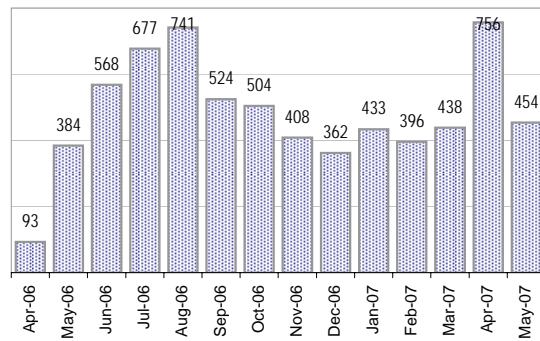


Creating Cases

Total from Last Week

101

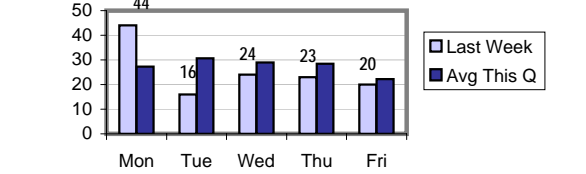
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago
this week	18.9	4.0
last 3 months	18.7	4.2
last 12 months	17.5	4.3

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

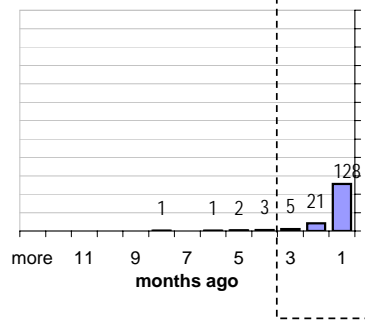
The Queue

Currently Pending

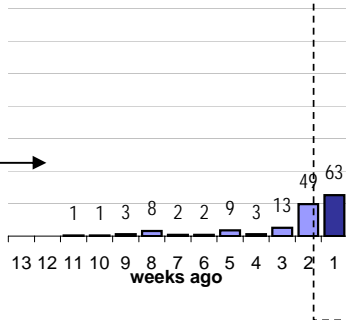
161

Calendar Age of Open Cases

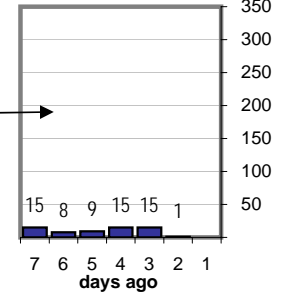
Last 12 Months



Last 3 months

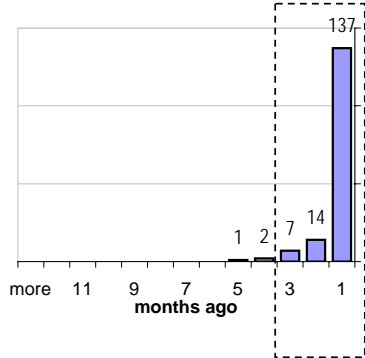


Last Week

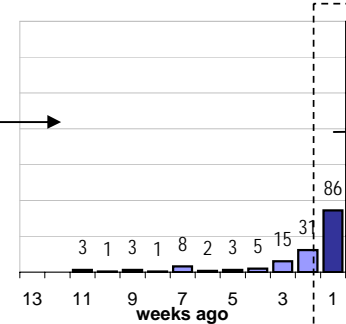


Time Since Last Activity of Any Kind, in Cases that are currently Open

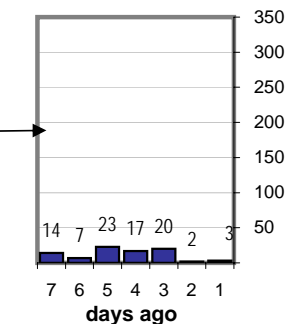
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

19%

3 to 7 days

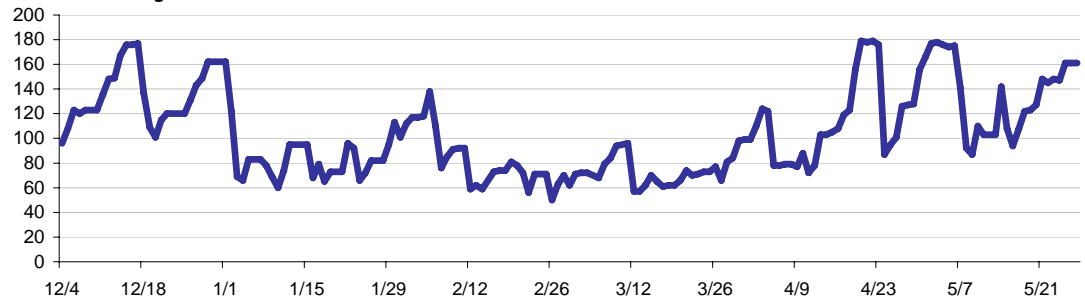
17%

< 3 days

59%

(over the last six weeks)

