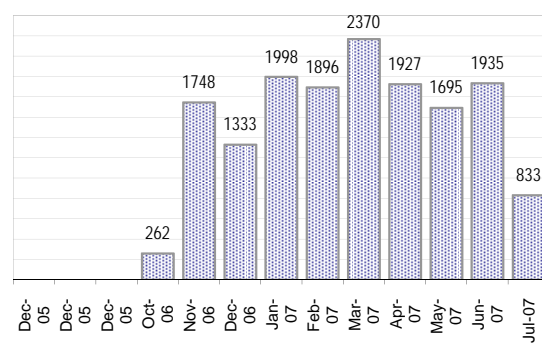


Creating Cases

Total from Last Week

475

Cases Created, Year Ago to Date

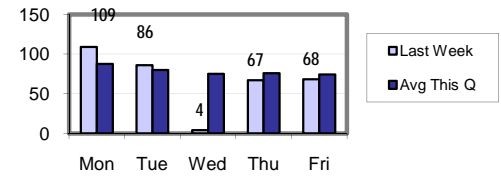


Average Per Day

Now Year Ago

this week	50.1	n/a	n/a
last 3 months	59.0	n/a	n/a
last 12 months	42.6	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



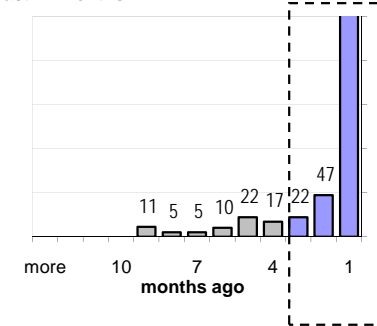
The Queue

Currently Pending

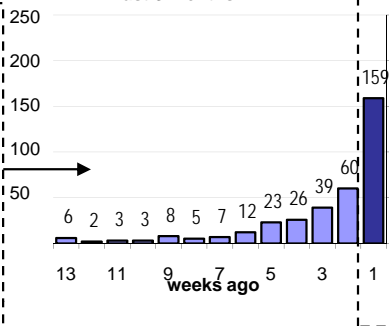
423

Calendar Age of Open Cases

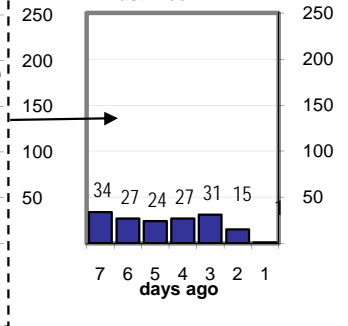
Last 12 Months



Last 3 months

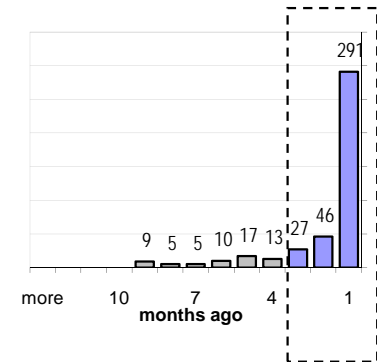


Last Week

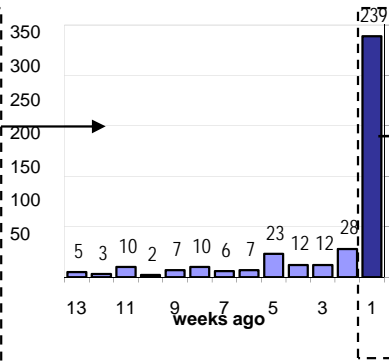


Time Since Last Activity of Any Kind, in Cases that are currently Open

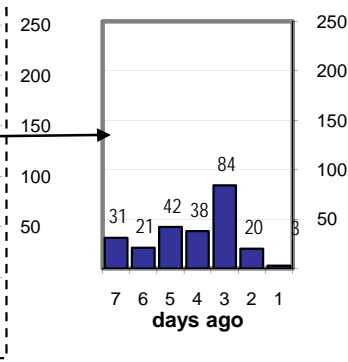
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

24%

3 to 7 days

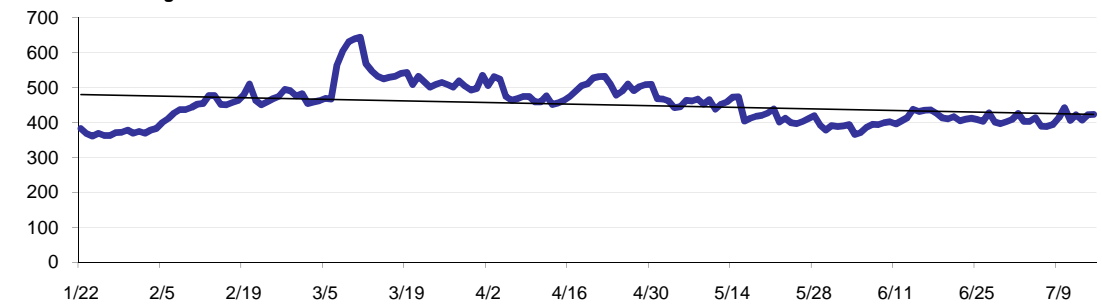
8%

< 3 days

68%

(over the last six weeks)

