

# MobileDevices Q

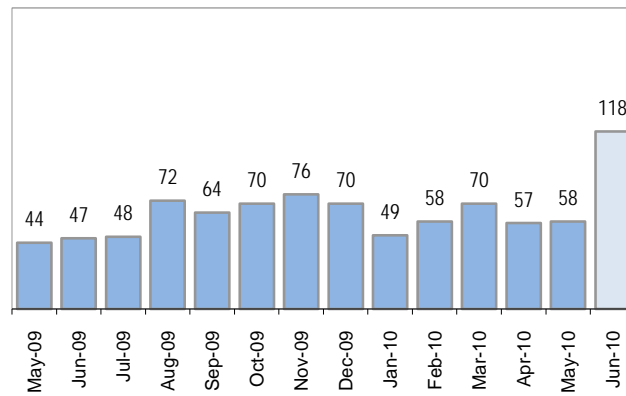
Cases as of 7/1/2010

## Creating Cases

Total from Last Week

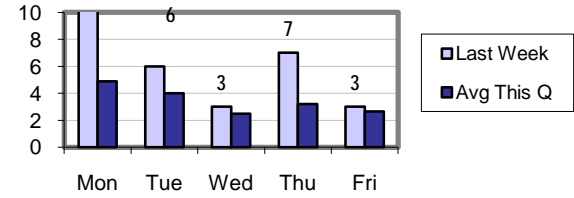
44

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	4.3	1.6	173%
last 3 months	2.4	1.4	74%
last 12 months	2.2	1.9	16%

