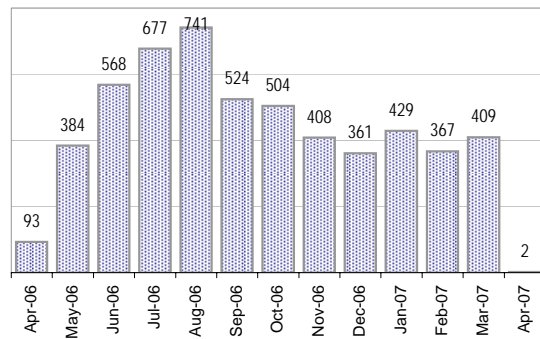


## Creating Cases

Total from Last Week

99

Cases Created, Year Ago to Date

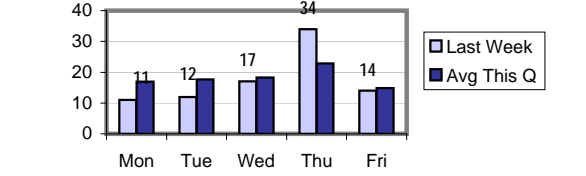


Average Per Day

Now Year Ago

	Now	Year Ago	
this week	12.9	3.8	2.4
last 3 months	12.8	3.3	2.9
last 12 months	14.9	3.4	3.4

Actual Per Day, Last Week vs Qtrly Average



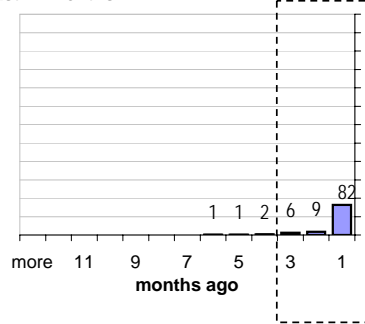
## The Queue

Currently Pending

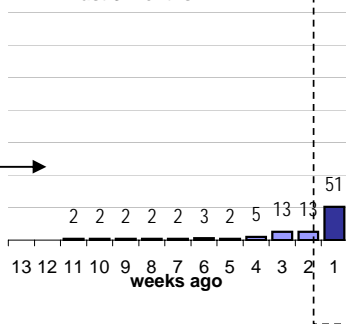
101

Calendar Age of Open Cases

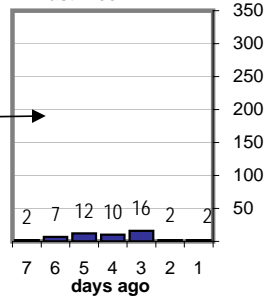
Last 12 Months



Last 3 months

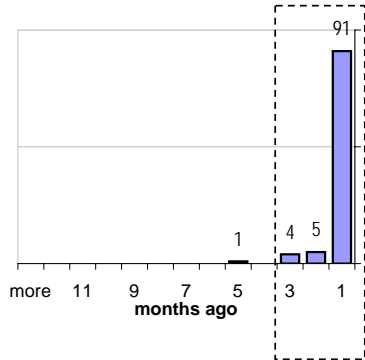


Last Week

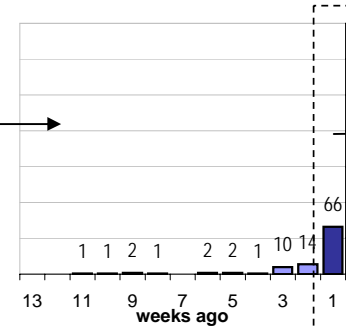


Time Since Last Activity of Any Kind, in Cases that are currently Open

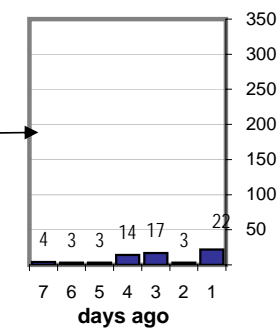
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

18%

3 to 7 days

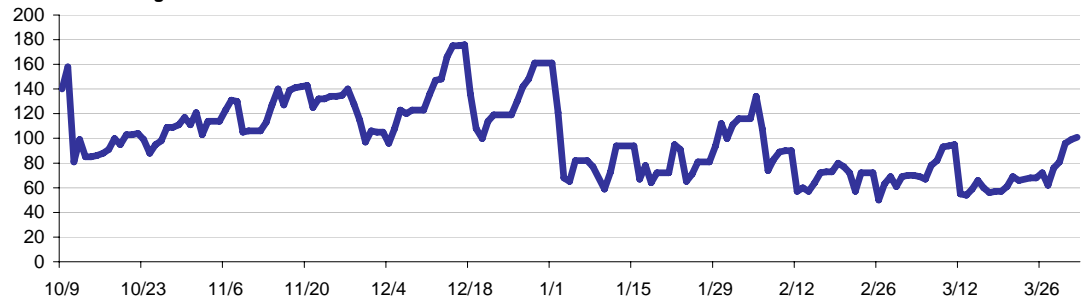
14%

< 3 days

55%

(over the last six weeks)

