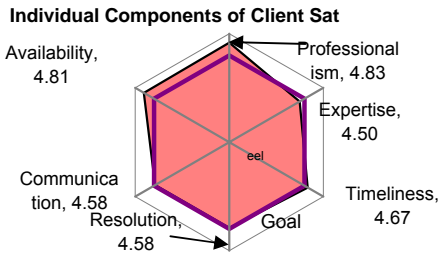
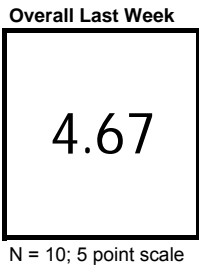


Week beginning 4/17/2006 through 4/23/2006

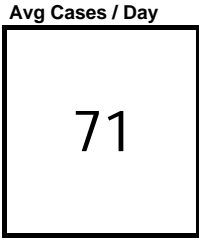
Client Satisfaction



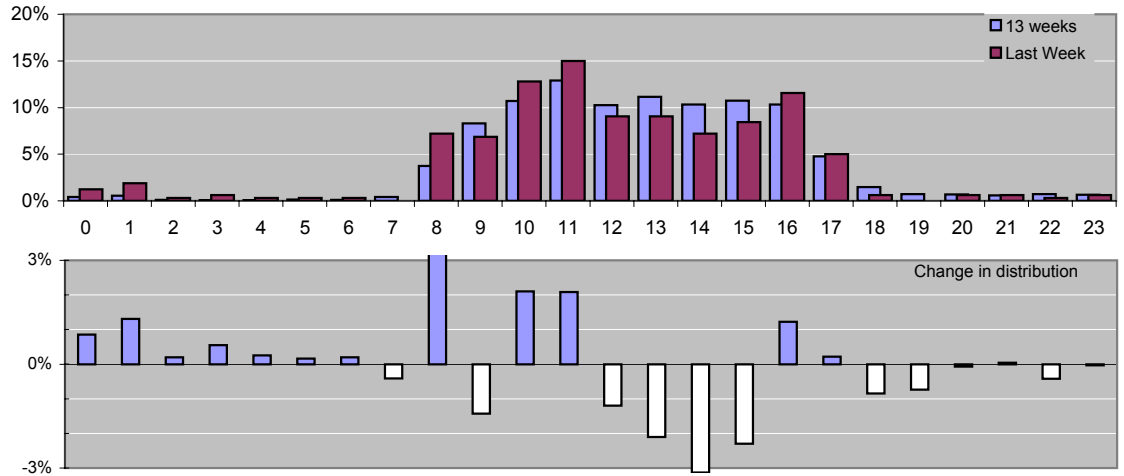
Miscellaneous Statistics

	Last Week	Δ %	Qtr
Consultant ACD Logged Hours, a	36	-2%	36
Calls Offered, avg per day	89	-12%	101
Abandon rate, avg per day	12%	34%	9%
Wait time, avg per day (sec)	31	-5%	33
Wait time, maximum (sec)	51	-41%	86
Length of call, avg per day	6:51	0%	6:50
Cases created in off-hours	6%	-13%	7%

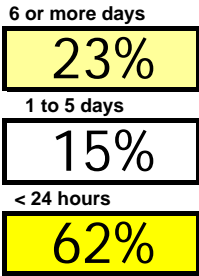
Client Demand



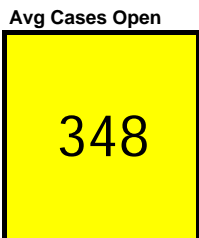
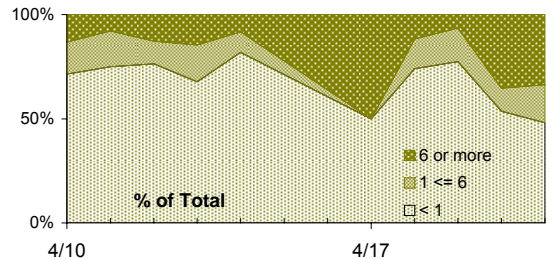
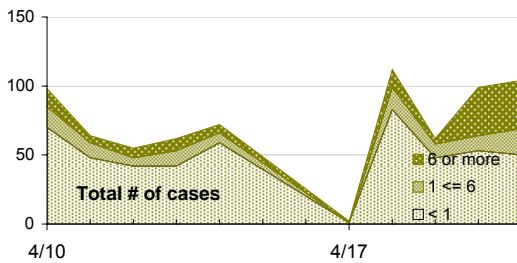
Cases Created by Time of Day



