

# MobileDevices Q

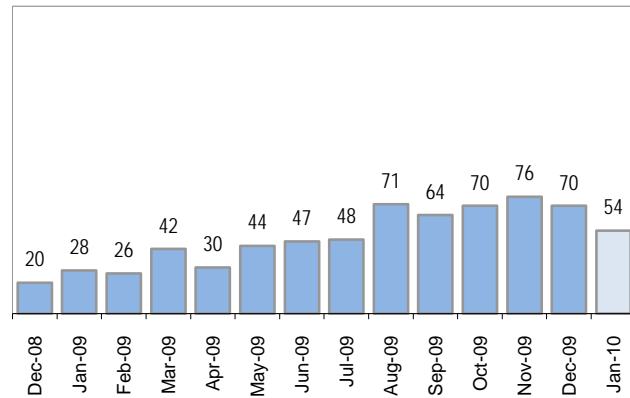
Cases as of 2/1/2010

## Creating Cases

Total from Last Week

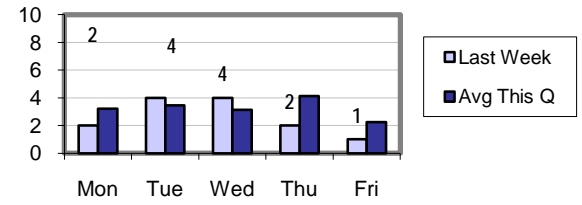
22

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	1.9	0.7	160%
last 3 months	2.1	0.8	176%
last 12 months	1.7	2.0	-14%

