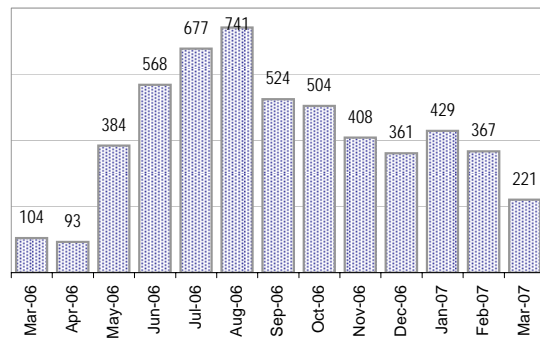


Creating Cases

Total from Last Week

77

Cases Created, Year Ago to Date

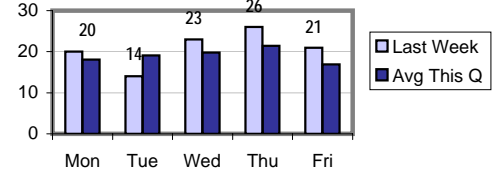


Average Per Day

Now Year Ago

this week	15.3	1.0	14.3
last 3 months	13.1	1.0	12.1
last 12 months	14.5	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



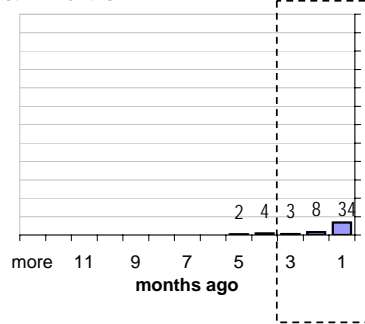
The Queue

Currently Pending

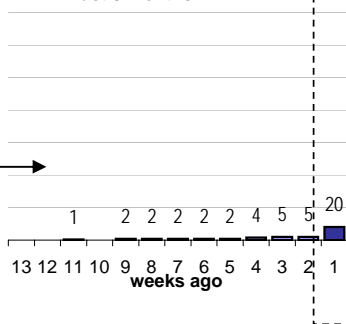
51

Calendar Age of Open Cases

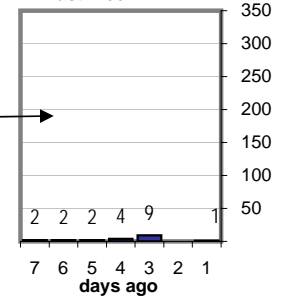
Last 12 Months



Last 3 months

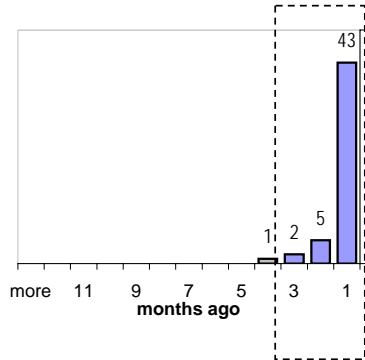


Last Week

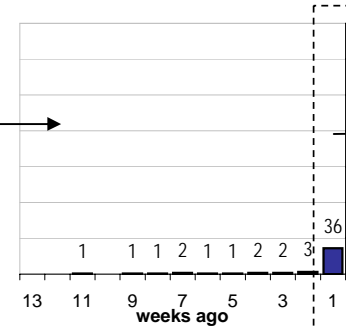


Time Since Last Activity of Any Kind, in Cases that are currently Open

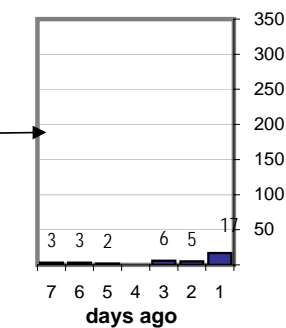
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

20%

3 to 7 days

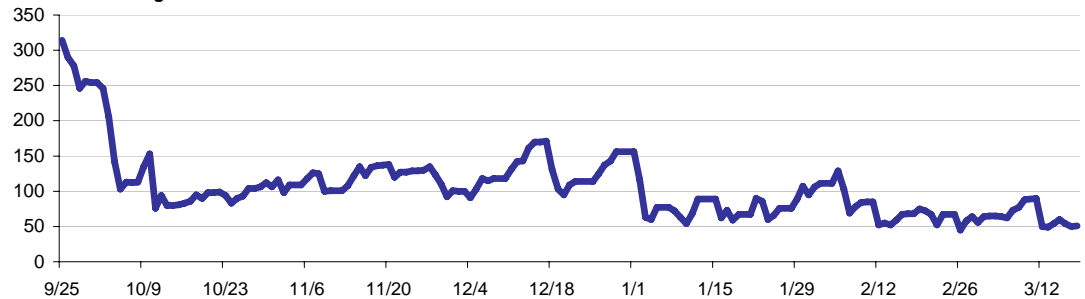
14%

< 3 days

52%

(over the last six weeks)

