PC Helps Support, LLC
Product Group Solution Summary
11/01/2006 through 11/30/2006

Sample Company (Sample-000) **Contact: Fred Smith**

Solution Count: 127

Average Solution Minutes: 8.14

Microsoft Access

Solution Count: 4
Average Solution Minutes: 22.38

Category	Solution Count	Avg Minutes
Forms - create, design	1	21.32
Queries - create, design	2	21.32
Relationships	1	25.55

Microsoft Excel

Solution Count: 35
Average Solution Minutes: 7.44

Category	Solution Count	Avg Minutes
Application interface	1	3.63
Cells, columns, rows - copy, paste, insert, modify	8	7.84
Cells, columns, rows - Find / Replace, select, Go To	3	4.91
Charts	6	6.84
Data - filters, sorting	2	4.12
Formula - create, modify	1	21.42
Group and outline, subtotals	1	4.12
Insert / edit objects	2	4.62
Workbooks - open, save, manage, repair, send to	1	13.97
Worksheets - add, delete, copy, move	6	6.68
Worksheets / workbooks - page setup, print, preview	3	12.94
Worksheets / workbooks - protection, sharing, track changes	1	2.45

Microsoft Office

Solution Count: 2
Average Solution Minutes: 4.29

Category	Solution Count	Avg Minutes
Application interface	2	4.29

Microsoft Outlook

Solution Count: 30
Average Solution Minutes: 4.49

Category	Solution Count	Avg Minutes
Address lists / Distribution lists	2	3.18
Application interface	8	5.97
Attachments	1	4.85
Contacts - create, edit, delete, move	6	3.14

Product Group Solution Summary

Microsoft Outlook

Solution Count: 30
Average Solution Minutes: 4.49

Category	Solution Count	Avg Minutes
Email - open, create, edit, reply, send, print	7	4.11
Folders - Personal folders	3	5.78
Import / Export / Archive	1	4.25
Inbox / Mailbox	1	3.44
Other	1	3.07

Microsoft PowerPoint

Solution Count: 9
Average Solution Minutes: 10.39

Category	Solution Count	Avg Minutes
Charts / MS Graph	7	10.39
Insert / edit objects	2	10.39

Microsoft VBA

Solution Count: 2
Average Solution Minutes: 12.77

Category	Solution Count	Avg Minutes
Object model - objects, properties, methods, events	1	12.77
Visual Basic Editor / Environment - options, properties, windows	1	12.77

Microsoft Windows

Solution Count: 21
Average Solution Minutes: 9.35

Category	Solution Count	Avg Minutes
Accessories - Paint, Notepad, CharMap, Calculator, etc.	2	5.76
Administrative tools	1	21.43
Booting / Safe mode / Reboot	2	12.25
Desktop / Start menu	1	3.44
Explorer (files / folders)	11	5.42
Network connections / Drive Mappings	1	3.07
Passwords / Log-ins	1	24.24
Printer driver - select, add, configure, modify, remove	2	24.24

Microsoft Word

Solution Count: 5
Average Solution Minutes: 11.38

Category	Solution Count	Avg Minutes
Document - open, save, manage, repair, send to	2	12.04
Fields, controls, forms	3	10.95

Research In Motion Blackberry OS

Solution Count: 2

Product Group Solution Summary

Average Solution Minutes: 4.92

Category	Solution Count	
Configuring device settings	1	4.92
Hardware	1	4.92

Other application

Solution Count: 1
Average Solution Minutes: 27.85

Category	Solution Count	Avg Minutes
File recovery	1	27.85

In Progress

Count: 7

Category	Count
Microsoft Access	4
Microsoft Excel	2
Microsoft Windows	1

Misdirected/Escalate

Count: 16

Category	Count
Account / Password - lock out, reset, setup	4
Boot failure / start up failure / "blue screen"	1
Hardware order or problem	1
IHD Issue - open, followup, etc.	3
Network connectivity / Logins	1
PC Helps info	1
Unsupported software or issue	5

From 11/01/2006 through 11/30/2006, PC Helps provided your company with 1,175.82 units of support.