Actual Per Day, Last Week vs Qtrly Average



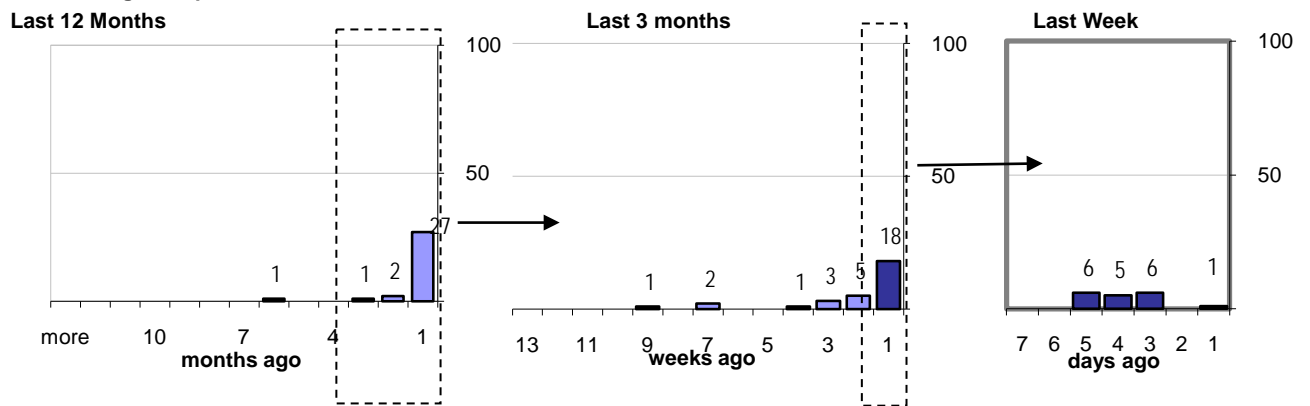
\* latest month is month-to-date

## The Queue

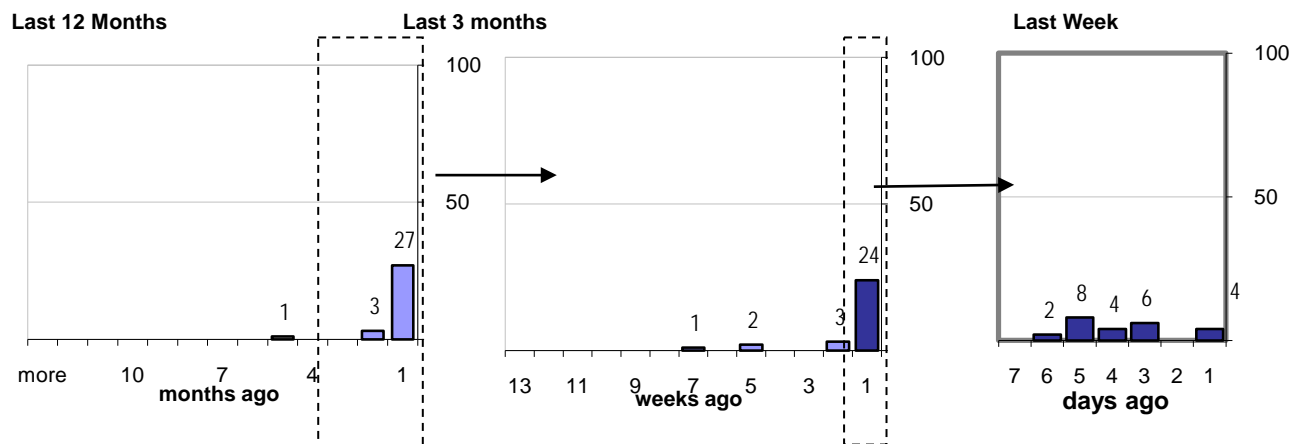
Currently Pending

31

Calendar Age of Open Cases



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



## Closing Cases

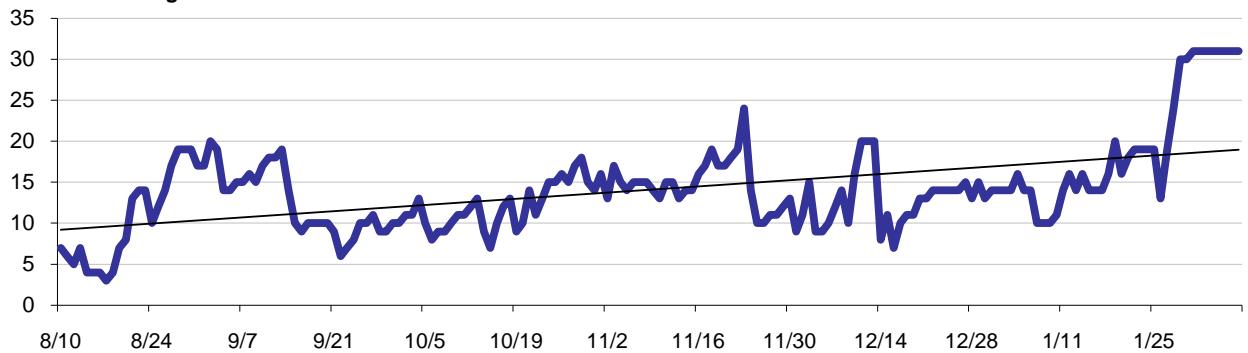
more than 7 days  
**26%**

3 to 7 days  
**21%**

< 3 days  
**53%**

(over the last six weeks)

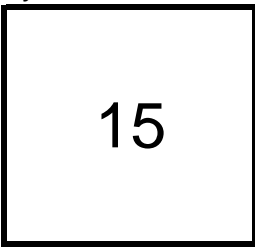
Estimated Pending Queue over the last six months