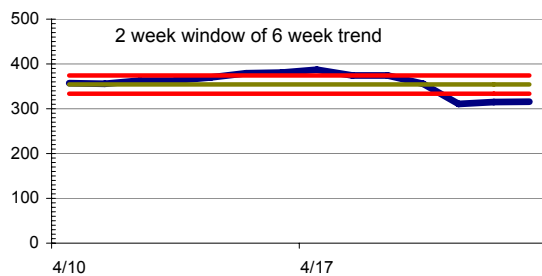
Problem Solving



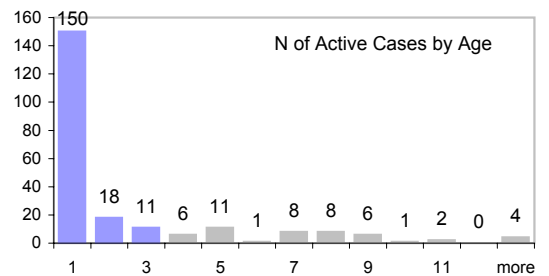
Age in Days of Cases Closing per Day



Residual Open Cases



Pending Queue Active Cases, by Age in Months

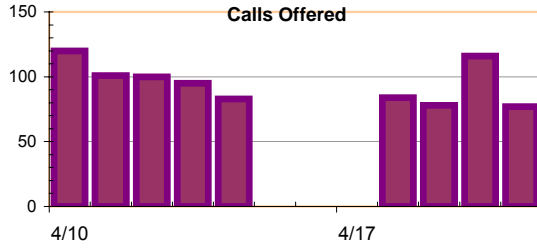


# Call Handling

ACD standard statistics, for all teams that use ACD (CHD and BusinessHelp)

