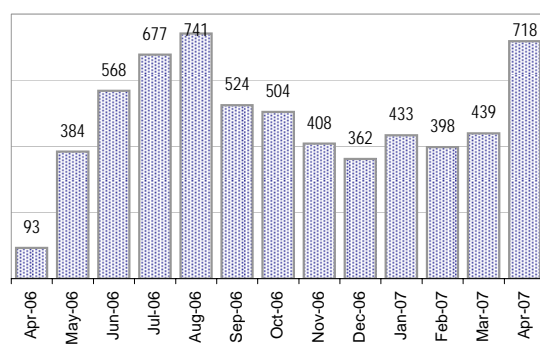


Creating Cases

Total from Last Week

177

Cases Created, Year Ago to Date

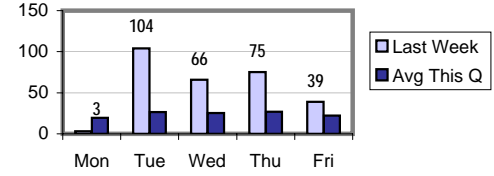


Average Per Day

Now Year Ago

	Now	Year Ago	
this week	41.4	3.1	12.3
last 3 months	16.9	4.1	3.2
last 12 months	16.6	4.3	2.9

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

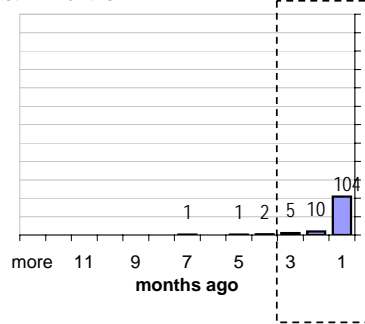
The Queue

Currently Pending

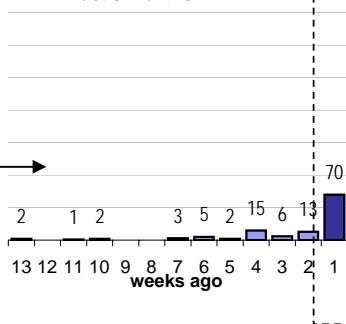
123

Calendar Age of Open Cases

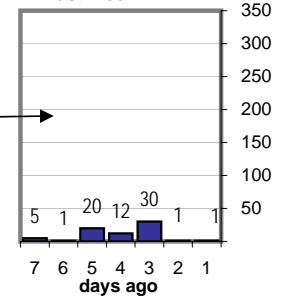
Last 12 Months



Last 3 months

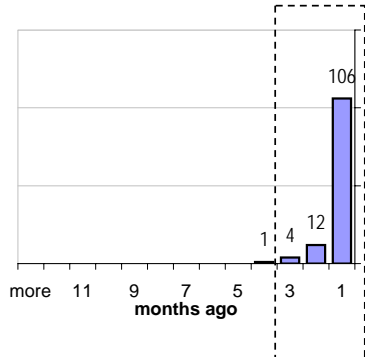


Last Week

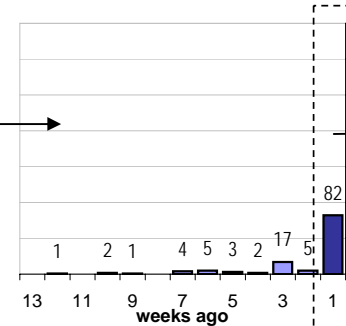


Time Since Last Activity of Any Kind, in Cases that are currently Open

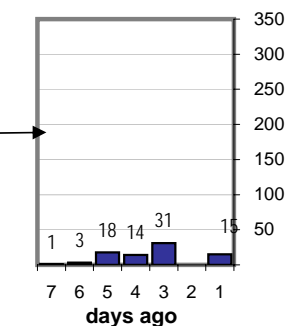
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

14%

3 to 7 days

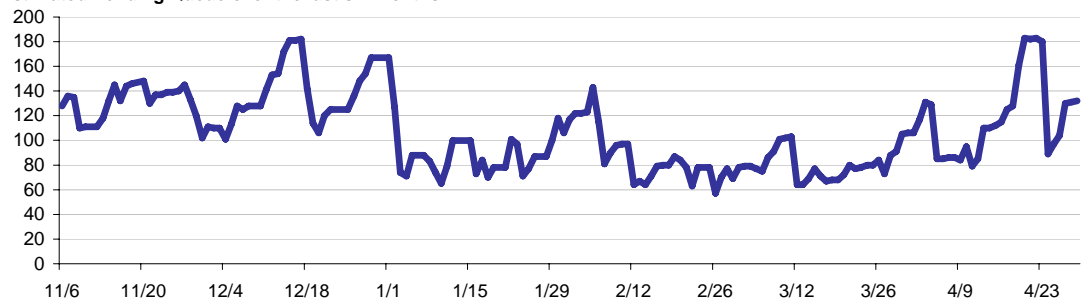
16%

< 3 days

60%

(over the last six weeks)

