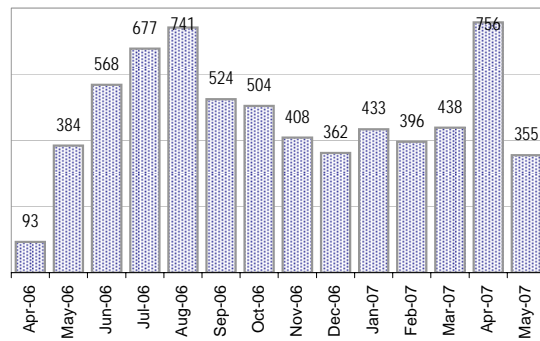


## Creating Cases

Total from Last Week

140

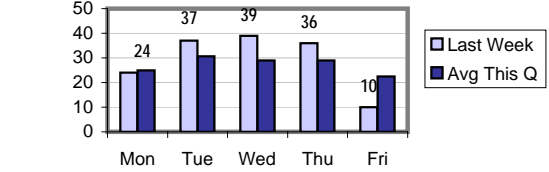
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	
this week	20.9	5.5	2.8
last 3 months	18.2	4.2	3.3
last 12 months	17.4	4.1	3.3

Actual Per Day, Last Week vs Qtrly Average



\* latest month is month-to-date

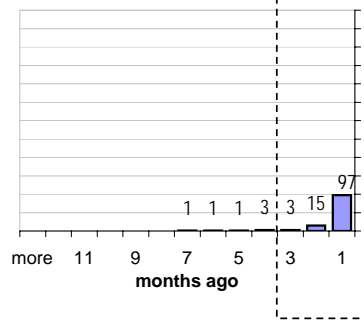
## The Queue

Currently Pending

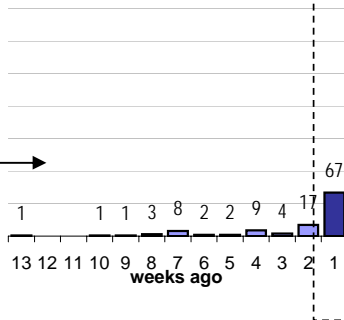
121

Calendar Age of Open Cases

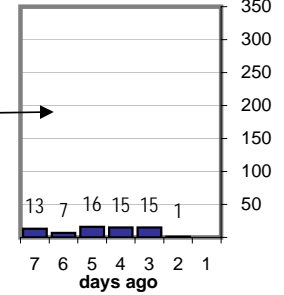
Last 12 Months



Last 3 months

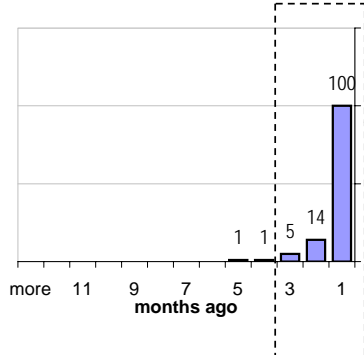


Last Week

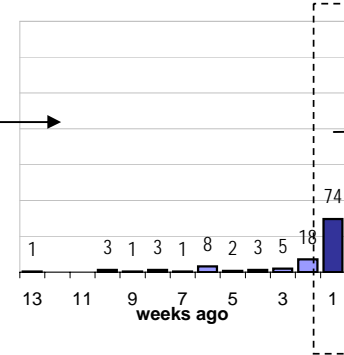


Time Since Last Activity of Any Kind, in Cases that are currently Open

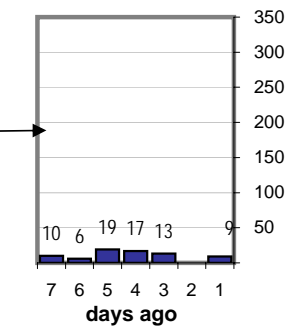
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

19%

3 to 7 days

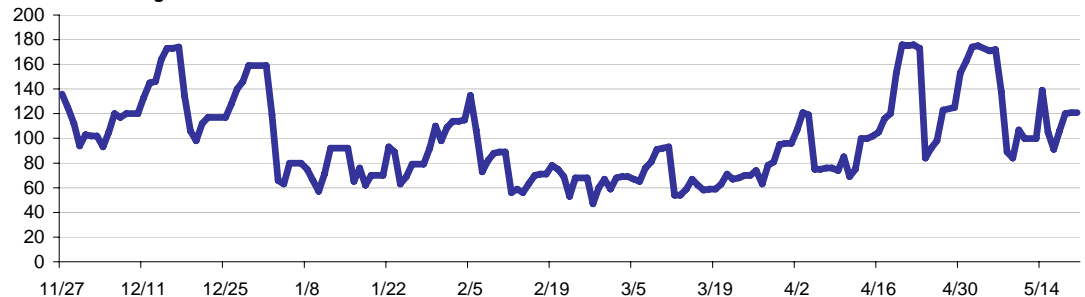
17%

< 3 days

60%

(over the last six weeks)

