

# Stellar Cases in EdTech and Helpdesk Qs

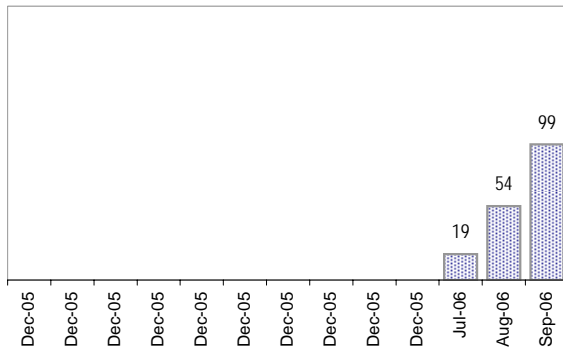
## Creating Cases

Cases as of 9/18/2006

Total from Last Week

54

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

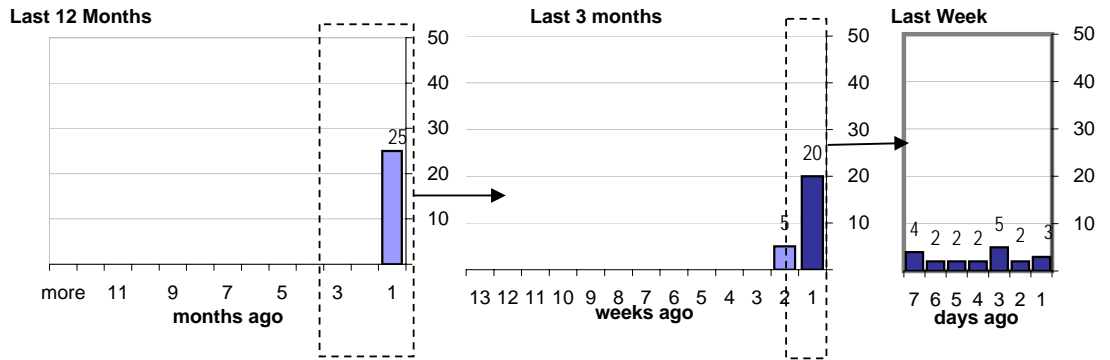
	Now	Year Ago
this week	5.4 #####	#DIV/0!
last 3 months	1.3 #####	#DIV/0!
last 12 months	0.3 #####	#DIV/0!

## The Queue

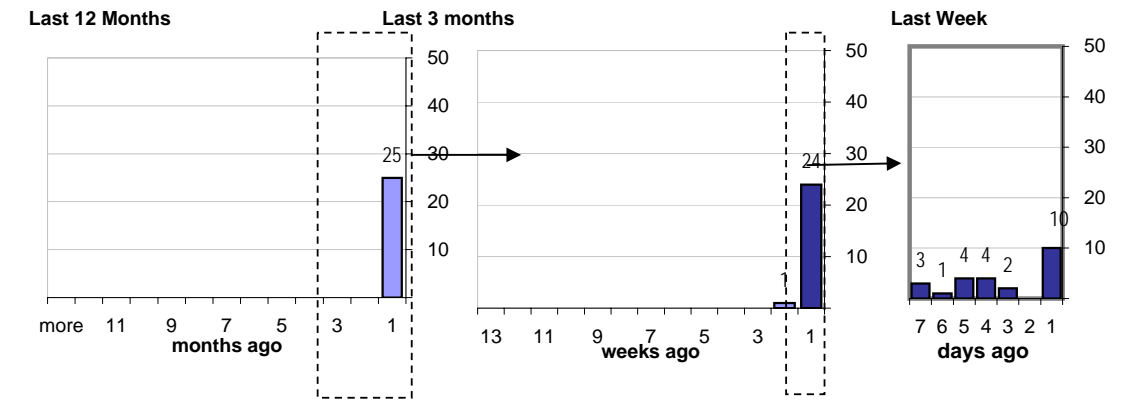
Currently Pending

25

Calendar Age of Open Cases



Time Since Last Activity of Any Kind, in Cases that are currently Open



## Closing Cases

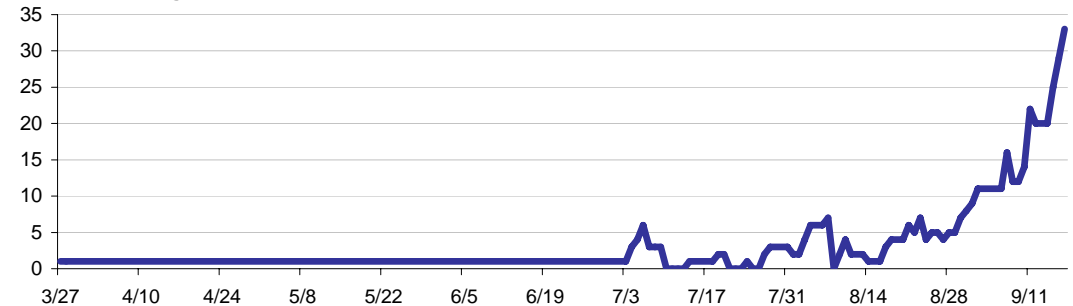
more than 7 days  
**11%**

3 to 7 days  
**19%**

< 3 days  
**71%**

(over the last six weeks)

