

# Stellar Cases in EdTech and Helpdesk Qs

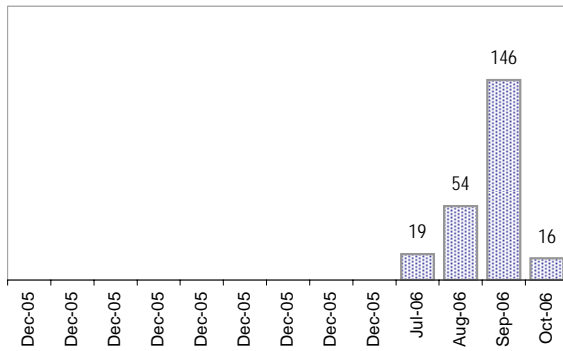
Cases as of 10/9/2006

## Creating Cases

Total from Last Week

18

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

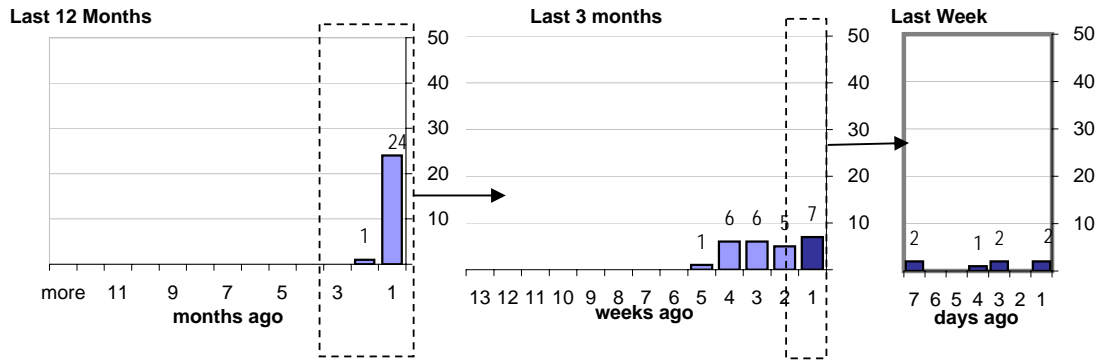
	Now	Year Ago
this week	2.3	no data
last 3 months	2.4	no data
last 12 months	0.6	no data

## The Queue

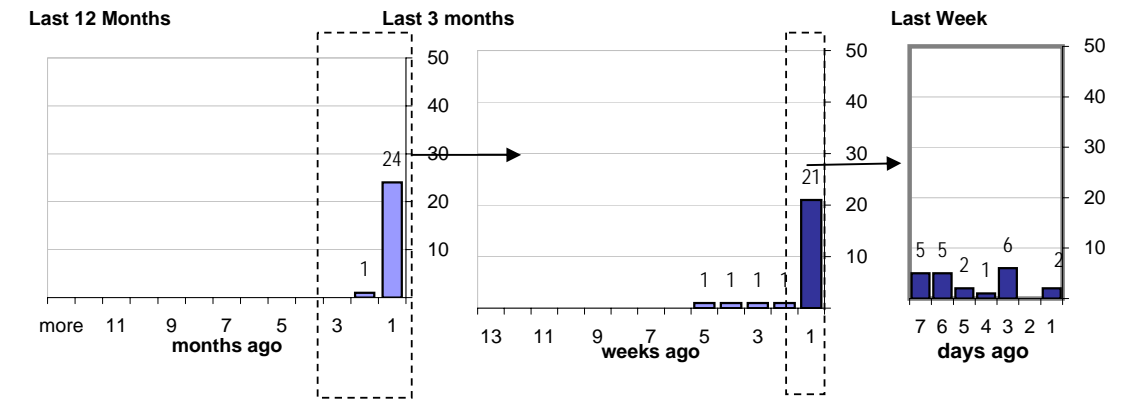
Currently Pending

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

21%

3 to 7 days

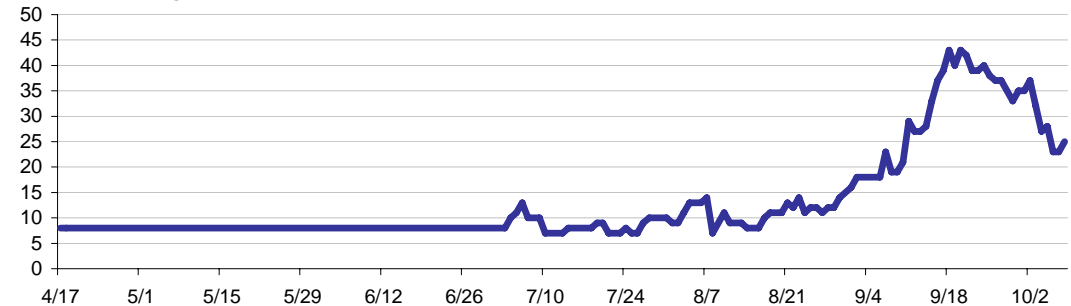
16%

< 3 days

64%

(over the last six weeks)