Calls Offered

89



6 wk average 94  
 Varies +/- 15  
**Current Variation -6% Down**

ACD Abandon Rate

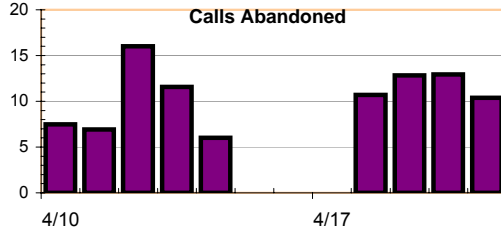
12%

goal is 10%

Max Abandon Rate

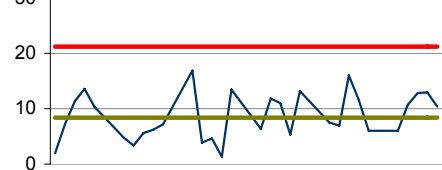
13%

goal is 15%

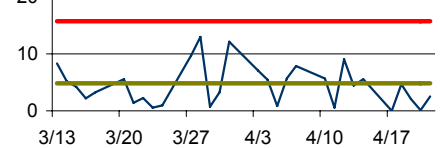


6 wk average 8.4 %  
 Varies +/- 4.8 %  
**This week 39% Up**

XmRs based on 6 week window  
**Daily values (X)**



**Moving Range (mR)**



Average Wait Time

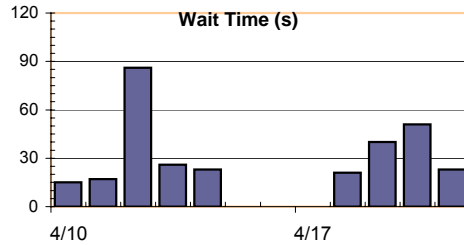
34

goal is 30 s

Max Wait Time

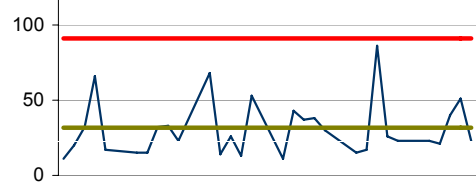
51

goal is 60 s

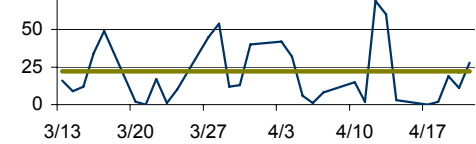


6 wk average 32 seconds  
 Varies +/- 22 seconds  
**This week 6% Up**

**Daily Values (X)**



**Moving Range (mR)**



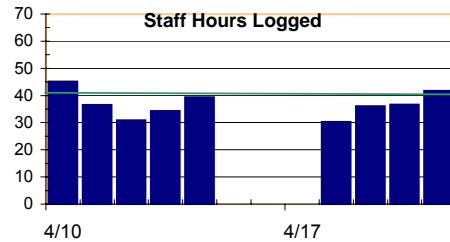
Avg Hours Logged

37

Goal is 52 hours

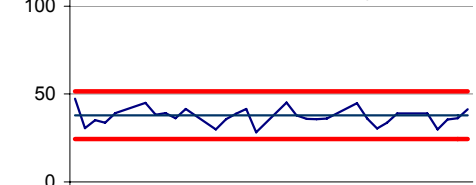
Max Hours Logged

45

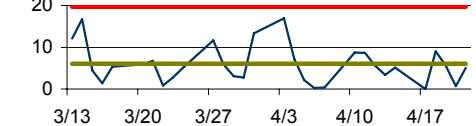


6 wk average 37.32  
 Varies +/- 6.033  
**This week -1% Down**

**Daily Values (X)**



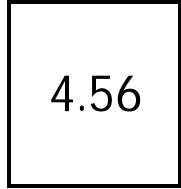
**Moving Range (mR)**



NOTE: All data is for all of FCC except Athena. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

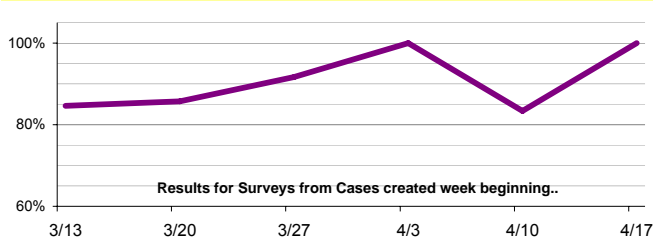
**Client Satisfaction**

Average Overall Sat.