As of the closing date, 11/30/2006, you have 2,419.53 support units available for your use.[1]

[1] The unit balance includes the following reconciliation of units:
- "Units invoiced for" through the closing date
- "Units consumed" through the closing date
- Unit adjustments for contracted services and terms

PC Helps Support, LLC
Product Group Solution Detail
11/01/2006 through 11/30/2006

Sample Company (SAMPLE-000) **Contact: Fred Smith**

Microsoft Access

Forms - create, design

- How to use text box name to change column header in form
  8D2E609F75 *Linda Smith*
  CO021

Queries - create, design

- How to use Design view to determine the source of a query expression
  99A3C33FE0 *Linda Smith*
  CO021
- How to use type 2 join in query to prevent logical error
  4E902C8E97 *Linda Smith*
  CO021

Relationships

- How to use design view to change the type of relationship between the three databases
  CCA2237350 *Linda Smith*
  CO021

Microsoft Excel

Application interface

- How to understand the limitations of transferring excel file to powerpoint
  1901B7E38E *Susan Samuels*
  GA181

Cells, columns, rows - copy, paste, insert, modify

- How to use Fill handle to copy formulas down columns
  C09B94A468 *Brad Kubitz*
  GA181
- How to use Upper left corner cell to select whole worksheet.
  C0387F772D *Eleanor Henry*
  OR130
- How to use Edit; copy to put in clipboard.
  26183E5FFA *Eleanor Henry*
  OR130
- How to use Edit; Paste Special; Values to replace formulas with results.
  07010F063C *Eleanor Henry*
  OR130
- How to Understand Paste Special; Values will replace formulas with the results of the formulas.
  ABFE41C40F *Eleanor Henry*
  OR130
- How to use mouse to delete/insert cells and rows
  ACA80C9D63 *Susan Samuels*
  GA181
- How to use Copy/Paste features in workbooks
  68D3D29D5A *Stuart Hill*
  CO021

Product Group Solution Detail

- How to use copy picture to copy spreadsheet as a picture
  7E10EE3518 *Susan Samuels*
  GA181

Cells, columns, rows - Find / Replace, select, Go To

- How to use Page breaks in a spreadsheet.
  6ACF50202B *Stuart Hill*
  CO021
- How to use Alt+Enter to add line break in cell, then space over
  A058380F25 *John Relish*
  GA181
- How to use Format, Cells, Alignment tab to set Vertical alignment to top
  F489FA67C0 *John Relish*
  GA181

Charts

- How to use format axis to change font size
  BF10B53997 *John Relish*
  GA181
- How to use chart options to add titles for primary and secondary axis
  EFDA67E46A *John Relish*
  GA181
- How to use insert>chart to create line chart
  7808F138F3 *John Relish*
  GA181
- How to use format data series to create secondary axis
  D7CF804550 *John Relish*
  GA181
- How to use visual interpolation to determine datapoints to create excel line chart.
  8BFF56727B *John Relish*
  GA181
- How to use chart wizard to create basic line chart from columns of data.
  23F32F1CD5 *John Relish*
  GA181

Data - filters, sorting

- How to use selecting range to sort only some cells on worksheet without affecting other cells
  38ED38B2C6 *Susan Samuels*
  GA181
- How to use Data | Sort to choose advanced settings for sorting data
  514290DE98 *Susan Samuels*
  GA181

Formula - create, modify

- How to use vlookup function to look up values between two worksheets
  C1251EFB29 *Brad Kubitz*
  GA181

Group and outline, subtotals

- How to use Data | Group and Outline to clear outlining that has been applied to a worksheet
  4C23D82EEA *Susan Samuels*
  GA181

Insert / edit objects

Product Group Solution Detail

- How to use re-size handles to shape and rotate drawing object
  82B7D07C56 *John Relish*
  GA181
- How to use AutoShapes button on Drawing toolbar to ad triangle
  2254E25CF5 *John Relish*
  GA181

Workbooks - open, save, manage, repair, send to

- how to understand problems caused by different save as format
  E3CEEA9D14 *Brad Kubitz*
  GA181

Worksheets - add, delete, copy, move

- How to use Mouse to right-click on sheet tab to delete just 1 sheet.
  94F3E154C2 *Eleanor Henry*
  OR130
- How to Understand he can just delete all other sheets.
  54B6DCDB67 *Eleanor Henry*
  OR130
- How to Understand grouping worksheets to perform the same action on all of them.
  CAF12A63B1 *Eleanor Henry*
  OR130
- How to use Mouse to right-click on sheet tab to see if ungroup is a choice.
  FD075A0D4B *Eleanor Henry*
  OR130
- How to Understand that they have to be unlinked before you can delete one.
  1C09FEB5D3 *Eleanor Henry*
  OR130
- How to use ctrl+drag to copy worksheet
  B34730C06F *Toni Woods*
  GA160

Worksheets / workbooks - page setup, print, preview

- How to use Page Setup dialog to view page breaks in spreadsheet
  95AAF62AA3 *Stuart Hill*
  CO021
- How to use page setup to fit to one page
  334C428D7A *Toni Woods*
  GA160
- How to use Page Break Preview in a spreadsheet
  E9F5AA6682 *Stuart Hill*
  CO021

Worksheets / workbooks - protection, sharing, track changes

- How to use Tools; protection; unprotect sheet to unprotect it.
  C122F5B272 *Eleanor Henry*
  OR130

