

VoIP Help cases in several Qs

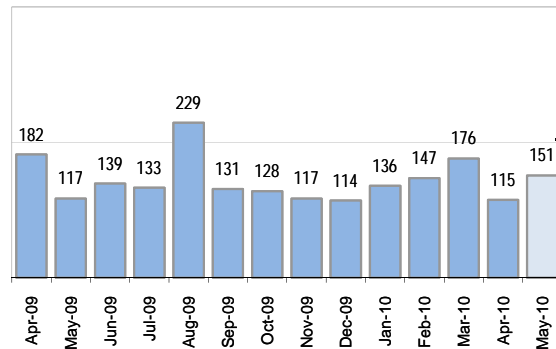
Cases as of 6/1/2010
Starting 6/2/2008

Creating Cases

Total from Last Week

41

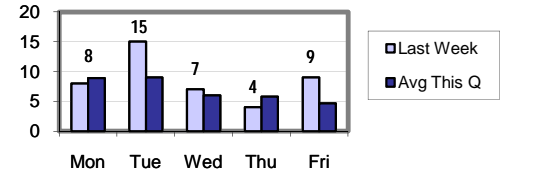
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	Change
this week	8.6	5.0	72%
last 3 months	5.0	5.1	-2%
last 12 months	4.8	4.0	20%

Actual Per Day, Last Week vs Qtrly Average



* latest month is month-to-date

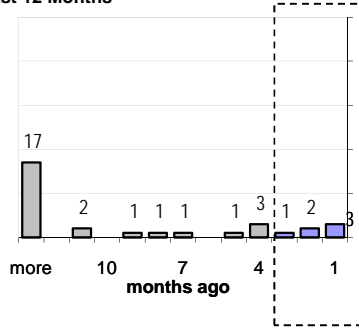
The Queue

Currently Pending

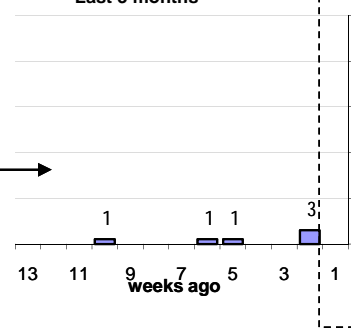
32

Calendar Age of Open Cases

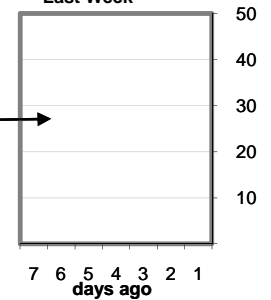
Last 12 Months



Last 3 months

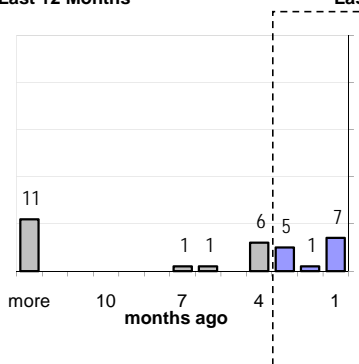


Last Week

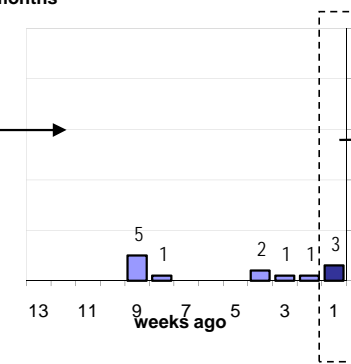


Time Since Last Activity of Any Kind, in Cases that are currently Open

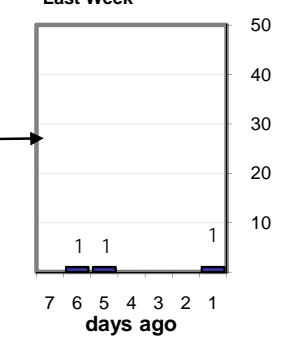
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

