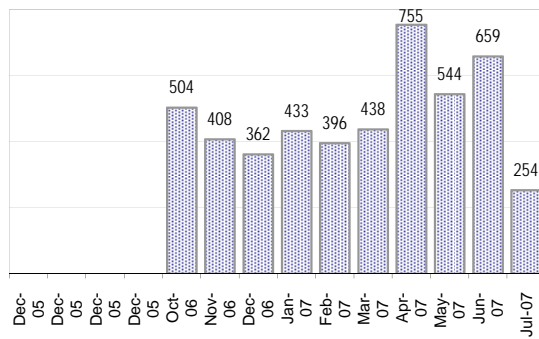


Creating Cases

Total from Last Week

138

Cases Created, Year Ago to Date

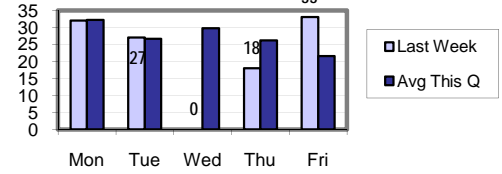


Average Per Day

Now Year Ago

this week	15.9	n/a	n/a
last 3 months	21.4	n/a	n/a
last 12 months	12.7	n/a	n/a

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

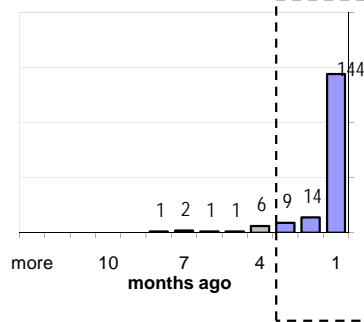
The Queue

Currently Pending

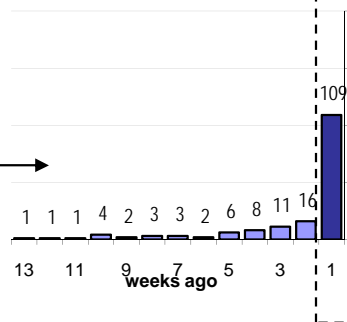
178

Calendar Age of Open Cases

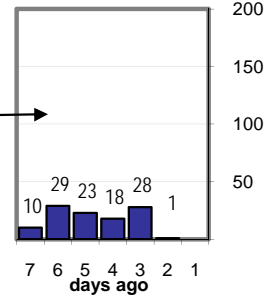
Last 12 Months



Last 3 months

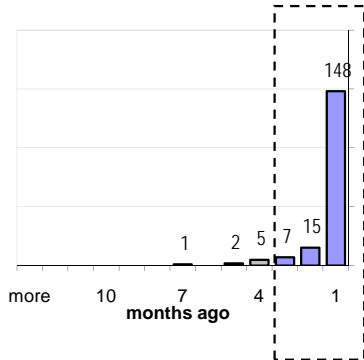


Last Week

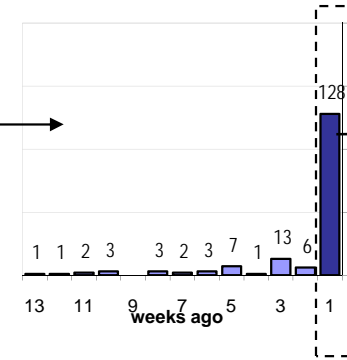


Time Since Last Activity of Any Kind, in Cases that are currently Open

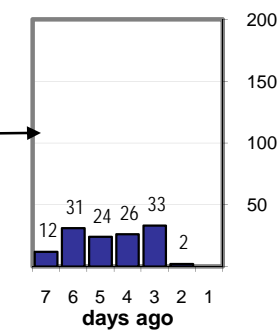
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

35%

3 to 7 days

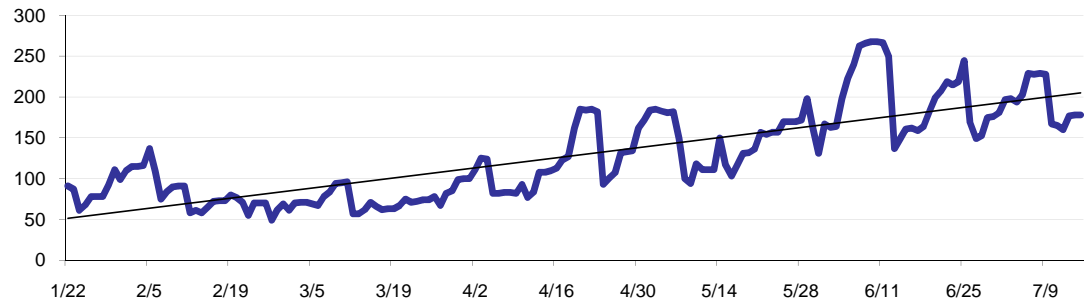
21%

< 3 days

50%

(over the last six weeks)