Estimated Pending Queue over the last six months



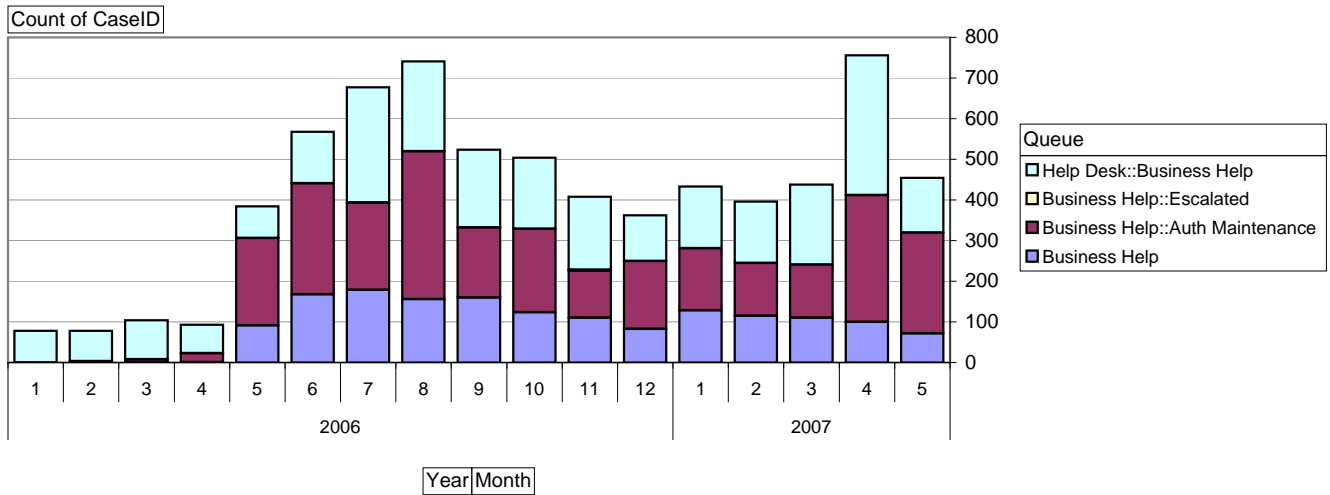
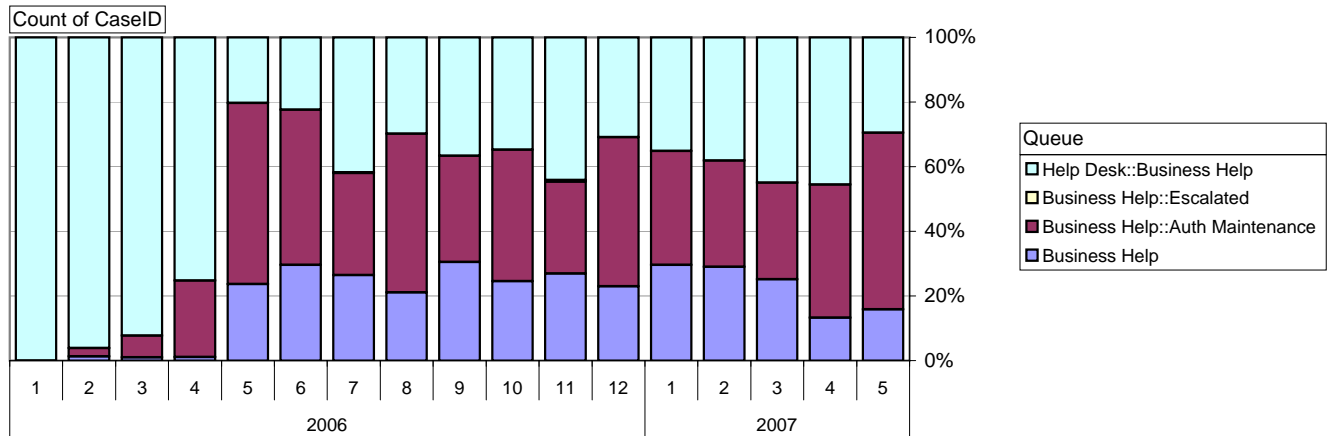
Net change in Q over six months:

