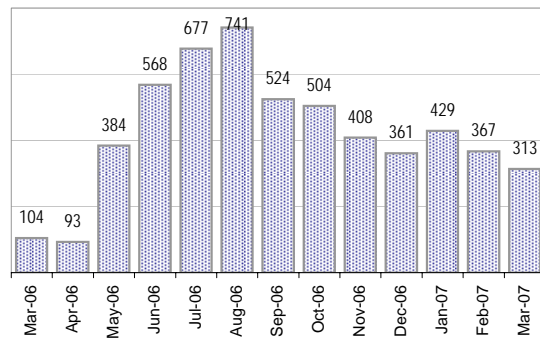


Creating Cases

Total from Last Week

92

Cases Created, Year Ago to Date

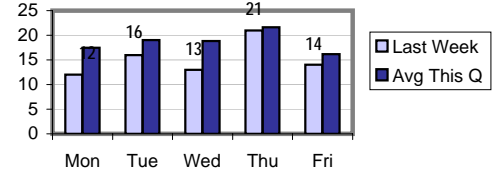


Average Per Day

Now Year Ago

	Now	Year Ago	
this week	11.0	2.7	3.1
last 3 months	13.0	2.7	3.8
last 12 months	14.7	2.7	4.5

Actual Per Day, Last Week vs Qtrly Average



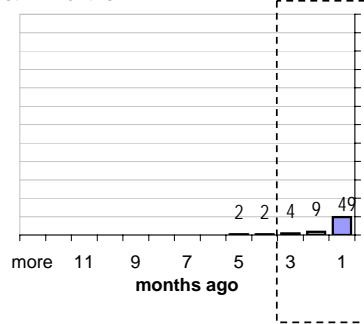
The Queue

Currently Pending

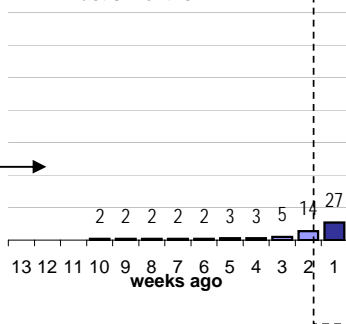
66

Calendar Age of Open Cases

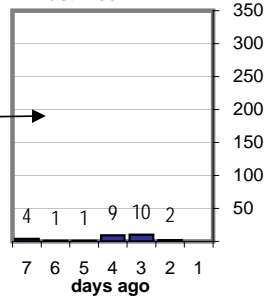
Last 12 Months



Last 3 months

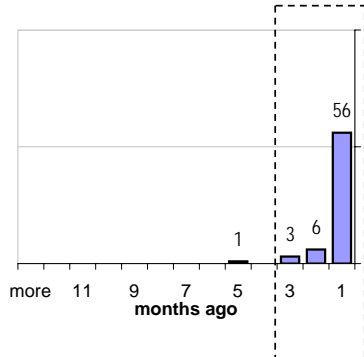


Last Week

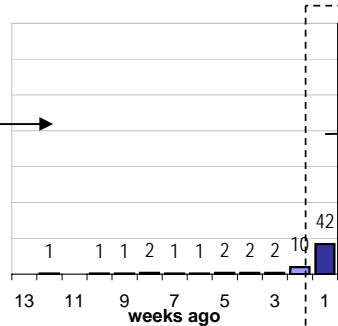


Time Since Last Activity of Any Kind, in Cases that are currently Open

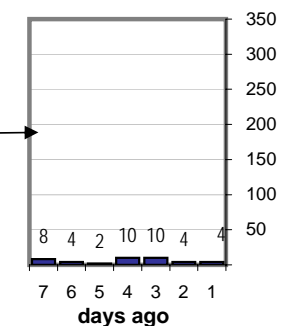
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

18%

3 to 7 days

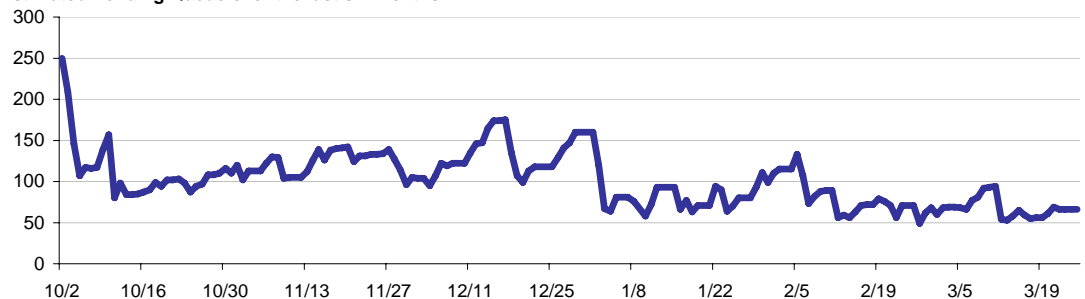
14%

< 3 days

54%

(over the last six weeks)