Estimated Pending Queue over the last six months



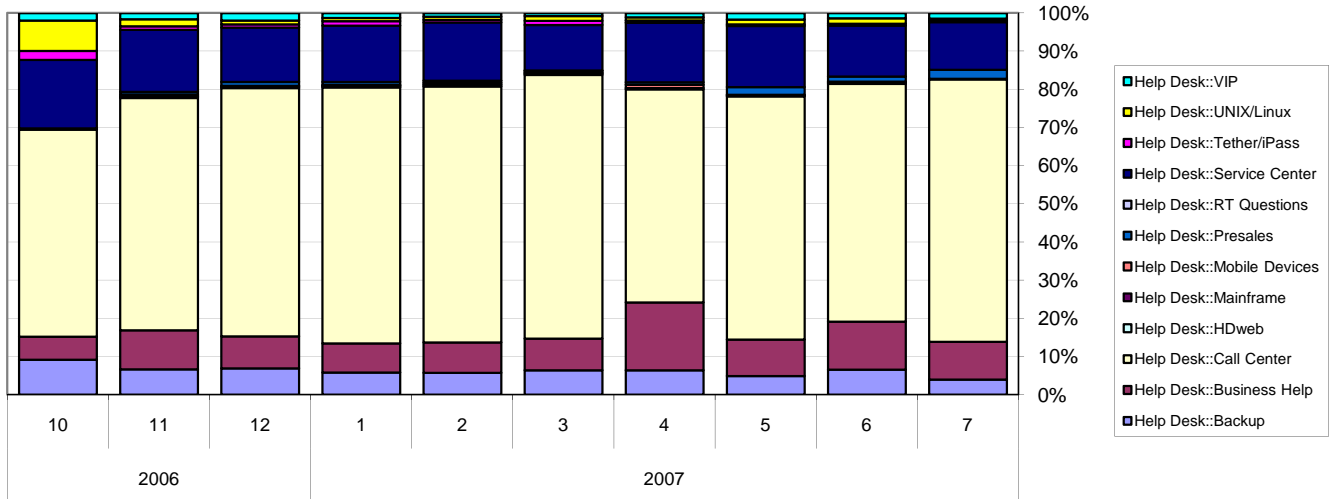
Net change in Q over six months:

