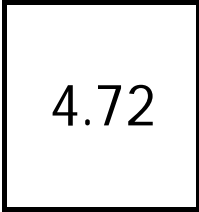


Week beginning 5/29/2006 through 5/4/2006

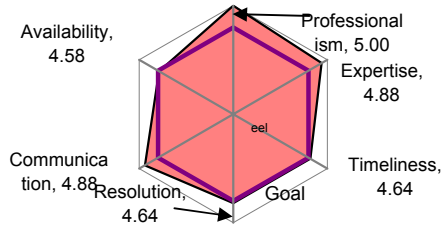
Client Satisfaction

Overall Last Week



N = 7; 5 point scale

Individual Components of Client Sat

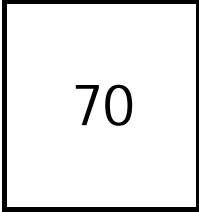


Miscellaneous Statistics

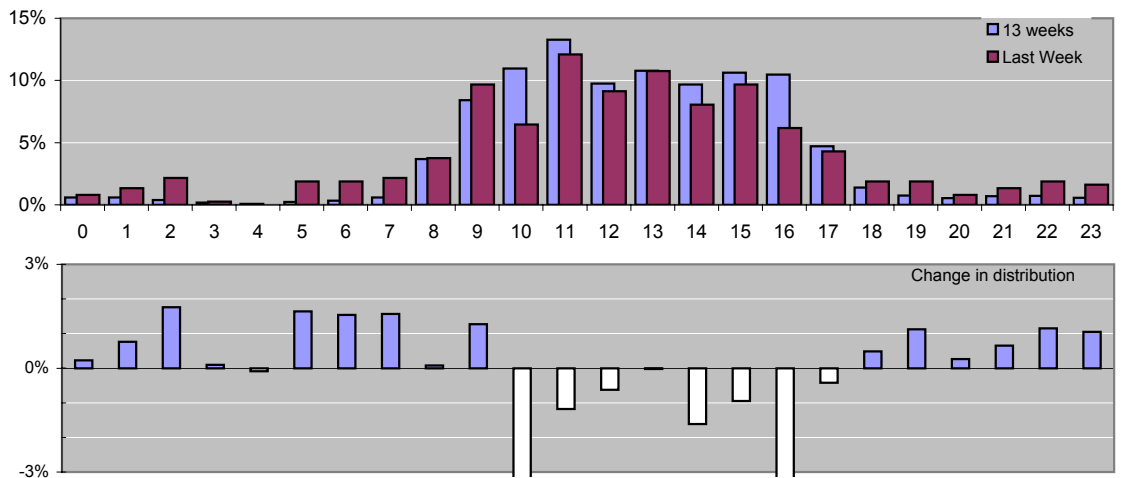
	Last Week	Δ %	Qtr
Consultant ACD Logged Hours, a	30	-19%	37
Calls Offered, avg per day	91	4%	87
Abandon rate, avg per day	11%	23%	9%
Wait time, avg per day (sec)	30	-2%	31
Wait time, maximum (sec)	66	-23%	86
Length of call, avg per day	6:36	-3%	6:47
Cases created in off-hours	6%	-13%	7%

Client Demand

Avg Cases / Day

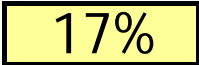


Cases Created by Time of Day

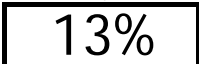


Problem Solving

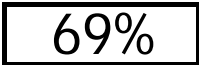
6 or more days



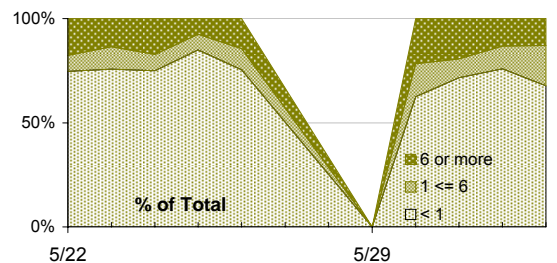
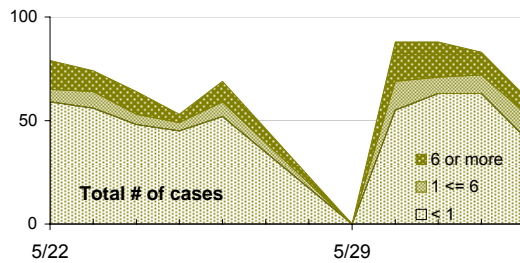
1 to 5 days