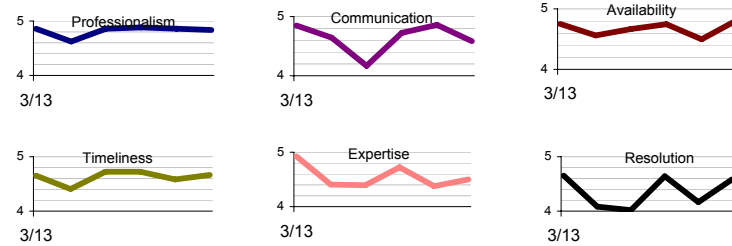


N = 83; 5 point scale

% Clients reporting as Satisfied or Very Satisfied on per-case surveys



Staff competency contributions to Client Satisfaction

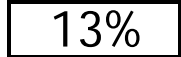


**Problem Solving**

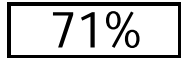
6 or more days



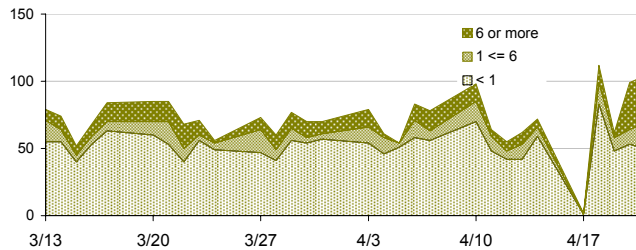
1 to 5 days



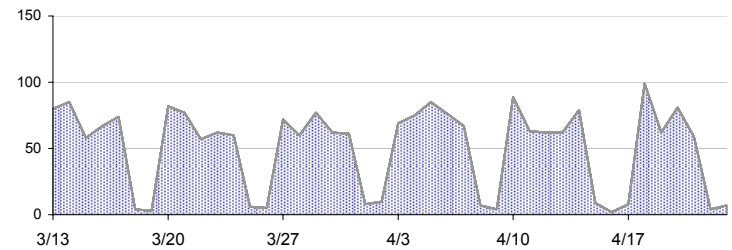
< 24 hours



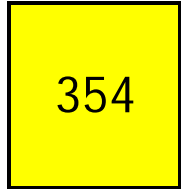
Age in Days of Cases Closing per Day



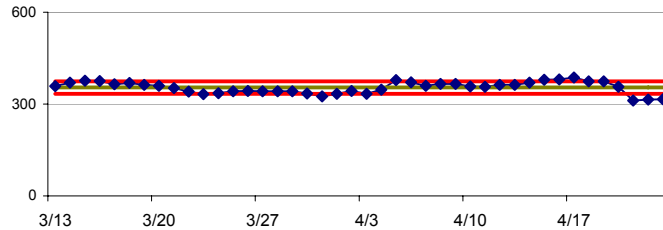
Cases Created per day



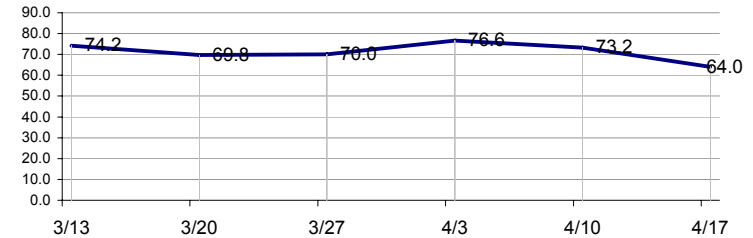
Avg Cases Open



Residual Open Cases (Open minus Closed plus previous balance)

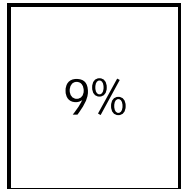


Average Cases per Day, by Week



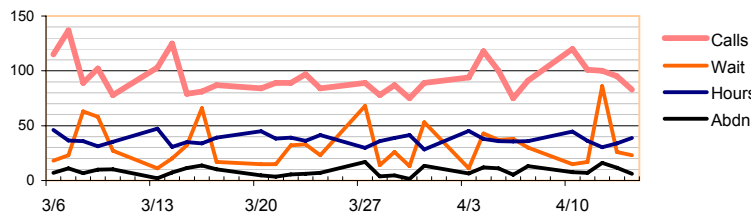
**Phones**

ACD Abandon Rate



goal is 10%

ACD standard statistics, for all teams that use ACD (CHD and BusinessHelp)

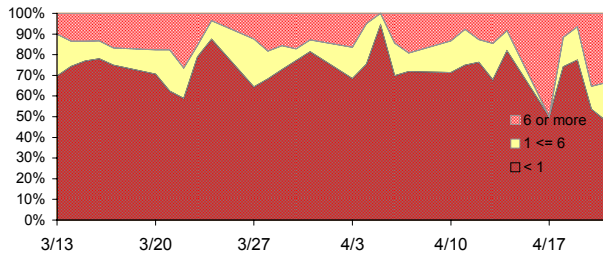


Miscellaneous Statistics

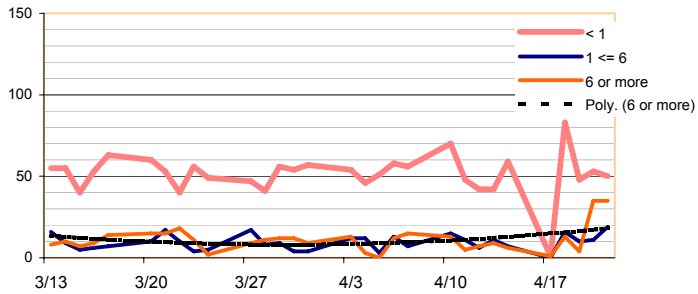
Consultant ACD Logged Hours, average per day	37
Calls Offered, avg per day	92
Wait time, avg per day	31 sec
Length of call, avg per day	6:51 m:s
Average Cases created per work day	71
Cases created outside working hours	7 %

