

# Business Help Qs

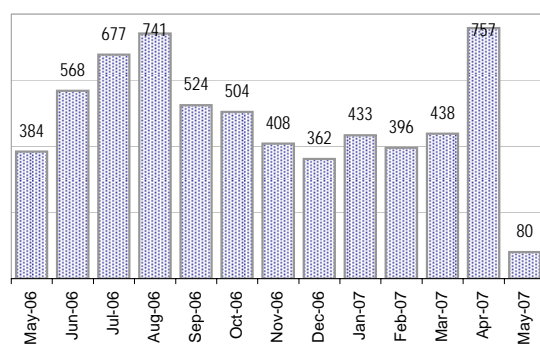
Cases as of 5/7/2007

## Creating Cases

Total from Last Week

121

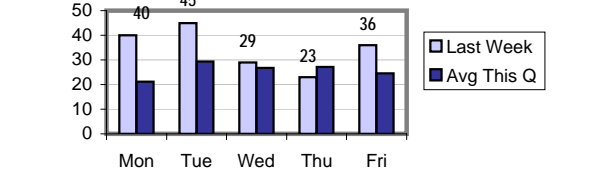
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	
this week	25.0	3.4	6.4
last 3 months	17.9	4.0	3.5
last 12 months	17.0	4.0	3.2

Actual Per Day, Last Week vs Qtrly Average



\* latest month is month-to-date

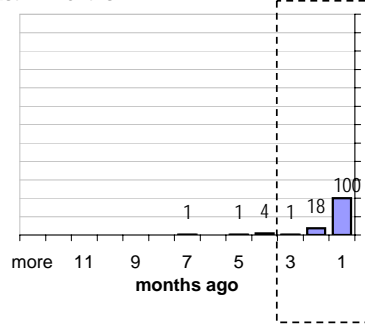
## The Queue

Currently Pending

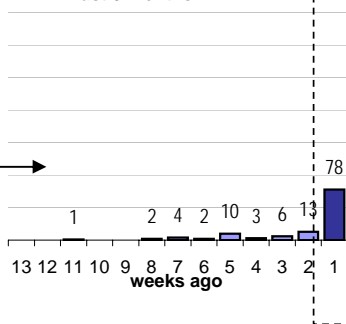
125

Calendar Age of Open Cases

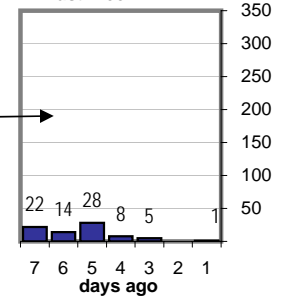
Last 12 Months



Last 3 months

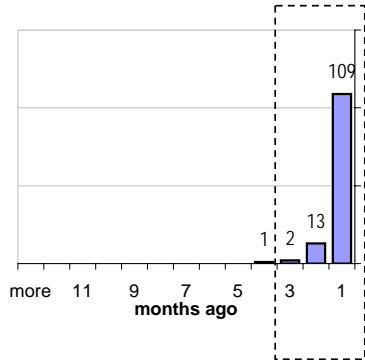


Last Week

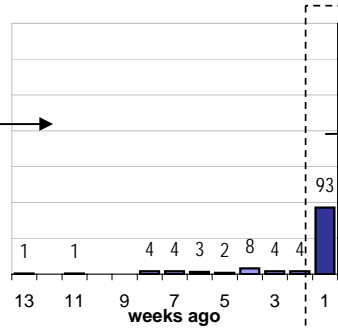


Time Since Last Activity of Any Kind, in Cases that are currently Open

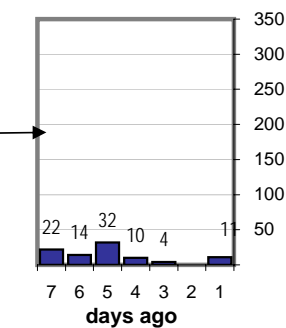
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