60 ↑

Helpdesk Qs

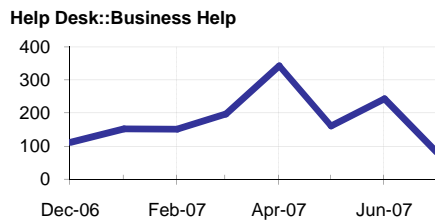
Cases as of 7/16/2007

Relative Volume by Queue, By Month



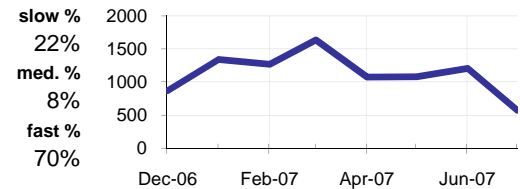
Business Help

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



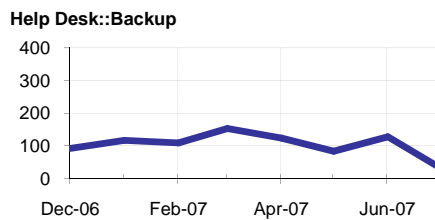
Call Center

Time to Resolve Help Desk::Call Center
 slow % 22%
 med. % 8%
 fast % 70%



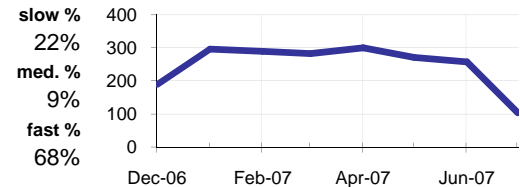
Backup

Time to Resolve
 slow % 24%
 med. % 8%
 fast % 68%



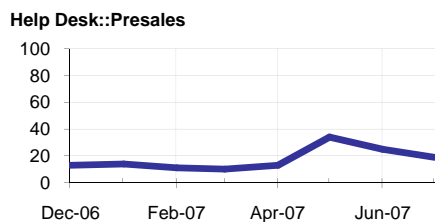
Service Center

Time to Resolve Help Desk::Service Center
 slow % 22%
 med. % 9%
 fast % 68%



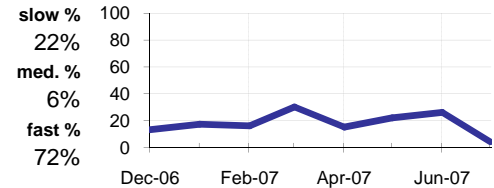
Presales

Time to Resolve
 slow % 21%
 med. % 8%
 fast % 71%



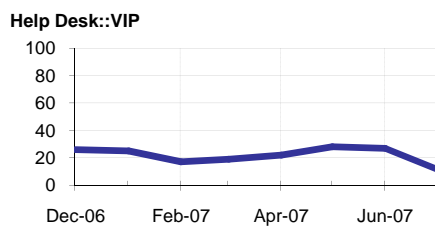
Unix/Linux

Time to Resolve Help Desk::UNIX/Linux
 slow % 22%
 med. % 6%
 fast % 72%



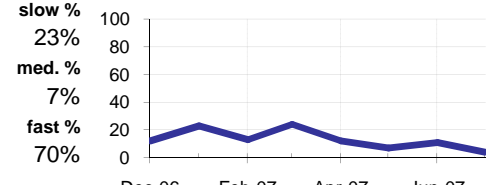
VIP

Time to Resolve
 slow % 11%
 med. % 88%
 fast % 1%



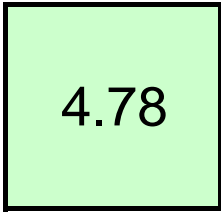
Tether/iPass

Time to Resolve Help Desk::Tether/iPass
 slow % 23%
 med. % 7%
 fast % 70%



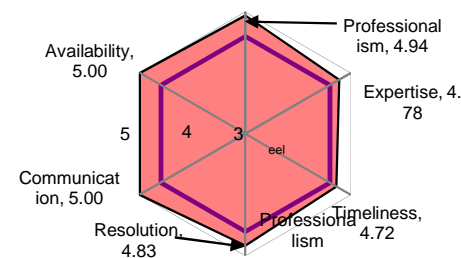
Client Satisfaction

Overall Last Week

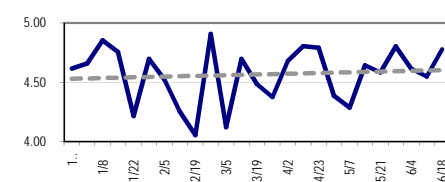


N = 15; 5 point scale

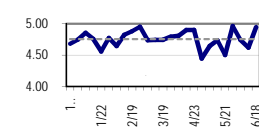
Individual Components, Last Week



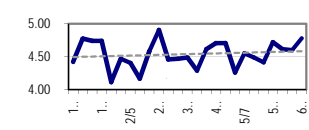
Overall



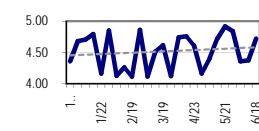
Professionalism



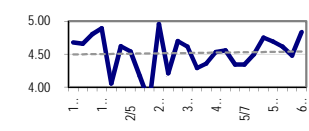
Expertise



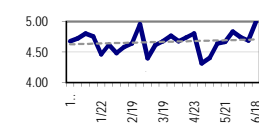
Timeliness



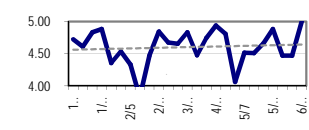
Resolution



Communication



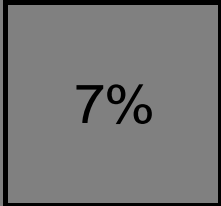
Availability



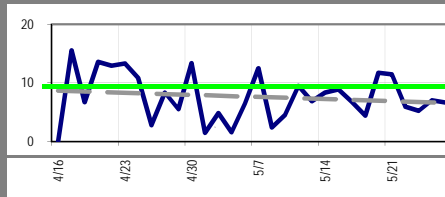
NOTE: ACD Measures are currently unavailable as reporting from the Pinnacle ACD is down, perhaps forever.

ACD Measures

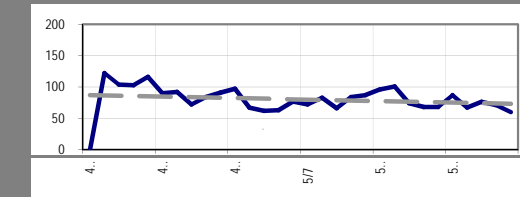
Avg Abandon Last Week



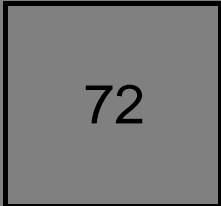
Avg Daily Abandon Rate



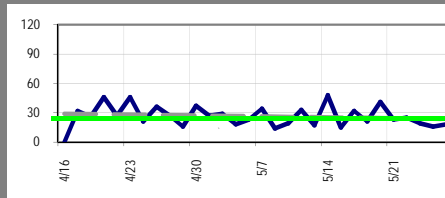
Avg Daily Calls Offered



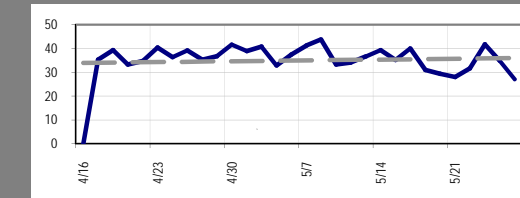
Avg Calls Offered



Avg Daily Wait Time, in Seconds



Call Center Agent Hours Logged Per Day



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

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

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

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

Calls Offered by Time of Day

