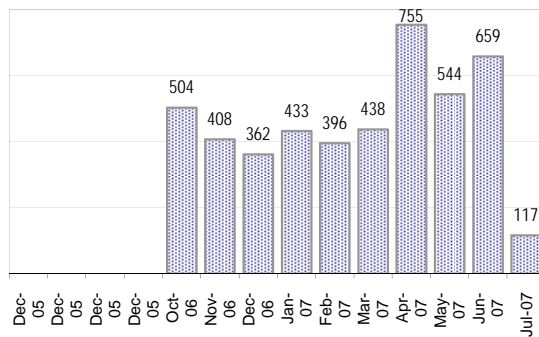


Creating Cases

Total from Last Week

118

Cases Created, Year Ago to Date

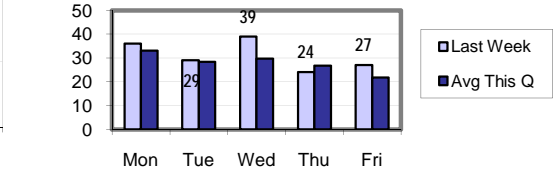


Average Per Day

Now Year Ago

this week	23.1	n/a	n/a
last 3 months	21.6	n/a	n/a
last 12 months	12.4	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

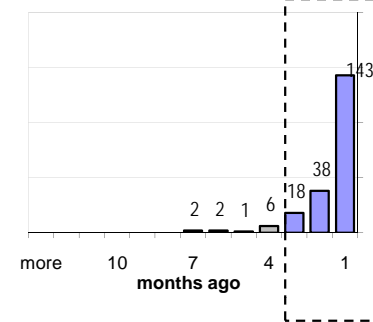
The Queue

Currently Pending

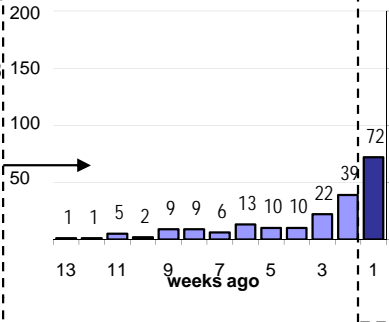
210

Calendar Age of Open Cases

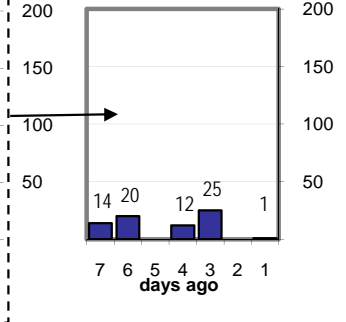
Last 12 Months



Last 3 months

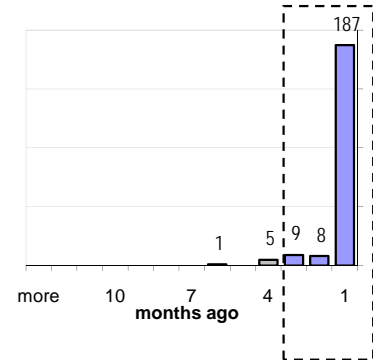


Last Week

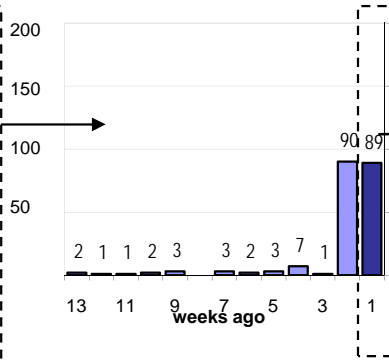


Time Since Last Activity of Any Kind, in Cases that are currently Open

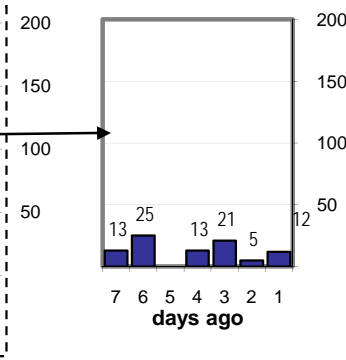
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