15%

3 to 7 days

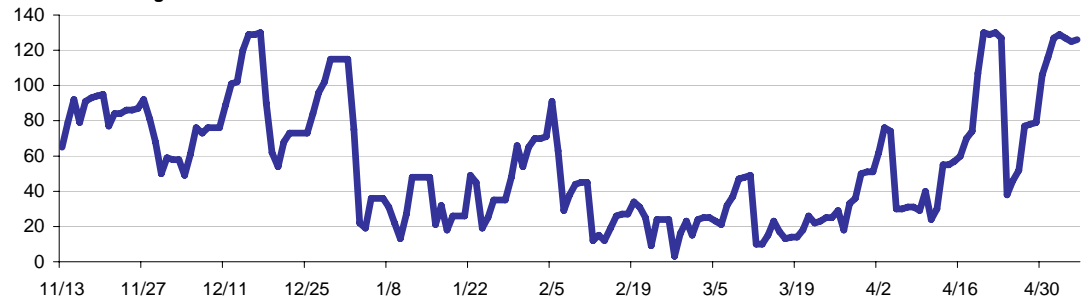
15%

< 3 days

63%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

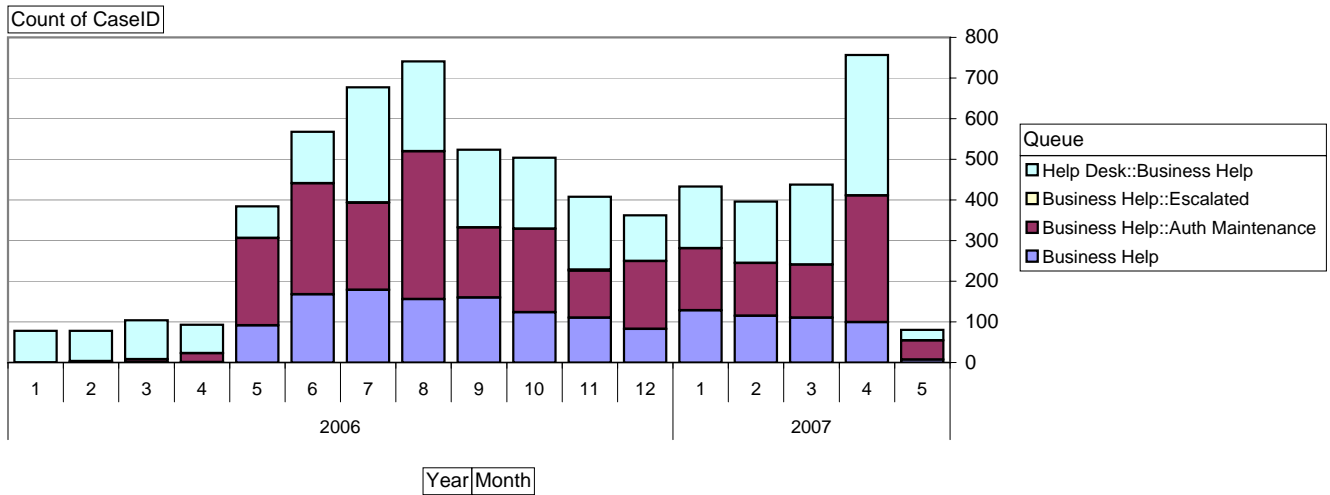
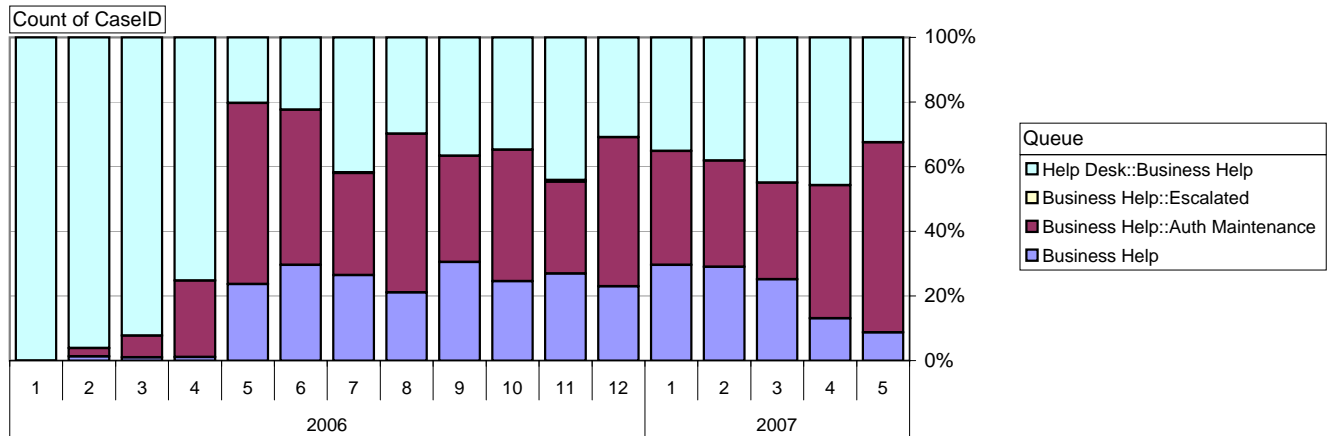
67 ↑

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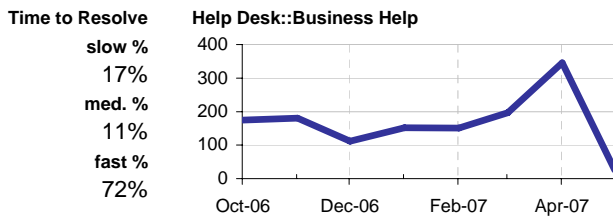
Cases as of

