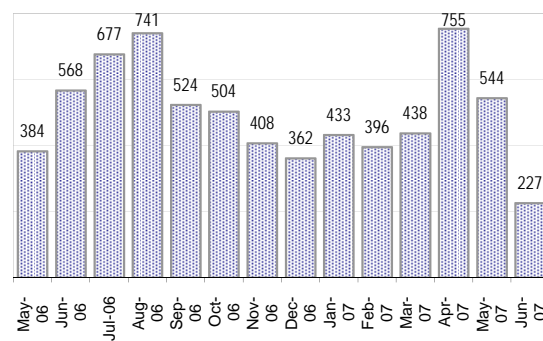


Creating Cases

Total from Last Week

180

Cases Created, Year Ago to Date

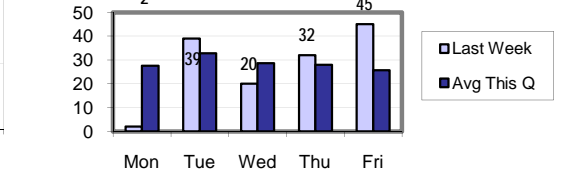


Average Per Day

Now Year Ago

	Now	Year Ago	
this week	20.6	5.5	2.7
last 3 months	19.2	4.3	3.4
last 12 months	17.7	4.3	3.1

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

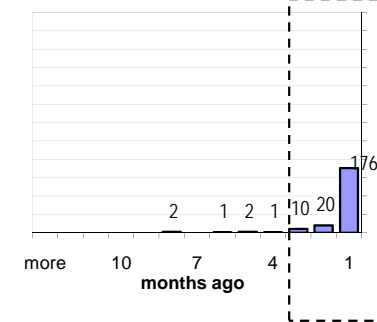
The Queue

Currently Pending

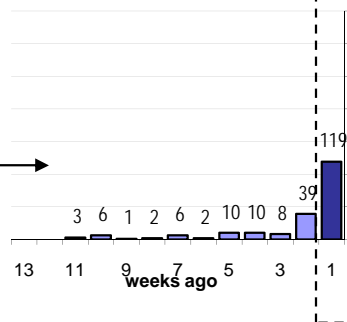
212

Calendar Age of Open Cases

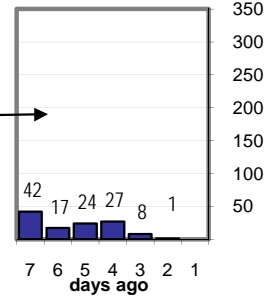
Last 12 Months



Last 3 months

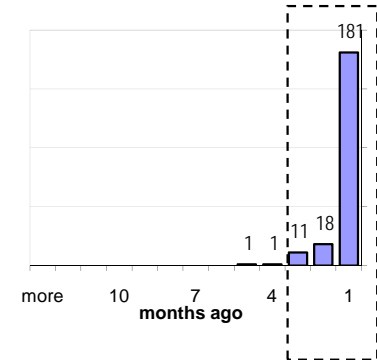


Last Week

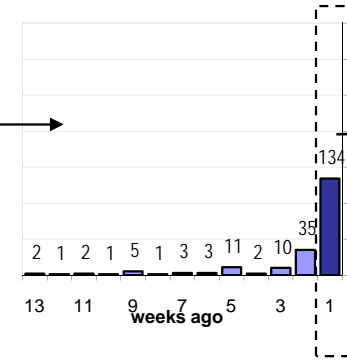


Time Since Last Activity of Any Kind, in Cases that are currently Open

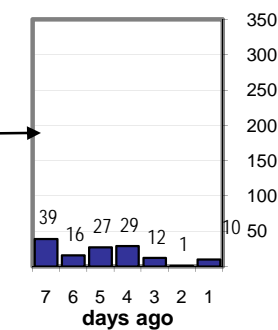
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