Estimated Pending Queue over the last six months

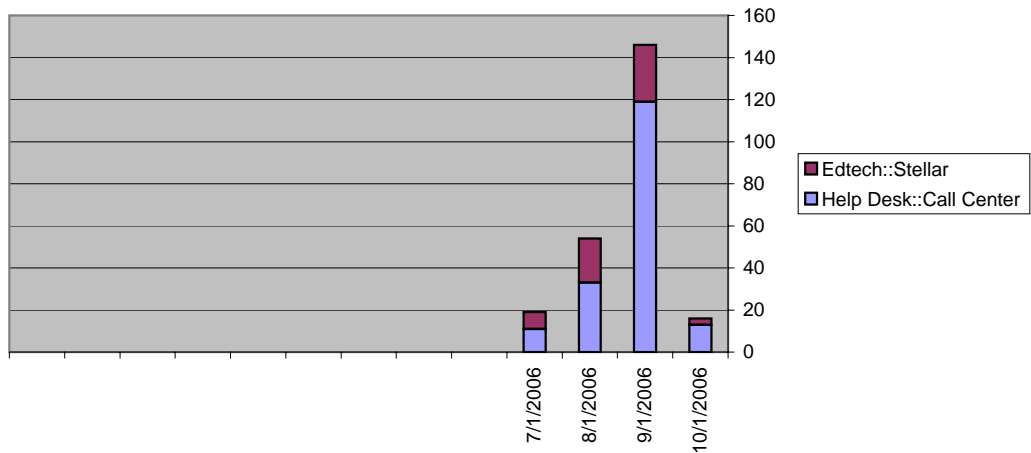


Net change in Q over six months: 17 ↑

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Relative Volume by Queue, By Month

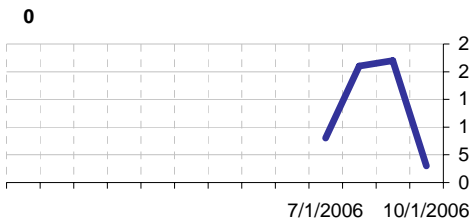
Cases as of 10/9/2006



## EdTech:Stellar

Time to Resolve

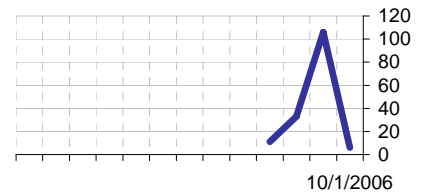
slow % 13%  
med. % 28%  
fast % 59%



## Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 22%  
med. % 12%  
fast % 66%



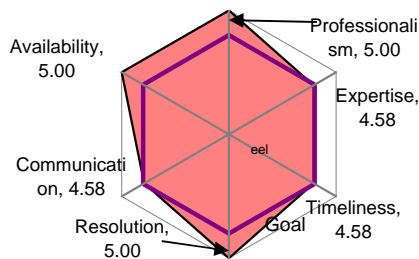
## Client Satisfaction

Overall Last Week

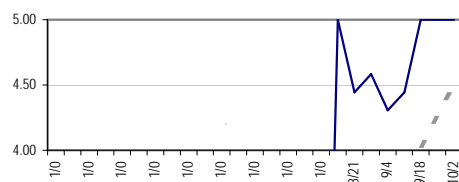


N = 12; 5 point scale

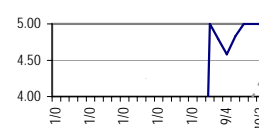
Individual Components, Last Week



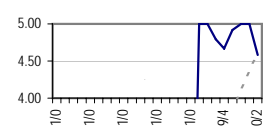
Overall



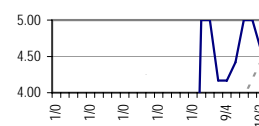
Professionalism



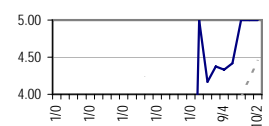
Expertise



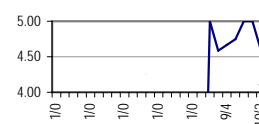
Timeliness



Resolution



Communication



Availability

