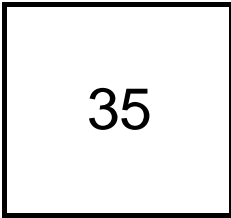


Stellar Cases in EdTech and Helpdesk Qs

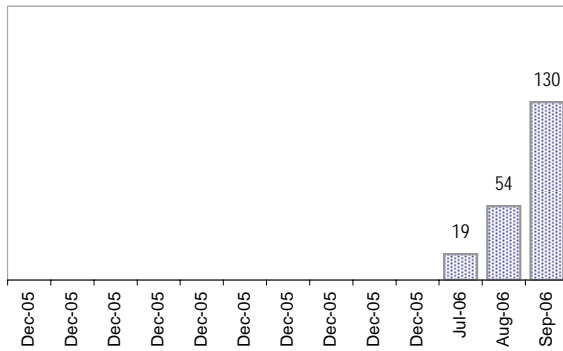
Creating Cases

Cases as of 9/25/2006

Total from Last Week



Cases Created, Year Ago to Date

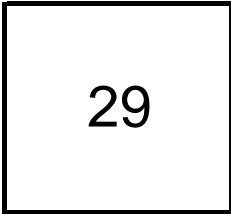


Average Per Day, various Time Horizons

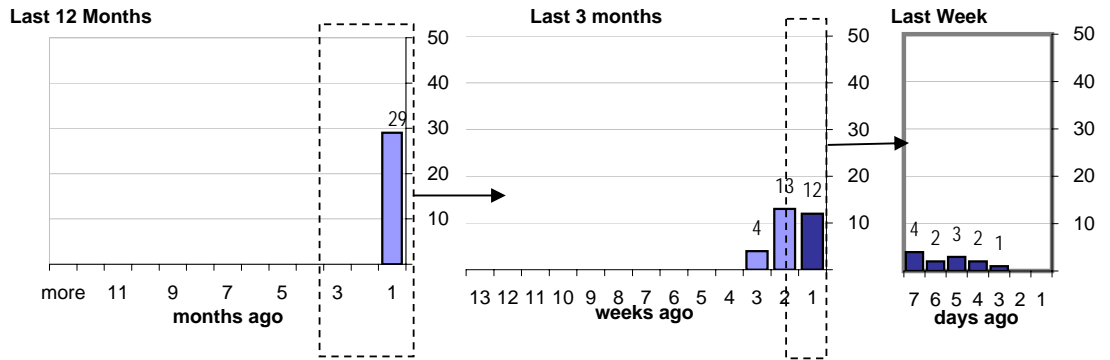
	Now	Year Ago
this week	7.4 #####	#DIV/0!
last 3 months	1.9 #####	#DIV/0!
last 12 months	0.5 #####	#DIV/0!