Microsoft Office

Application interface

PC Helps Support, LLC
Billing Group Solution Summary
11/01/2006 through 11/30/2006

Sample Report (SAMPLE-000) **Contact: Fred Smith**

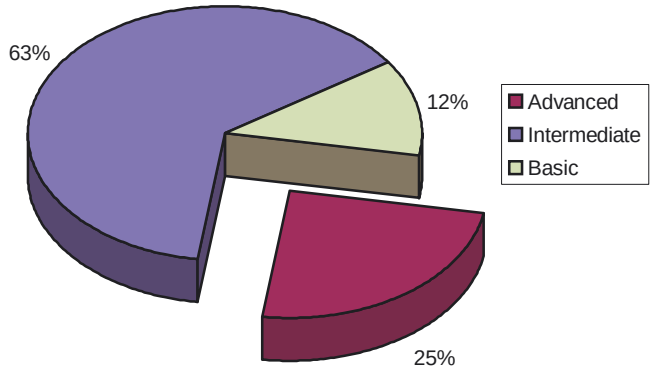
Billing Group	Units
Chicago	18.45
Dallas	648.34
New York	175.14
Stamford	48.89
Wilmington	79.83
* * Total * *	1175.82

Sample Company
PC Helps Support, Inc.

Call Complexity Report

12/1/2004 To 12/31/2004

Wherein total call events are expressed by level of difficulty, providing a sense of where value is being added by the Help Desk software support function provided by PC Helps.



Total events for the period: 120

Application	Advanced	Intermediate	Basic
Adobe Acrobat	100.0%	0.0%	0.0%
Internet Explorer	100.0%	0.0%	0.0%
Lotus Notes	0.0%	100.0%	0.0%
Microsoft Access	45.5%	54.5%	0.0%
Microsoft Excel	7.7%	53.8%	38.5%
Microsoft Office	0.0%	100.0%	0.0%
Microsoft Outlook	0.0%	100.0%	0.0%
Microsoft PowerPoint	0.0%	100.0%	0.0%
Microsoft Windows	44.4%	55.6%	0.0%
Microsoft Word	11.1%	66.7%	22.2%
Current period	**24.6%**	**63.2%**	**12.3%**
Last month	**45.3%**	**42.2%**	**12.5%**
Two months ago	**38.2%**	**52.7%**	**9.1%**
Industry Average	**27.4%**	**53.4%**	**19.2%**

Definitions:

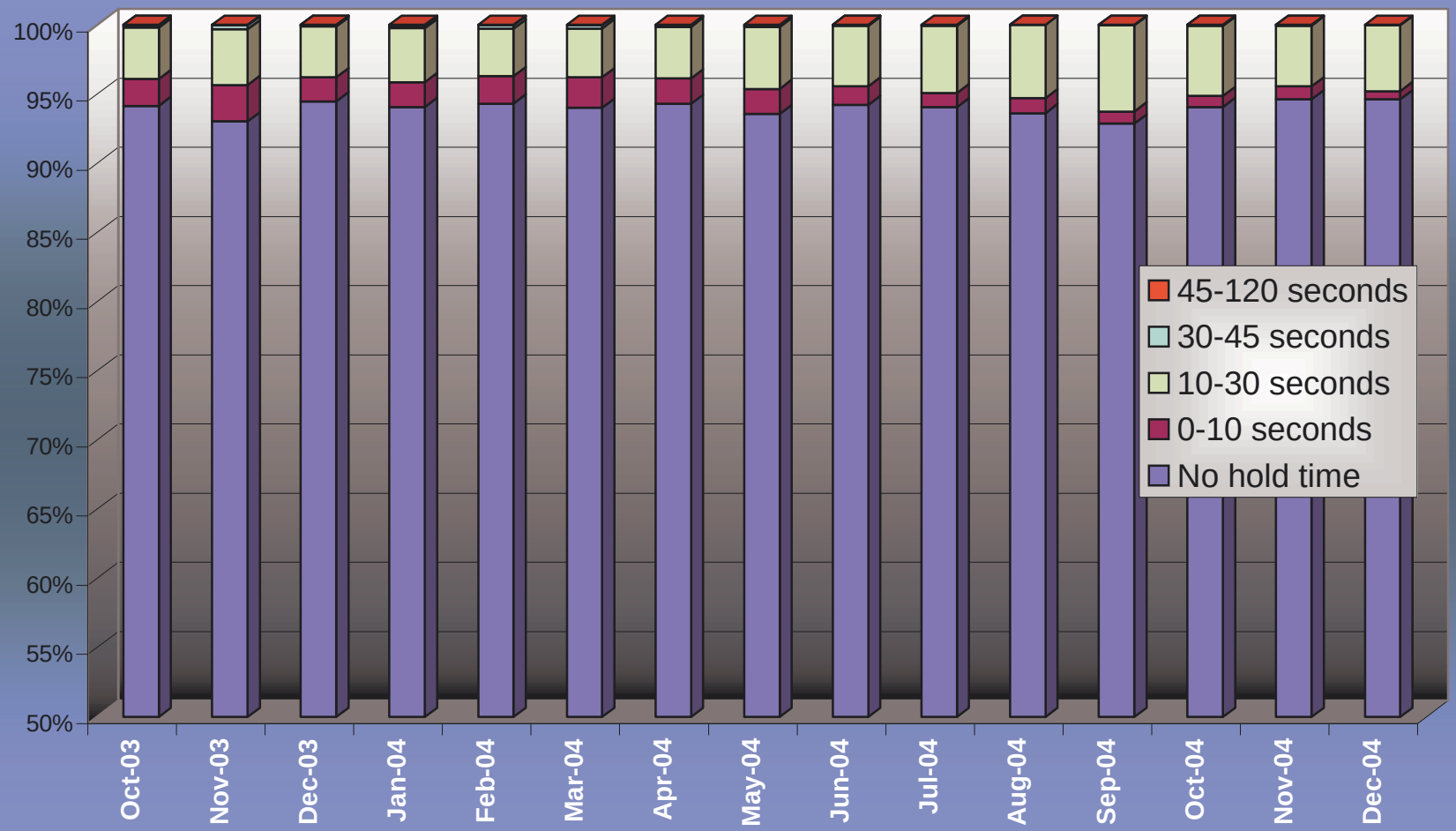
Advanced: *Question solved using advanced product knowledge and/or advanced troubleshooting techniques*