**MIT Support Dashboard – version 6**  
**Alternative Views of "First Page" Data**

**Age in Days of Cases Closing per Day (% of total)**

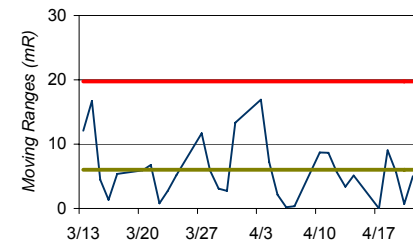
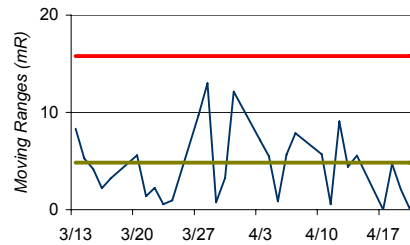
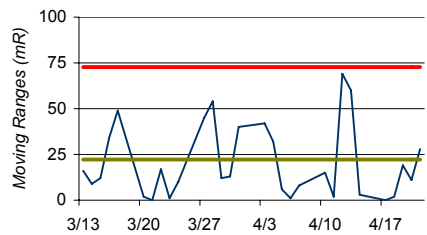
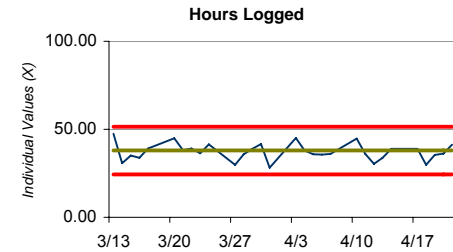
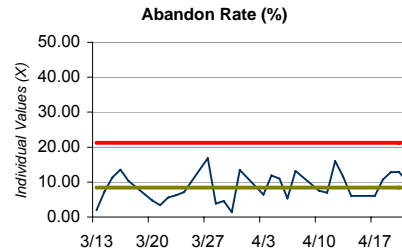
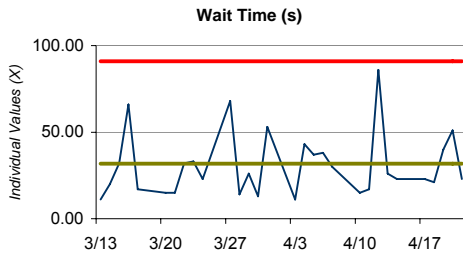


**Age in Days of Cases Closing per Day (Absolute value)**



**Phones**

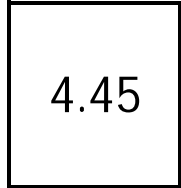
**XmR charts of key parameters in ACD Phone parameters**



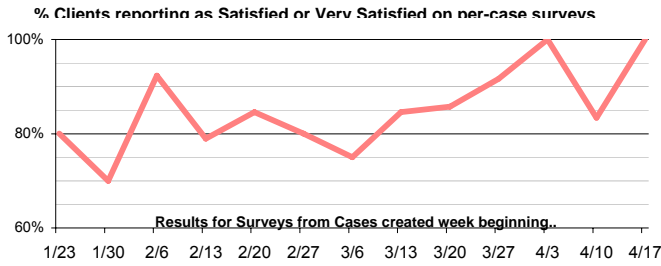
NOTE: All data is for all of FCC except Athena. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

**Client Satisfaction**

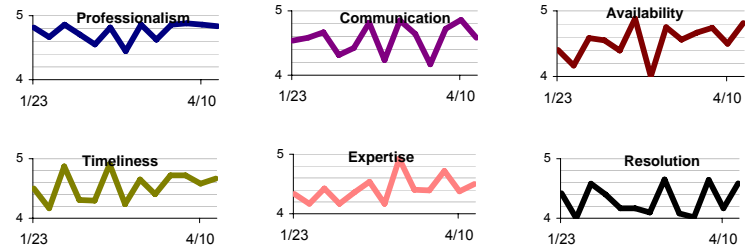
Average Overall Sat.



N = 160; 5 point scale



**Staff competency contributions to Client Satisfaction**

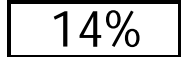


**Problem Solving**

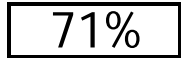
6 or more days



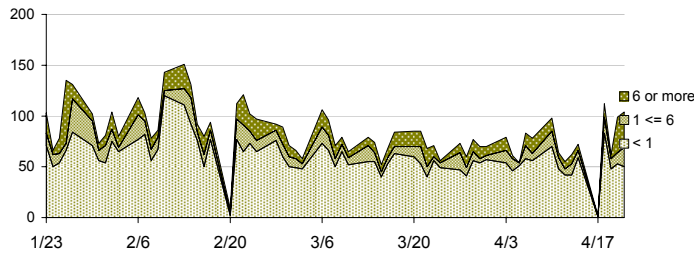
1 to 5 days



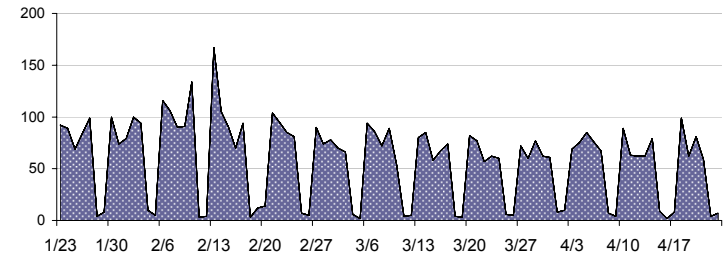
< 24 hours



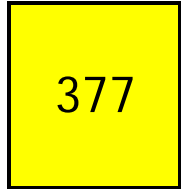
**Age in Days of Cases Closing per Day**



