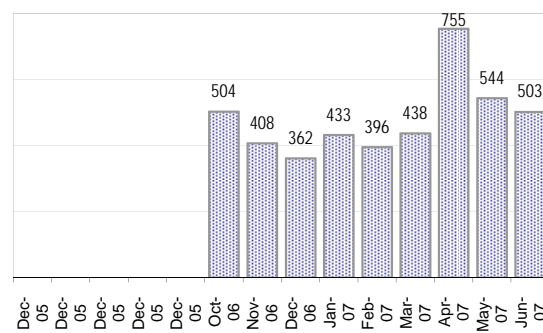


## Creating Cases

Total from Last Week

142

Cases Created, Year Ago to Date

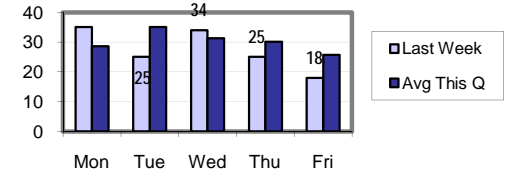


Average Per Day

Now Year Ago

this week	19.7	n/a	n/a
last 3 months	20.4	n/a	n/a
last 12 months	11.5	n/a	n/a

Actual Per Day: Last Week vs Qtrly Average



\* latest month is month-to-date

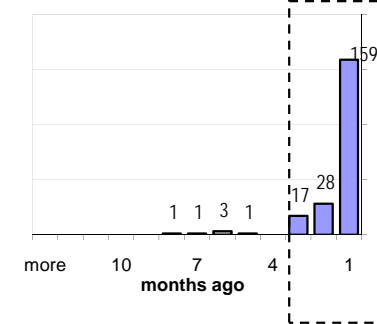
## The Queue

Currently Pending

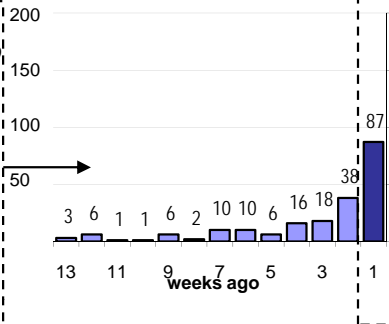
210

Calendar Age of Open Cases

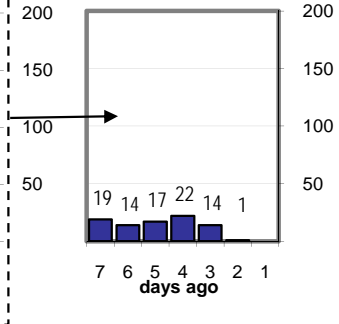
Last 12 Months



Last 3 months

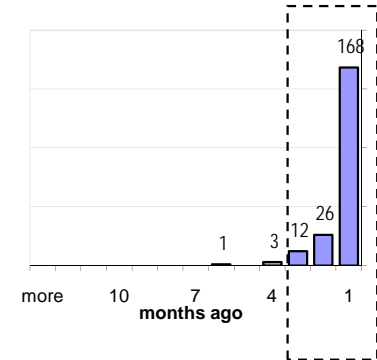


Last Week

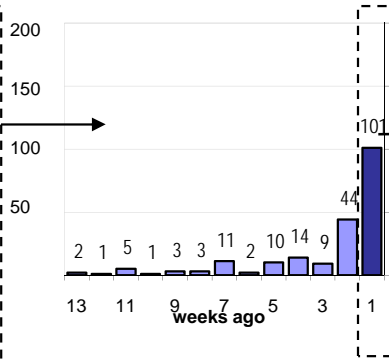


Time Since Last Activity of Any Kind, in Cases that are currently Open

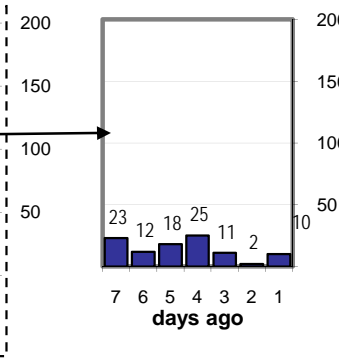
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