Estimated Pending Queue over the last six months

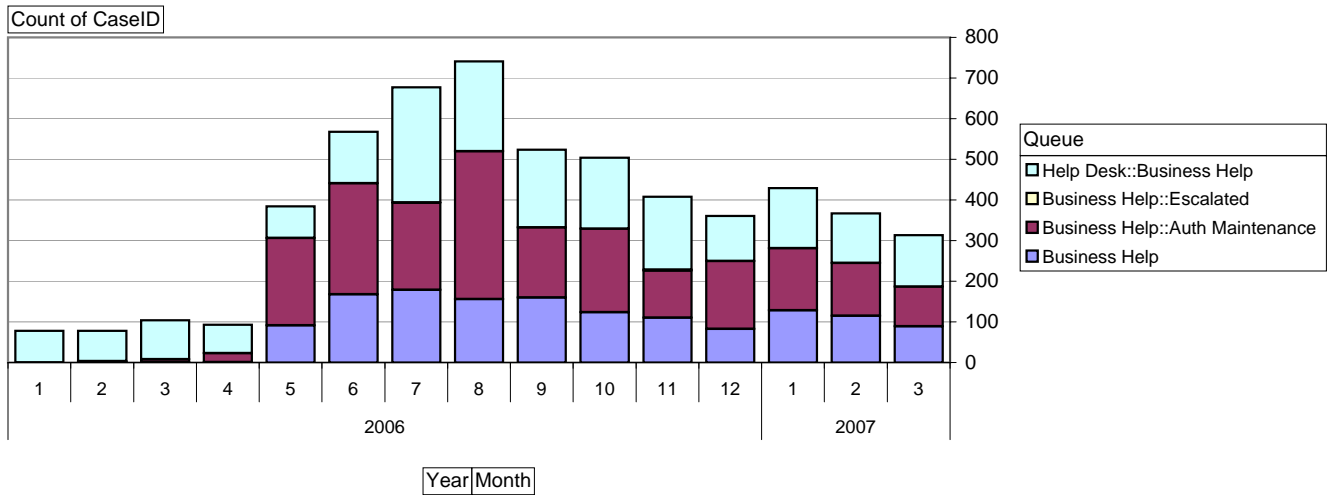
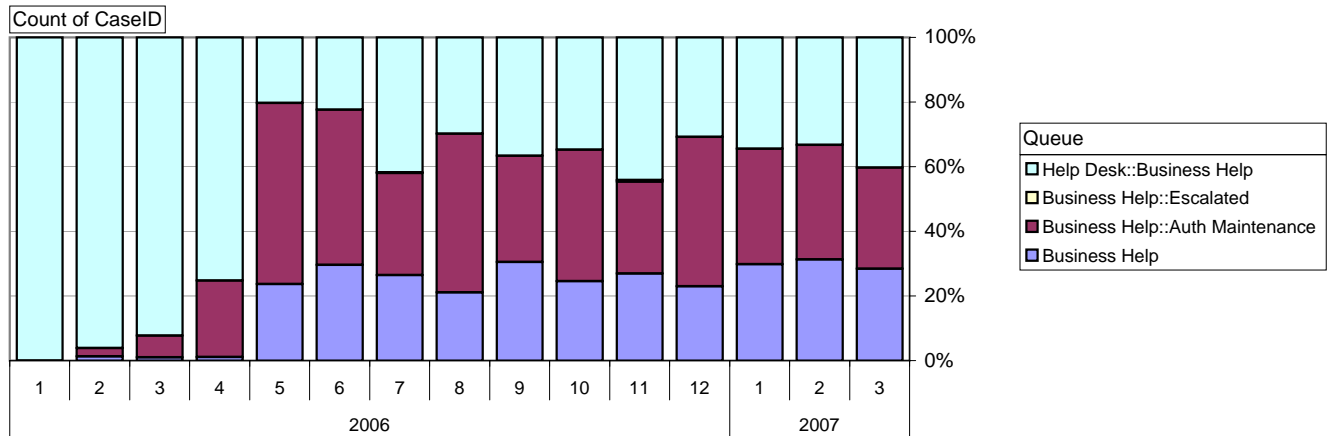