The Queue

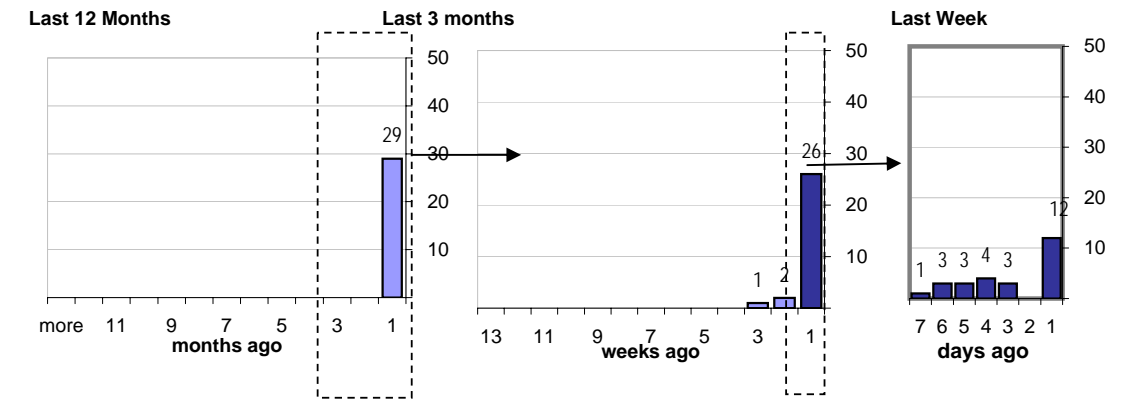
Currently Pending



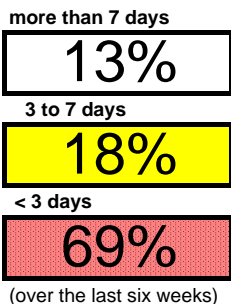
Calendar Age of Open Cases



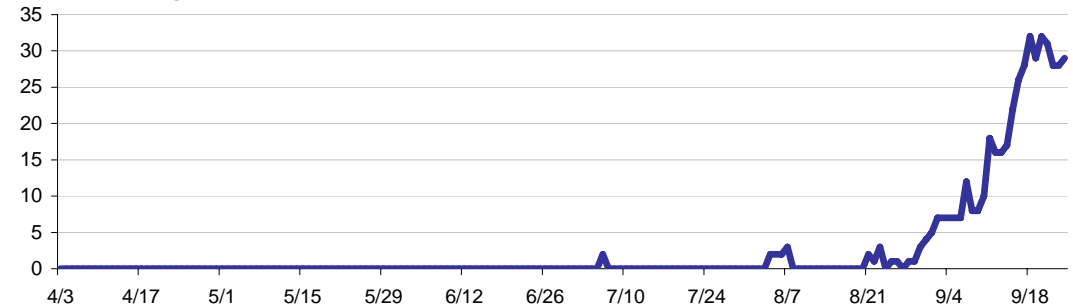
Time Since Last Activity of Any Kind, in Cases that are currently Open



Closing Cases



Estimated Pending Queue over the last six months

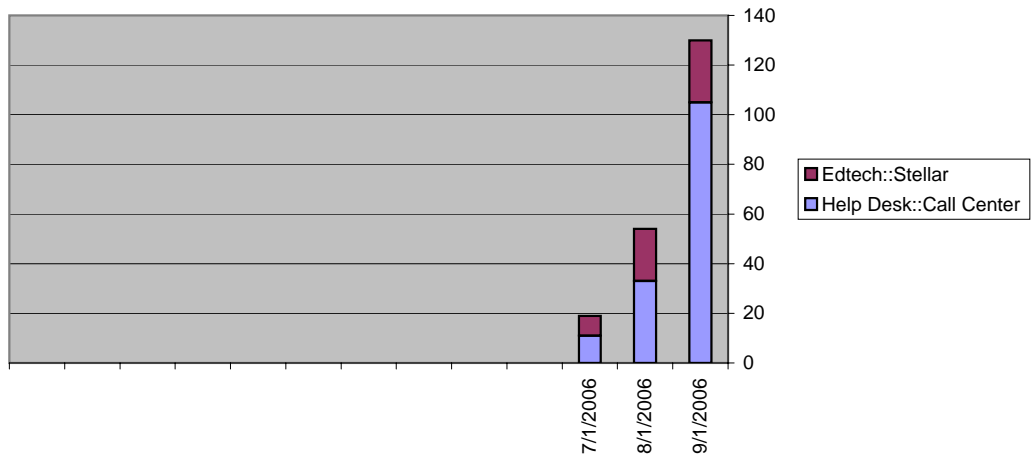


Net change in Q over six months: **32 ↑**

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

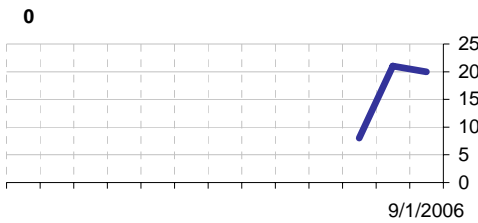
Cases as of 9/25/2006



EdTech:Stellar

Time to Resolve

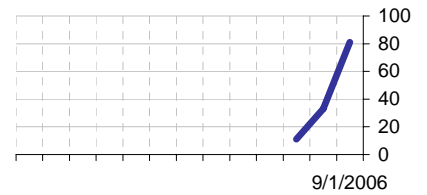
slow % 10%
med. % 31%
fast % 59%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 15%
med. % 13%
fast % 72%



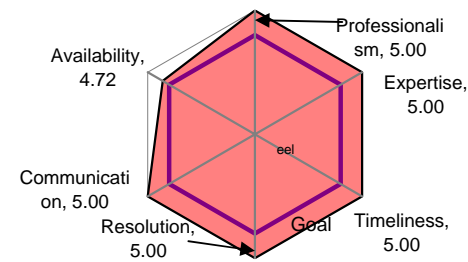
Client Satisfaction

Overall Last Week

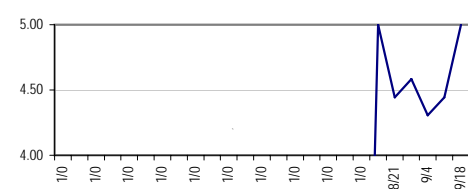


N = 12; 5 point scale

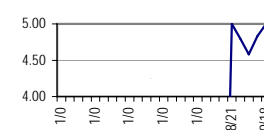
Individual Components, Last Week



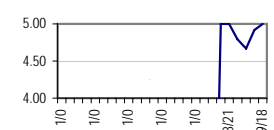
Overall



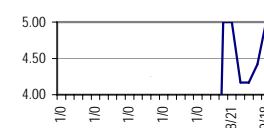
Professionalism



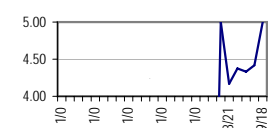
Expertise



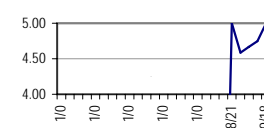
Timeliness



Resolution



Communication



Availability