27%

3 to 7 days

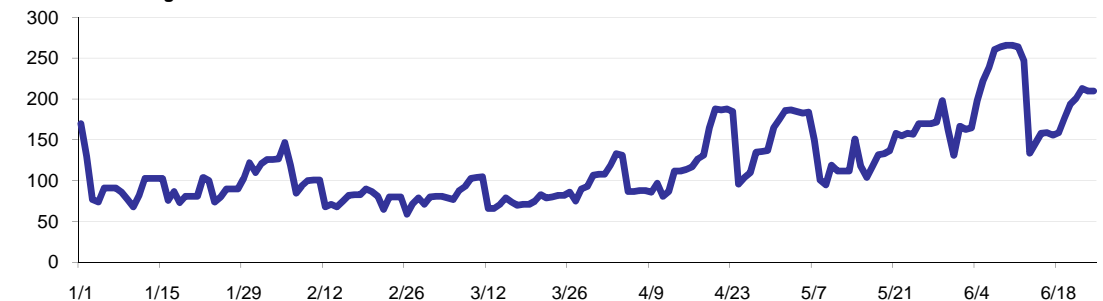
19%

< 3 days

56%

(over the last six weeks)

Estimated Pending Queue over the last six months



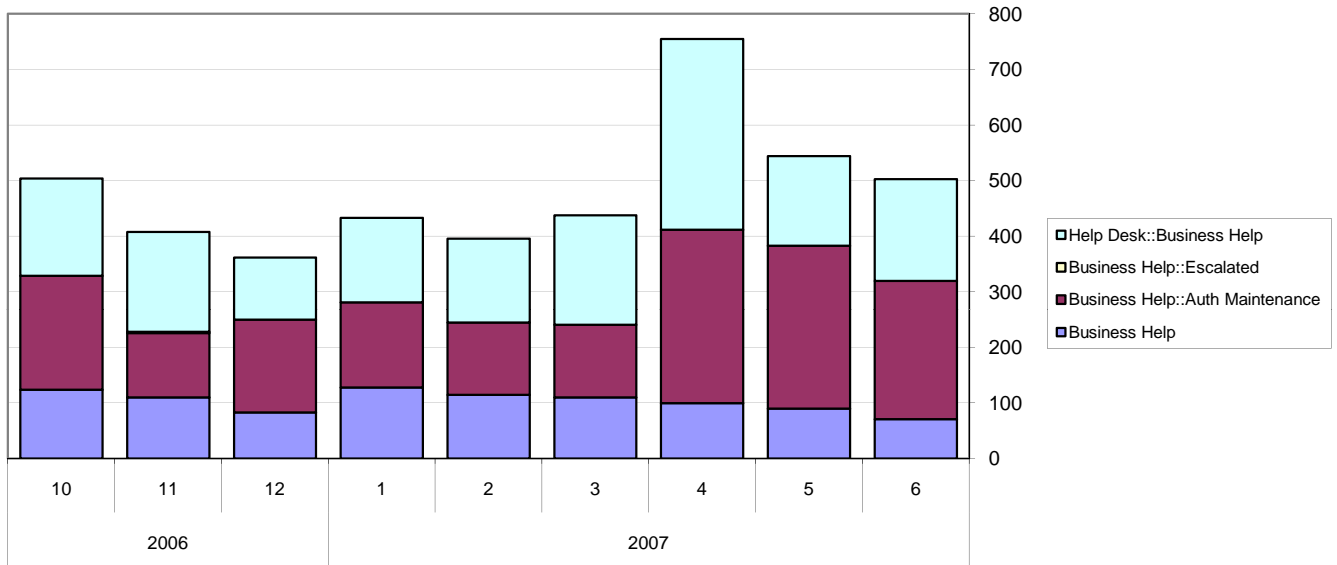
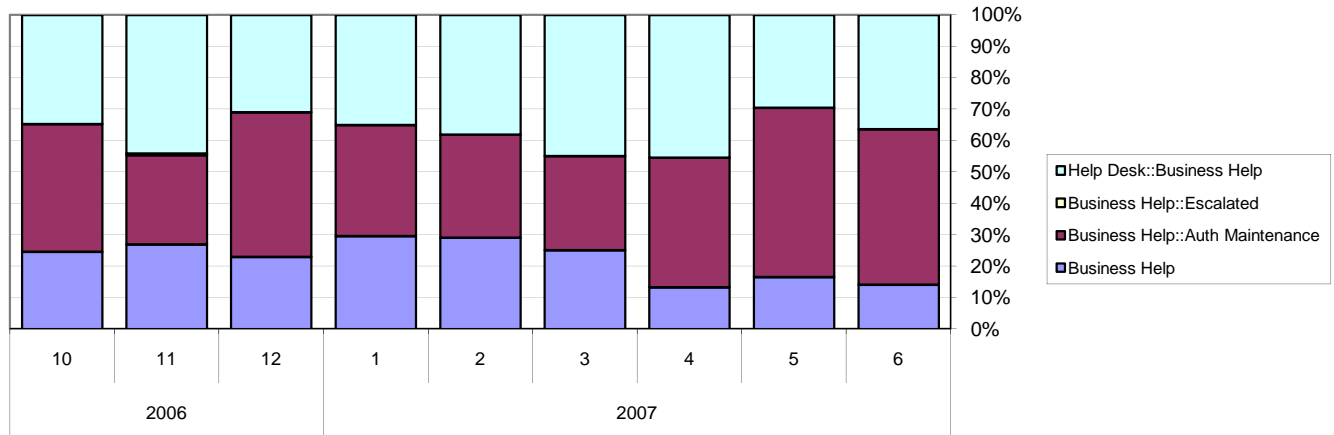
Net change in Q over six months:

40 ↑

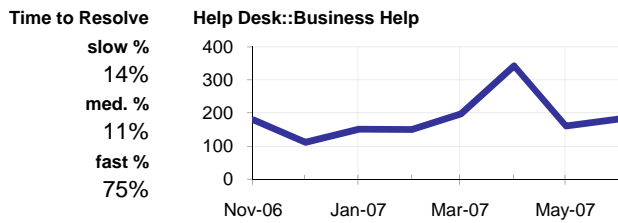
# Business Help Qs

Cases as of 6/25/2007

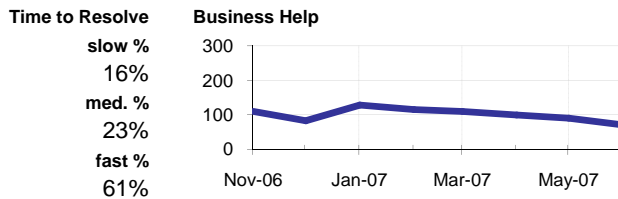
## Relative Volume by Queue, By Month



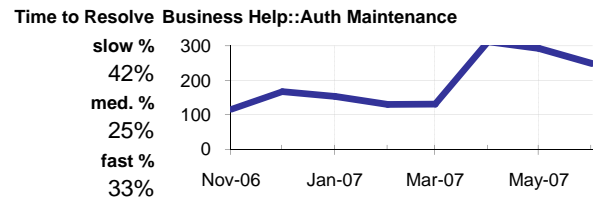
## Helpdesk :: Business Help



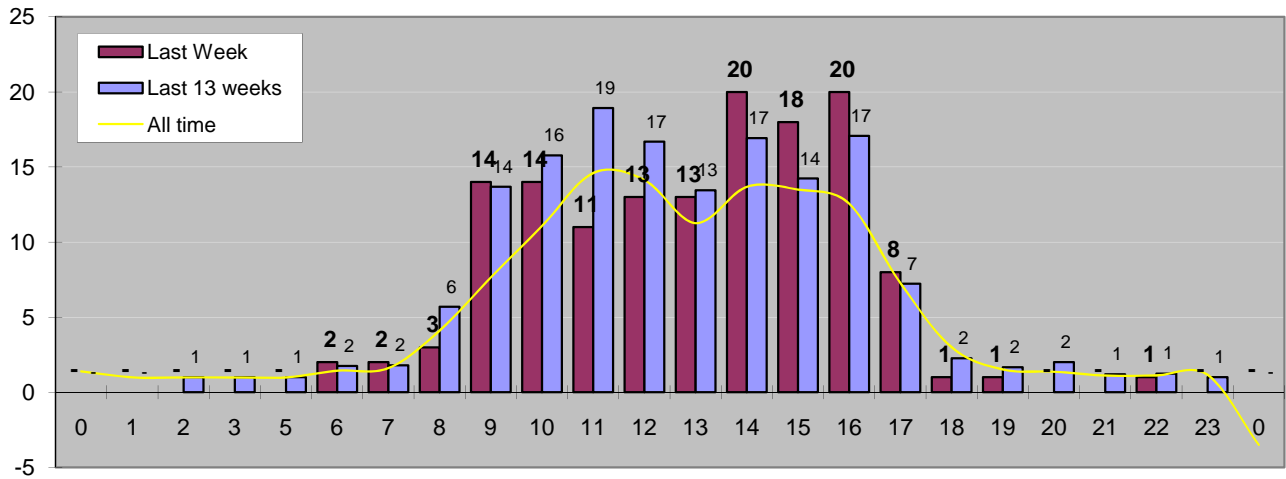