22%

3 to 7 days

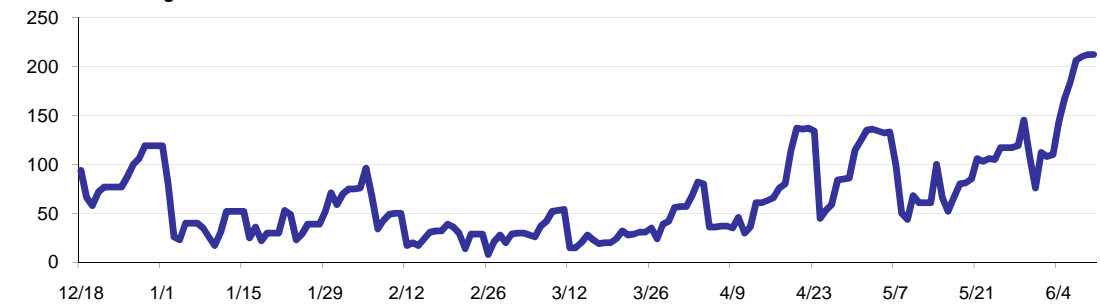
18%

< 3 days

59%

(over the last six weeks)

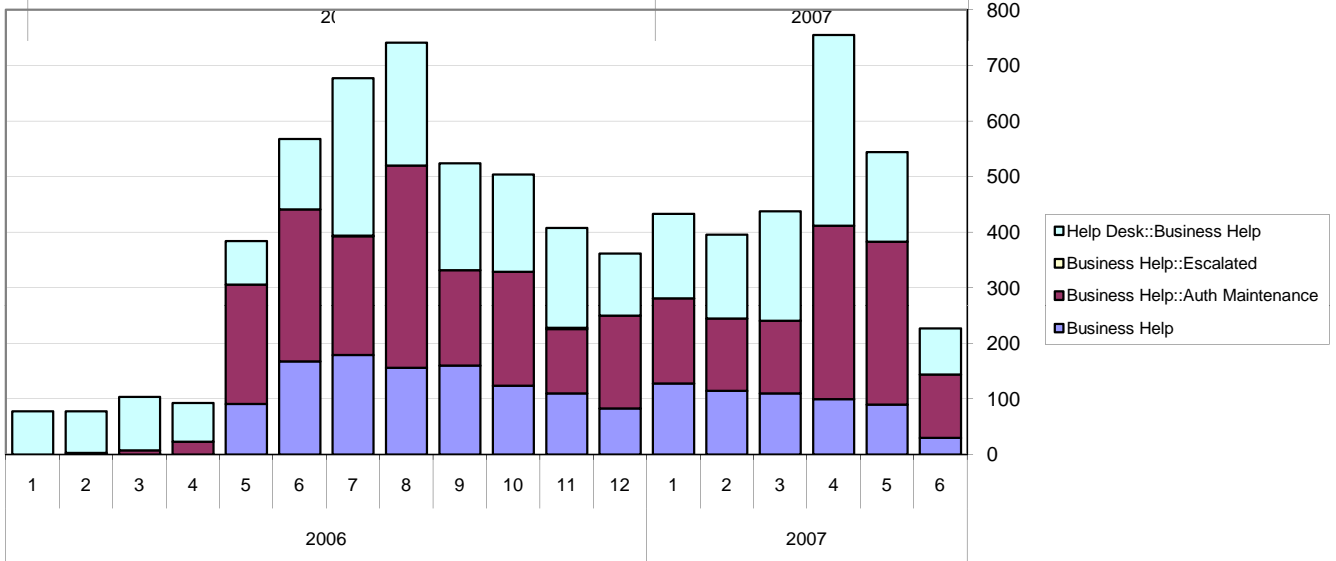
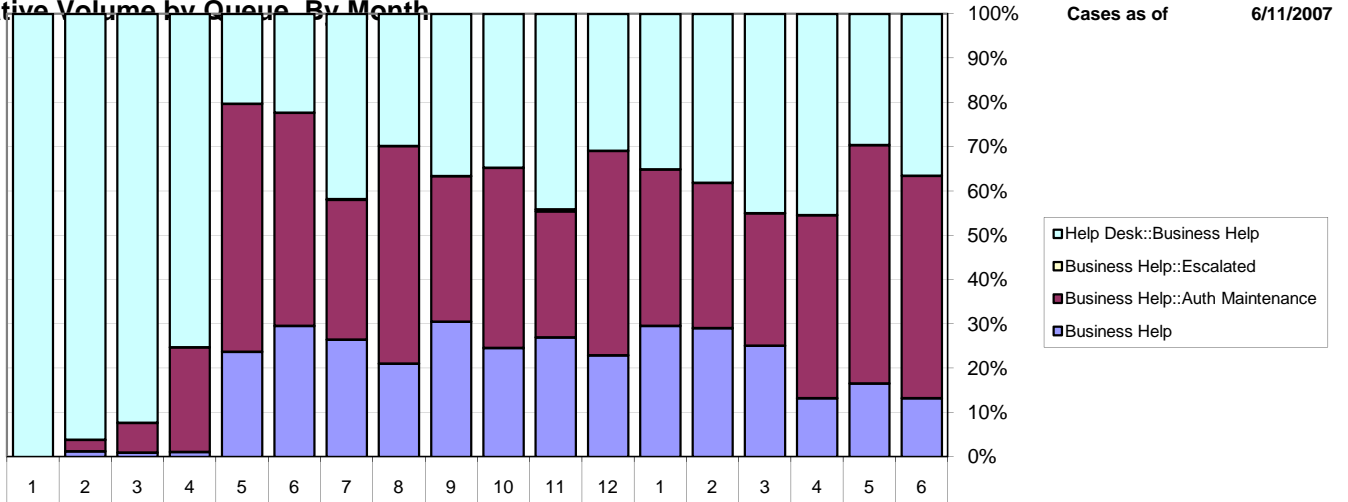
Estimated Pending Queue over the last six months



