

QUICK REPORT

Cases Created and Closed From 11/20/2003 to 11/26/2003

Count of Cases		
New Cases Created	386	
Metric	Total	%
Telephone	182	47
Email	156	40
Anchor Desk Web	48	12
Other	0	0

Case Status as of 11/26/2003 only.

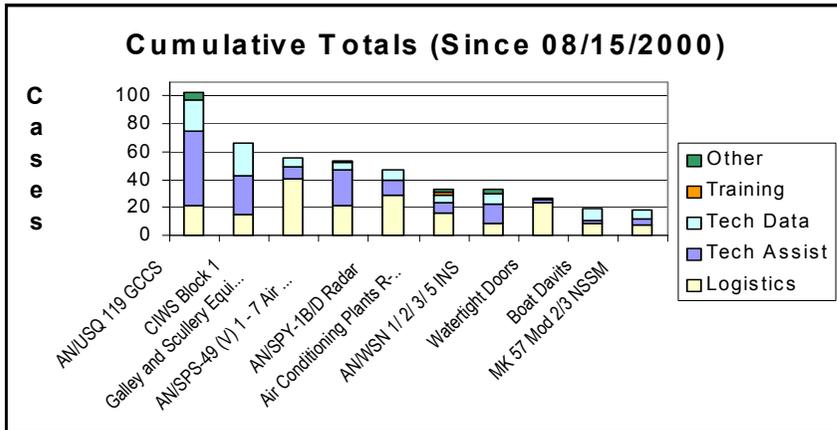
Phone Answer Time		
Total Calls Answered	439	
Metric	Total	%
Average Wait Time	11	Seconds
In 30 Seconds or Less	433	99
31 to 60 Seconds	6	1
Total Talk Time	1705	Minutes
Average Talk Time	3.88	Minutes

Case Status as of 11/26/2003 only.

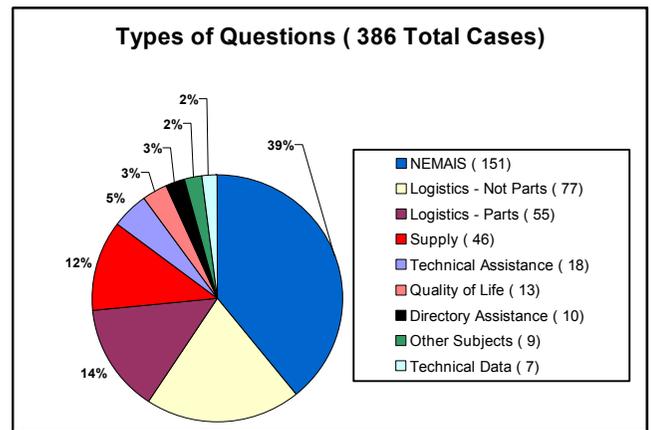
Phone Call Abandon Time		
Total Calls Abandoned	3	
Metric	Total	%
Average Abandon Time	24	Seconds
In 15 Seconds or Less	1	0.23
16 to 30 Seconds	1	0.23
31 to 60 Seconds	1	0.23
61 Seconds or More	0	0.00

Case Status as of 11/26/2003 only.

Distance Support Top 10 Requests

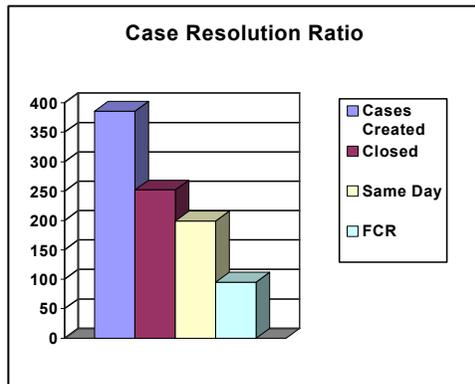


Functional Drivers



Case Resolution		
New Cases Created	386	
Metric	Total	%
Old Cases Closed	167	
New Cases Closed	252	65
Closed Same Day	199	52
First Contact Resolution	95	25

Case Status as of 11/26/2003 only.

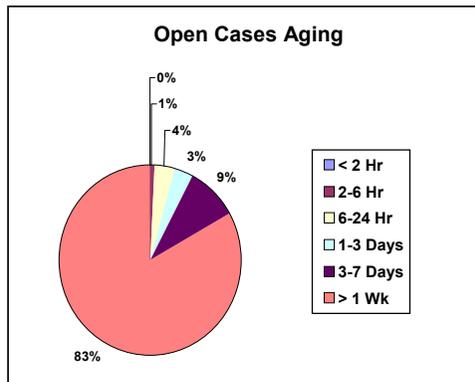


SOS Response Time Breakdown		
Total SOS Requests Resolved	299	
Metric	Total	%
1.) > 1 Week	78	26
2.) 3 - < 7 Days	21	7
3.) 1 - < 3 Days	31	10
4.) 6 - < 24 Hours	26	9
5.) 2 - < 6 Hours	11	4
6.) < 2 Hours	132	44

Case Status as of 11/26/2003 only.

Open Cases Aging		
Total Cases Open	901	
Metric	Total	%
1.) > 1 Week	749	83
2.) 3 - < 7 Days	83	9
3.) 1 - < 3 Days	28	3
4.) 6 - < 24 Hours	34	4
5.) 2 - < 6 Hours	7	1
6.) < 2 Hours	0	0

Case Status as of 11/26/2003 only.



Cases Transferred Ratio		
New Cases Created	386	
Metric	Total	%
Transferred to SOS	183	47
Average Transfer*	1.7	Hrs
NICC Resolved	203	53
NICC Researching	0	0

**Average Time between case creation and transfer.
Case Status as of 11/26/2003 only.*

A full report explanation is available that includes definitions used in this report. Contact your Help Desk Manager to request a copy. All numbers are for the period, that is, the date range in the report heading. The period is specified at the time the report is run and may be daily, weekly (week ending on Wednesday), and monthly. Reports should be e-mailed to Help Desk Team members daily with weekly reports e-mailed on Mondays and monthly reports e-mailed the first working day of each new month.