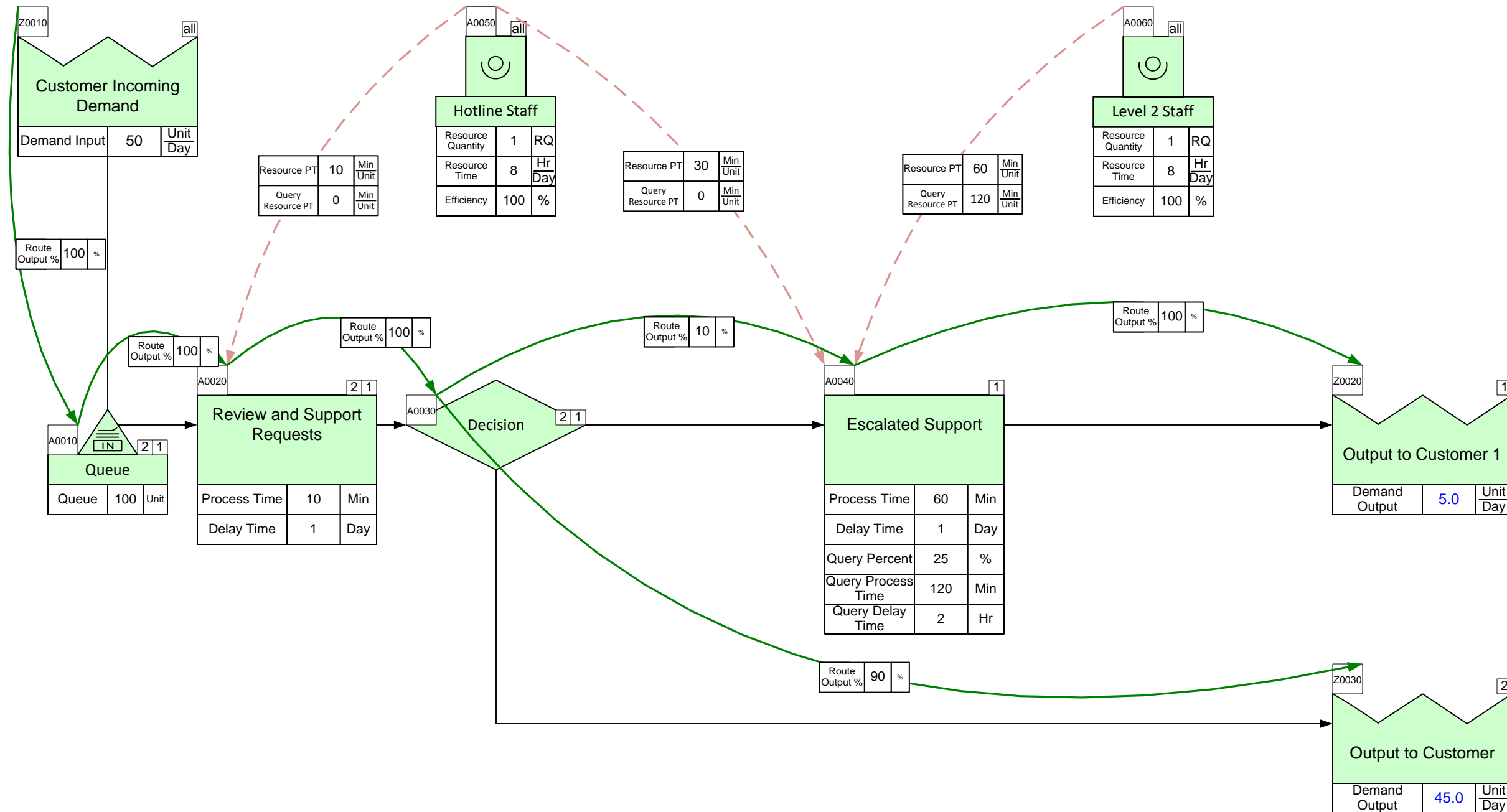


Transactional Problem: Resource Requirements

Calculate the resource requirements for both Hotline and Level 2 Staff for holiday peak demand of 125/day and with 5% higher items being sent for escalated support.