Intermediate: *Question solved using support experience and/or additional support resources*

Basic: *Question solved with basic product knowledge*

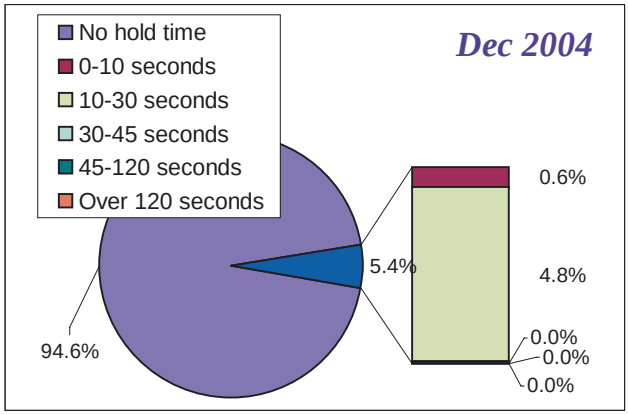
Average hold time for customers calling PC Helps Support, Inc.

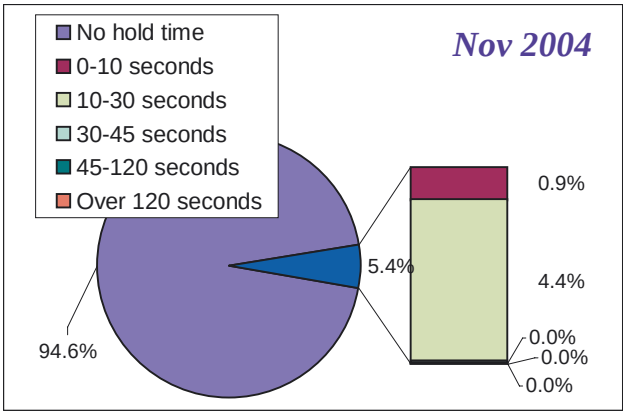
Wherein average hold time is graphed at a macro level across the current 13-month period, indicating the time it takes for customers to reach a Certified Computer Consultant for support at PC Helps.