Estimated Pending Queue over the last six months

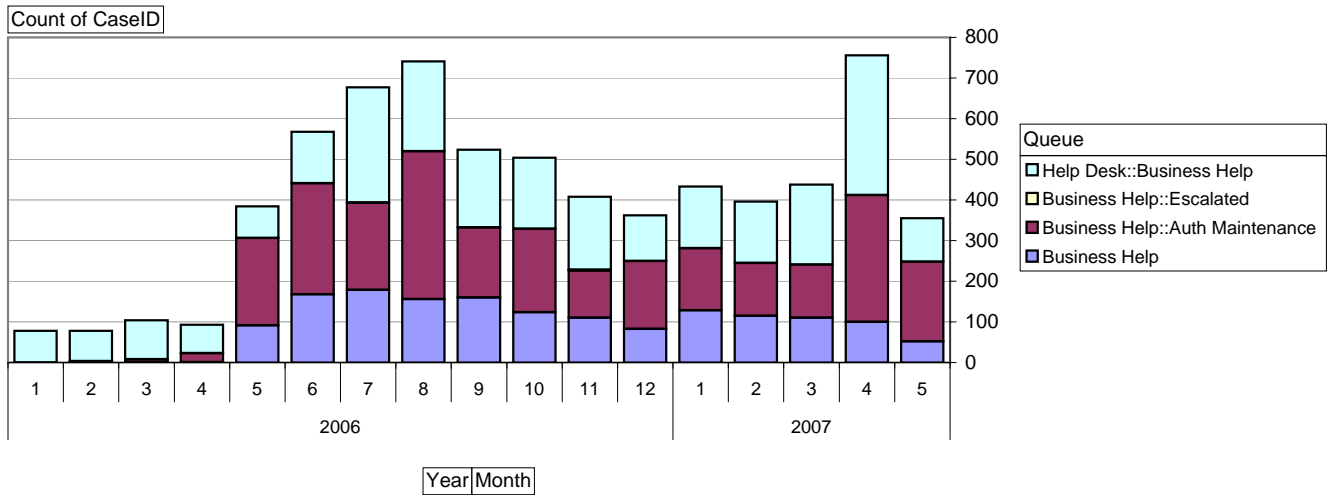
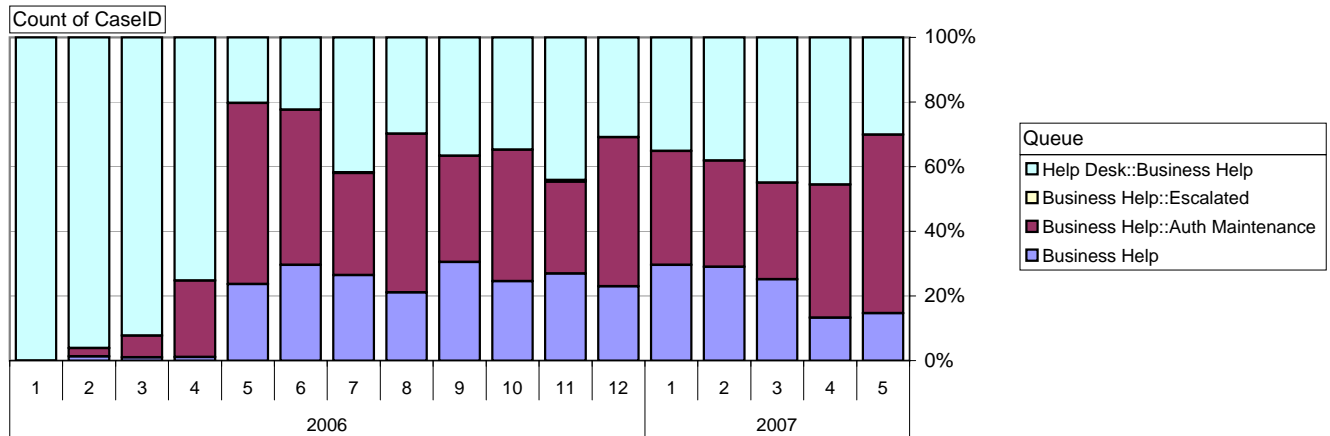