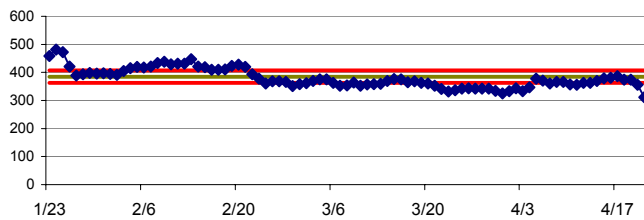
**Cases Created per day**



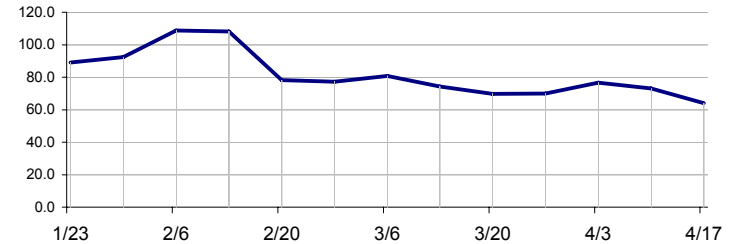
Avg Cases Open



**Residual Open Cases (Open minus Closed plus previous balance)**

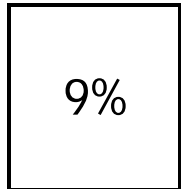


**Team Components of Residual Open Cases**



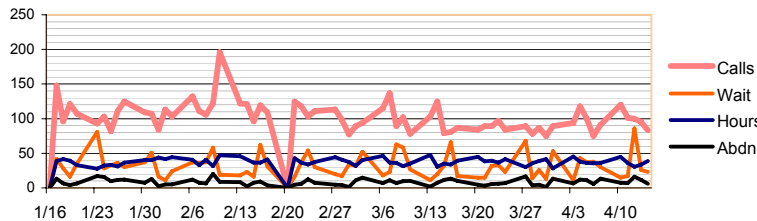
**Phones**

ACD Abandon Rate



goal is 10%

**ACD standard statistics, for all teams that use ACD (CHD and BusinessHelp)**



**Miscellaneous Statistics**

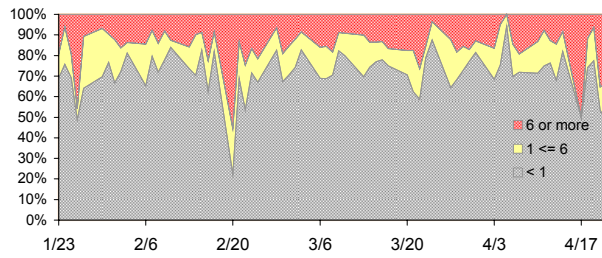
Consultant ACD Logged Hours, average per day	36
Calls Offered, avg per day	101
Wait time, avg per day	33 sec
Length of call, avg per day	6:50 m:s
Average Cases created per work day	82
Cases created outside working hours	7 %

**MIT Support Dashboard – version 6**

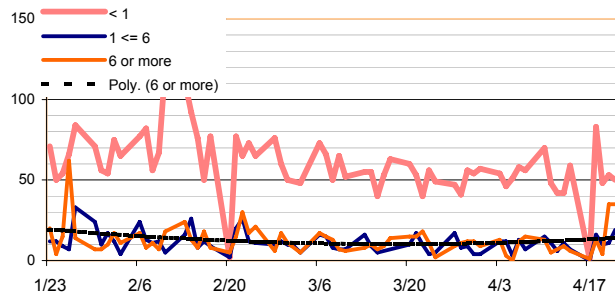
Alternative Views of "First Page" Data

Age in Days of Cases Closing per Day (% of total)