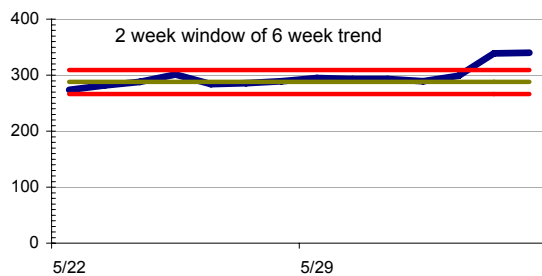
< 24 hours



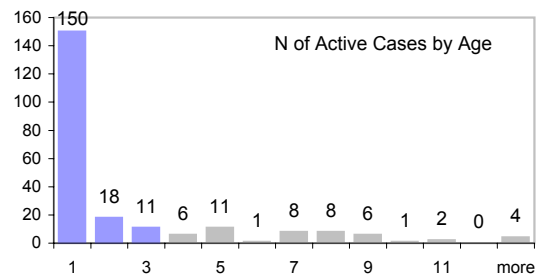
Age in Days of Cases Closing per Day



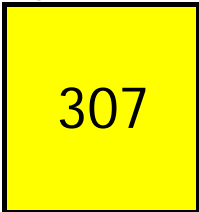
Residual Open Cases



Pending Queue Active Cases, by Age in Months



Avg Cases Open

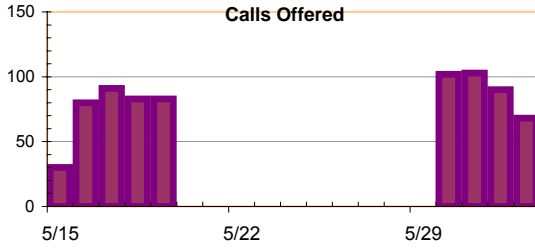


Call Handling

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

Calls Offered

91



6 wk average 81
 Varies +/- 22
Current Variation 12% Up

ACD Abandon Rate

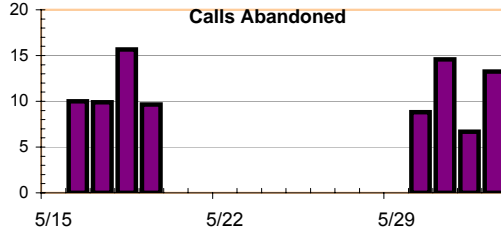
11%

goal is 10%

Max Abandon Rate

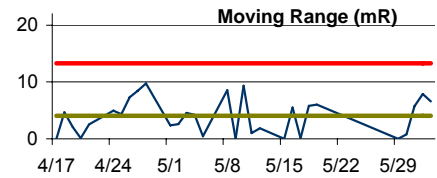
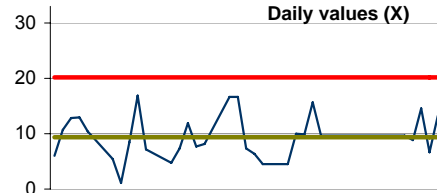
15%

goal is 15%



6 wk average 9.4 %
 Varies +/- 4.1 %
This week 16% Up

XmRs based on 6 week window



Average Wait Time

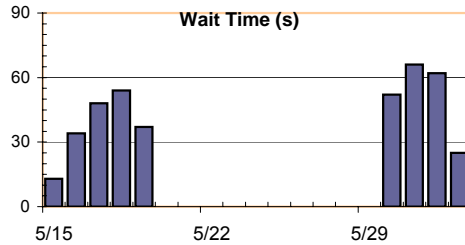
51

goal is 30 s

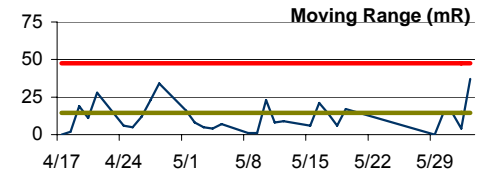
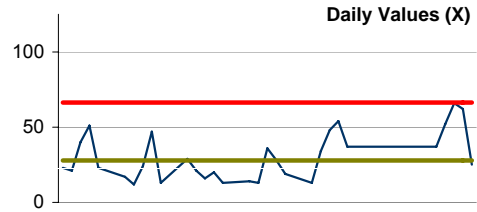
Max Wait Time