Actual Per Day, Last Week vs Qtrly Average



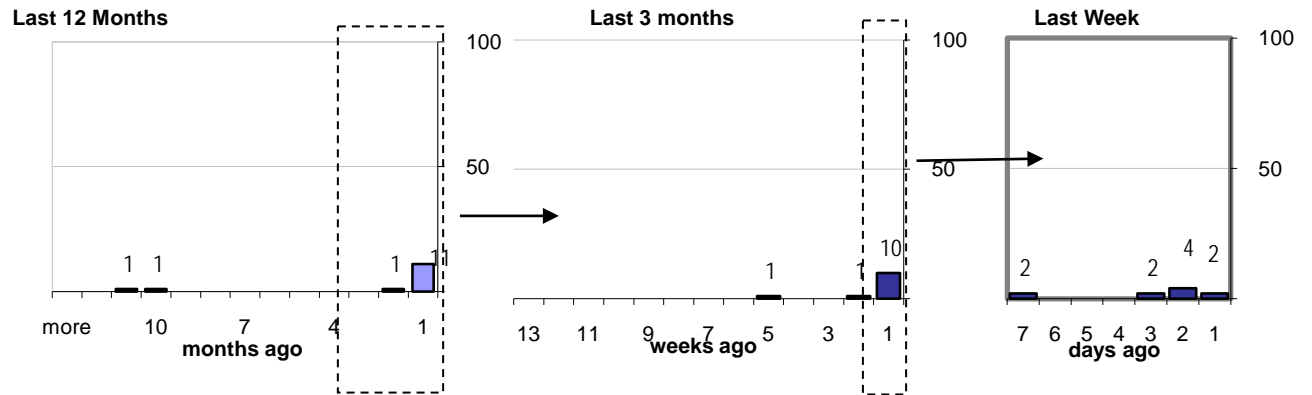
\* latest month is month-to-date

## The Queue

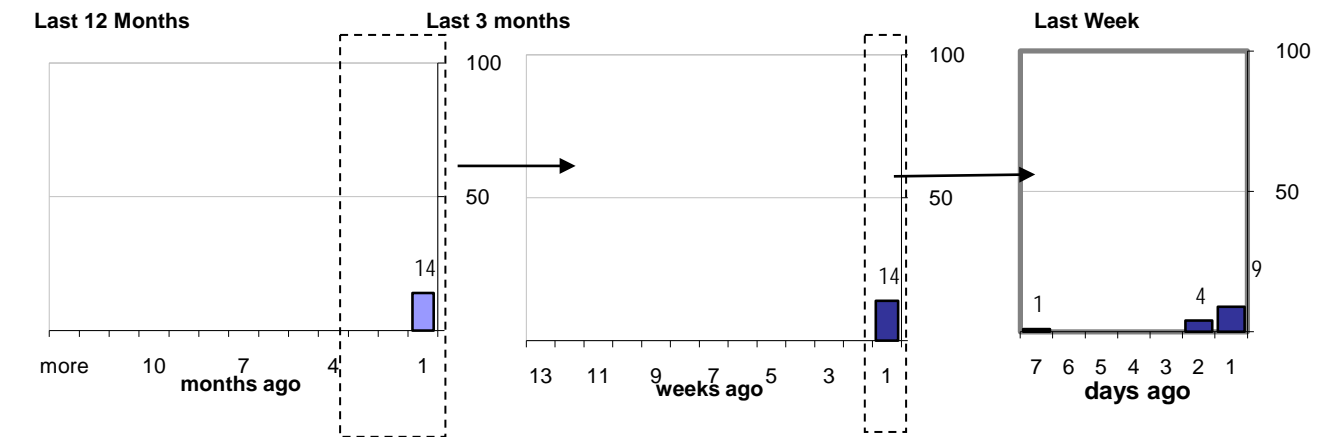
Currently Pending

14

Calendar Age of Open Cases



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



## Closing Cases

more than 7 days

43%

3 to 7 days

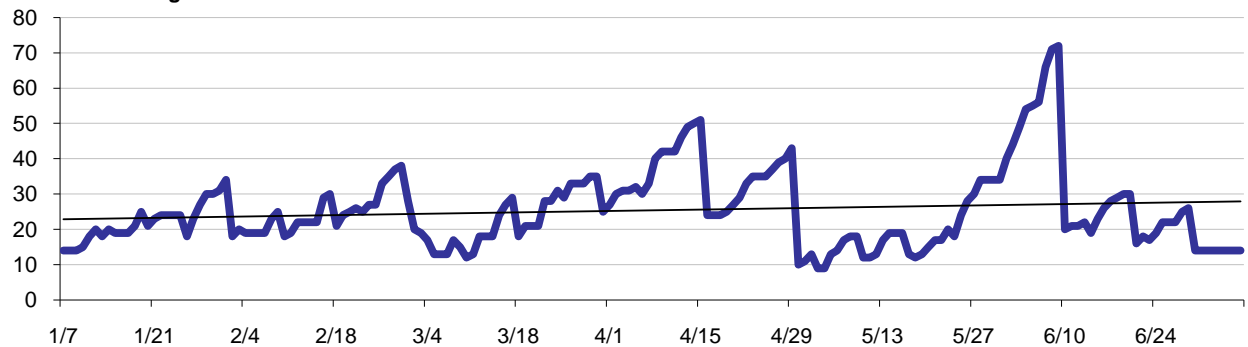
25%

< 3 days

37%

(over the last six weeks)

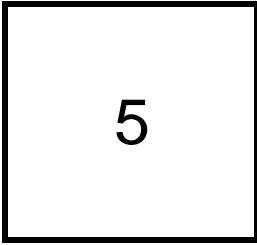
Estimated Pending Queue over the last six months