Net change in Q over six months: **24 ↑**

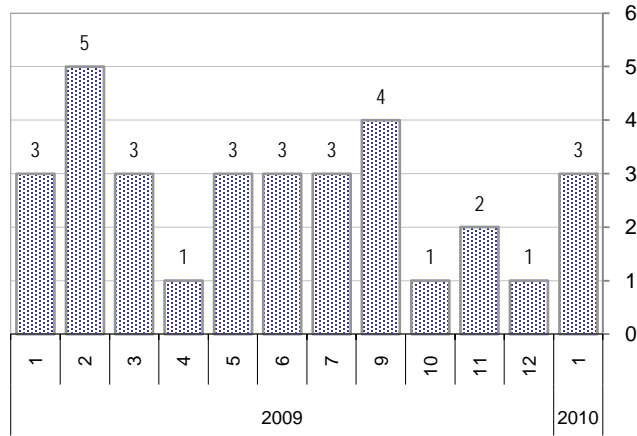
## Time Worked

SyncML This Month



Total Minutes

SyncML Cases Created

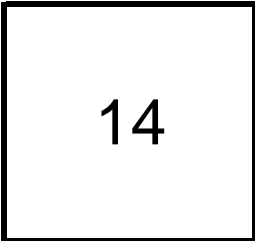


TimeWorked on SyncML cases

SyncML cases are software distributions to end-users.  
TimeWorked per SyncML case is nominally five (5) minutes

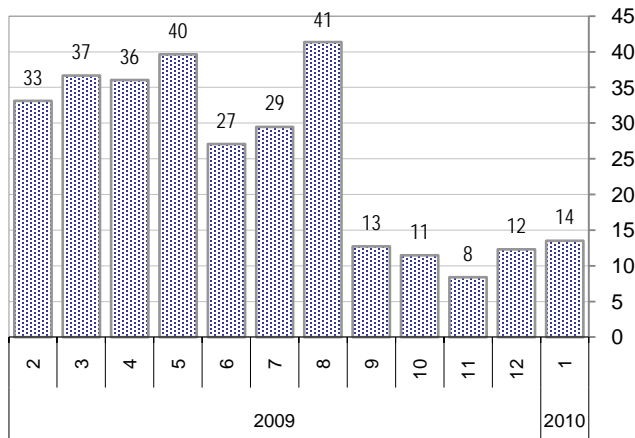
\* latest month is month-to-date

Help Cases This Month



Average Min. Per Case

Average TimeWorked Per Case

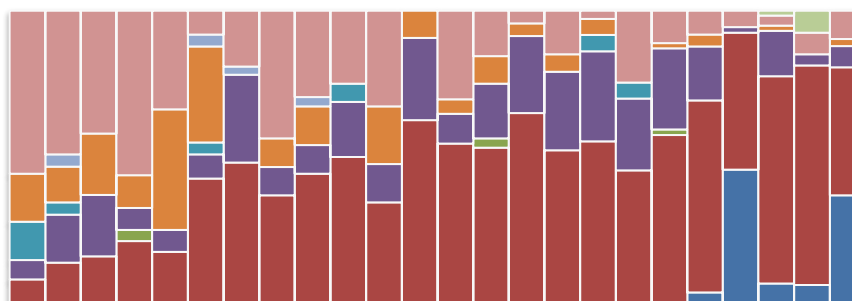
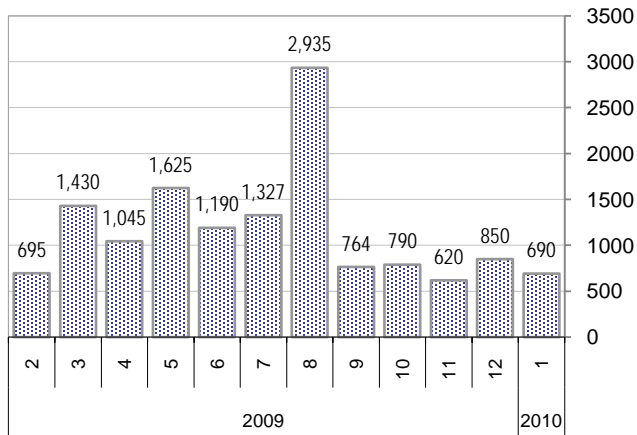


TimeWorked on Help cases

Average Per Day	Now	Year Ago	Change
this week	0.0	61.3	-1.0
last 6 weeks	24.167	61.2	-0.6
last 3 months	32.8	61.5	-0.5
last 6 months	51.146	61.5	-0.2
last 12 months	54.1	60.7	-0.1