Estimated Pending Queue over the last six months



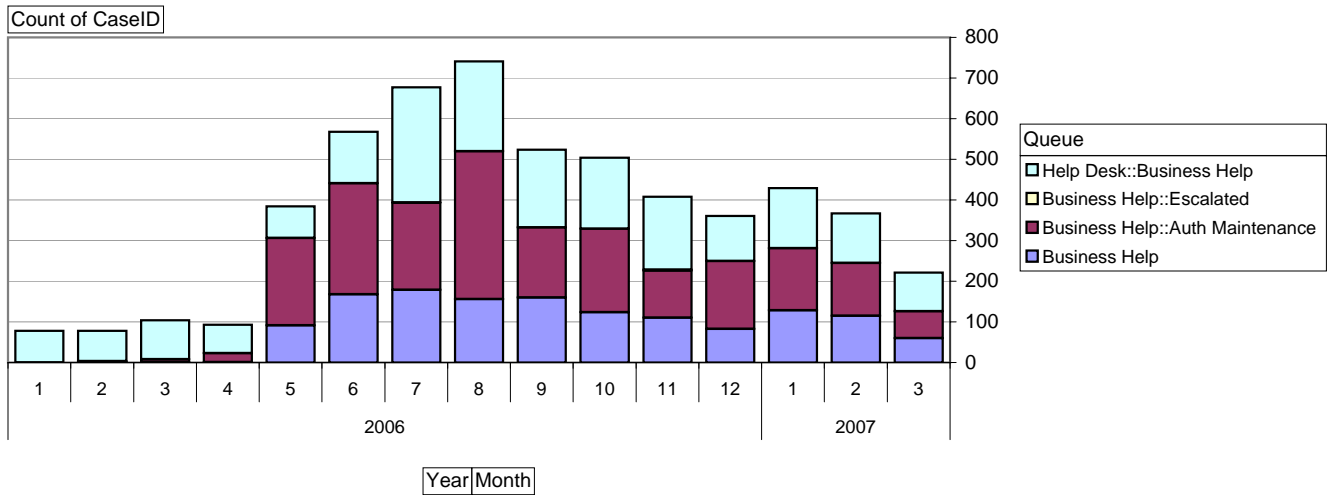
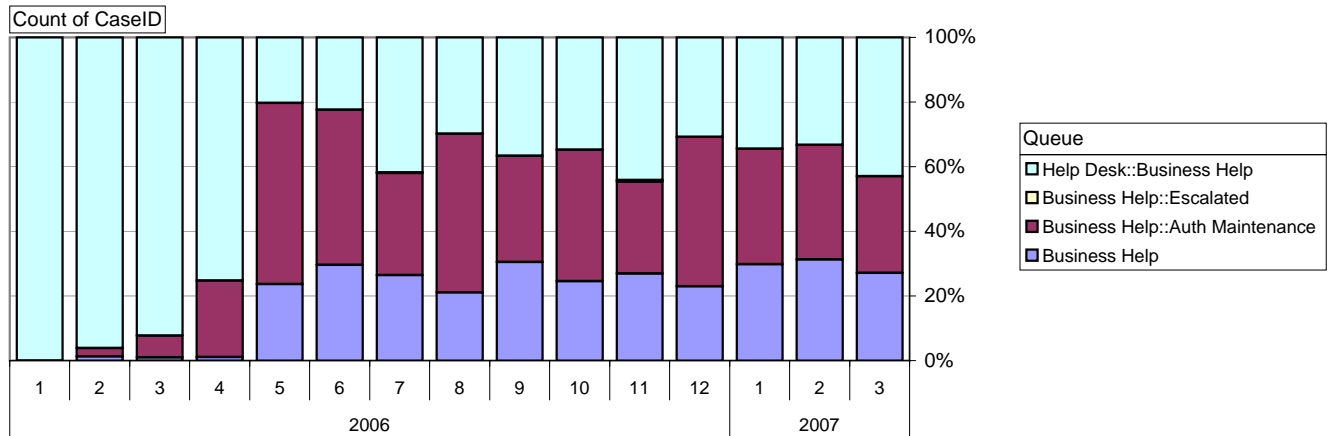
Net change in Q over six months:

-302 ↓

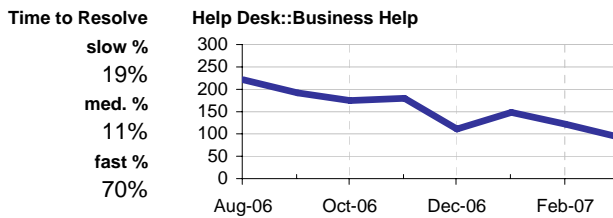
Business Help Qs

Cases as of 3/19/2007

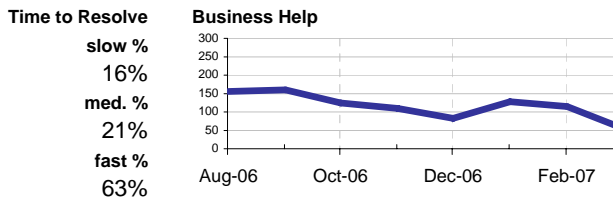
Relative Volume by Queue, By Month



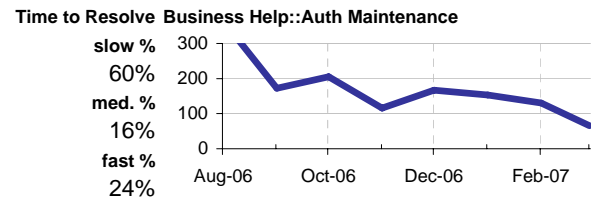
Helpdesk :: Business Help



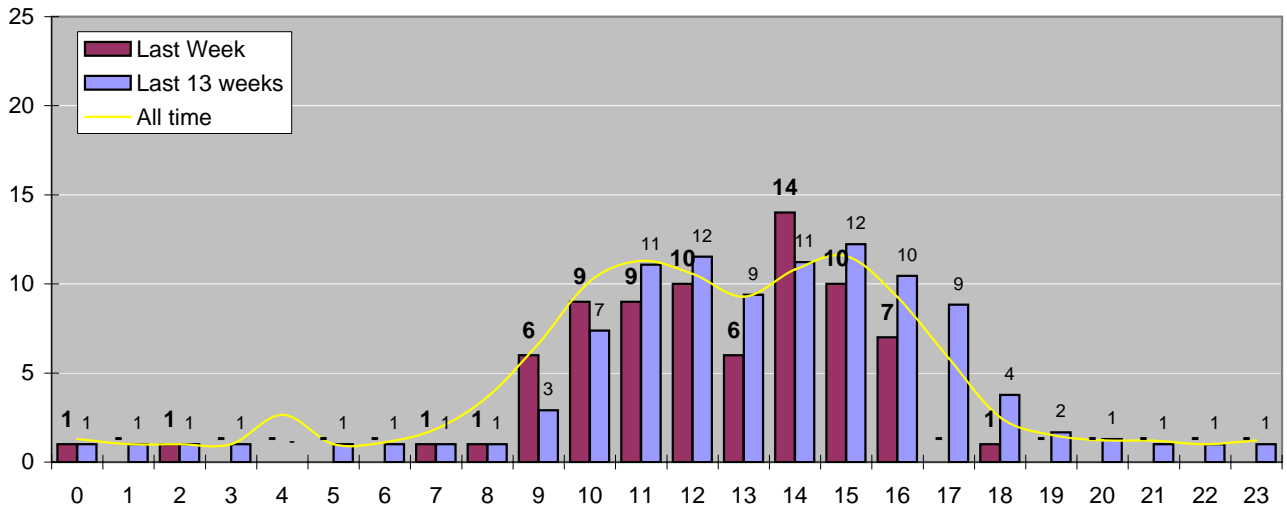
Business Help



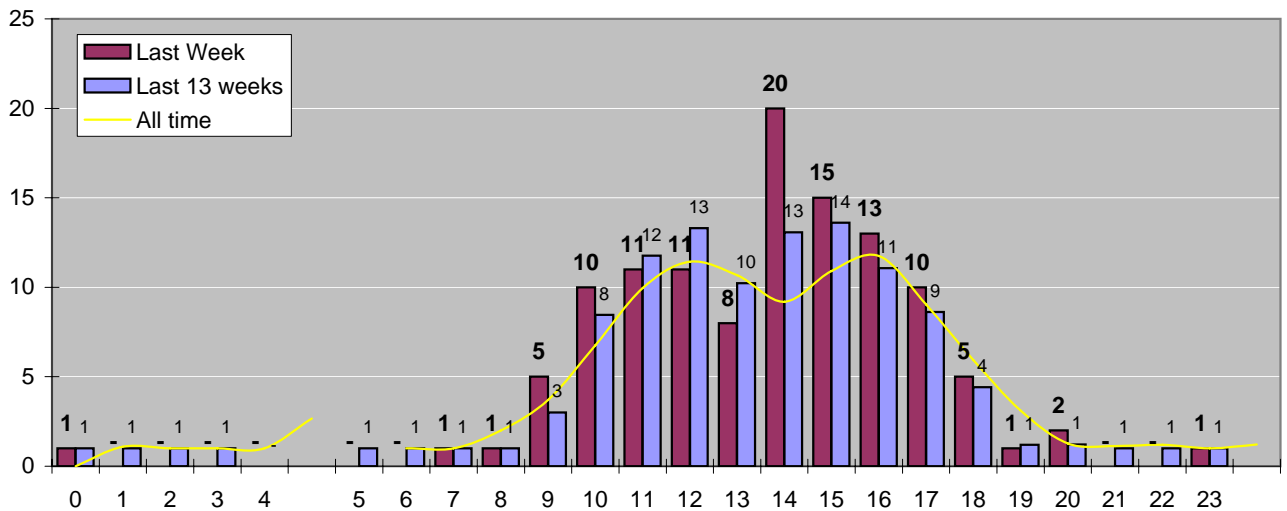
Business Help: Auth Maintenance



Cases Created by Time of Day



Cases Closed by Time of Day



Time to Resolve, all cases