Net change in Q over six months: -4 ↓

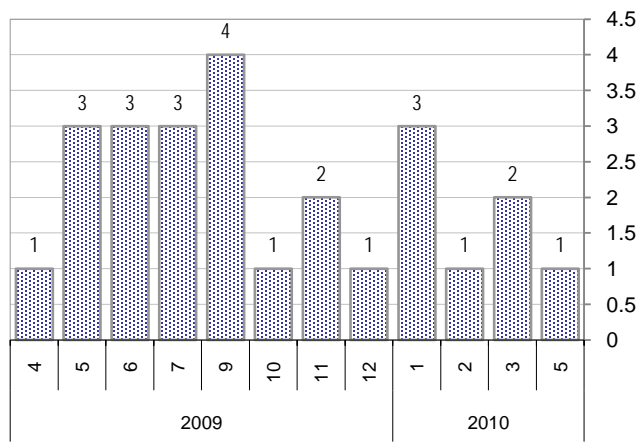
## Time Worked

SyncML This Month



Total Minutes

SyncML Cases Created

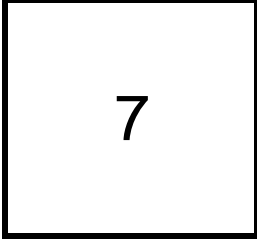


TimeWorked on SyncML cases

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

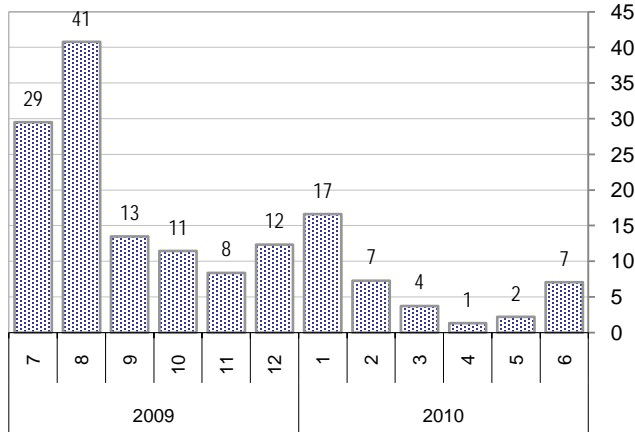
\* latest month is month-to-date

Help Cases This Month



Average Min. Per Case

Average TimeWorked Per Case

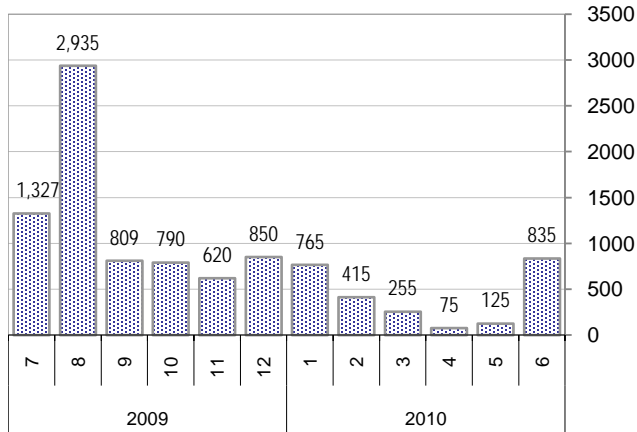


TimeWorked on Help cases

Average Per Day	Now	Year Ago	Change
this week	17.0	81.9	-0.8
last 6 weeks	27.833	59.2	-0.5
last 3 months	15.3	45.3	-0.7
last 6 months	19	41.2	-0.5
last 12 months	38.0	38.4	0.0