## Business Help



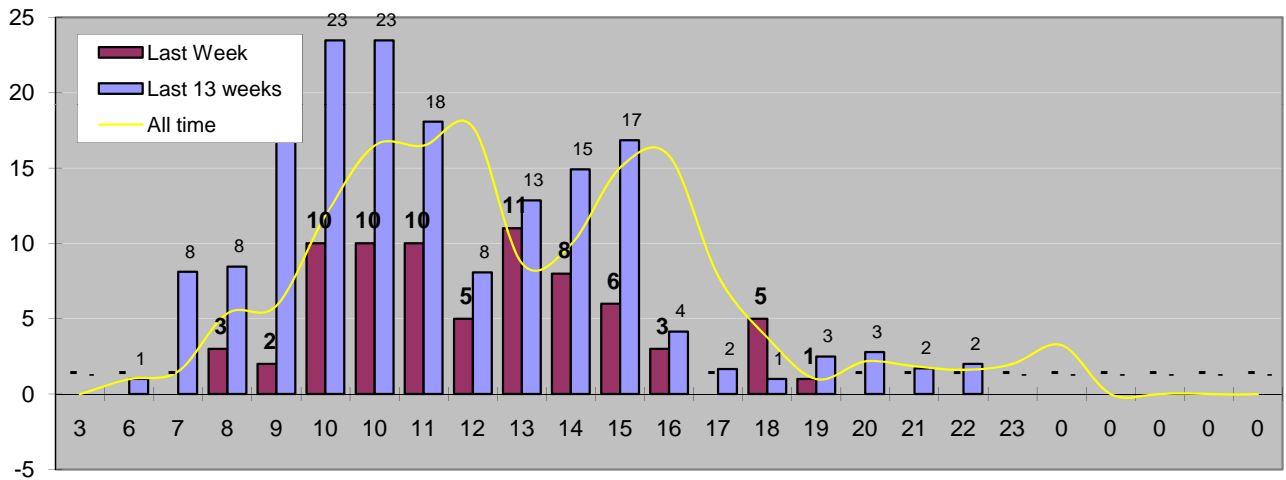
## Business Help: Auth Maintenance



## Cases Created by Time of Day



## Cases Closed by Time of Day



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