Net change in Q over six months: -192 ↓

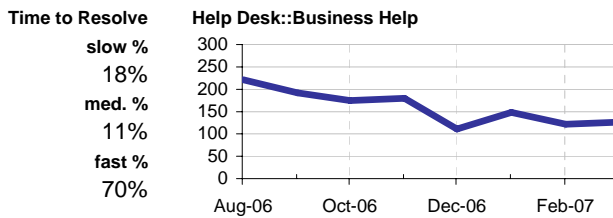
Business Help Qs

Cases as of 3/26/2007

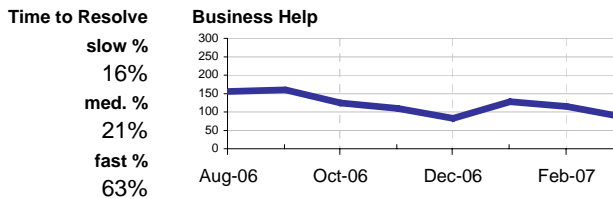
Relative Volume by Queue, By Month



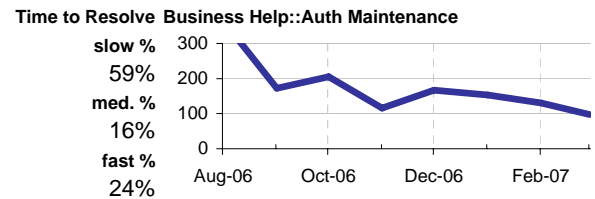
Helpdesk :: Business Help



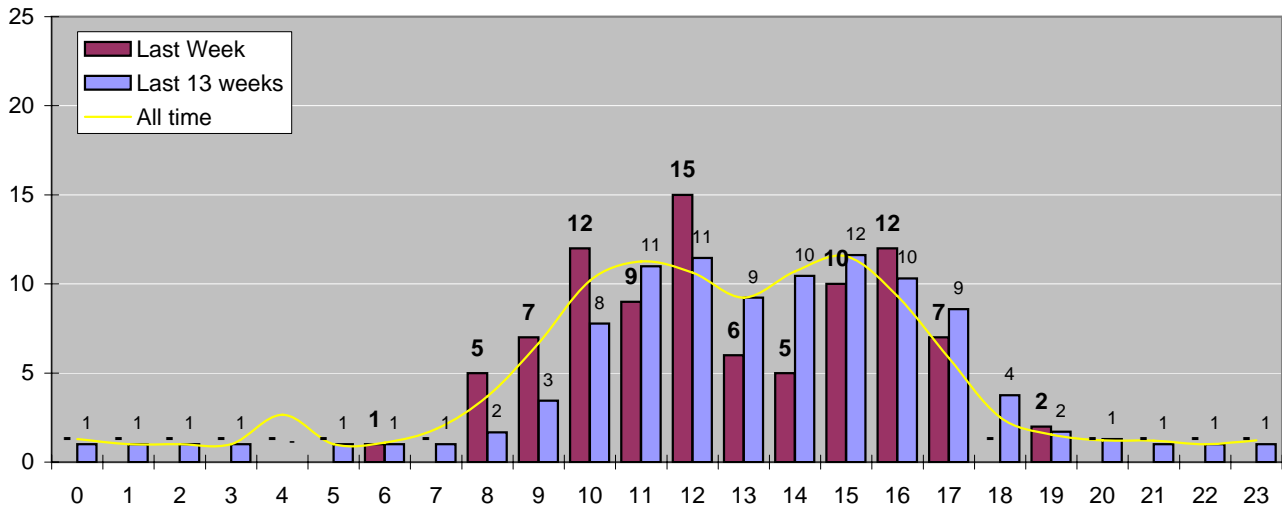
Business Help



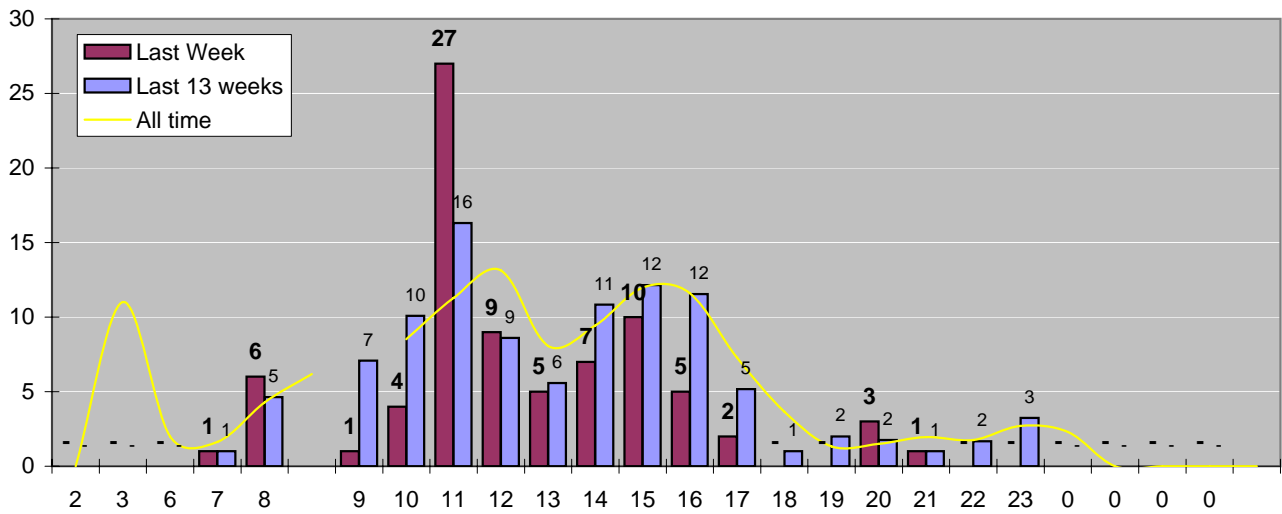
Business Help: Auth Maintenance



Cases Created by Time of Day



Cases Closed by Time of Day



Time to Resolve, all cases