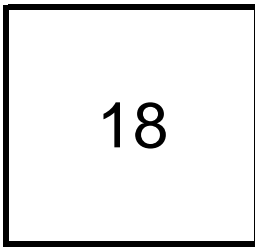
\* latest month is month-to-date

Total TimeWorked Per Month



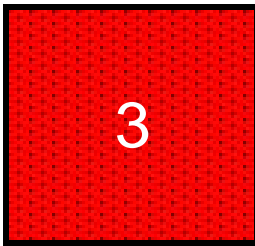
## Device Platforms

Blackberries this month



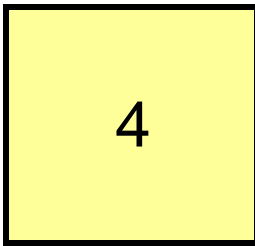
N of Tickets

iPhones



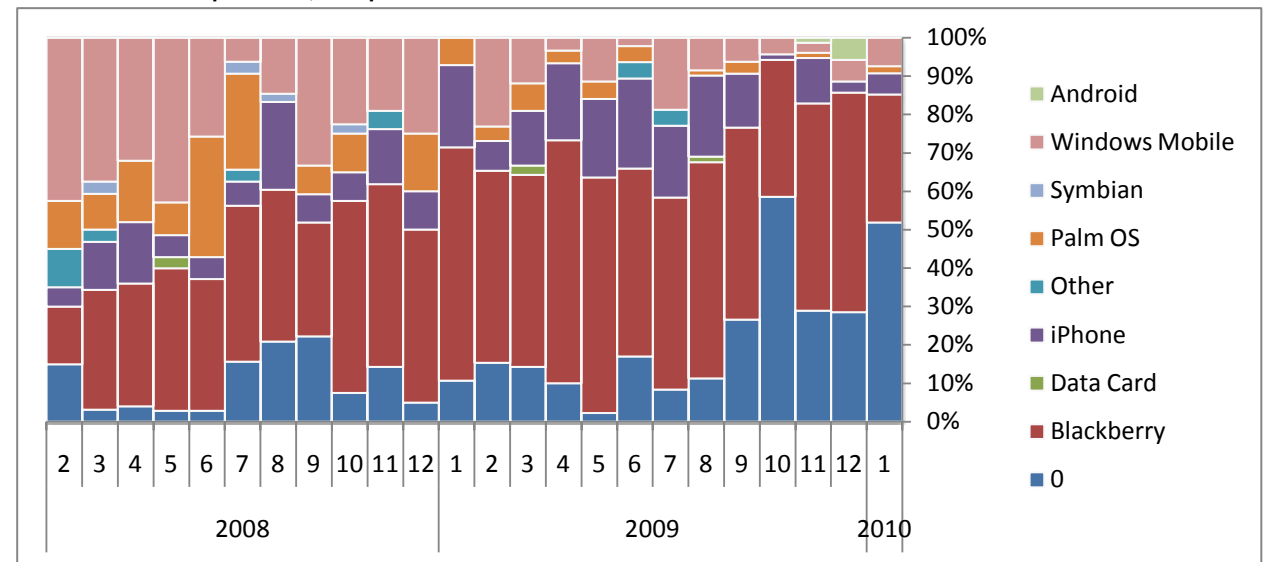