66

goal is 60 s



6 wk average 28 seconds
 Varies +/- 15 seconds
This week 85% Up



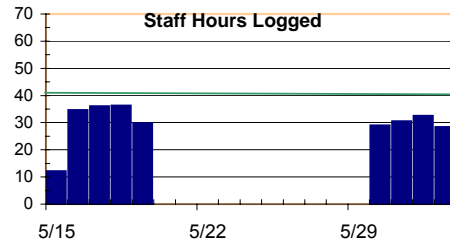
Avg Hours Logged

29

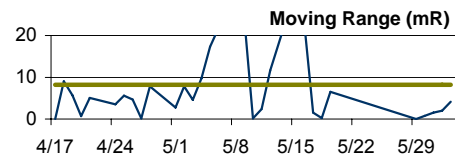
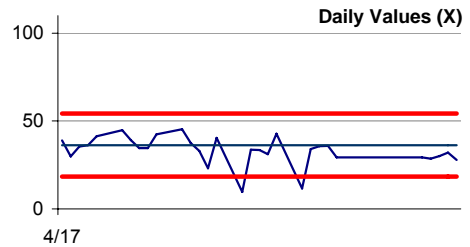
Goal is 52 hours

Max Hours Logged

36



6 wk average 34.60
 Varies +/- 8.222
This week -15% Down



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

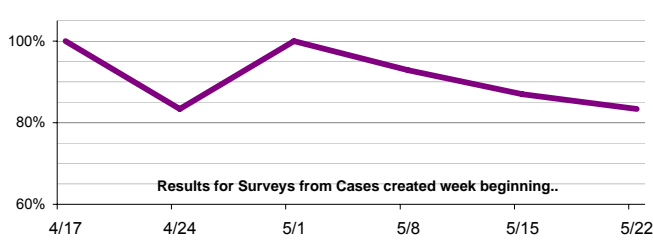
Client Satisfaction

Average Overall Sat.