Day
8
Hr

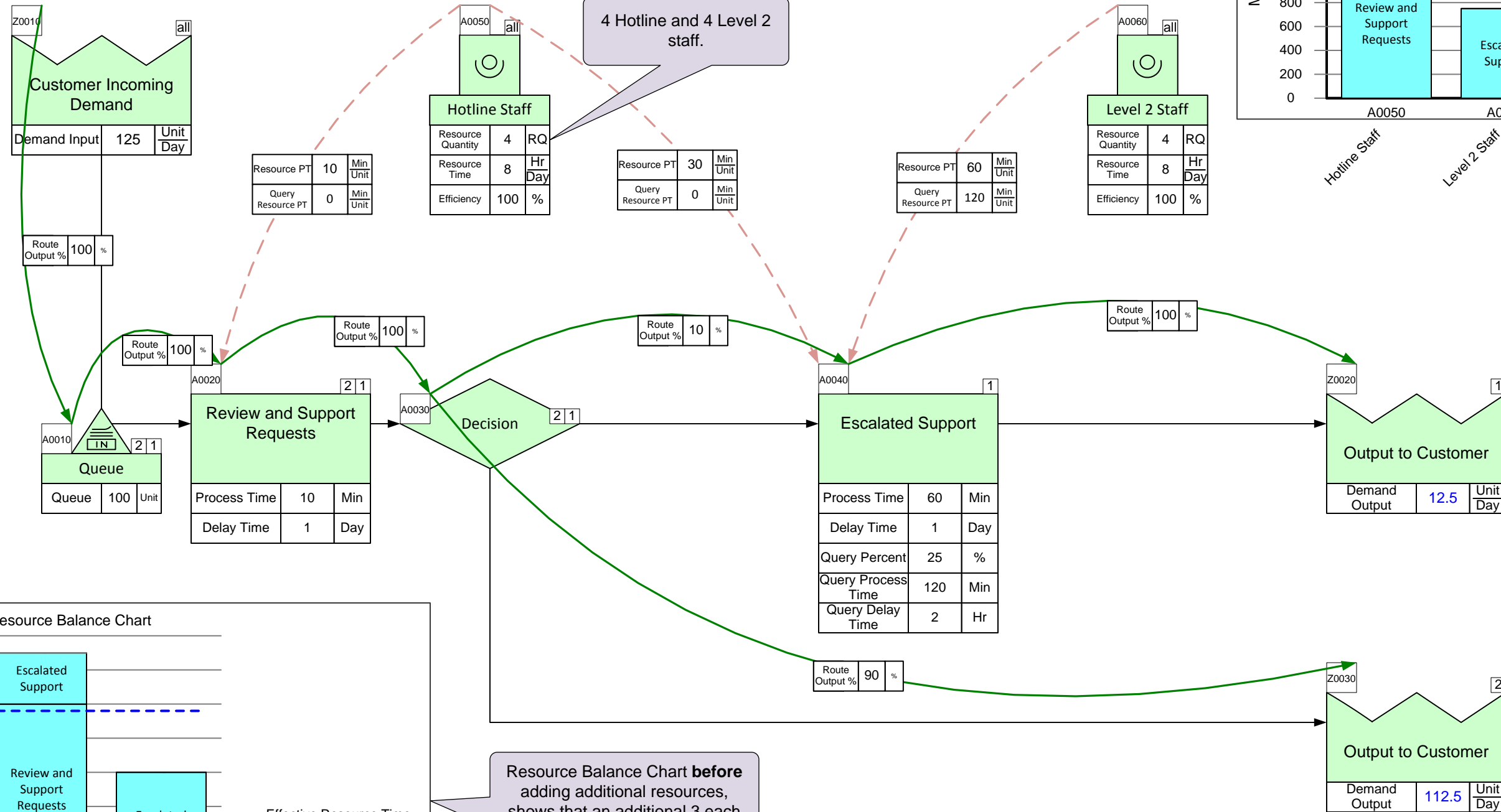


Z1000	Summary		1
Lead Time	34.17	Hr	
Total Value Added	70.00	Min	
VA %	3.41	%	
First Pass C&A	100.00	%	

Transactional Solution: Resource Requirements

Calculate the resource requirements for both Hotline and Level 2 Staff for holiday peak demand of 125/day and with 5% higher items being sent for escalated support.

Day
8
Hr



Resource Balance Chart with 4 Hotline and 4 Level 2 staff.