31%

3 to 7 days

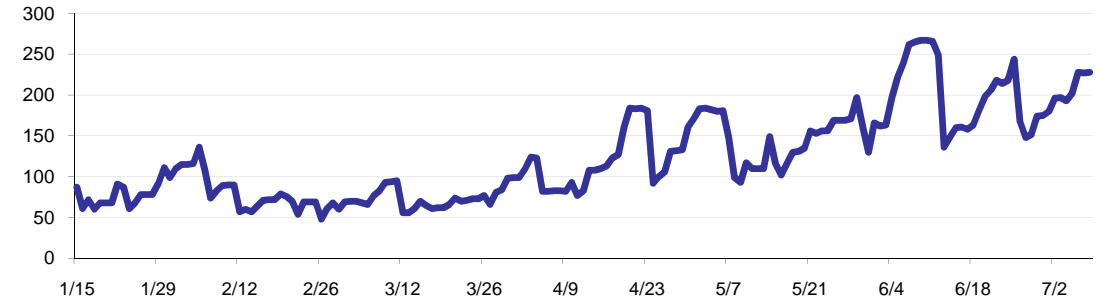
20%

< 3 days

53%

(over the last six weeks)

Estimated Pending Queue over the last six months

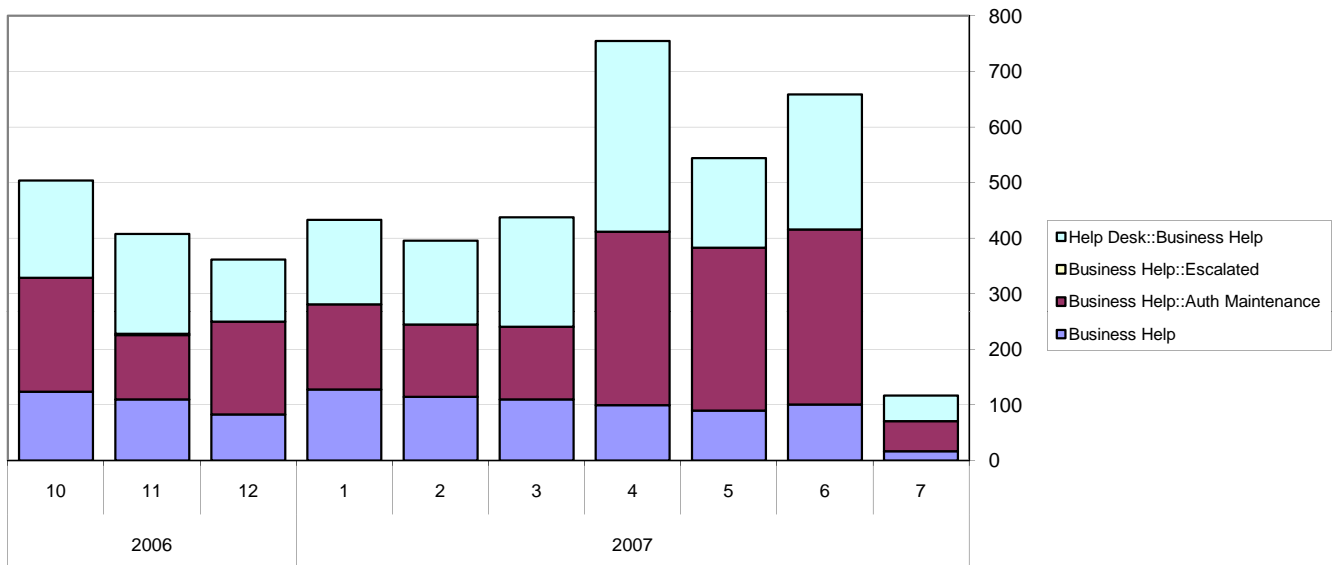
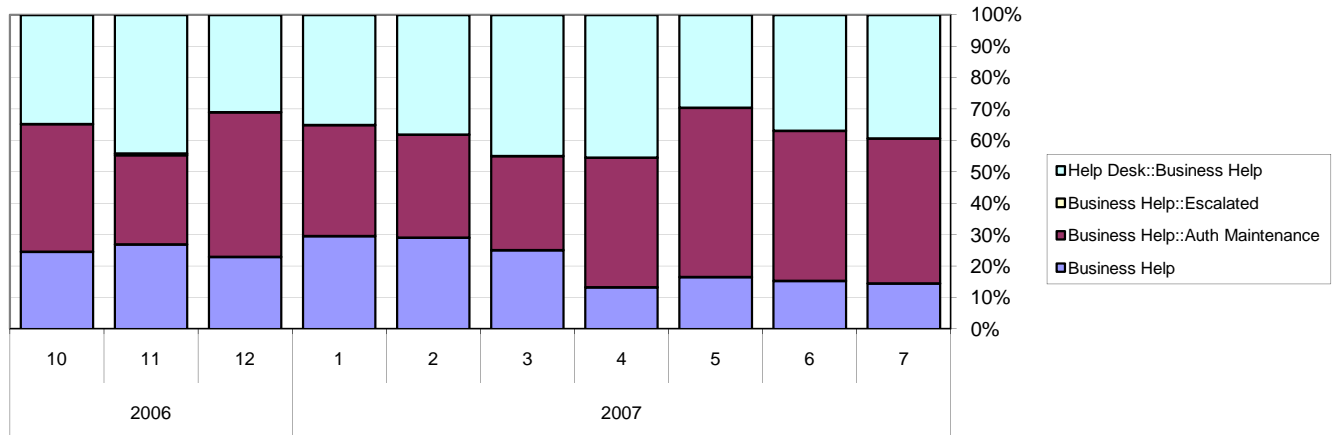