Estimated Pending Queue over the last six months

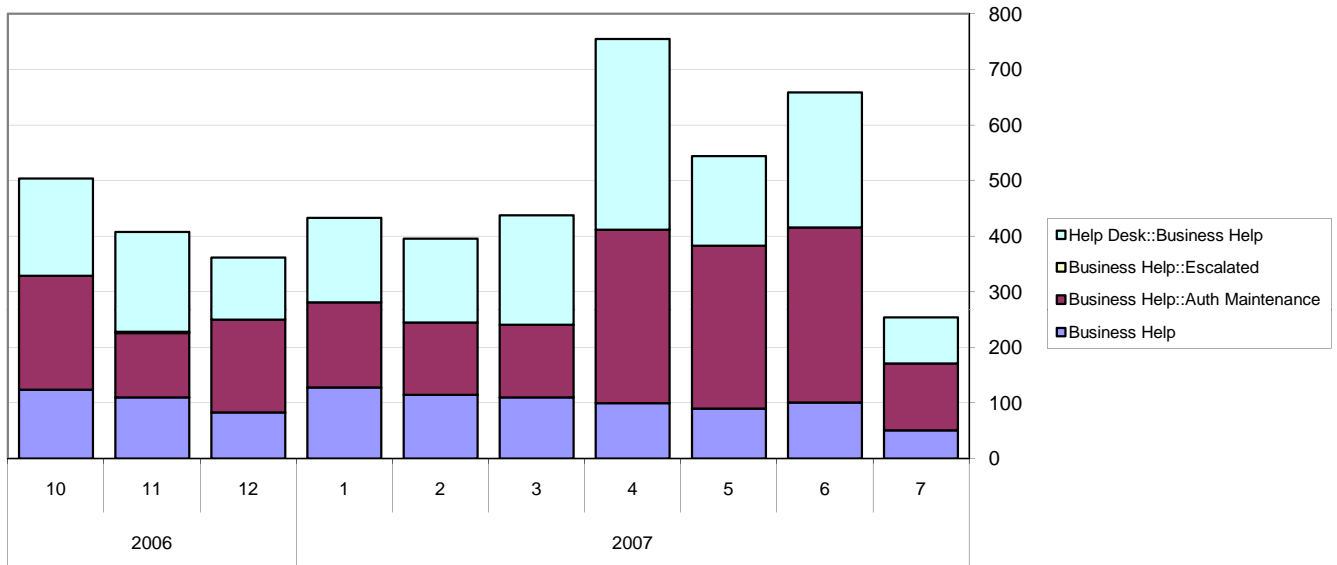
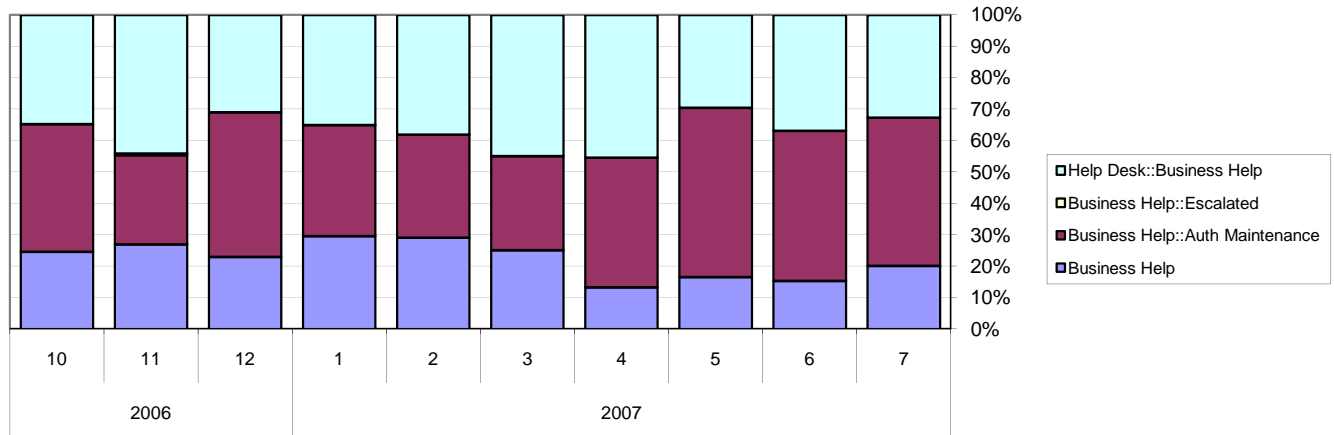


Net change in Q over six months: 110 ↑

Business Help Qs

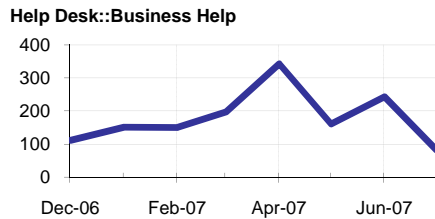
Cases as of 7/16/2007

Relative Volume by Queue, By Month



Helpdesk :: Business Help

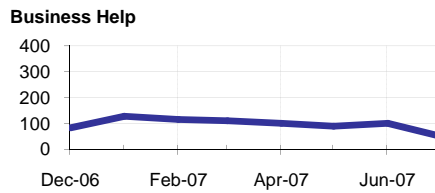
Time to Resolve
 slow % 14%
 med. % 11%
 fast % 74%