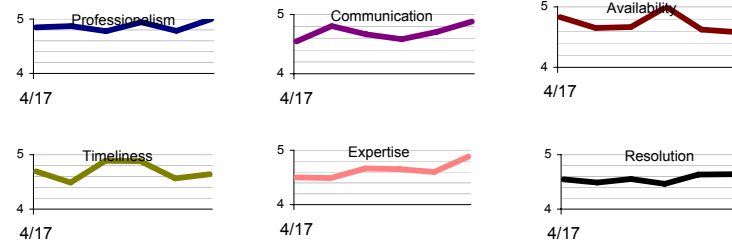
4.62

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

14%

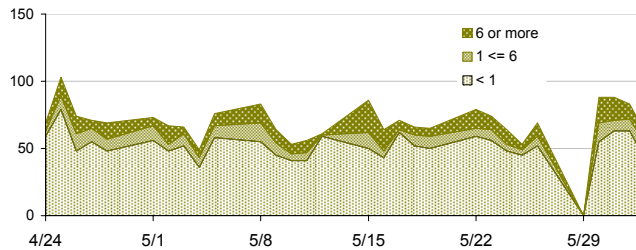
1 to 5 days

11%

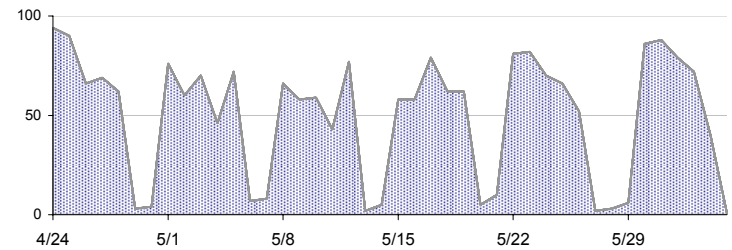
< 24 hours

74%

Age in Days of Cases Closing per Day



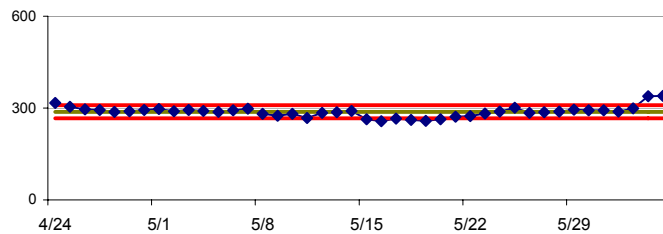
Cases Created per day



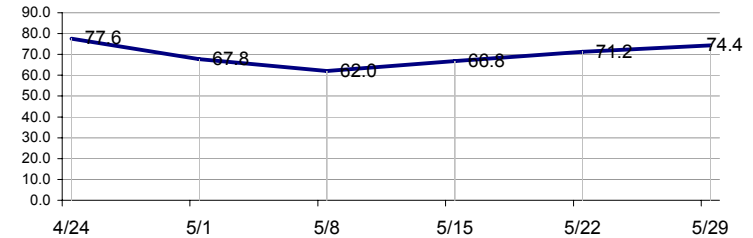
Avg Cases Open

288

Residual Open Cases (Open minus Closed plus previous balance)



Average Cases per Day, by Week



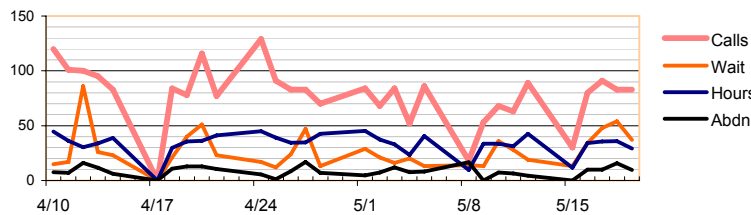
Phones

ACD Abandon Rate

10%

goal is 10%

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

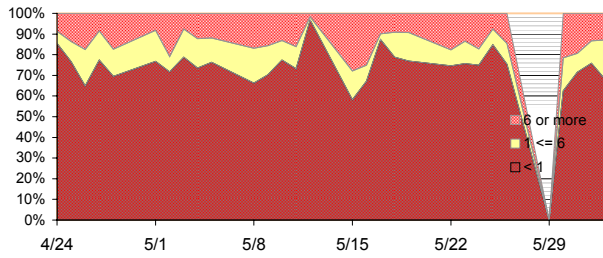


Miscellaneous Statistics

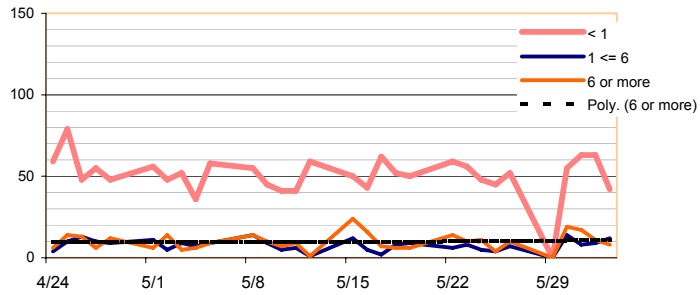
Consultant ACD Logged Hours, average per day	34
Calls Offered, avg per day	79
Wait time, avg per day	30 sec
Length of call, avg per day	6:36 m:s
Average Cases created per work day	70
Cases created outside working hours	7 %

