

Customer Support Dashboard (Month Ending Dec 31, 2006)

Case Summary

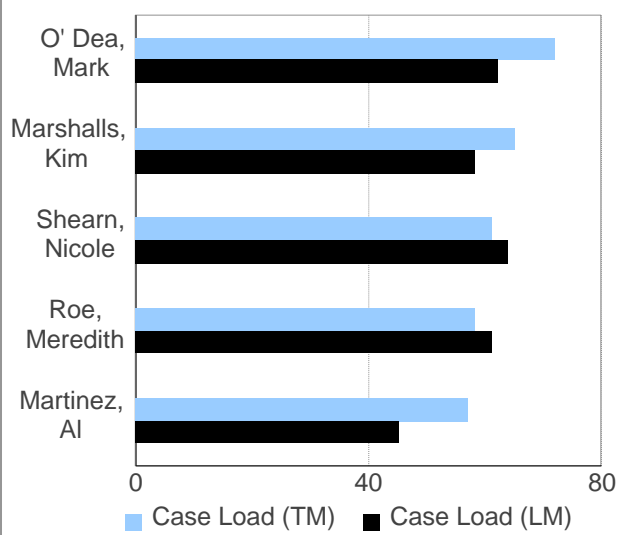
Total Number of Cases Open
451

Total Number of New Cases
645

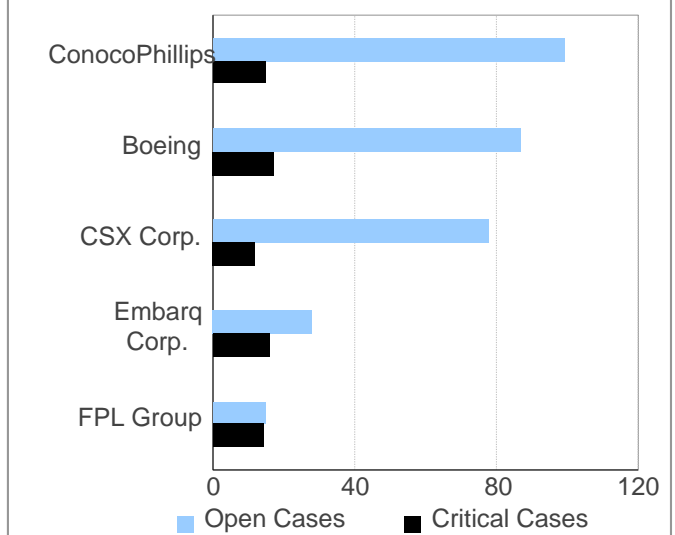
Total Number of Cases Closed
468

Total Number of Support Engineers
22

Top 5 Engineers With Highest Case Load



Top 5 Customers With Most Open Cases



Case Trends By Region

Support Center	Month	Metrics	Open Cases (TM)	Avg. Open Cases (T12 M)	Closed Cases (TM)	Max (Closed Cases)	Low (Closed Cases)	Med (Closed Cases)	Target Closed Cases
Mid-Atlantic	Feb 2006		209	203	209	358	86	196	235
	Mar 2006		204	179	204	255	75	169	202
	Apr 2006		391	329	391	1,220	161	366	539
	May 2006		73	62	73	98	30	68	75
	Jun 2006		237	215	237	548	98	222	292
	Jul 2006		100	84	100	125	39	89	100
	Aug 2006		176	149	176	220	62	141	173
	Sep 2006		225	209	225	464	93	211	267
	Oct 2006		190	204	190	237	67	153	195
	Nov 2006		366	391	366	694	151	343	432
	Dec 2006		81	73	81	104	33	76	83
	Northeast	Feb 2006		271	288	271	418	112	254
Mar 2006			215	221	215	269	80	181	220
Apr 2006			399	436	399	631	165	374	448
May 2006			99	112	99	131	41	93	107
Jun 2006			279	296	279	1,661	115	262	555
Jul 2006			116	128	116	145	46	105	122
Aug 2006			177	221	177	237	73	166	195
Sep 2006			202	271	202	284	83	189	230
Oct 2006			196	215	196	245	71	160	203
Nov 2006			332	399	332	558	137	311	386
Dec 2006			75	99	75	94	29	65	82
Northwest		Feb 2006		212	236	212	300	88	199
	Mar 2006		196	201	196	264	81	184	208
	Apr 2006		366	397	366	594	151	343	413
	May 2006		80	89	80	129	33	75	90
	Jun 2006		211	259	211	376	87	198	251
	Jul 2006		96	109	96	120	35	80	100
	Aug 2006		171	177	171	214	67	153	177
	Sep 2006		231	212	231	342	95	216	246
	Oct 2006		200	196	200	261	83	188	209
	Nov 2006		413	366	413	796	170	387	475
	Dec 2006		88	80	88	182	36	83	104