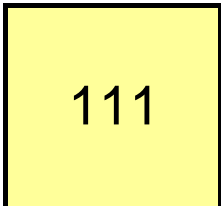
Avg Daily Abandon Rate



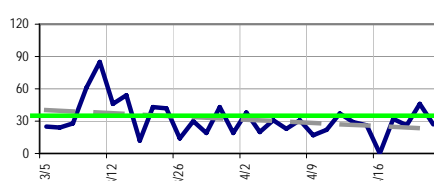
Avg Daily Calls Offered



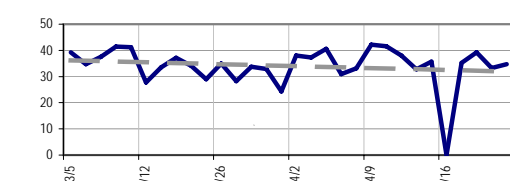
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



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

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

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

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

Calls Offered by Time of Day