Estimated Pending Queue over the last six months



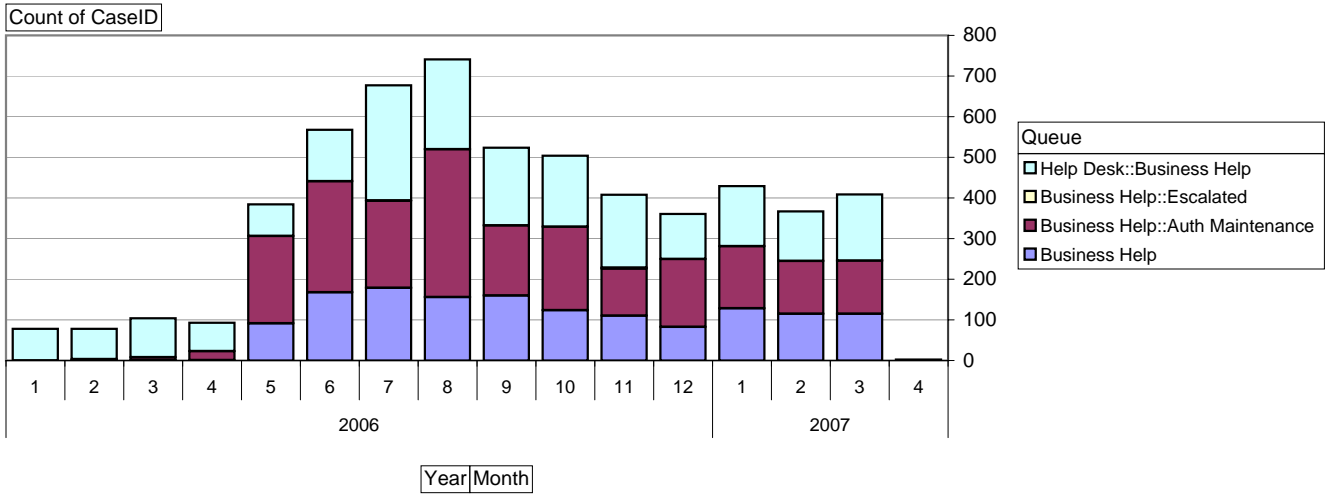
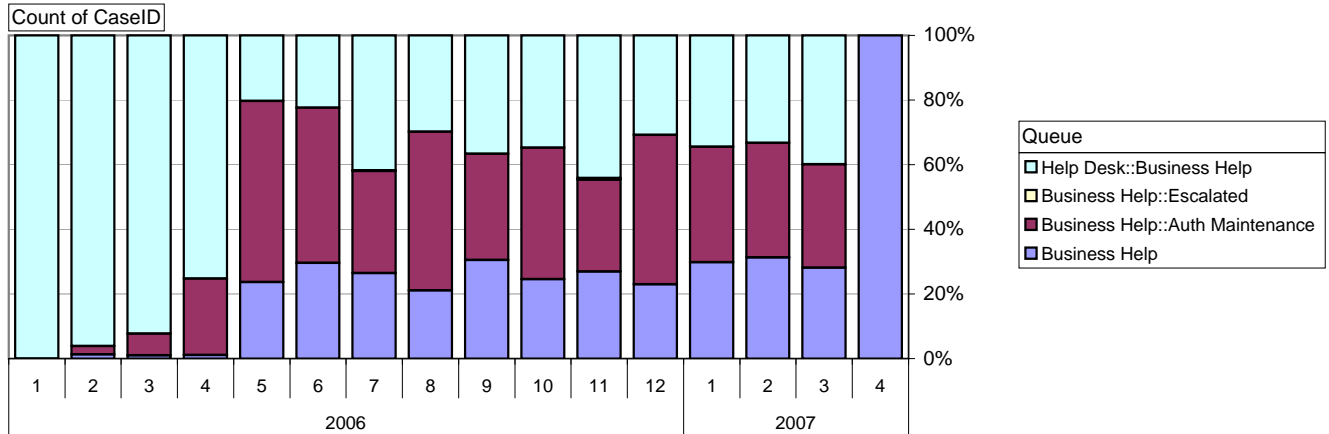
Net change in Q over six months: -17 ↓