5/7/2007

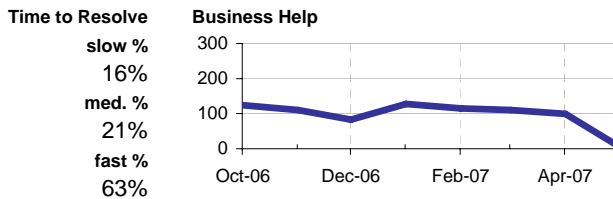
## Relative Volume by Queue, By Month



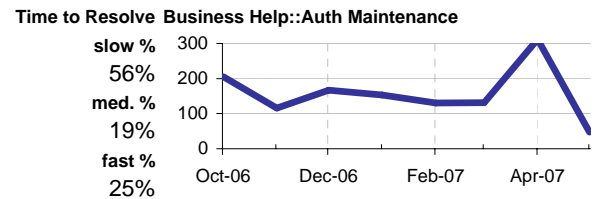
## Helpdesk :: Business Help



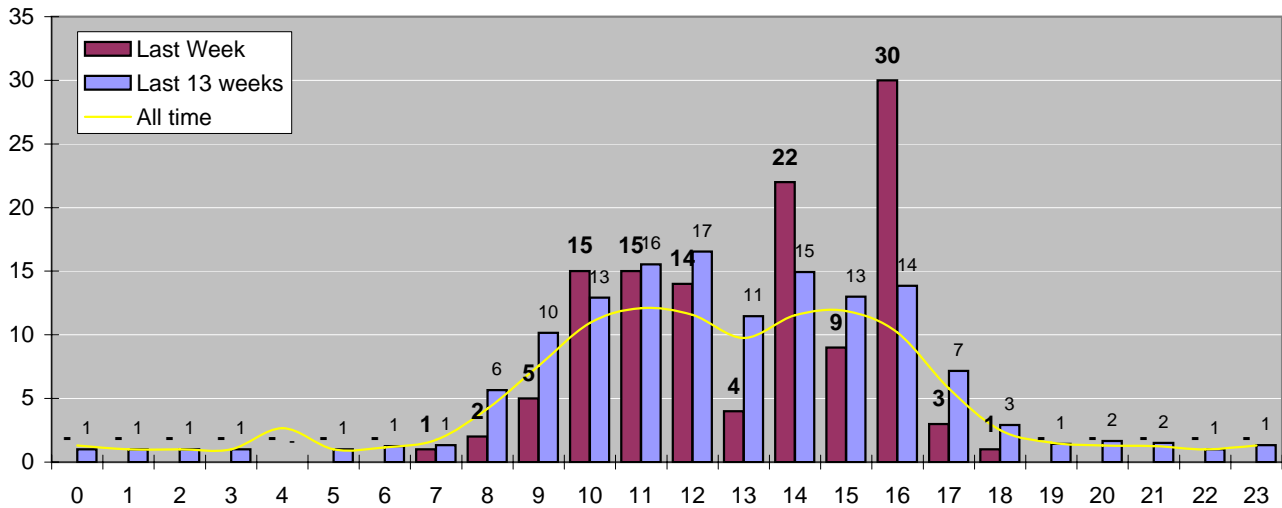
## Business Help



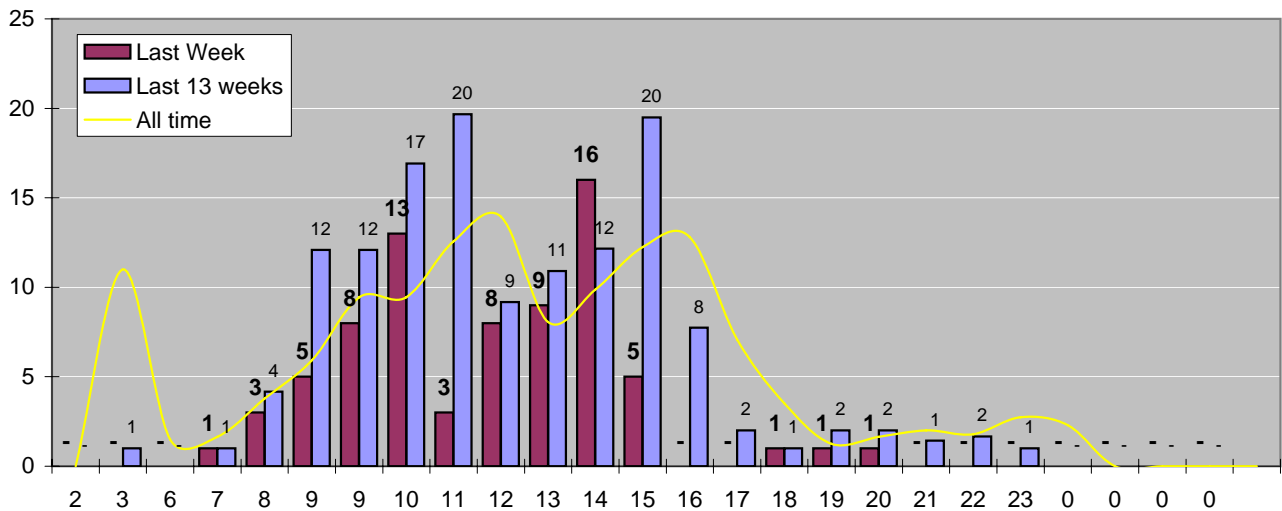
## Business Help: Auth Maintenance



## Cases Created by Time of Day



## Cases Closed by Time of Day



## Time to Resolve, all cases