56 ↑

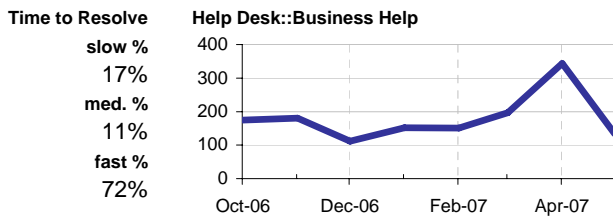
Business Help Qs

Cases as of 5/28/2007

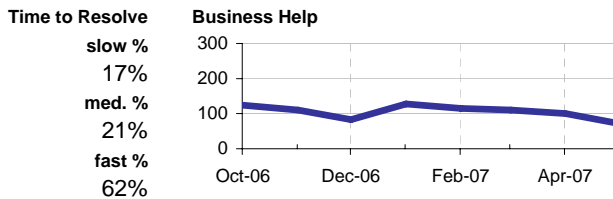
Relative Volume by Queue, By Month



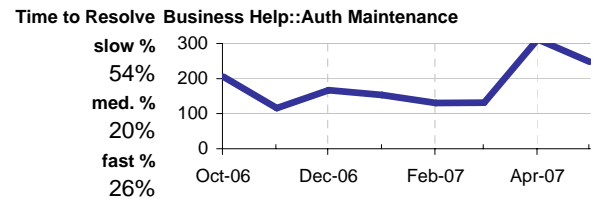
Helpdesk :: Business Help



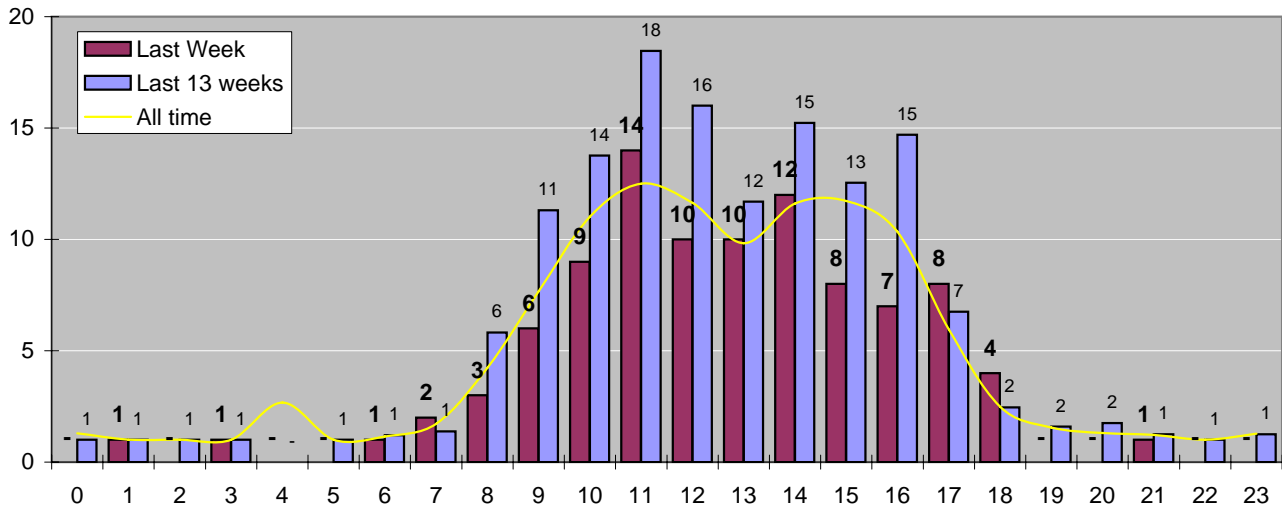
Business Help



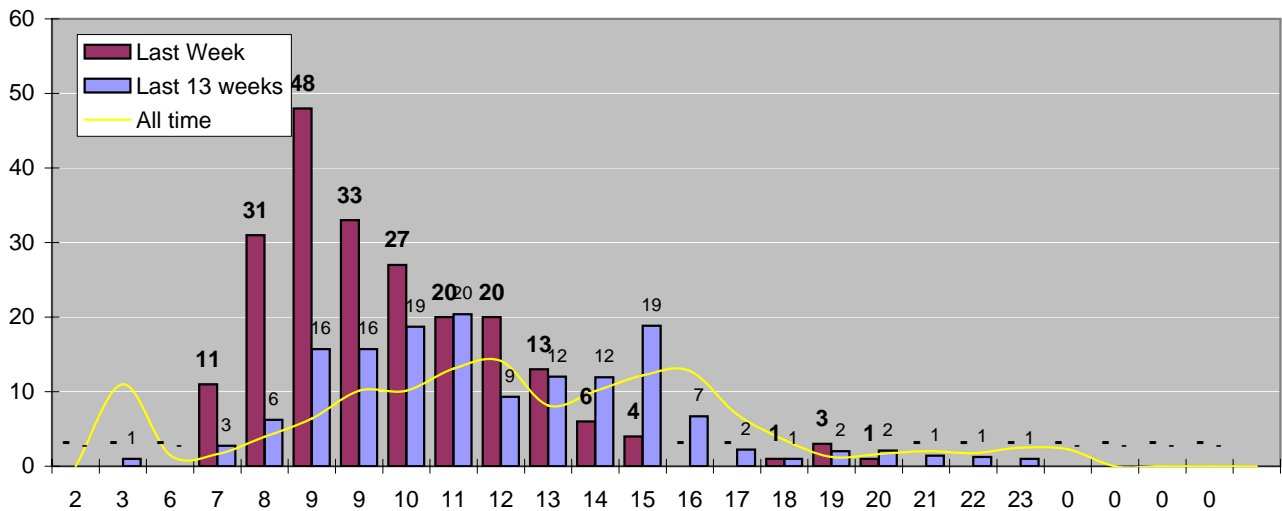
Business Help: Auth Maintenance



Cases Created by Time of Day



Cases Closed by Time of Day



Time to Resolve, N of cases taking how long