# Business Help Qs

Cases as of

4/2/2007

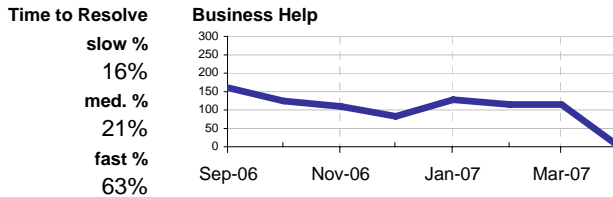
## Relative Volume by Queue, By Month



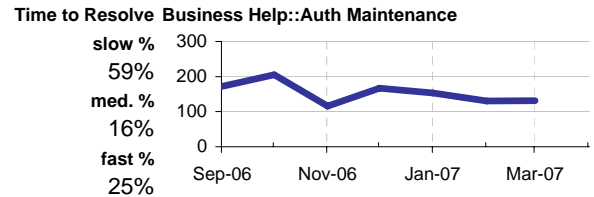
## Helpdesk :: Business Help



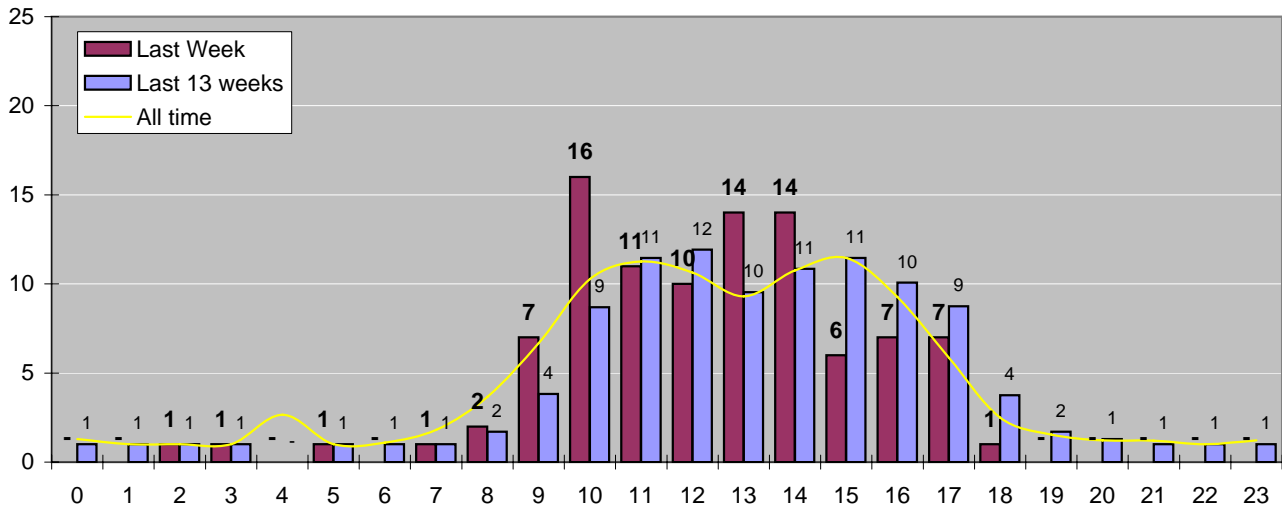
## Business Help



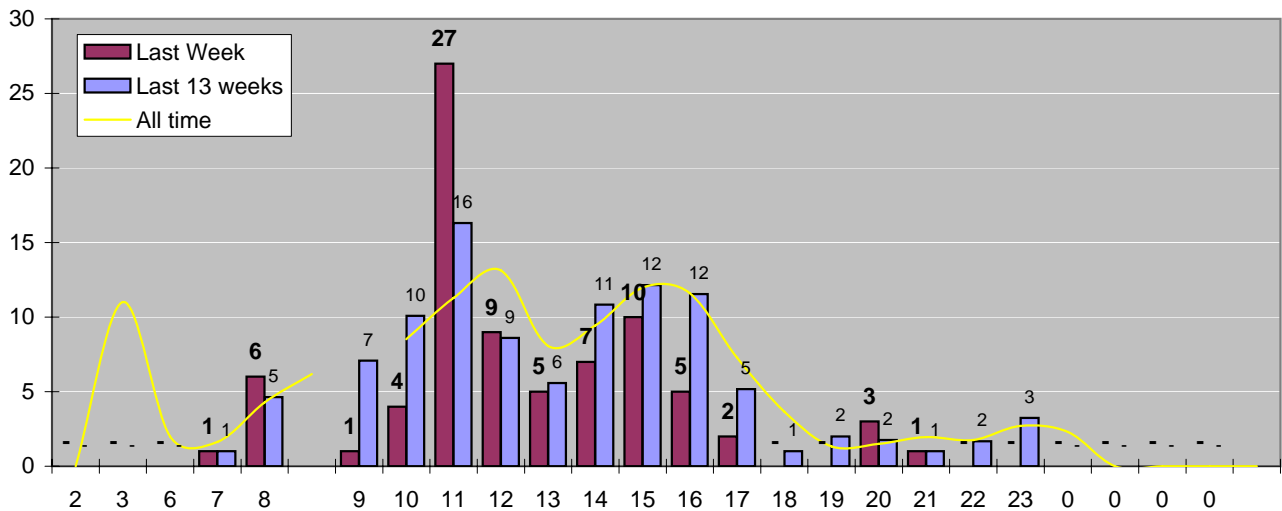
## Business Help: Auth Maintenance



## Cases Created by Time of Day



## Cases Closed by Time of Day



## Time to Resolve, all cases