a



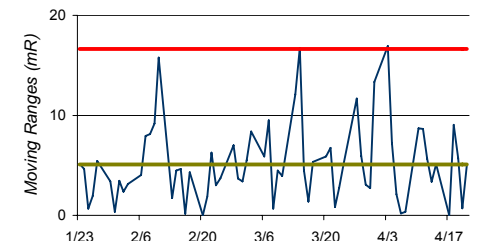
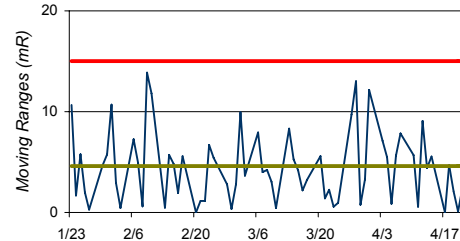
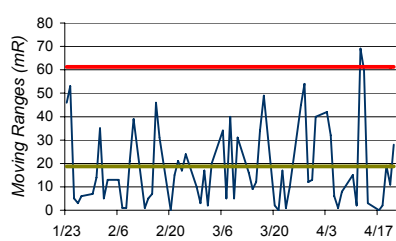
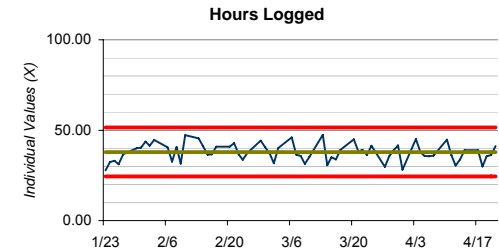
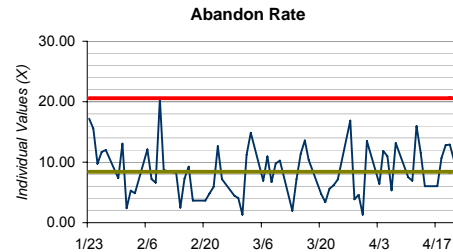
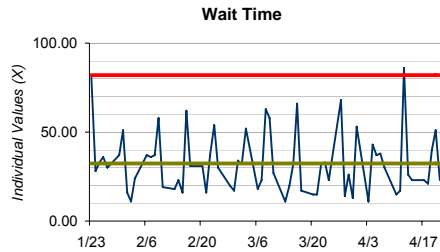
Age in Days of Cases Closing per Day (Absolute value)



**Phones**

XmR charts of key parameters in ACD Phone parameters

XmR Charts  
of key  
parameters



**MIT Support Dashboard – version 7**

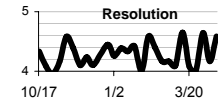
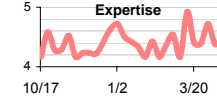
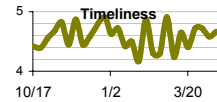
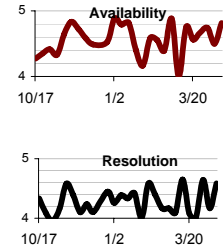
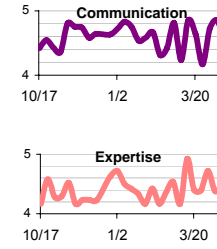
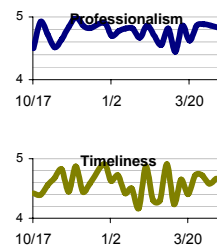
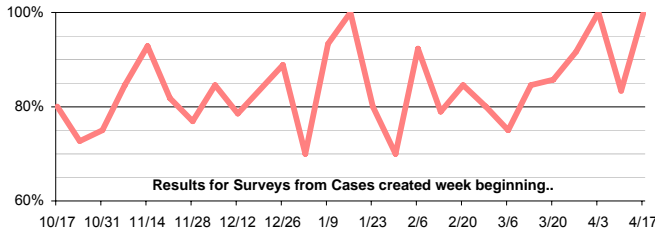
NOTE: All data is for all of FCC except Athena/RCC. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

**Client Satisfaction**

Average Overall Sat.