N of Tickets

Windows Mobile

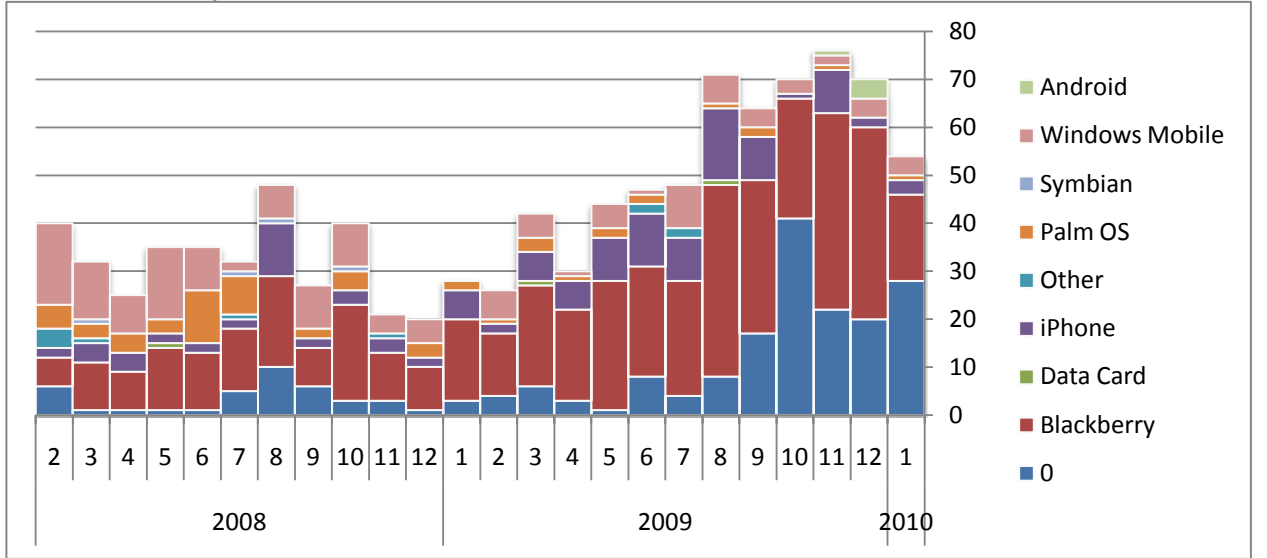


N of Tickets

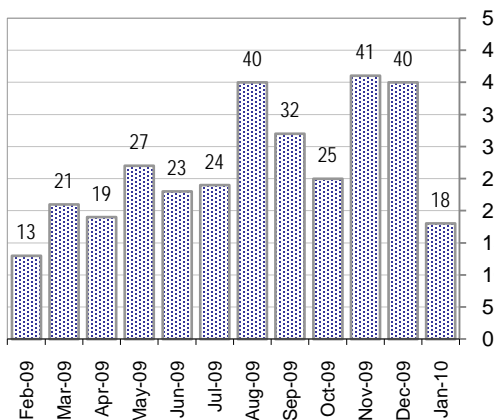
Distribution across platforms, as a percent of the total



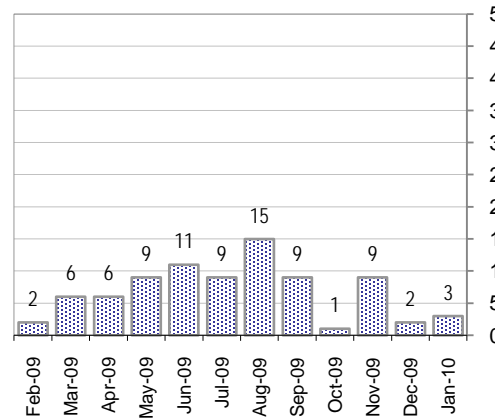
Distribution across platforms, Actual N of Tickets