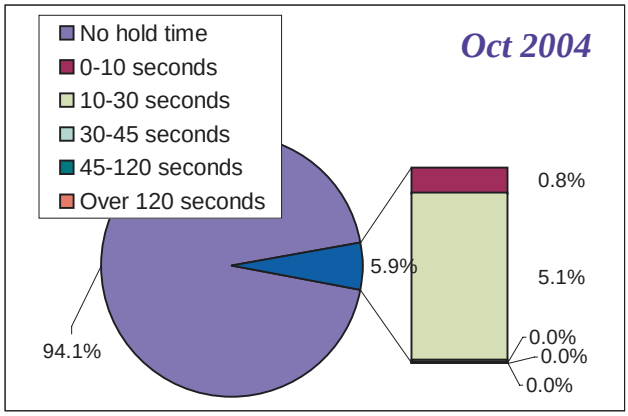


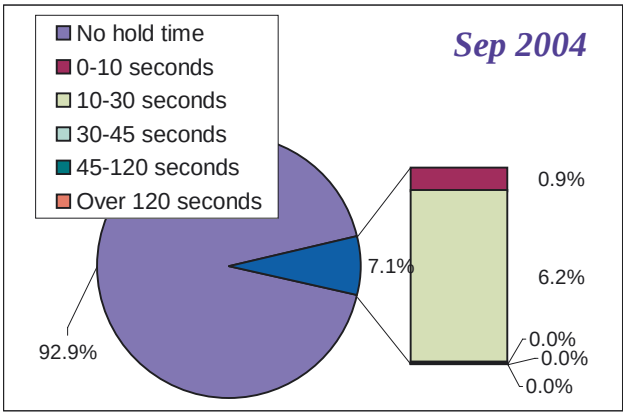
Average hold time, last 13 months, for customers calling PC Helps Support, Inc.

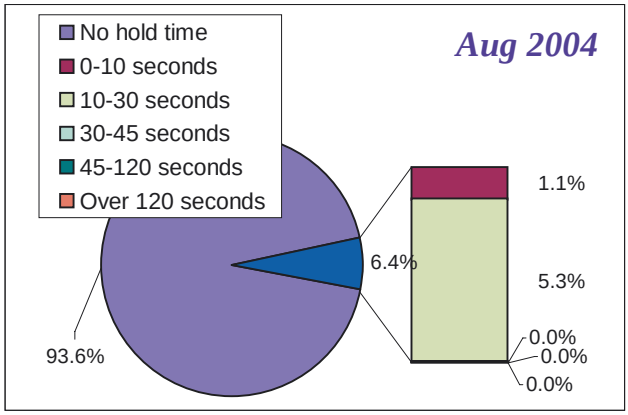
Last 13 Months Report – Wherein average hold time is charted at a micro level across the current 13-month period, supporting a granular view of hold time experienced, when applicable at PC Helps.