4.43

N = 331; 5 point scale



**Problem Solving**

6 or more days

16%

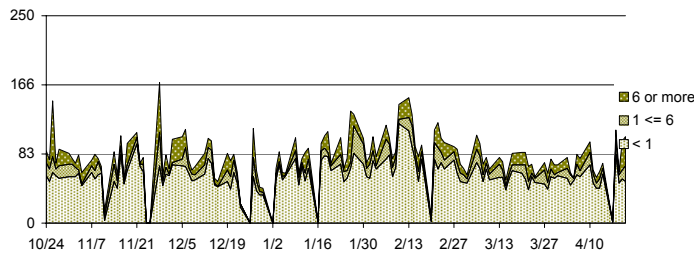
1 to 5 days

13%

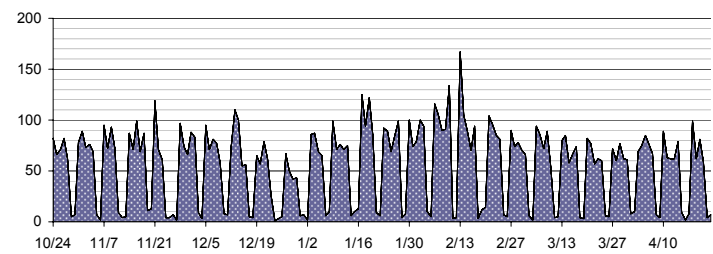
< 24 hours

71%

Age in Days of Cases Closing per Day



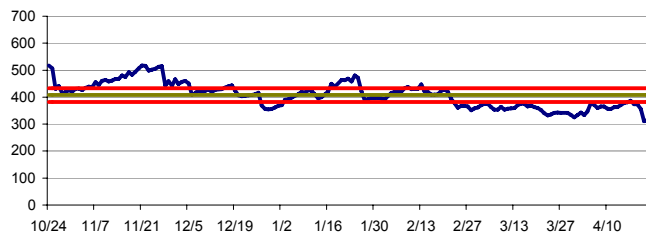
Cases Created per day



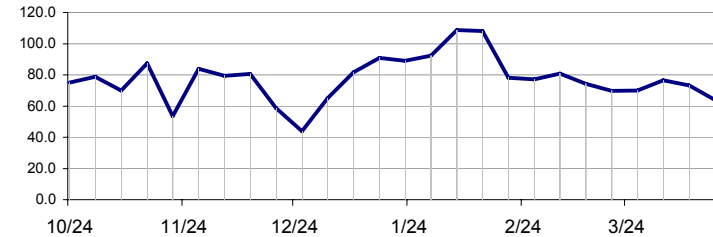
Avg Cases Open

408

Residual Open Cases (Open minus Closed plus previous balance) [Helpdesk only]



Average Cases per Day, by Week



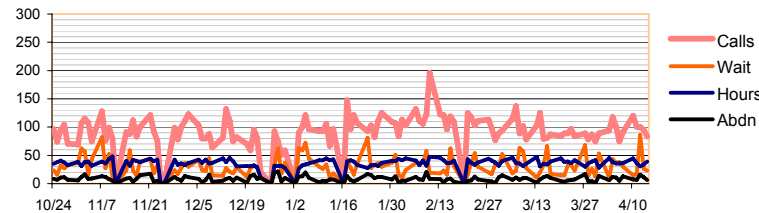
**Phones**

ACD Abandon Rate

9%

goal is 10%

ACD standard statistics, for teams that use ACD

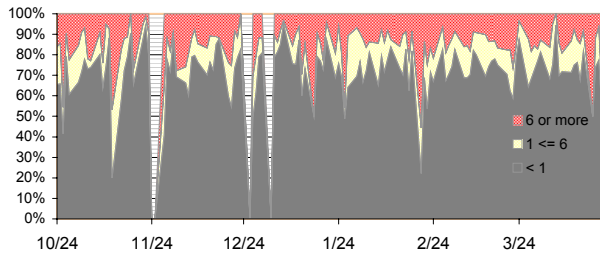


**Miscellaneous Statistics**

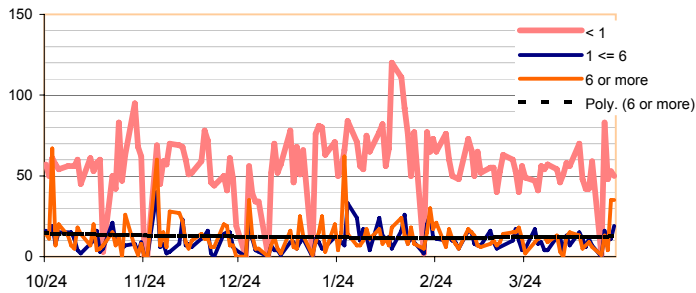
Consultant ACD Logged Hours, average per day	37
Calls Offered, avg per day	97
Wait time, avg per day	33 sec
Length of call, avg per day	7:4 m:s
Average Cases created per work day	77
Cases created outside working hours	7 %

**MIT Support Dashboard – version 6**  
**Alternative Views of "First Page" Data**

**Age in Days of Cases Closing per Day (% of total)**



**Age in Days of Cases Closing per Day (Absolute value)**



**Phones**

**XmR charts of key parameters in ACD Phone parameters**

XmR Charts of key parameters