Net change in Q over six months: **123 ↑**

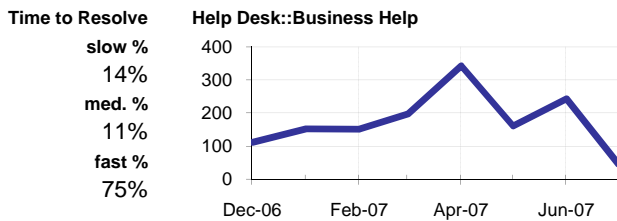
Business Help Qs

Cases as of 7/9/2007

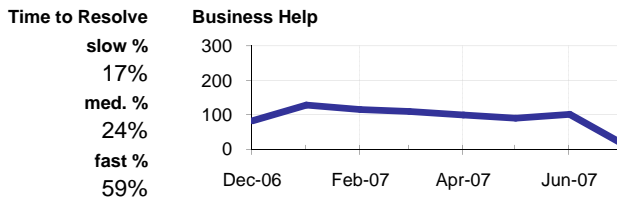
Relative Volume by Queue, By Month



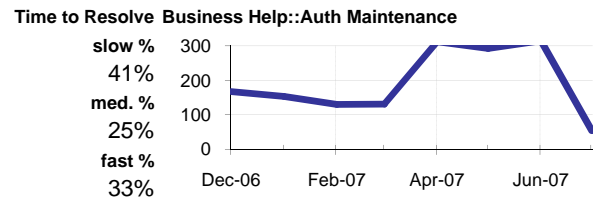
