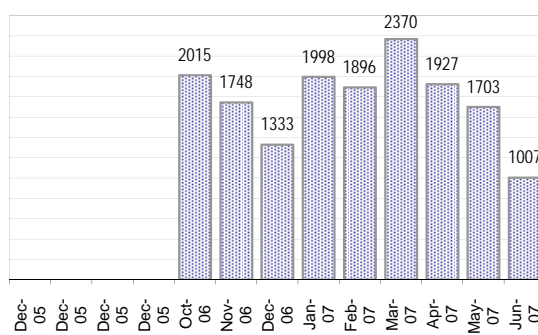


## Creating Cases

Total from Last Week

466

Cases Created, Year Ago to Date

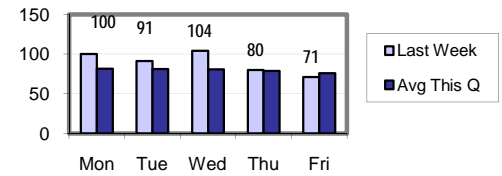


Average Per Day

Now Year Ago

this week	64.9	n/a	n/a
last 3 months	59.7	n/a	n/a
last 12 months	42.7	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



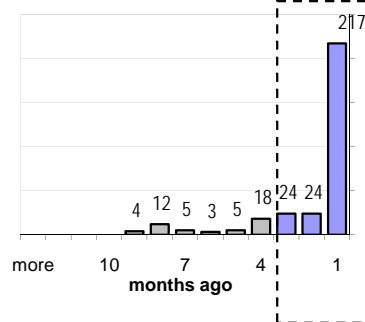
## The Queue

Currently Pending

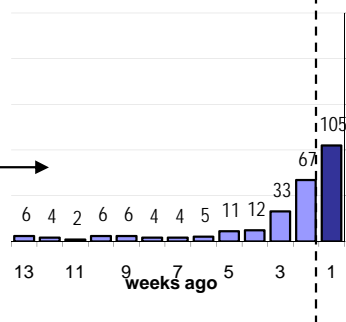
312

Calendar Age of Open Cases

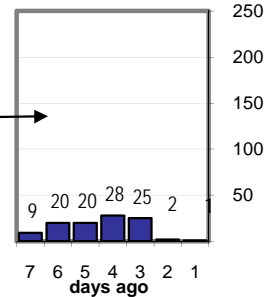
Last 12 Months



Last 3 months

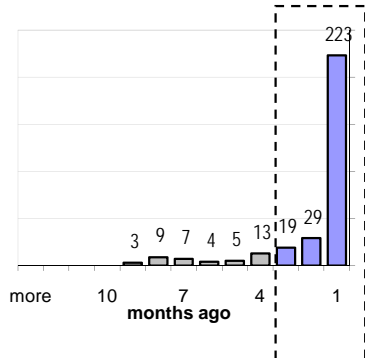


Last Week

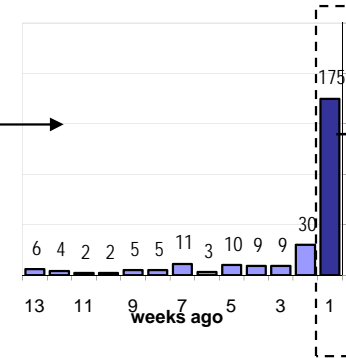


Time Since Last Activity of Any Kind, in Cases that are currently Open

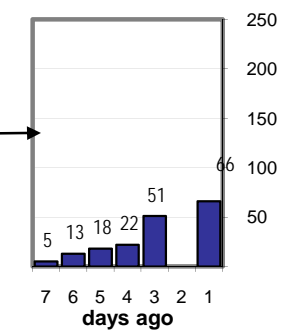
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

26%

3 to 7 days

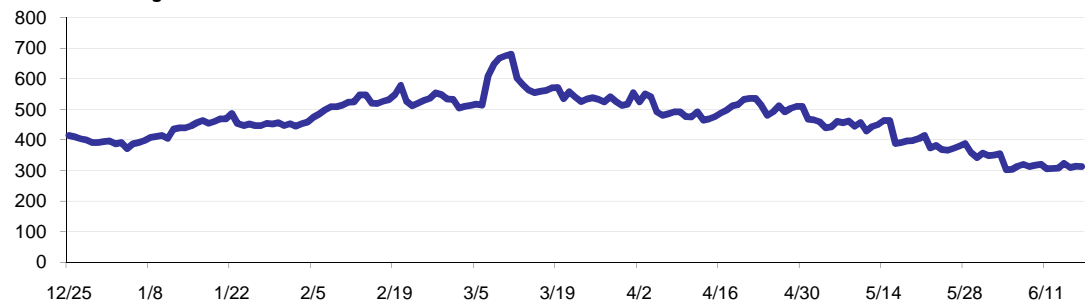
8%

< 3 days

67%

(over the last six weeks)