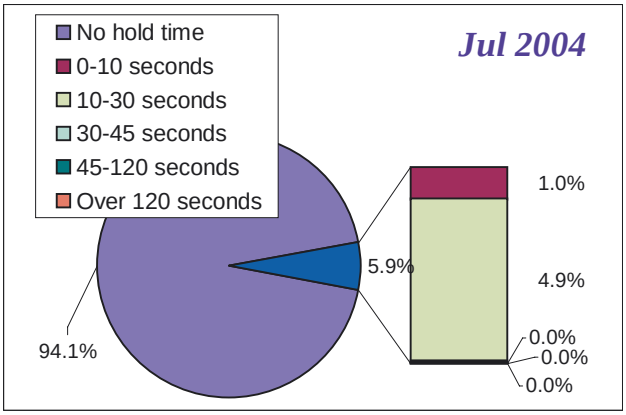


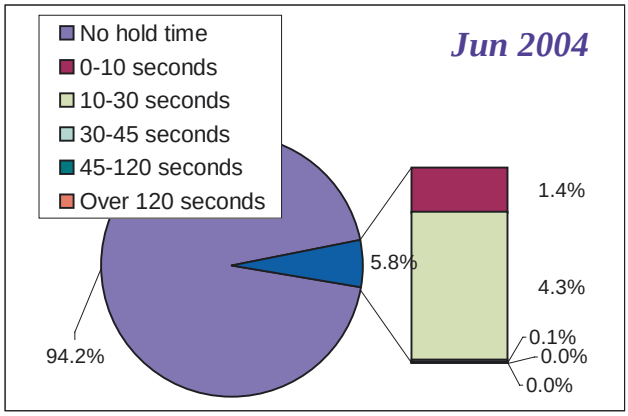


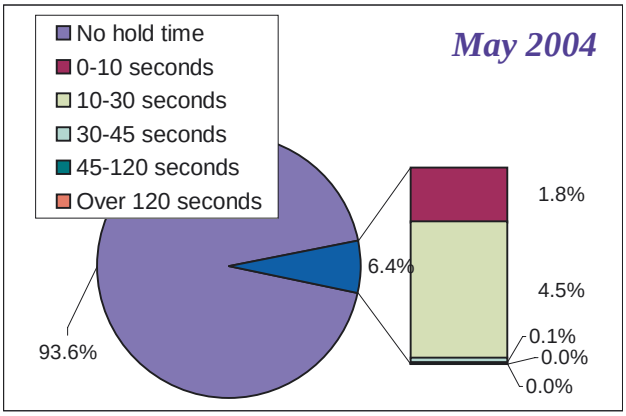


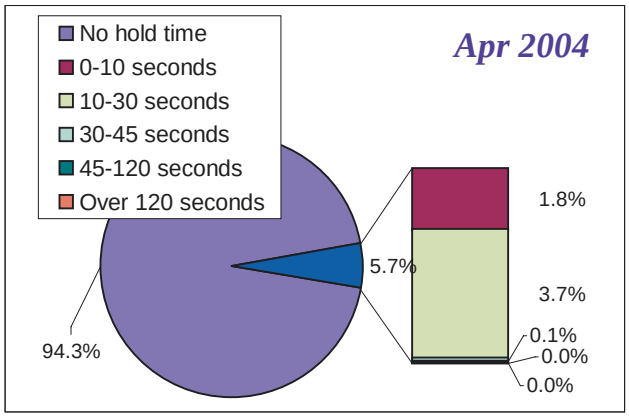


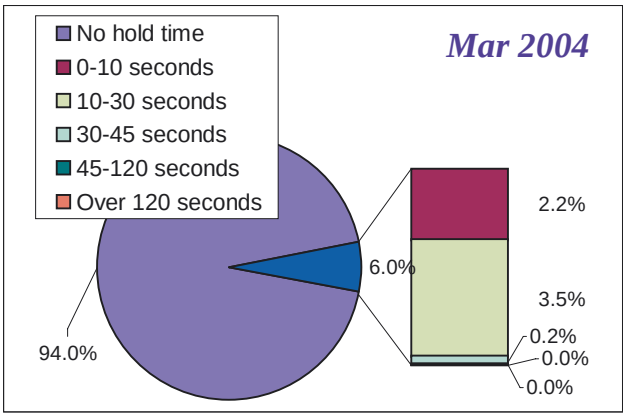


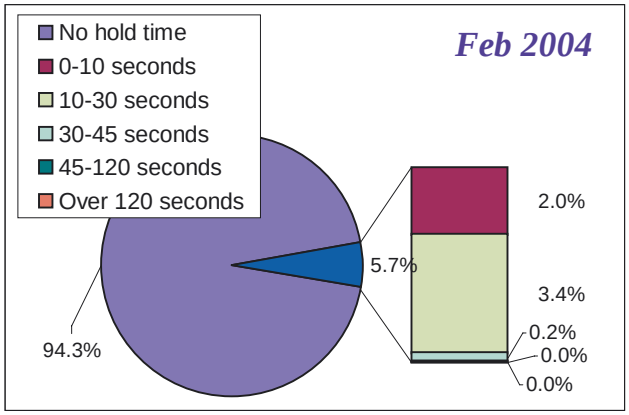


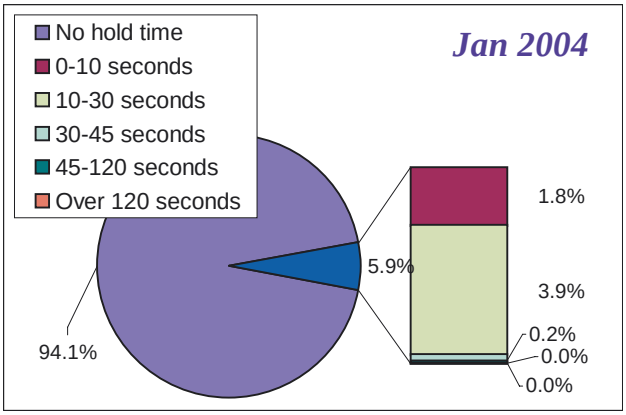


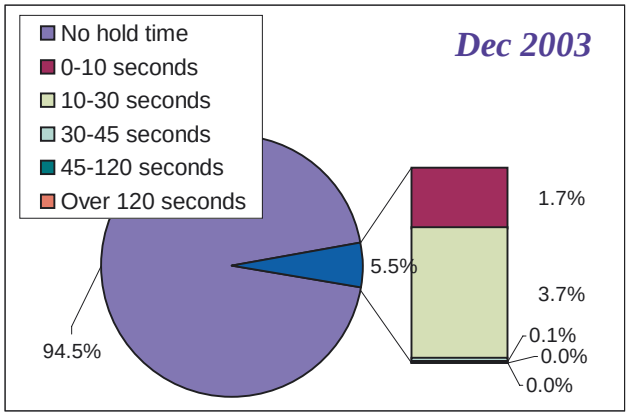



Apr 2004
No hold time
0-10 seconds
10-30 seconds
30-45 seconds
45-120 seconds
Over 120 seconds
94.3%
5.7%
1.8%
3.7%
0.1%
0.0%
0.0%


Mar 2004
No hold time
0-10 seconds
10-30 seconds
30-45 seconds
45-120 seconds
Over 120 seconds
94.0%
6.0%
2.2%
3.5%
0.2%
0.0%
0.0%