Net change in Q over six months: 78 ↑

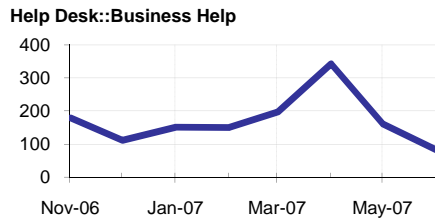
Business Help Qs

Relative Volume by Queue By Month



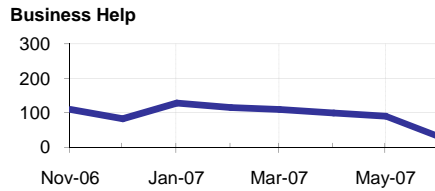
Helpdesk :: Business Help

Time to Resolve
 slow % 17%
 med. % 11%
 fast % 72%



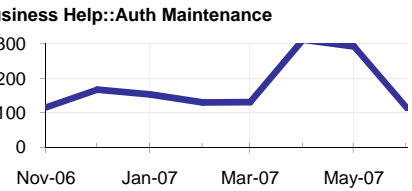
Business Help

Time to Resolve
 slow % 16%
 med. % 22%
 fast % 62%

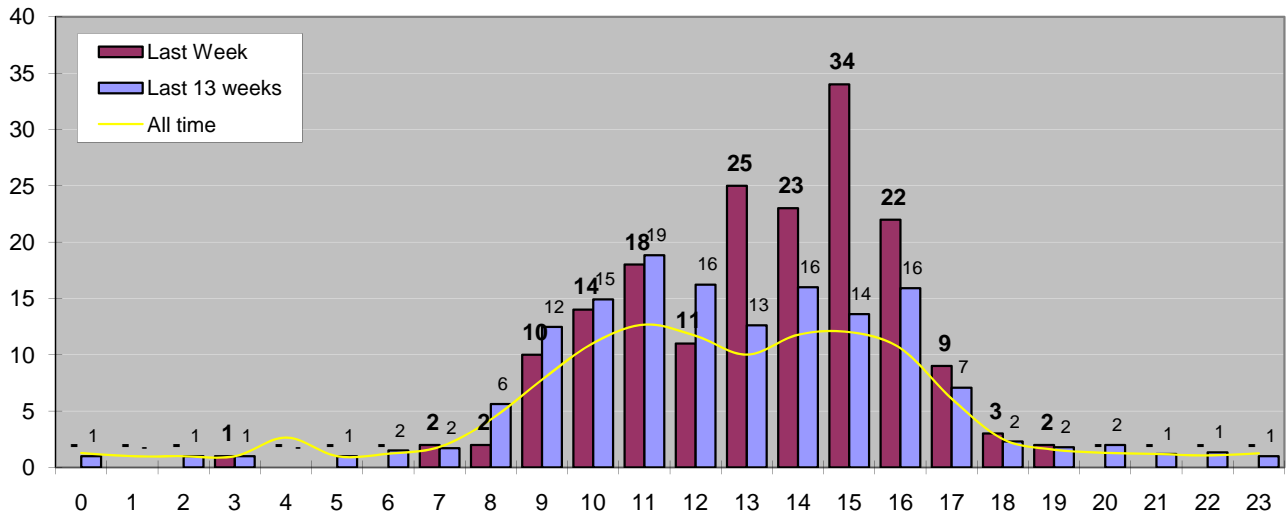


Business Help: Auth Maintenance

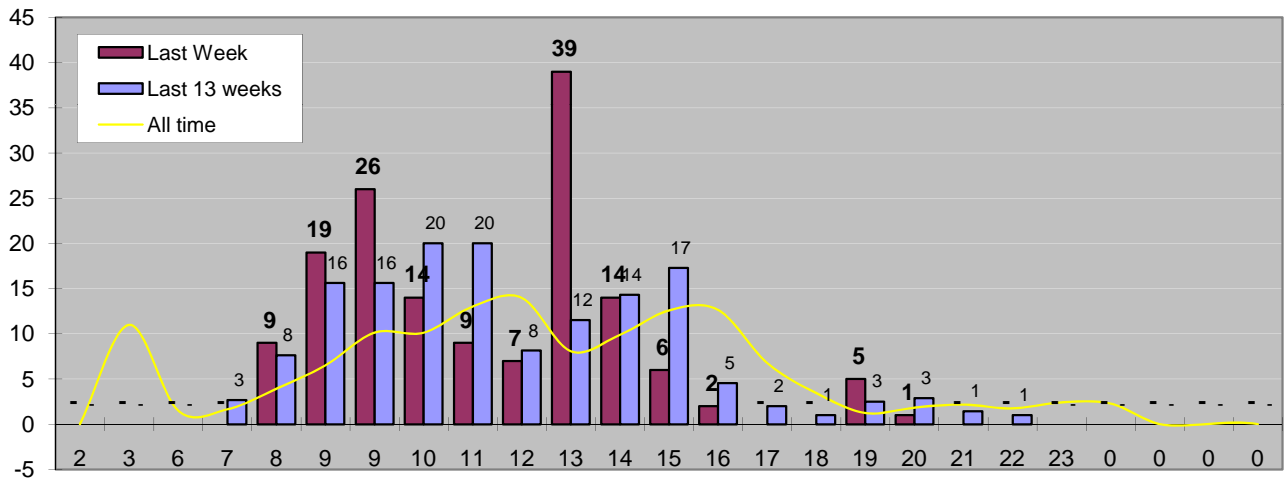
Time to Resolve Business Help::Auth Maintenance
 slow % 54%
 med. % 20%
 fast % 26%



Cases Created by Time of Day



Cases Closed by Time of Day



Time to Resolve, N of cases taking how long