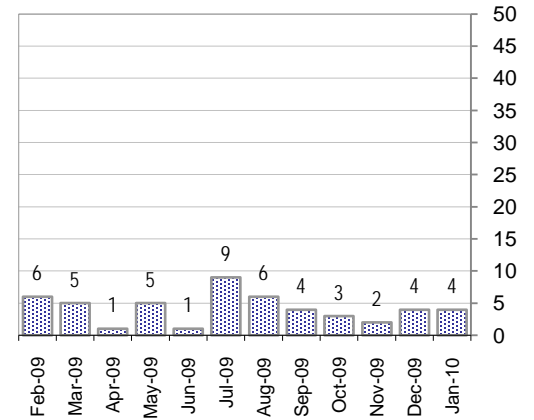
Blackberry



iPhone



Windows Mobile



# MobileDevices Q

Cases as of 2/1/2010

## Device Platforms and Device fields, by month

The most recent month is at the left, to fit all this onto the page

data exists		case													
Count of CaseID		Year Month													
		2010												2009	
Platform	Device	1	12	11	10	9	8	7	6	5	4	3	2	1	
	0	0	28	20	22	40	17	8	4	6	1	2	5	4	2
	Android								1						
	BlackBerry														1
	BlackBerry - SyncJe														
	BlackBerry 8830														
	BlackBerry 9530 Storm														
	BlackBerry Bold & BlackBerry 8900											1			
	iPod Touch														
	Mobile Devices..														
	Palm Pre								1						
	Storm 9530				1										
	SyncML														
	T-Mobile														
	Verizon										1				
<b>Blackberry</b>		0	5	26	30	12	19	12	2	7	6		1	3	3
	8330	1	1		1				1	3	1				
	8830		1				1		3	2	1	2			
	8900			1			1			2					
	9000				1			2	1						
	9530									1					
	9630							1							
	8230 Pearl											1			
	8700g														
	8830 World Edition			1						1	1				
	8830 World Phone														1
	9000 Bold												1		
	BlackBerry	3	2	3	5	3	9	2	2	2	1	1	2	1	
	BlackBerry /MAC														
	BlackBerry ?????												1		
	BlackBerry 7100i														
	BlackBerry 7105T														
	BlackBerry 8100														
	BlackBerry 8100 Pearl														
	BlackBerry 8130														
	BlackBerry 8130 Curve														
	BlackBerry 8310	1		1											
	BlackBerry 8320				1		1								1
	BlackBerry 8330	1		2	1	3	3				1	1			
	Blackberry 8330 (Curve)														
	Blackberry 8330 (Verizon)														
	BlackBerry 8350i	1				1				2				1	
	BlackBerry 8700														
	BlackBerry 8703														
	BlackBerry 8703g														
	BlackBerry 8800														
	BlackBerry 8820														
	BlackBerry 8830	2	4	1		1	2	2	1	4	1	1	1	1	5
	Blackberry 8830 World Phone														1
	BlackBerry 8900		1	1	2	1	2								
	Blackberry 9000														1
	BlackBerry Bold					1	2	3		4	4	2	1		
	BlackBerry Curve						3	4		2	2	1			1
	BlackBerry Curve 8330											1			
	BlackBerry Nextel							1							
	BlackBerry Pearl														1
	BlackBerry Storm	1										4			
	Blackberry Storm 9530														4
	BlackBerry Tour						3	3							
	BlackBerry World Edition														
	BlackBerry 8830														
	Bold 9000											1			
	Bold 9000 and 8330													1	
	Curve 8330									2	1	2	4		
	Curve 8900									1					2
	Pearl 8120										1				
	Samsung Saga						1								
	Storm 9530									2	1	1			1
	T-Mobile BlackBerry Curve UMA														
	Tour 9630	1	1				1								
	Verizon 8330														
	Verizon BlackBerry 8830														
	World 8830											1			
	World Edition 8830												2		
	World Edition 8830.											1			
	Tour					1									
	Curve 8330m							1							
	BlackBerry 9730					1									
	BlackBerry 9630	1		2	1										
	Nextel 8530i			1											
	BlackBerry 9700	1	2												
<b>Data Card</b>		0						1							
	AT&T Data Card														
	Option Wireless Card														1
<b>iPhone</b>		0	2	4	1		3	2	2						
	Apple iPhone					1									
	Apple iPhone & iWork														1
	Apple iPhone 16GB														
	Apple iPhone EDGE 16G														
	iPhone			2		6	3	2	3			4	1	3	
	iPhone 3G		1	2			4	3	2	8	5	2	1	1	
	iPhone 3G (16g)														
	iPhone 3G S									1					
	iPhone 3GS	1	1	1		1	4	1	1						
	iPhone OS						1								
	iPod Touch					1		1	1	1	1				1
	Original iPhone														
	Palm Zire 31 + iPod Touch														
	VZW to iPhone Migration								1						