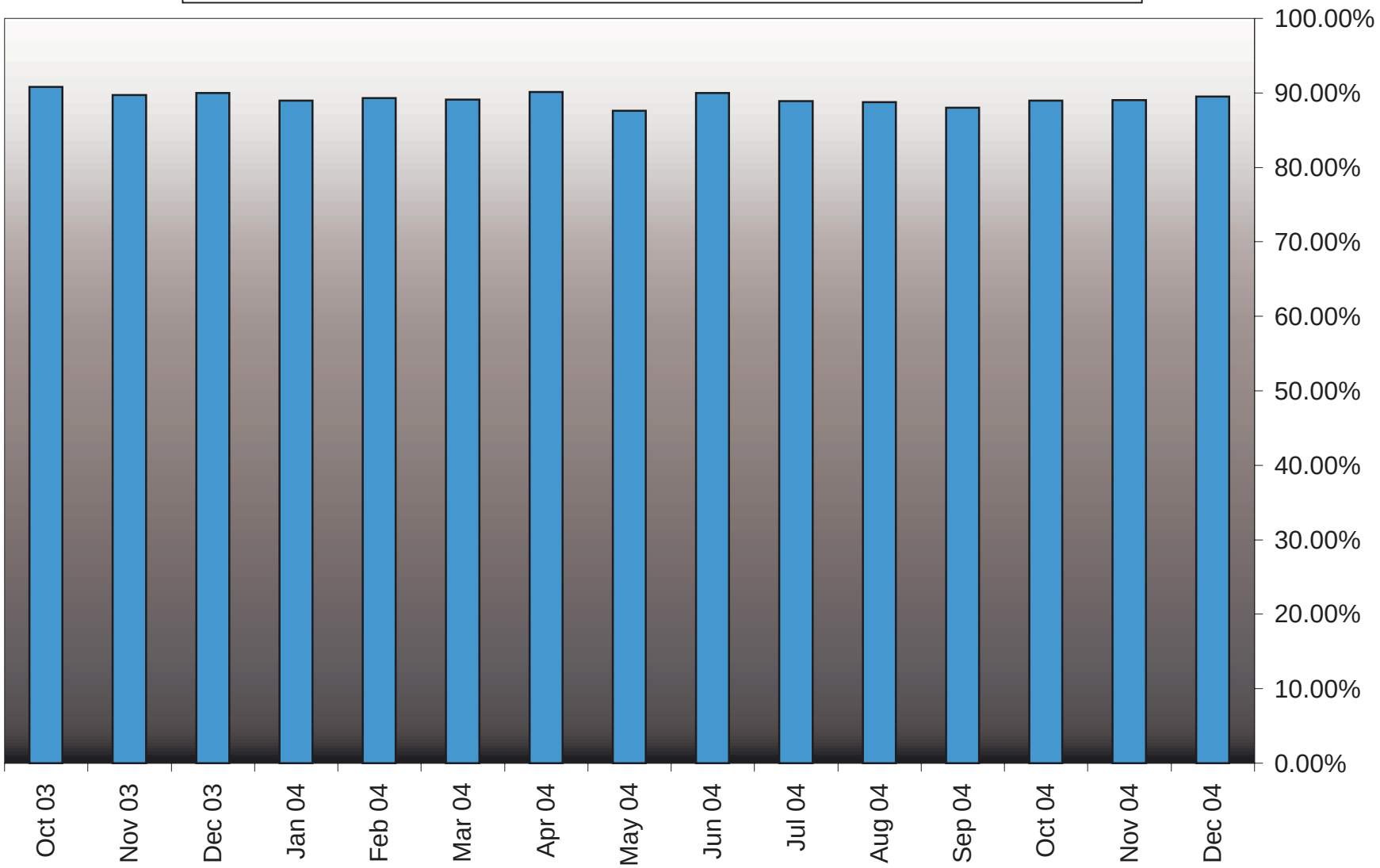

Feb 2004
No hold time
0-10 seconds
10-30 seconds
30-45 seconds
45-120 seconds
Over 120 seconds
94.3%
5.7%
2.0%
3.4%
0.2%
0.0%
0.0%