Helpdesk :: Business Help



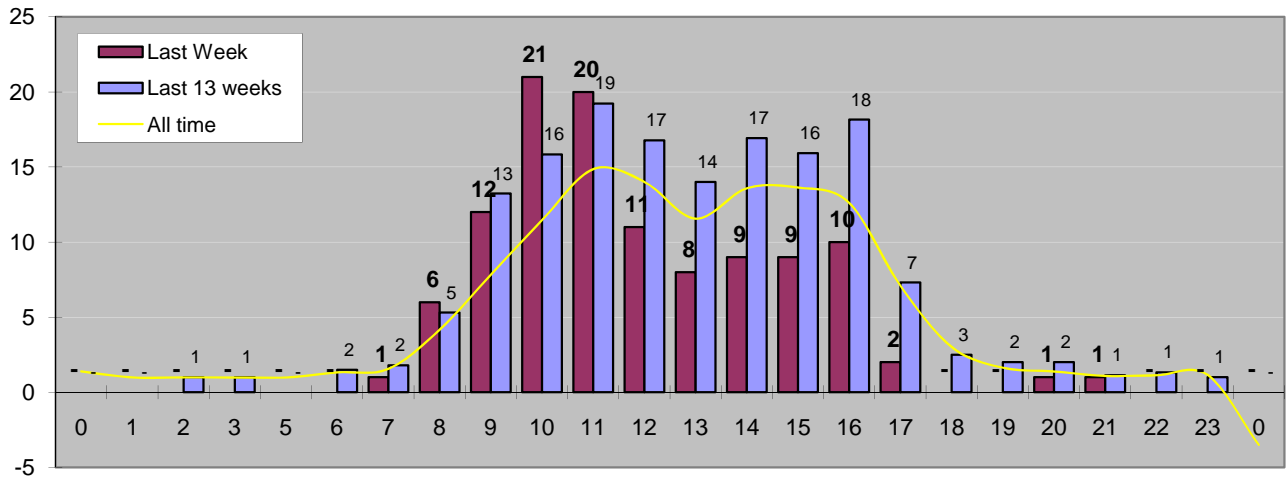
Business Help



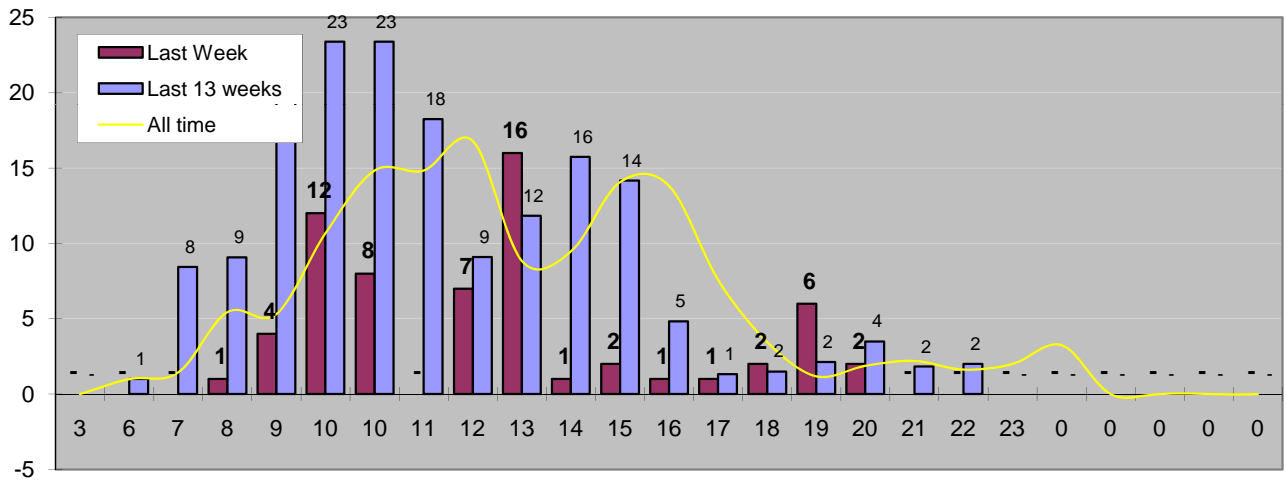
Business Help: Auth Maintenance



Cases Created by Time of Day



Cases Closed by Time of Day



Time to Resolve, N of cases taking how long