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

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

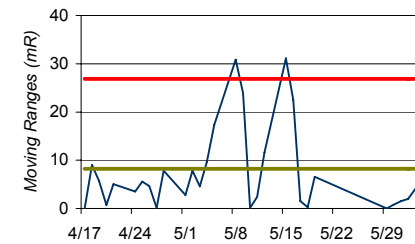
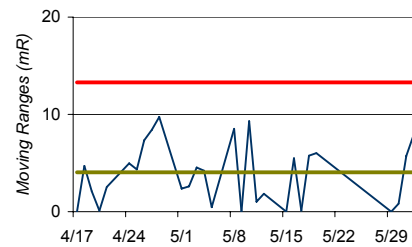
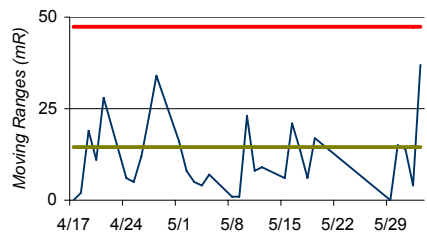
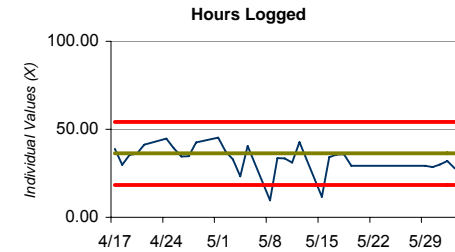
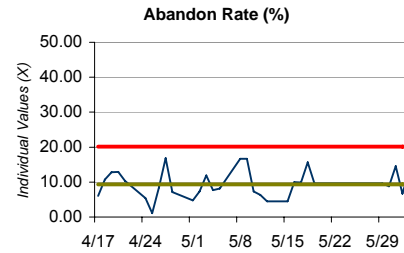
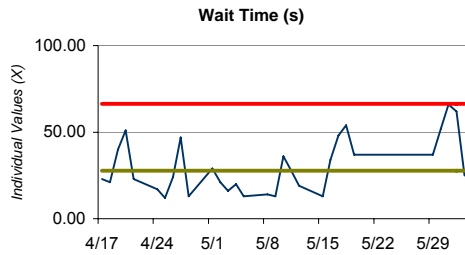


Age in Days of Cases Closing per Day (Absolute value)



Phones

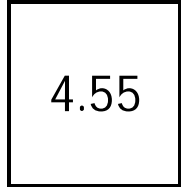
XmR charts of key parameters in ACD Phone parameters



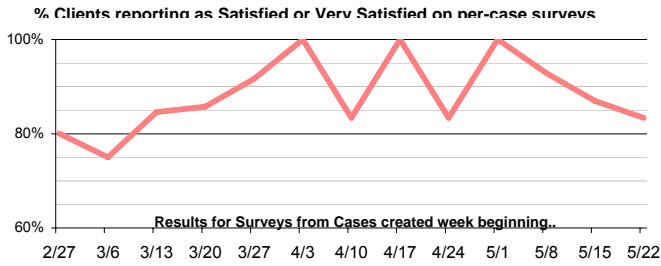
NOTE: All data is for all of FCC except Athena. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

Client Satisfaction

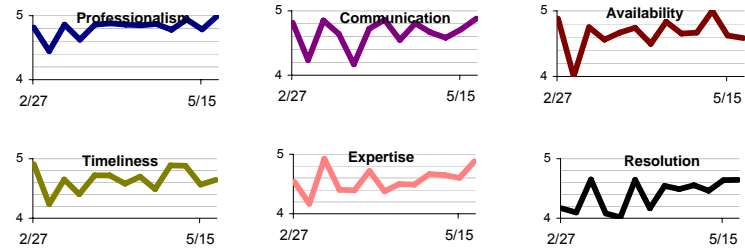
Average Overall Sat.



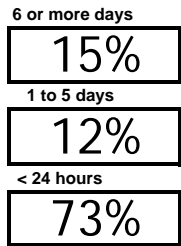
N = 168; 5 point scale



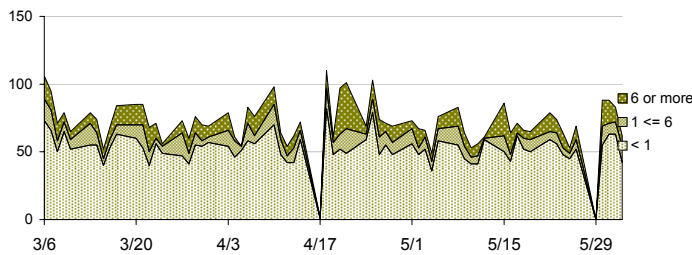
Staff competency contributions to Client Satisfaction