9%

3 to 7 days

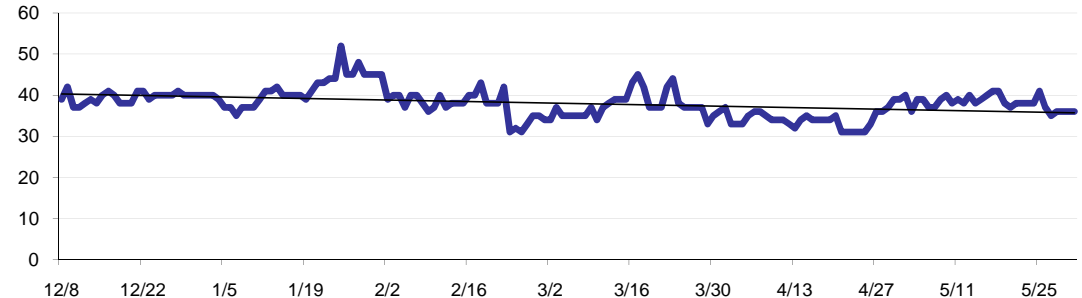
9%

< 3 days

83%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -7 ↓

VoIP Help cases in several Qs

Cases as of 6/1/2010
Starting 6/2/2008

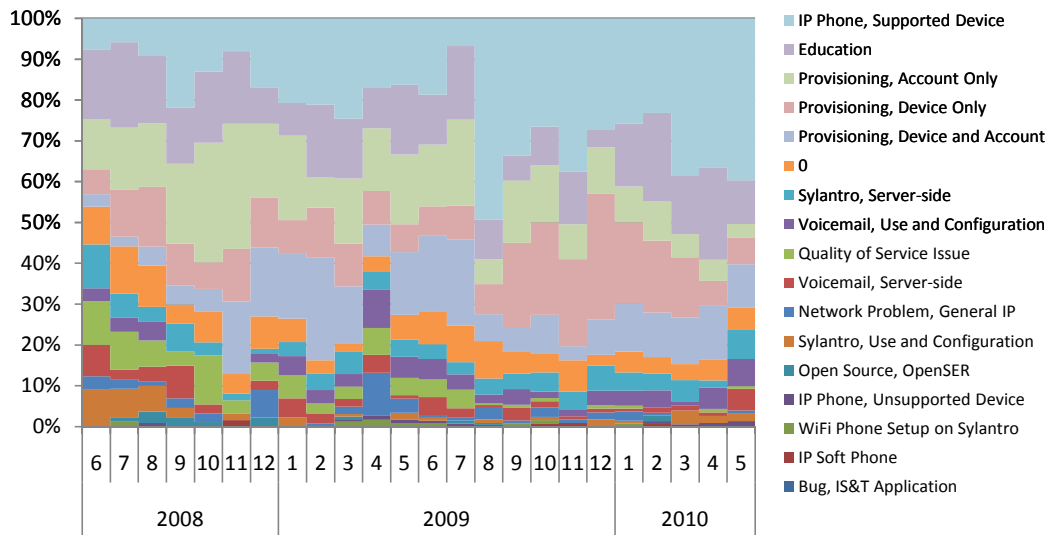
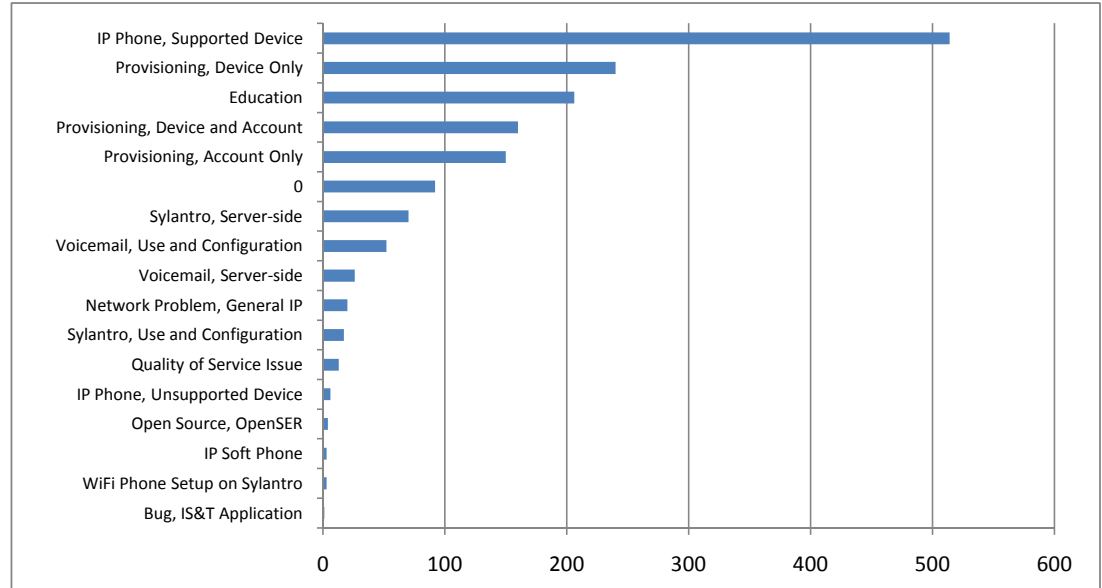
Problem Types and Queues

N of Problem Types

17

N of Types

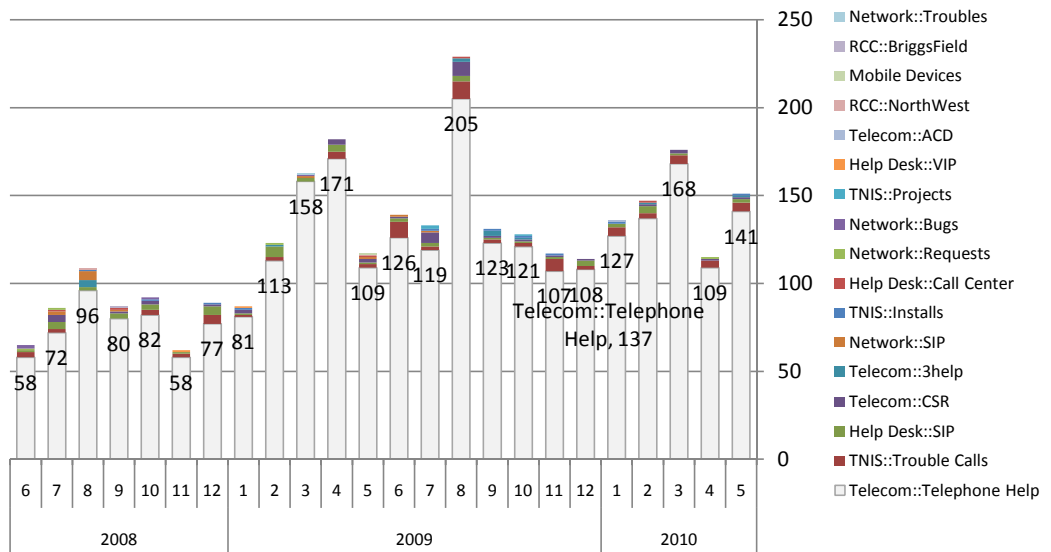
FY2010-to-date Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

92%

% of cases in Telecom::Telephone Help



Client Demographics

DLCs in FY2010

107

N of unique clients in FY2010

872

Pareto of DLCs by N of tickets in FY2010