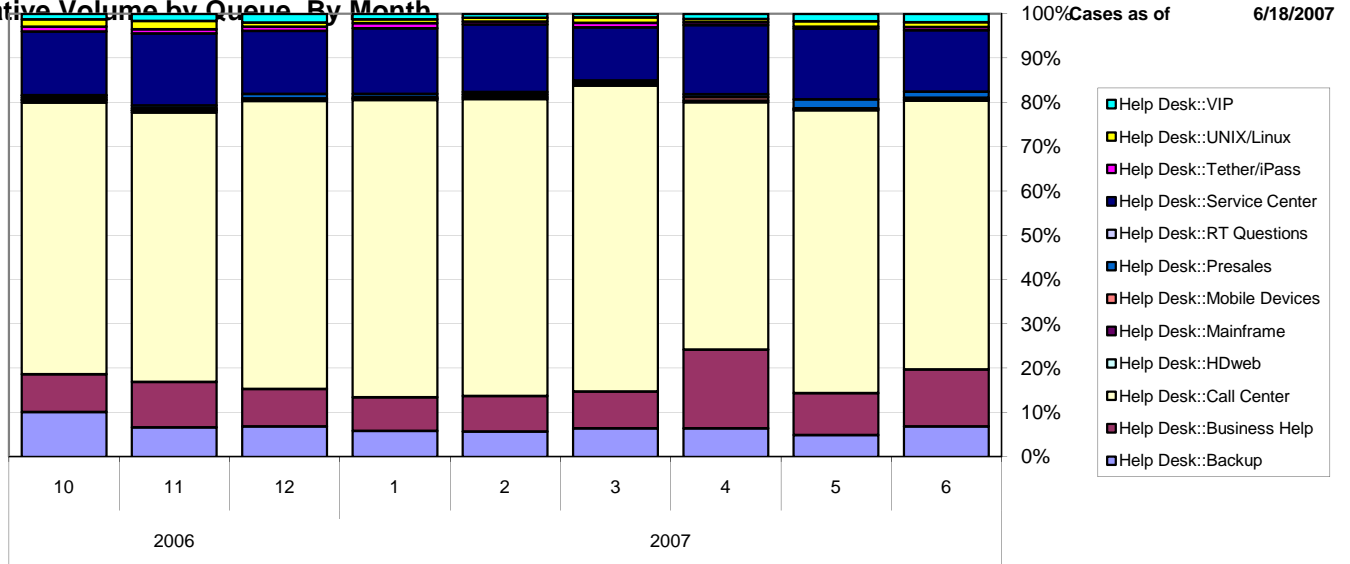
Estimated Pending Queue over the last six months