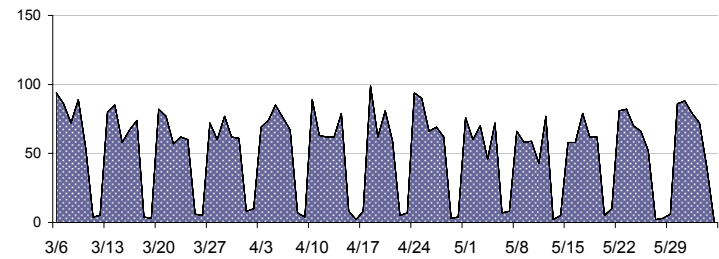
Problem Solving



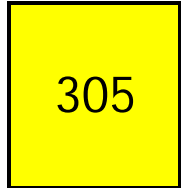
Age in Days of Cases Closing per Day



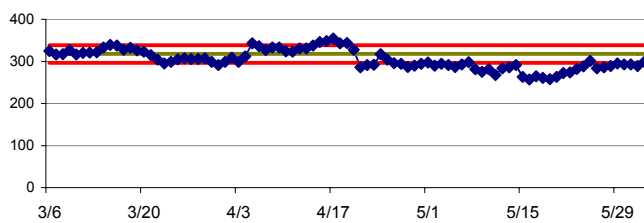
Cases Created per day



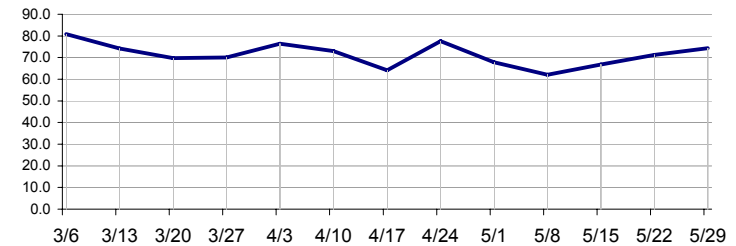
Avg Cases Open



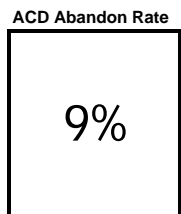
Residual Open Cases (Open minus Closed plus previous balance)



Team Components of Residual Open Cases

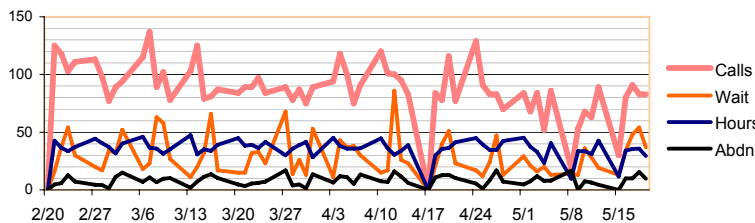


Phones



goal is 10%

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



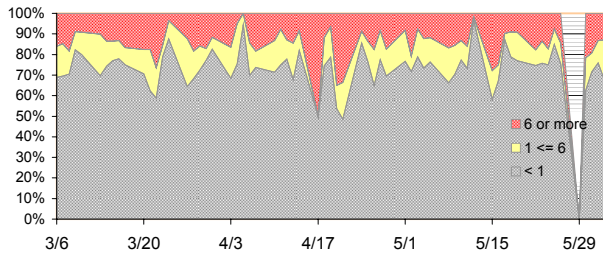
Miscellaneous Statistics

Consultant ACD Logged Hours, average per day	37
Calls Offered, avg per day	87
Wait time, avg per day	31 sec
Length of call, avg per day	6:47 m:s
Average Cases created per work day	71
Cases created outside working hours	7 %

