

5 Key Dimensions of Client Support Activity -- Q3 FY04

Overall Client Sat

A Year Ago	4.55
Now	4.57
Q of change	1% ↔

Wait Time on Hold

A Year Ago	42 s
Now	41 s
Q of change	-3% ↓

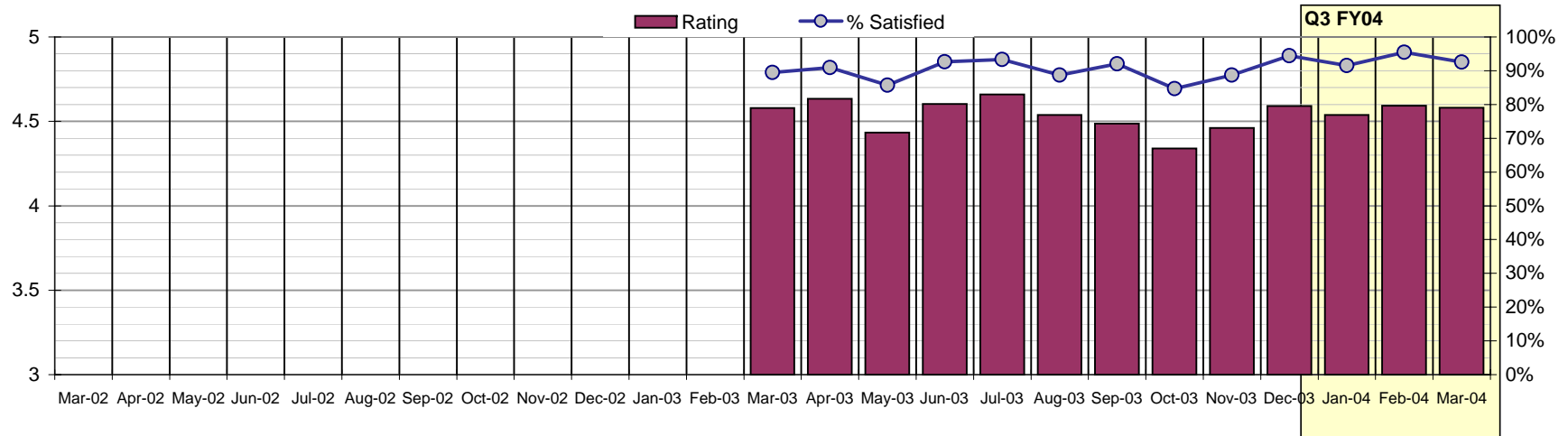
Age of Cases when they close

	< 1 d	1-5 d	6 > d
A Year Ago	66%	14%	20%
Now	69%	10%	21%
Q of change	5%	-30%	5%

Size of Pending Queue

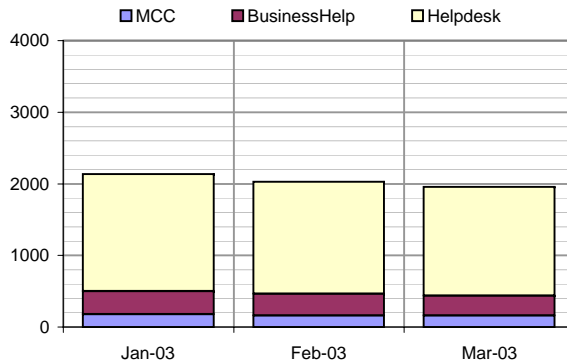
A Year Ago	375
Now	445
Q of change	19% ↑

Overall Client Sat



Cases Created in key CSS Teams

Q3 FY03



Q3 FY04