Net change in Q over six months: -101 ↓

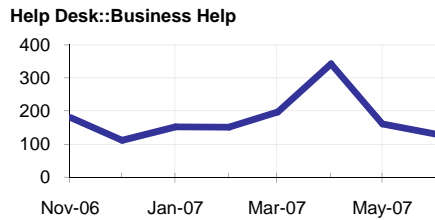
# Helpdesk Qs

Relative Volume by Queue By Month



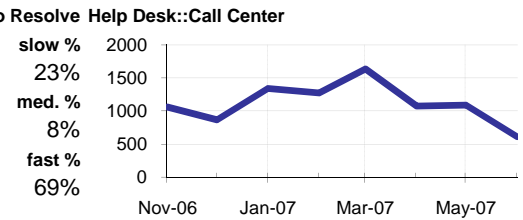
## Business Help

**Time to Resolve**  
 slow % 22%  
 med. % 7%  
 fast % 70%



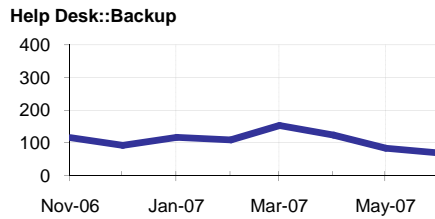
## Call Center

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



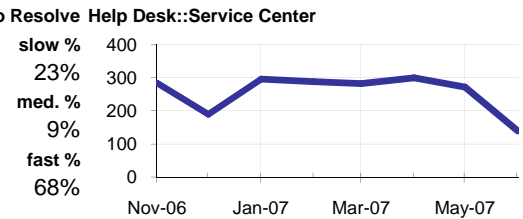
## Backup

**Time to Resolve**  
 slow % 24%  
 med. % 6%  
 fast % 70%



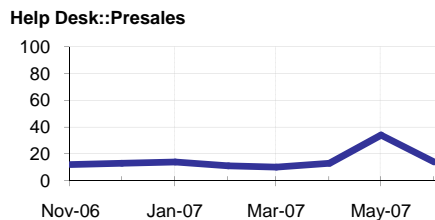
## Service Center

**Time to Resolve**  
 slow % 23%  
 med. % 9%  
 fast % 68%



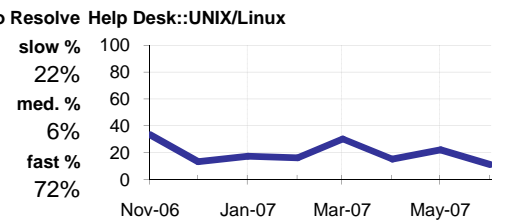
## Presales

**Time to Resolve**  
 slow % 19%  
 med. % 10%  
 fast % 71%



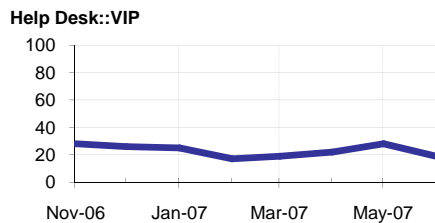
## Unix/Linux

**Time to Resolve**  
 slow % 22%  
 med. % 6%  
 fast % 72%



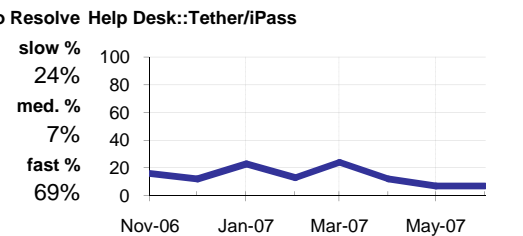
## VIP

**Time to Resolve**  
 slow % 10%  
 med. % 82%  
 fast % 8%



## Tether/iPass

**Time to Resolve**  
 slow % 24%  
 med. % 7%  
 fast % 69%



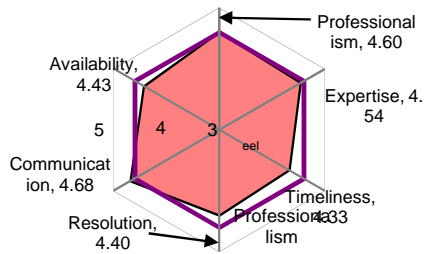
## Client Satisfaction

Overall Last Week

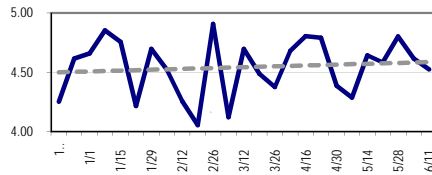


N = 21; 5 point scale

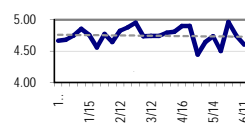
Individual Components, Last Week



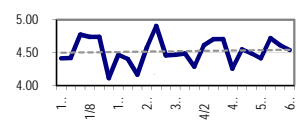
Overall



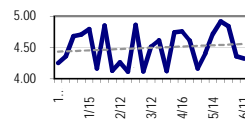
Professionalism



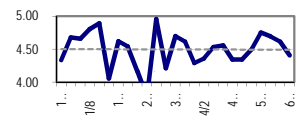
Expertise



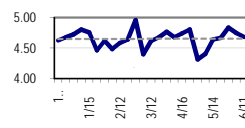
Timeliness



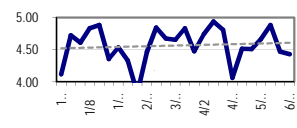
Resolution



Communication

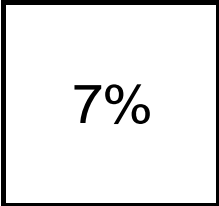


Availability

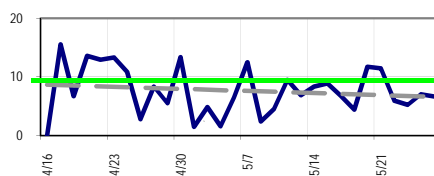


## ACD Measures

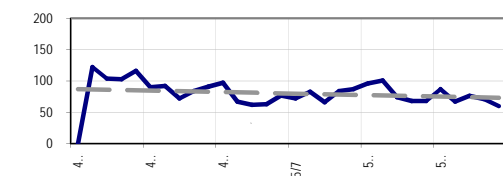
Avg Abandon Last Week



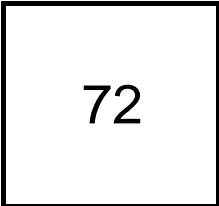
Avg Daily Abandon Rate



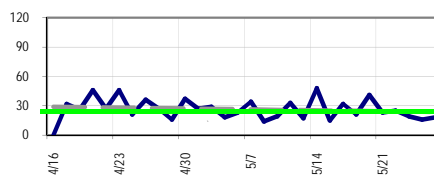
Avg Daily Calls Offered



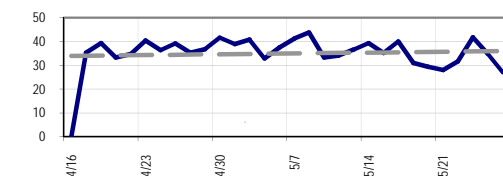
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



Calls per Logged Hour per day  
2.21 last week -21%  
2.29 over 6 weeks  
2.80 over 6 months

Avg Call Length, in minutes  
6.11 last week -6%  
6.46 over 6 weeks  
6.52 over 6 months

Average Hours Logged per Day  
32.70 last week -4%  
36.19 over 6 weeks  
34.10 over 6 months

Average Offered Calls per day  
72.20 last week -24%  
82.76 over 6 weeks  
95.46 over 6 months

Calls Offered by Time of Day