* most recent datum in these charts is month-to-date

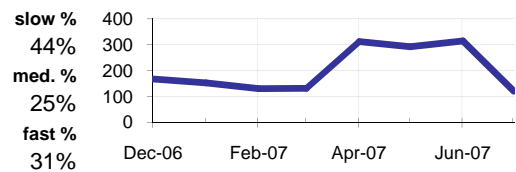
Business Help

Time to Resolve
 slow % 17%
 med. % 24%
 fast % 59%

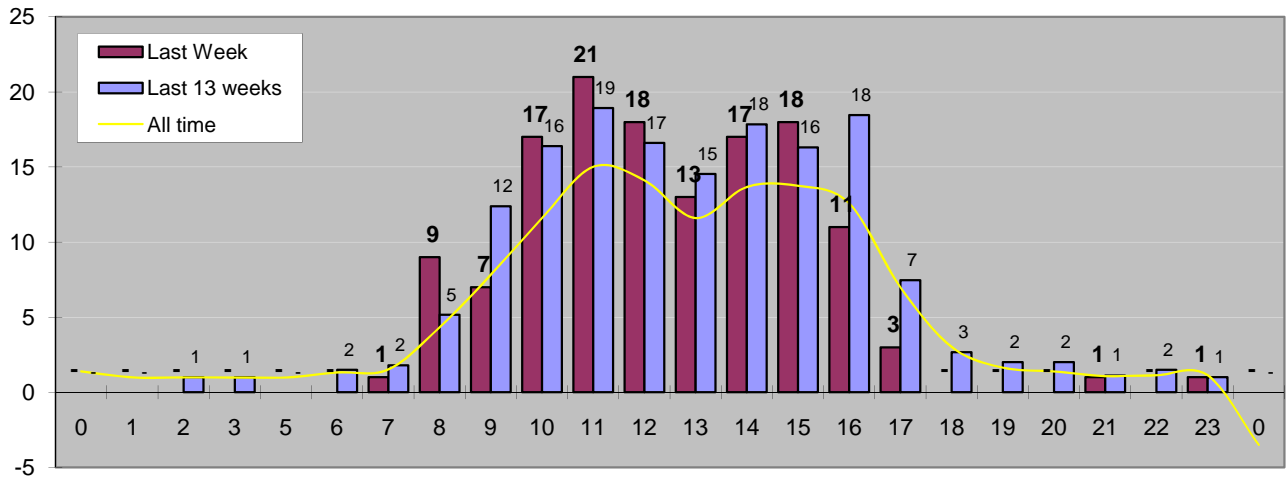


Business Help: Auth Maintenance

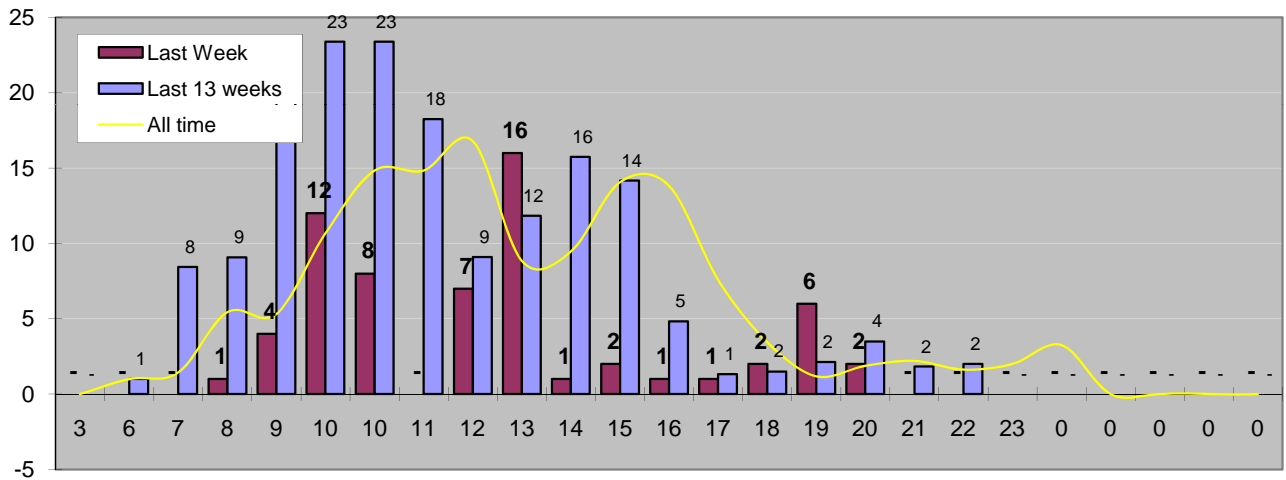
Time to Resolve Business Help::Auth Maintenance
 slow % 44%
 med. % 25%
 fast % 31%



Cases Created by Time of Day



Cases Closed by Time of Day



Time to Resolve, N of cases taking how long