4 Hotline and 4 Level 2 staff.

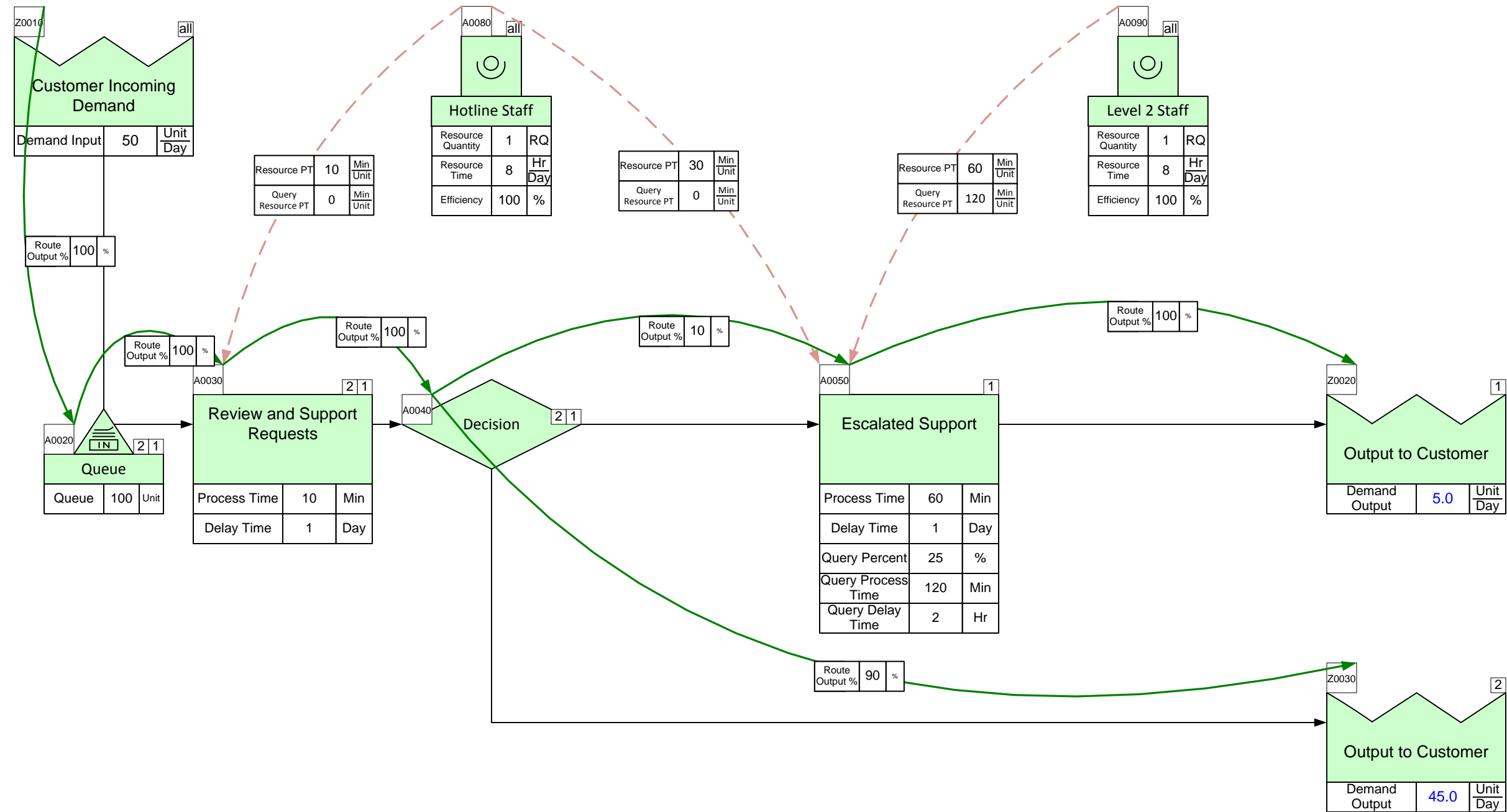
Resource Balance Chart before adding additional resources, shows that an additional 3 each are needed based on Effective Resource Time.