MIT Support Dashboard – version 6

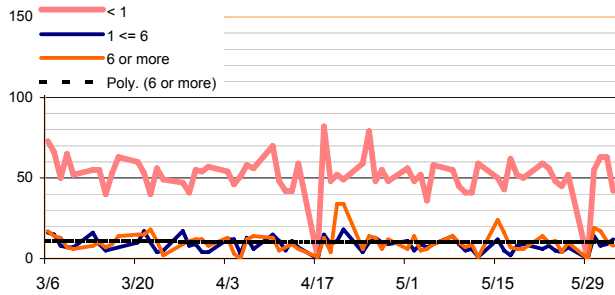
Alternative Views of "First Page" Data

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



a

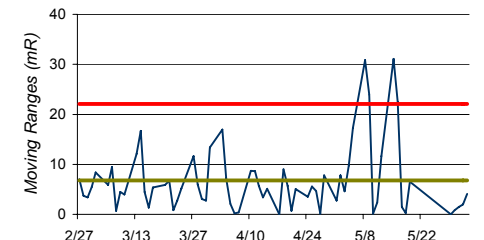
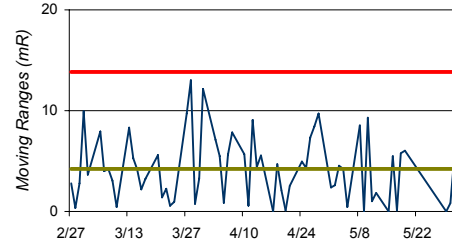
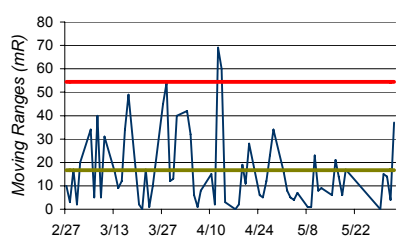
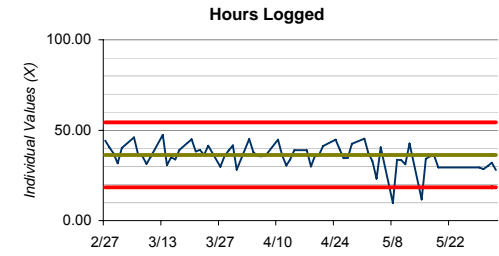
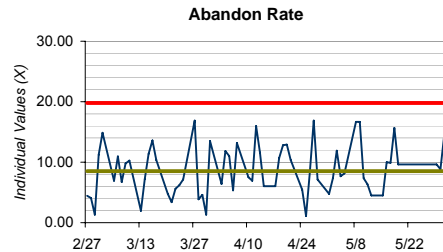
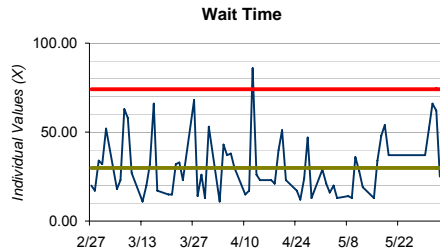
Age in Days of Cases Closing per Day (Absolute value)



Phones

XmR charts of key parameters in ACD Phone parameters

XmR Charts
of key
parameters



MIT Support Dashboard – version 7

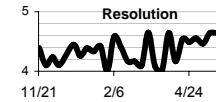
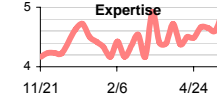
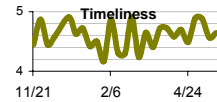
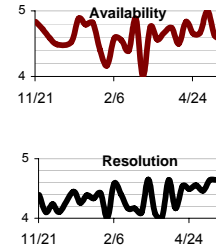
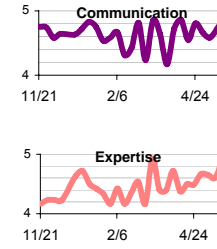
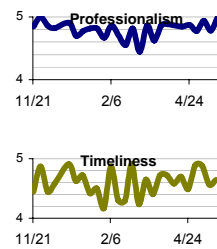
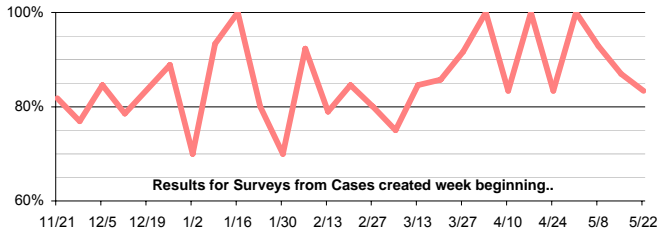
NOTE: All data is for all of FCC except Athena/RCC. That is, Computing Help Desk, Business Help, and the MIT Computer Connection.

Client Satisfaction

Average Overall Sat.