Net change in Q over six months: -10 ↓

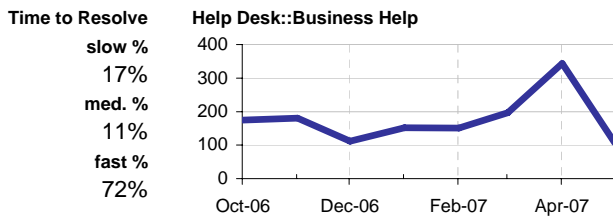
# Business Help Qs

Cases as of 5/21/2007

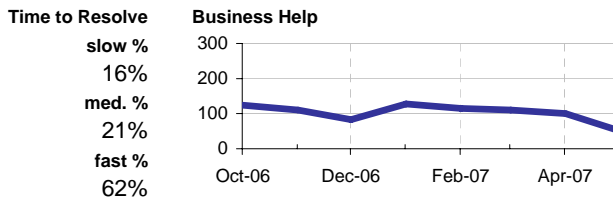
## Relative Volume by Queue, By Month



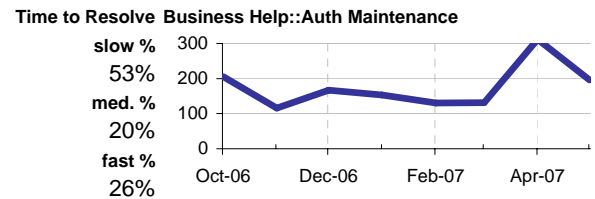
## Helpdesk :: Business Help



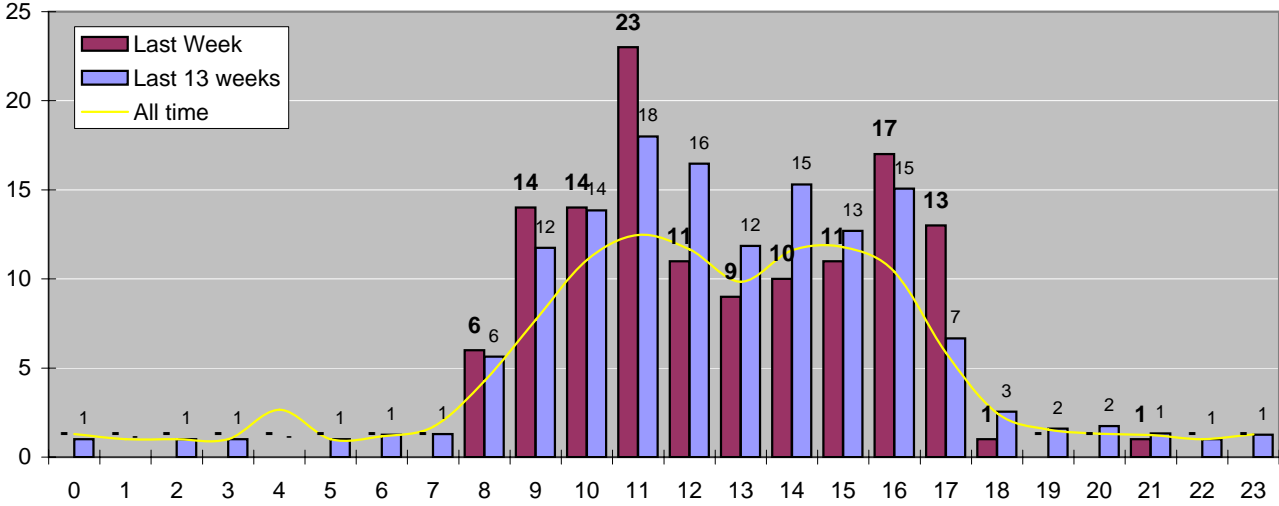
## Business Help



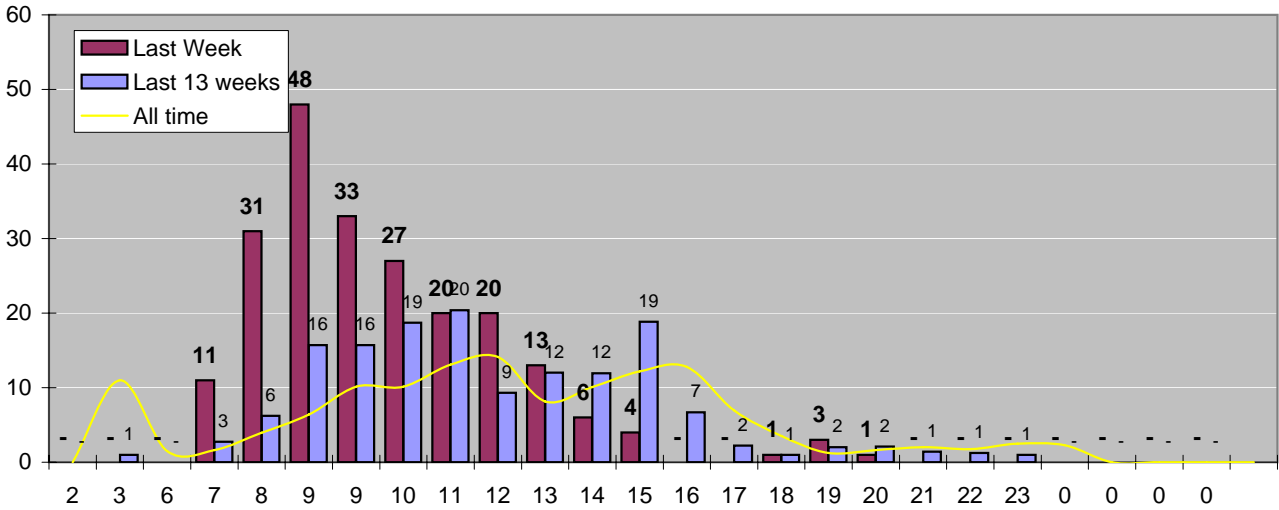
## Business Help: Auth Maintenance



### Cases Created by Time of Day



### Cases Closed by Time of Day



### Time to Resolve, N of cases taking how long