Z1000	Summary		1
Lead Time	24.57	Hr	
Total Value Added	70.00	Min	
VA %	4.75	%	
First Pass C&A	100.00	%	

Transactional Problem: Lead Time

What is the current Lead Time for items going through Escalated Support?

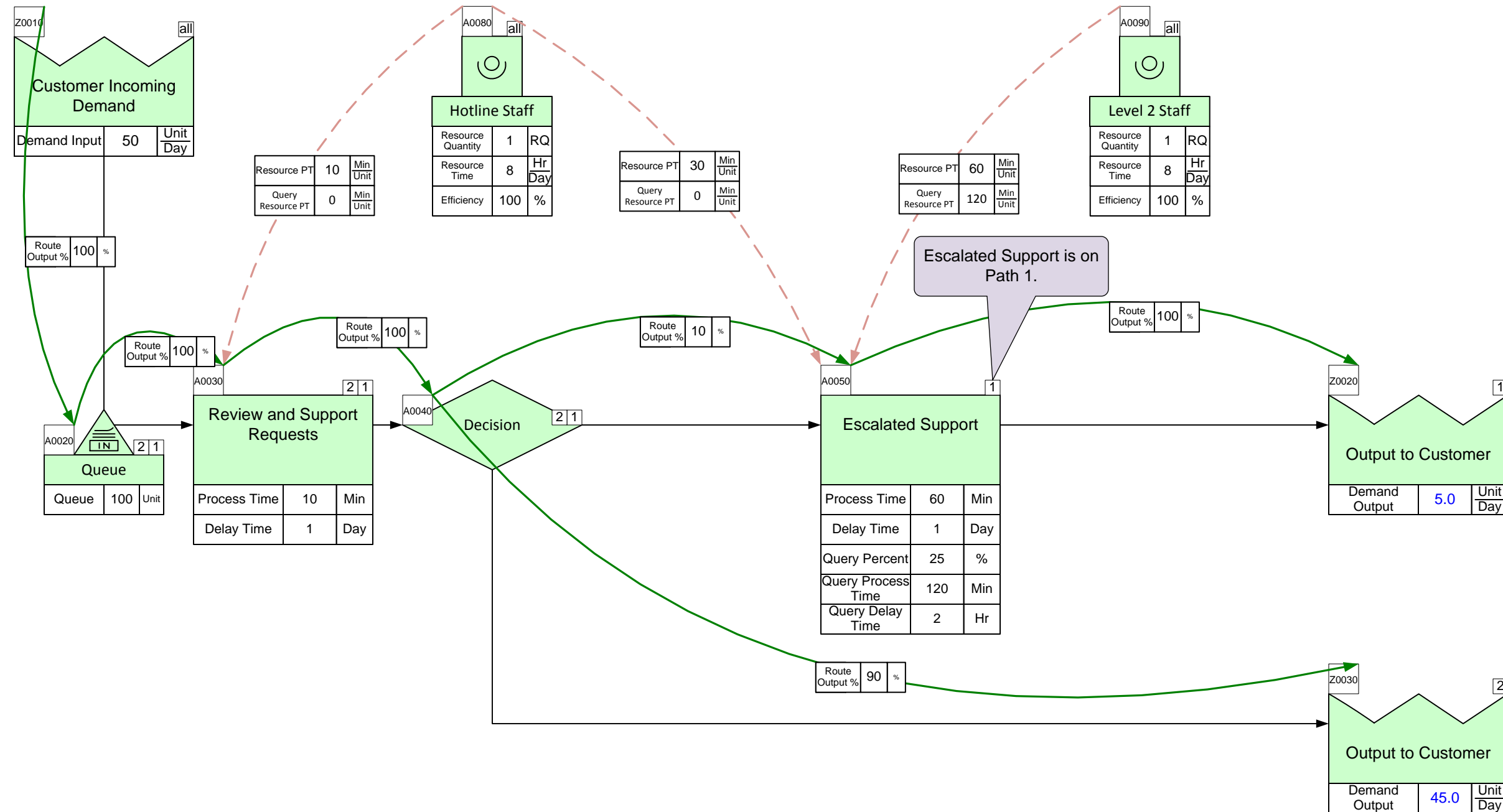
Day
8
Hr



Transactional Solution: Lead Time

What is the current Lead Time for items going through Escalated Support?