4.48

N = 340; 5 point scale



Problem Solving

6 or more days

15%

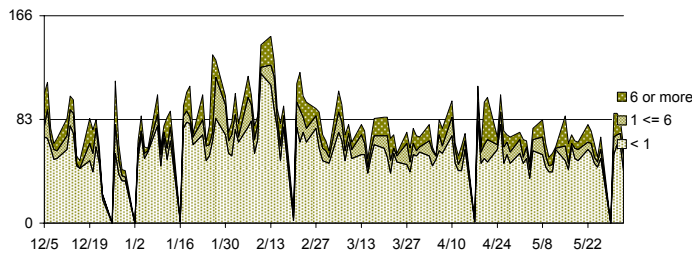
1 to 5 days

12%

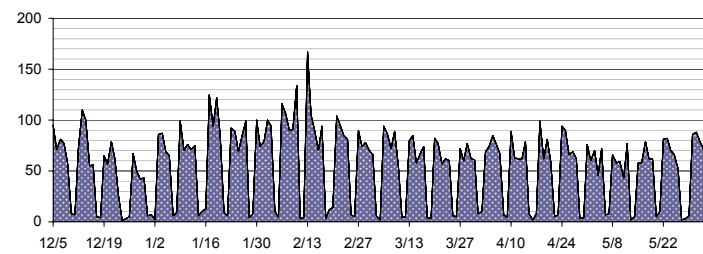
< 24 hours

72%

Age in Days of Cases Closing per Day



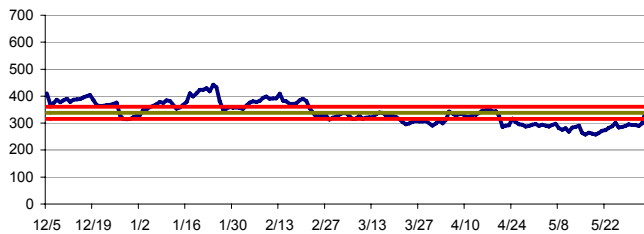
Cases Created per day



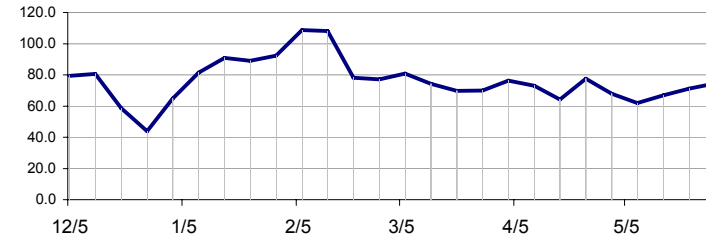
Avg Cases Open

338

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



Average Cases per Day, by Week



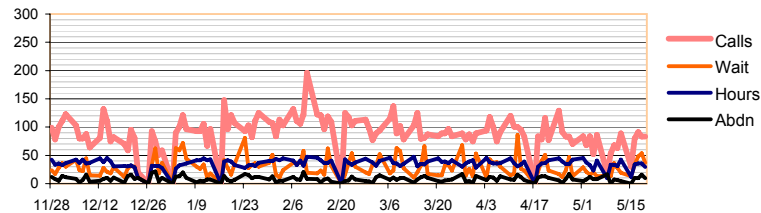
Phones

ACD Abandon Rate

9%

goal is 10%

ACD standard statistics, for teams that use ACD

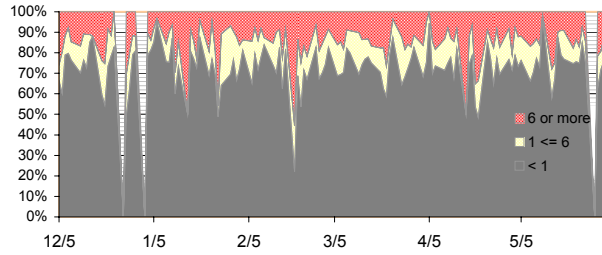


Miscellaneous Statistics

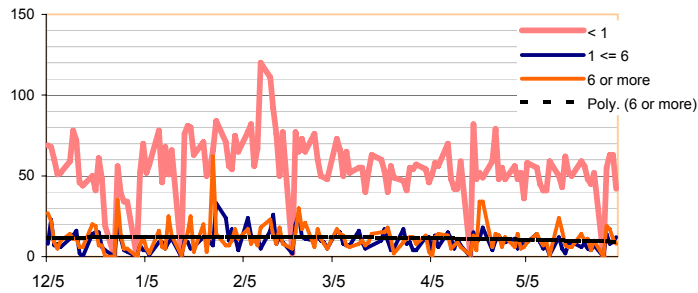
Consultant ACD Logged Hours, average per day	36
Calls Offered, avg per day	93
Wait time, avg per day	32 sec
Length of call, avg per day	6:51 m:s
Average Cases created per work day	76
Cases created outside working hours	7 %

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

