

data exists | case

### Stellar Cases, Helpdesk and Escalated to EdTech

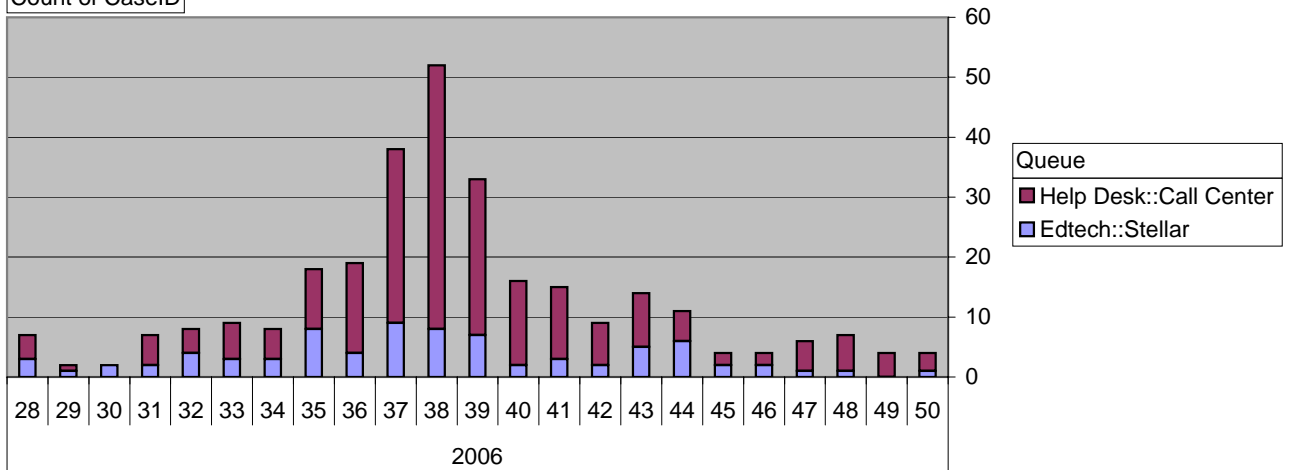
Cases as of 12/11/2006

Count of CaseID		Queue	
Year	WeekOfYear	Edtech::Stellar	Help Desk::Call Center
2006	50	1	3
	49		4
	48	1	6
	47	1	5
	46	2	2
	45	2	2
	44	6	5
	43	5	9
	42	2	7
	41	3	12
	40	2	14
	39	7	26
	38	8	44
	37	9	29
	36	4	15
	35	8	10
	34	3	5
	33	3	6
	32	4	4
	31	2	5
	30	2	
	29	1	1
	28	3	4

	EdTech	HelpDesk
Average Cases / week	3.6	9.9
Peak Cases in a week	9	44
Total Cases	79	218
% of Total	27%	73%

data exists | case

Count of CaseID



Year | WeekOfYear