Estimated Pending Queue over the last six months

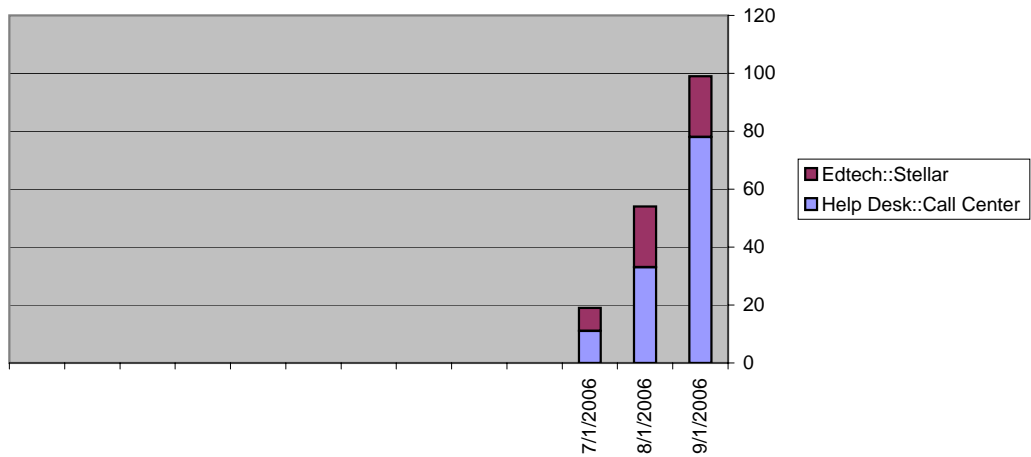


Net change in Q over six months: **32 ↑**

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Relative Volume by Queue, By Month

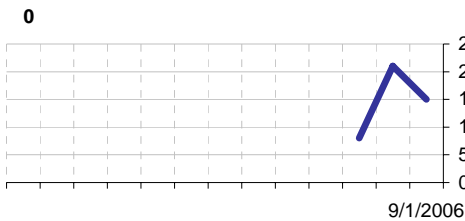
Cases as of 9/18/2006



## EdTech:Stellar

Time to Resolve

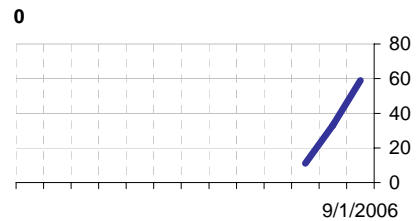
slow % 9%  
med. % 34%  
fast % 57%



## Helpdesk: Call Center with Stellar field set

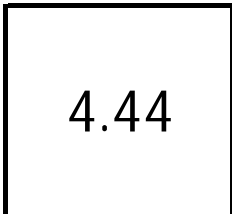
Time to Resolve 0

slow % 13%  
med. % 15%  
fast % 73%



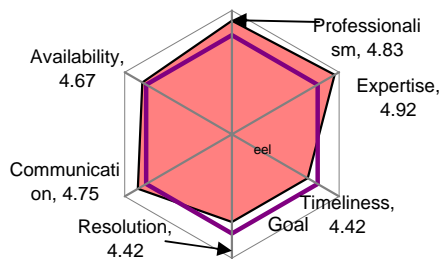
## Client Satisfaction

Overall Last Week

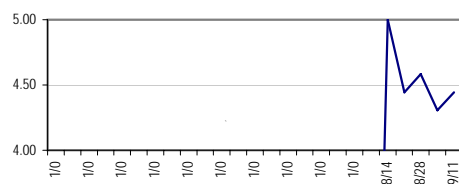


N = 12; 5 point scale

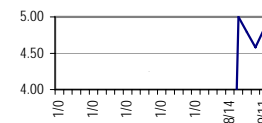
Individual Components, Last Week



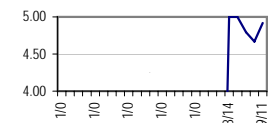
Overall



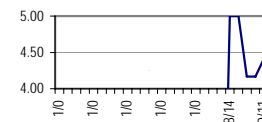
Professionalism



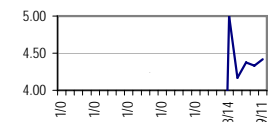
Expertise



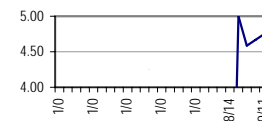
Timeliness



Resolution



Communication



Availability