Day
8
Hr



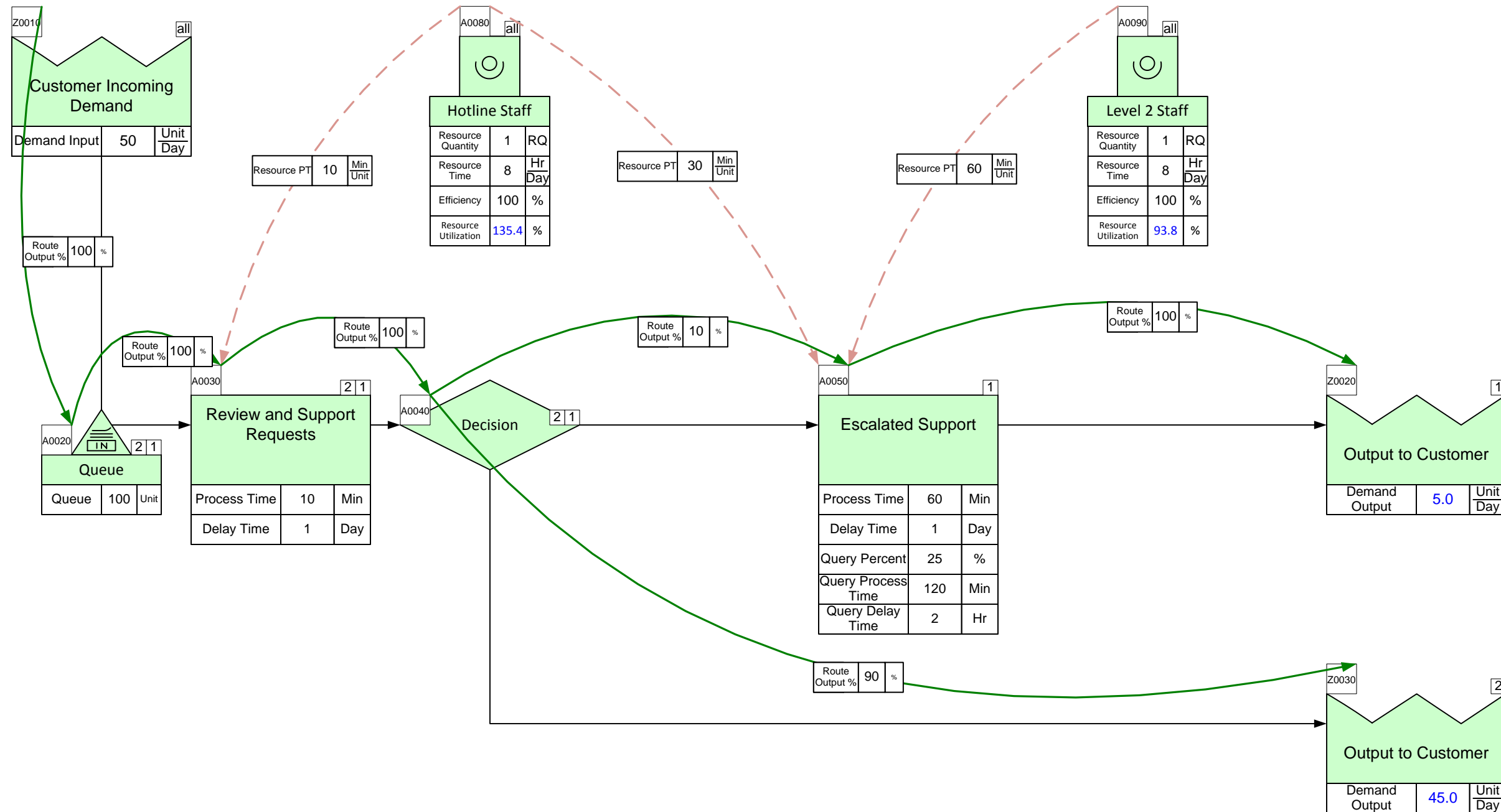
Time Summary for Path 1 gives us the Lead Time for Escalated Support.

Summary		
Lead Time	34.17	Hr
Total Value Added	70.00	Min
VA %	3.41	%
First Pass C&A	100.00	%

Transactional Problem: Incorrect Routing

Some of the support requests are rejected at Review because of incorrect routing, typically at 10%. Show the impact on the map.

