Total Contacts for Support (By Type)

- Calls
- E-Mails
- Chats
- Request Items

% of Tickets Resolved by Help Desk

- Jan: 84%
- Feb: 85%
- Mar: 83%
- Apr: 85%
- May: 84%
- Jun: 83%
- Jul: 85%
- Aug: 83%
- Sept: 83%
- Oct: 81%
- Nov: 85%
- Dec: 87%

National Average (2012)