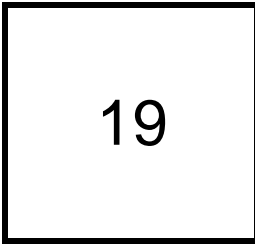
\* latest month is month-to-date

Total TimeWorked Per Month



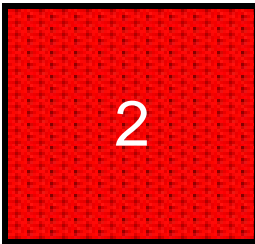
## Device Platforms

Blackberries this month



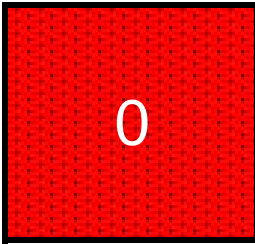
N of Tickets

iPhones



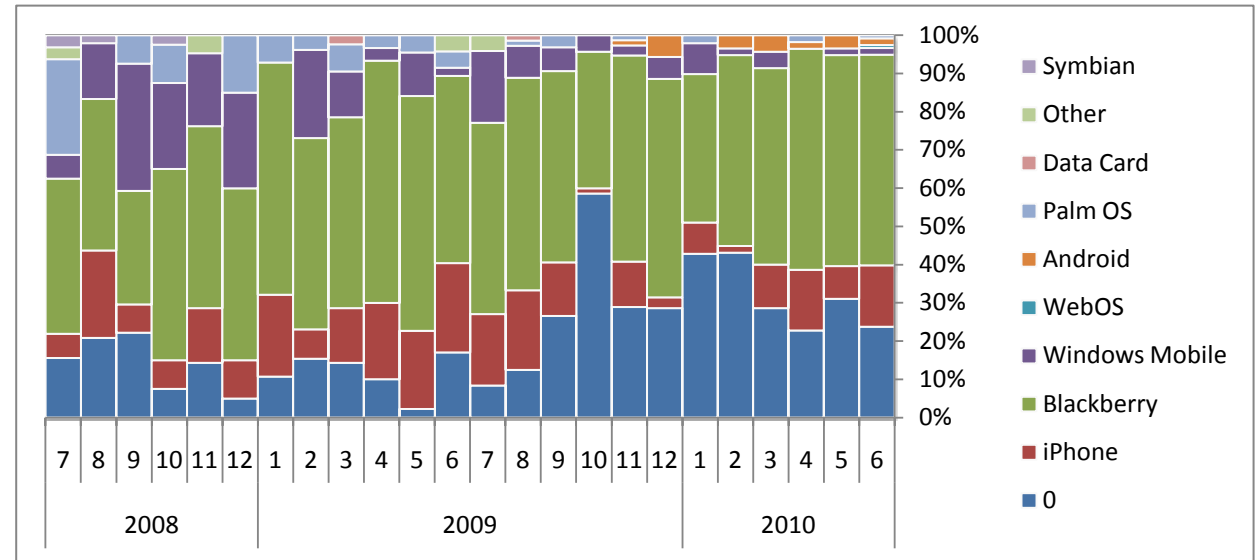
N of Tickets

Windows Mobile

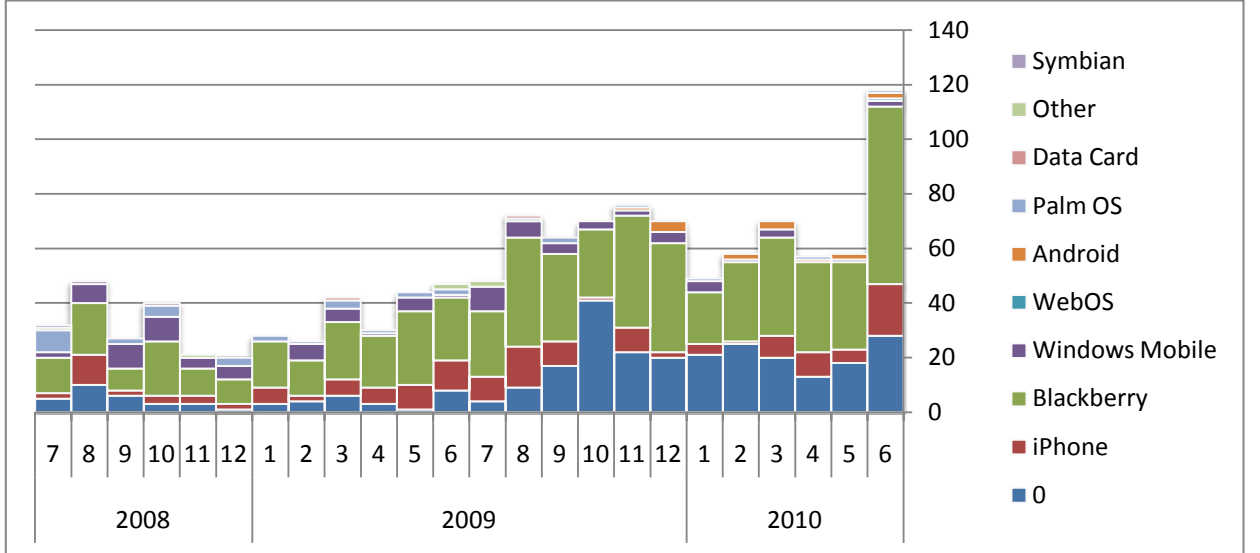


N of Tickets

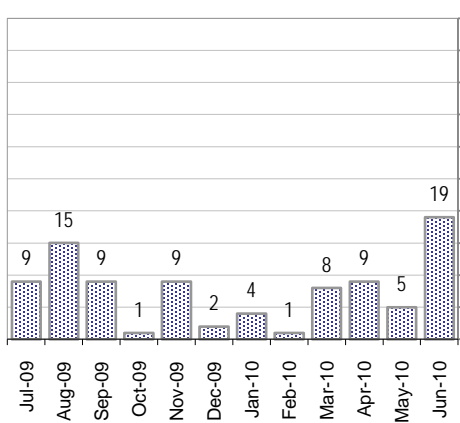
Distribution across platforms, as a percent of the total



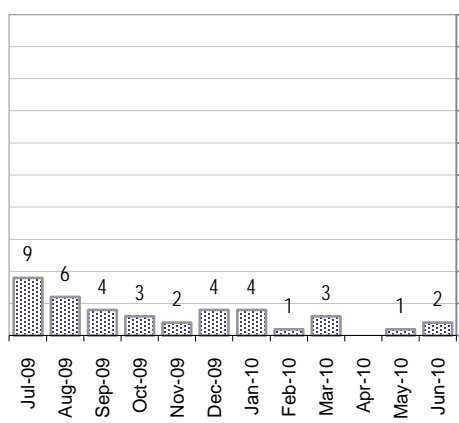
Distribution across platforms, Actual N of Tickets



iPhone



Windows Mobile



Data Card