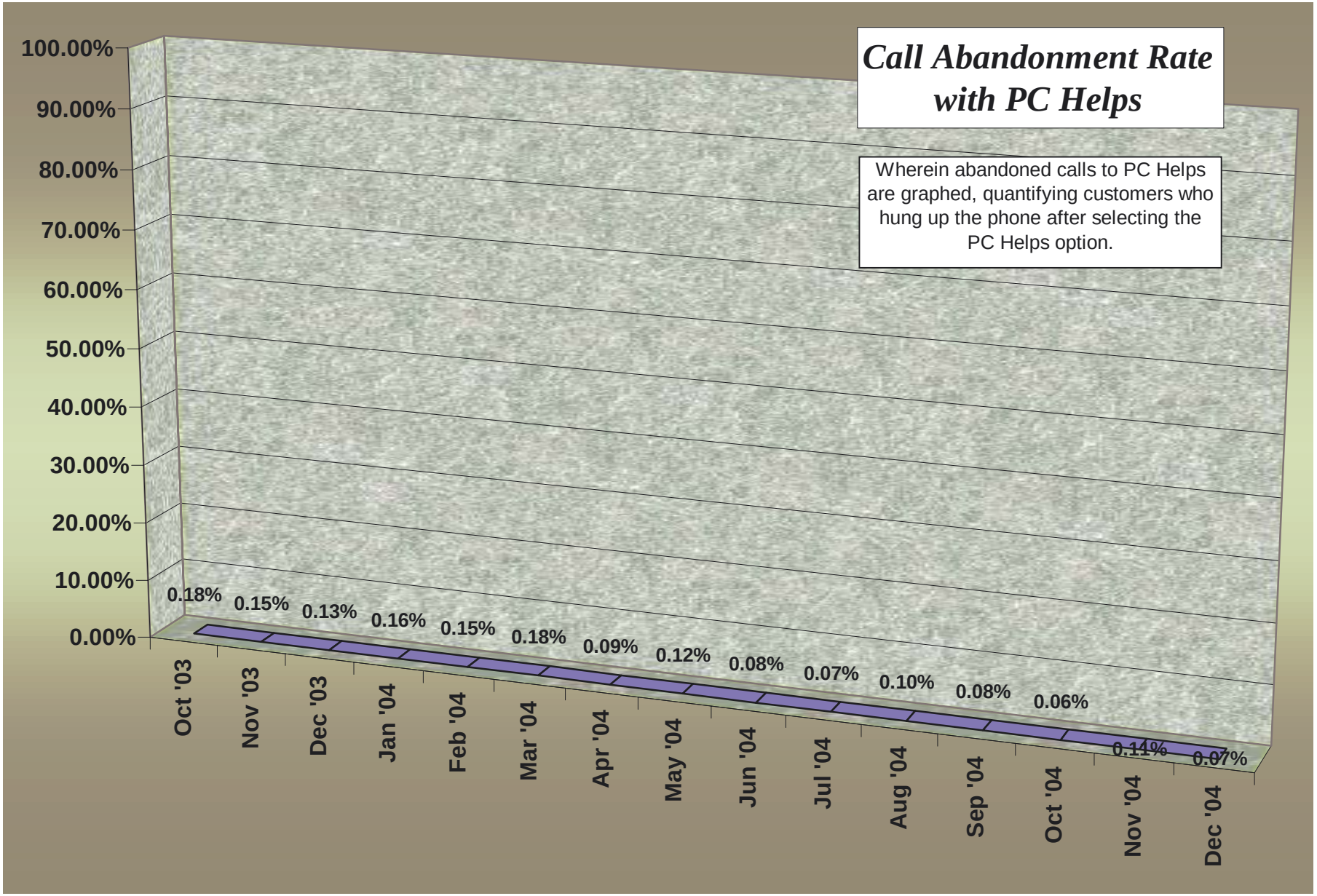

Jan 2004
No hold time
0-10 seconds
10-30 seconds
30-45 seconds
45-120 seconds
Over 120 seconds
94.1%
5.9%
1.8%
3.9%
0.2%
0.0%
0.0%


Dec 2003
No hold time
0-10 seconds
10-30 seconds
30-45 seconds
45-120 seconds
Over 120 seconds
94.5%
5.5%
1.7%
3.7%
0.1%
0.0%
0.0%

Primary, secondary, and tertiary group response rates for customers calling PC Helps Support, Inc.

Wherein familiarity and rapport between customer and Certified Computer Consultant is gauged, through a snapshot demonstrating what percentage of calls were handled by primary, secondary, and tertiary support teams assigned to a client's account at PC Helps.




Call Abandonment Rate with PC Helps
Wherein abandoned calls to PC Helps are graphed, quantifying customers who hung up the phone after selecting the PC Helps option.
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
0.18%
0.15%
0.13%
0.16%
0.15%
0.18%
0.09%
0.12%
0.08%
0.07%
0.10%
0.08%
0.06%
0.11%
0.07%
Oct '03
Nov '03
Dec '03
Jan '04
Feb '04
Mar '04
Apr '04
May '04
Jun '04
Jul '04
Aug '04
Sep '04
Oct '04
Nov '04
Dec '04