Day
8
Hr

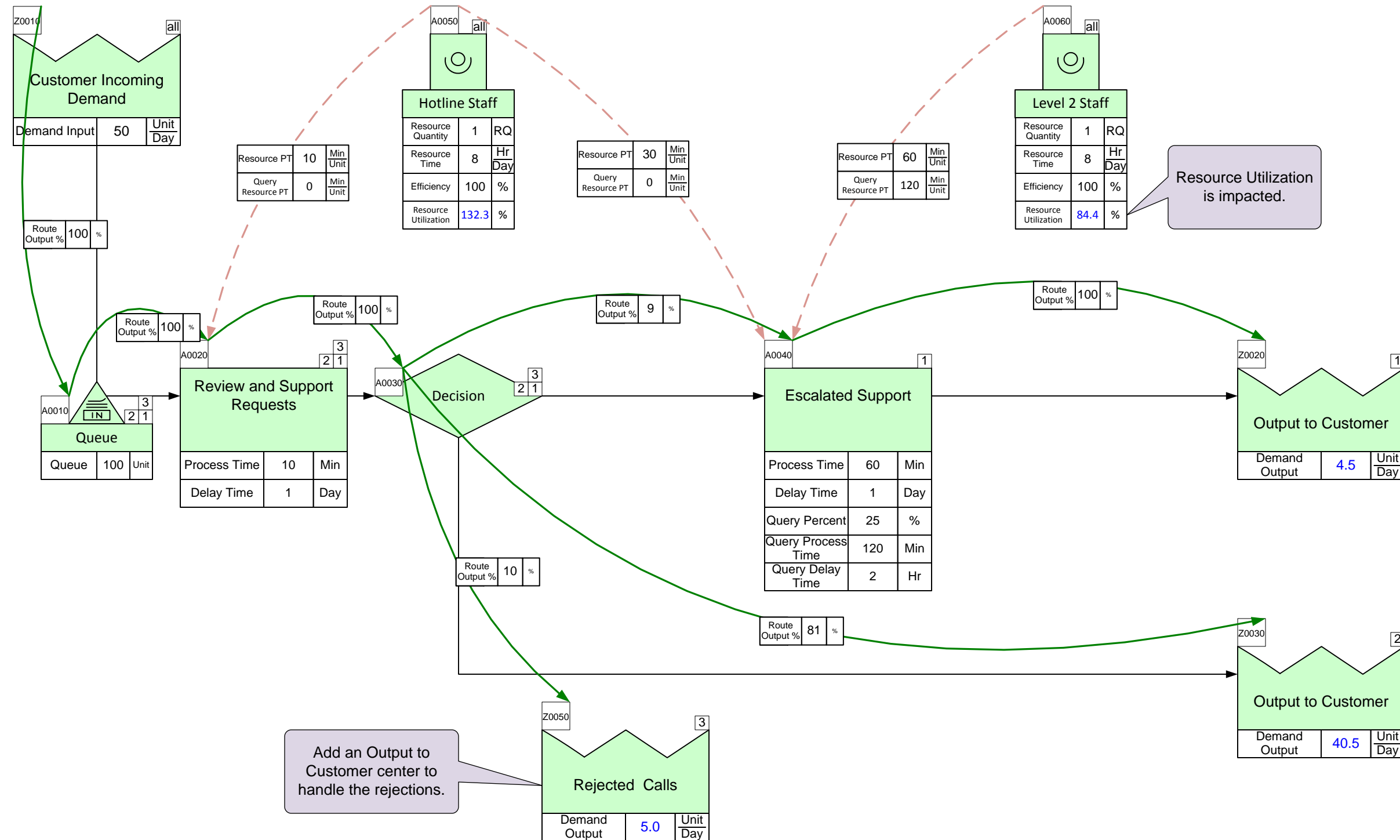


Summary		
Lead Time	34.17	Hr
Total Value Added	70.00	Min
VA %	3.41	%
First Pass C&A	100.00	%

Transactional Solution: Incorrect Routing

Some of the support requests are rejected at Review because of incorrect routing, typically at 10%. Show the impact on the map.

Day
8
Hr



Summary		
Lead Time	34.17	Hr
Total Value Added	70.00	Min
VA %	3.41	%
First Pass C&A	100.00	%