

Internal Memorandum

File

To: Joe Taglia  
From: Jody Clifton  
Copy: Dick Williams, Pete DiCorti, Dave Valentino, Sue Hageotte, Karen O'Riley  
Date: June 12, 1991  
Subject: Technical Support and Customer Service Statistics for the Month of May

Here are the statistics for the month of May for Technical Support and Customer Service:

Calls

	<u>GPOS</u>	<u>Graphics</u>	<u>Customer Service</u>
Total Calls	3995	973	3884
Average Number of Calls per Agent per Day	21 (8.5* agents)	18 (2.5* agents)	26 (6.75* agents)
Average Call Length	13.84 minutes	20	10
Average Hold Time (in sec.)	189**		132
Abandoned Calls	3007** (137 a day)		2410 (110 a day)

\* I now have 10 agents on the phone and everyone is fully trained and on-line as of May 20, 1991. I only have 2 people in Graphics as I transferred Robert Rodriguez over in May. In Customer Service, as of June 12, they will only have 5 people on the phone (Carl Palme who is temporary is leaving on June 12), and 1 person doing order inquiry.

\*\* This number includes Graphic's callers as well as they both presently share the same queue of 646-6464.

There was a significant drop on the average call duration of 5 minutes in GPOS. I attribute this to a couple of factors, one being the fact that when the customer comes to us they are not so angry and we do not waste 5 minutes listening to them rant about how long they were on hold, and secondly, customers tend not to cling as much when they are aware that they can call back and get right through. More importantly, I feel we are finally adequately staffed for the first time.

Correspondence Unanswered (backlogged)

	<u>GPOS</u>	<u>Graphics</u>	<u>Customer Service</u>
Faxes	39	0	0
Letters	26	0	0
SPR's			
Verified, ready to send to EDC	30	0	n/a
Pending Research	9	0	n/a
New, waiting to be reviewed	4	0	n/a



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Plaintiff's Exhibit

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Page 2.

Sue Nageotte will be training the remaining Graphics Agents on DR DOS 5.0 as well as Multiuser DOS 5.0. Once they are trained, they will be able to assist us with call-backs, correspondence, and ultimately if their call load drops, they can take incoming calls as well.

Byron Tomingas was transferred over to my group after the reorganization and he will assist Bradley Kerth who is presently buried in some primary areas such as ISV/IHV testing, backup for CDOS and MDOS PTK and SEK support, etc. This will allow Bradley Kerth who is the Suxton Beta Coordinator to focus all his energy time in making this a stable product.

Customer Service has inherited a couple of items and they are dealer support, approximately 30 calls a day (this was handled by Chris Platzer) and order inquiries at approximately 25 calls a day (this was handled by Order Processing). Holly Lamph is handling all the order inquiries full time and all the Customer Service Agents are handling the dealer inquiries with Jan Jorgensen being the primary contact.

I feel we are adequately staffed in both Technical Support and Customer Service at present. I will let you know immediately, if I see any changes.

Please see the attached graphs for comparative information regarding this months total calls versus previous months, total number of calls broken down by product, number of calls per agent, and average and maximum hold times.

I thank you for your continued support and appreciate your understanding on the importance of providing superior service. Please contact me if you have any questions at 6584.

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