Estimated Pending Queue over the last six months



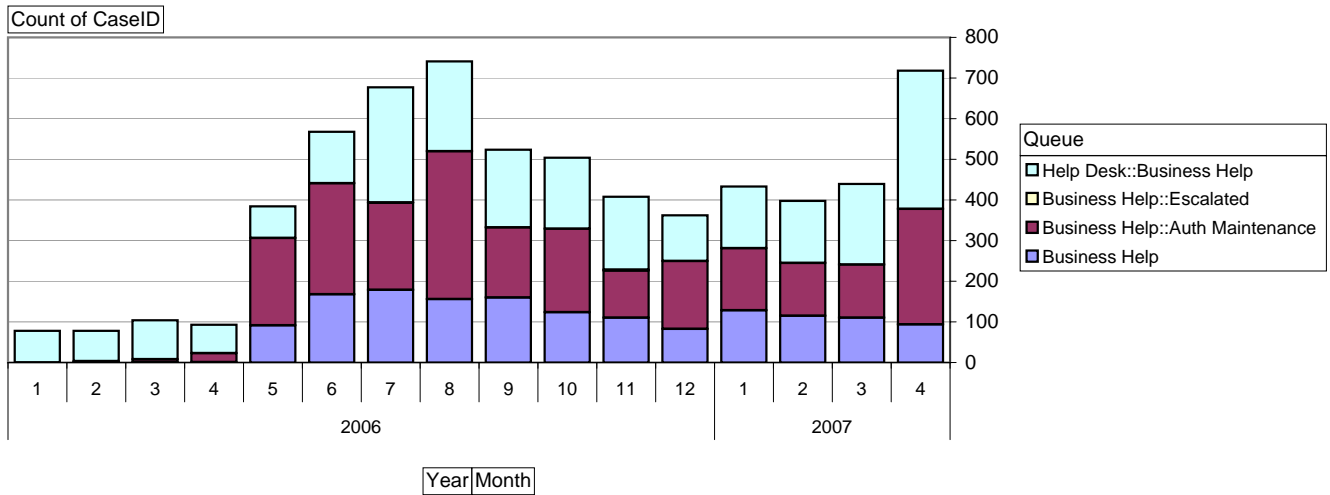
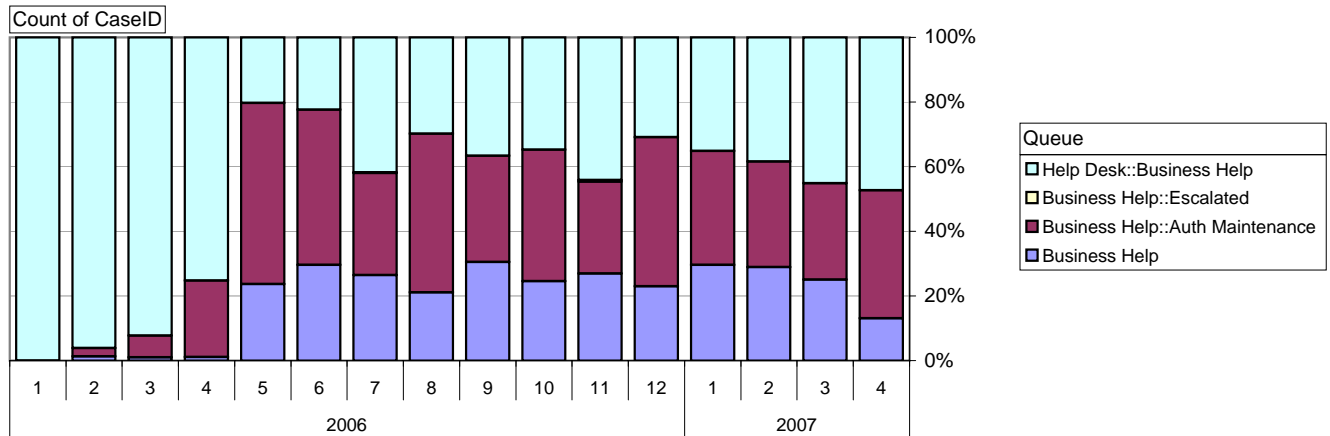
Net change in Q over six months:

4 ↑

Business Help Qs

Cases as of 4/30/2007

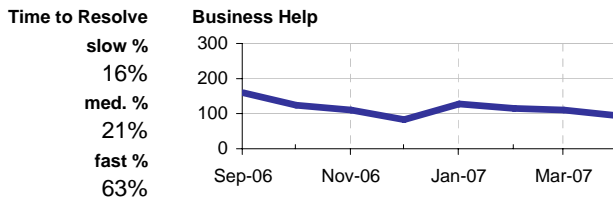
Relative Volume by Queue, By Month



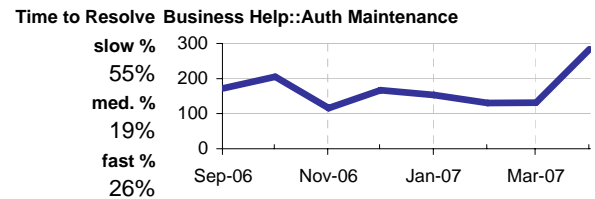
Helpdesk :: Business Help



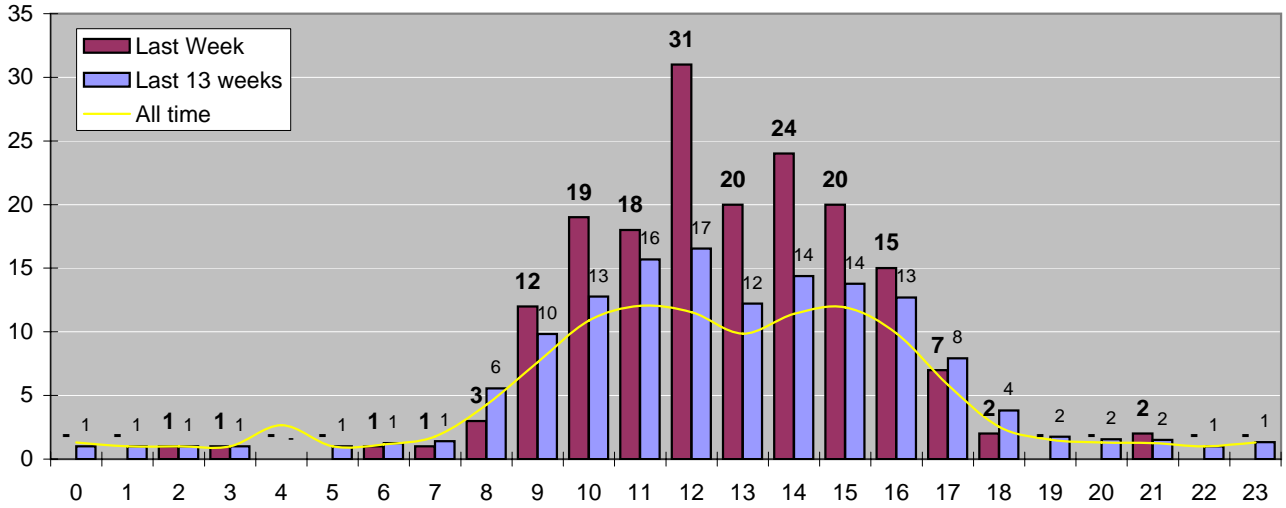
Business Help



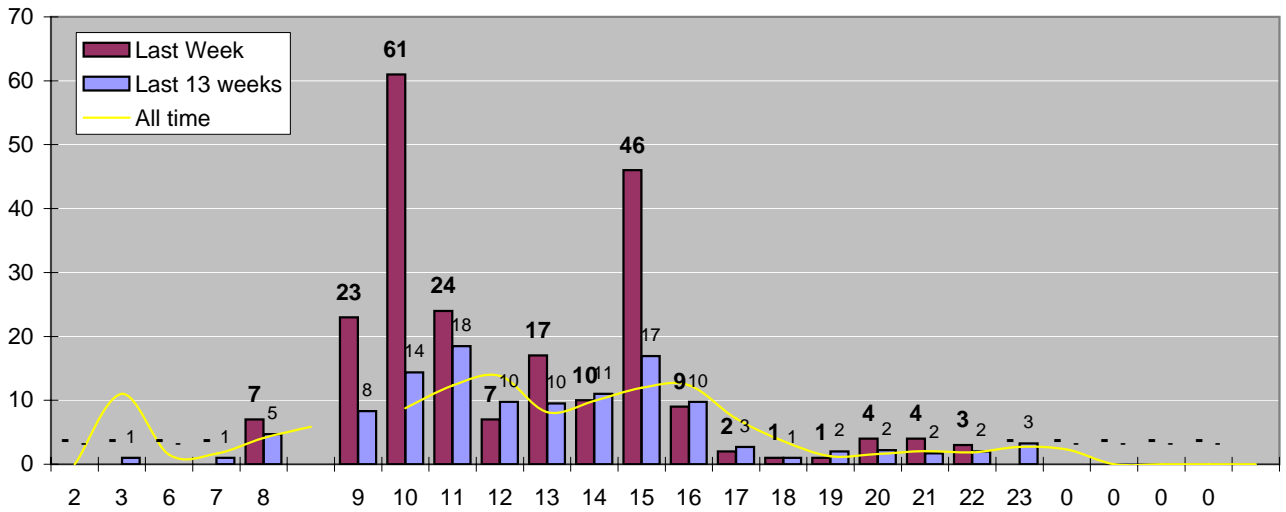
Business Help: Auth Maintenance



Cases Created by Time of Day



Cases Closed by Time of Day



Time to Resolve, all cases

