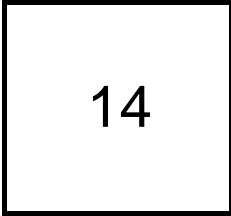


Stellar Cases in EdTech and Helpdesk Qs

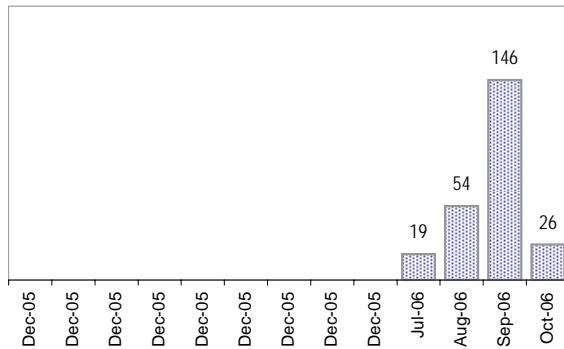
Cases as of 10/16/2006

Creating Cases

Total from Last Week



Cases Created, Year Ago to Date

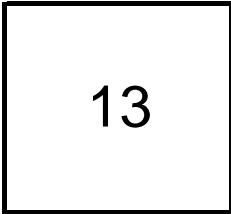


Average Per Day, various Time Horizons

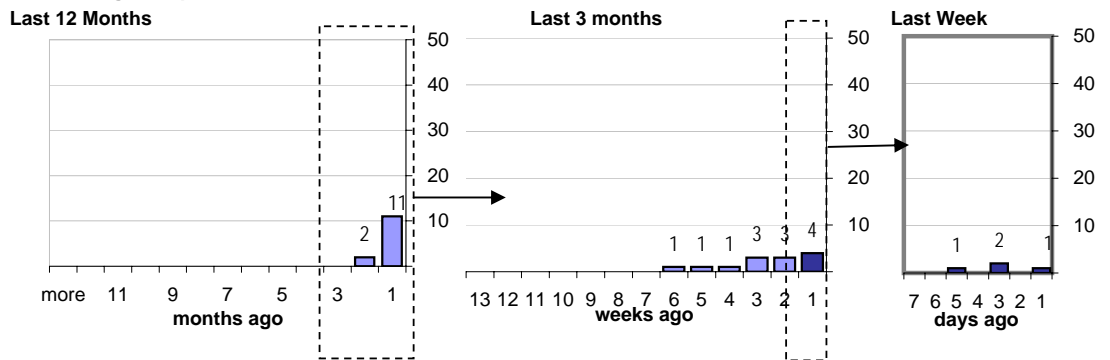
	Now	Year Ago
this week	2.4	no data
last 3 months	2.5	no data
last 12 months	0.6	no data

The Queue

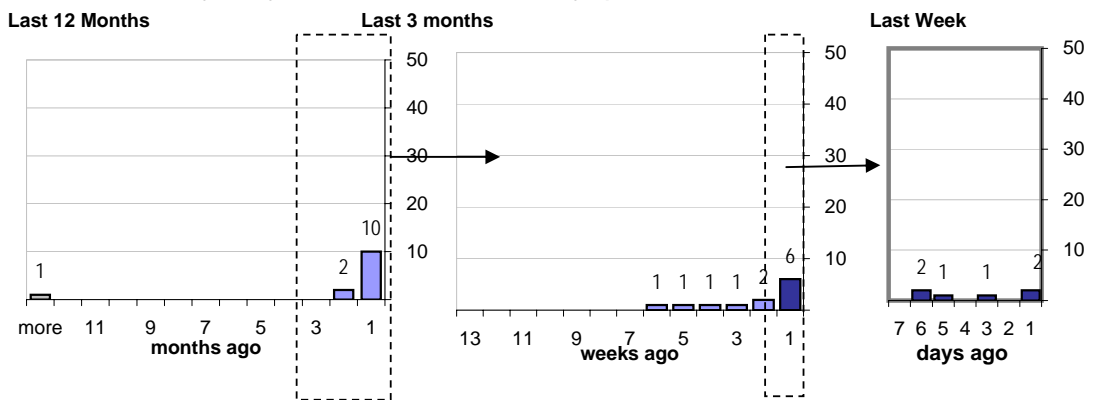
Currently Pending



Calendar Age of Open Cases



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

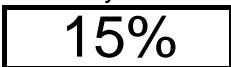


Closing Cases

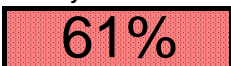
more than 7 days



3 to 7 days

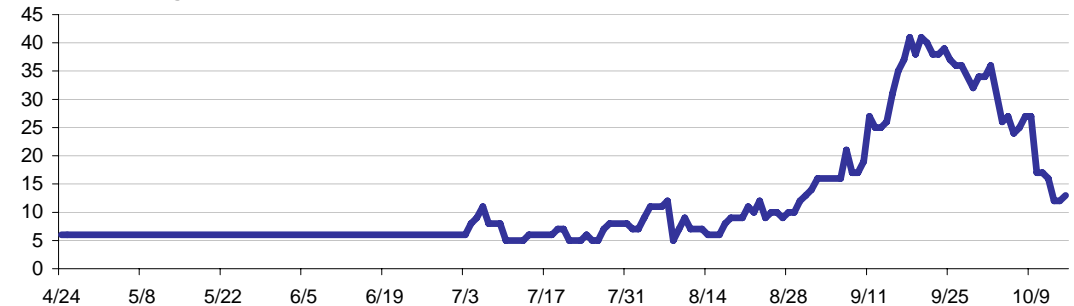


< 3 days



(over the last six weeks)

Estimated Pending Queue over the last six months

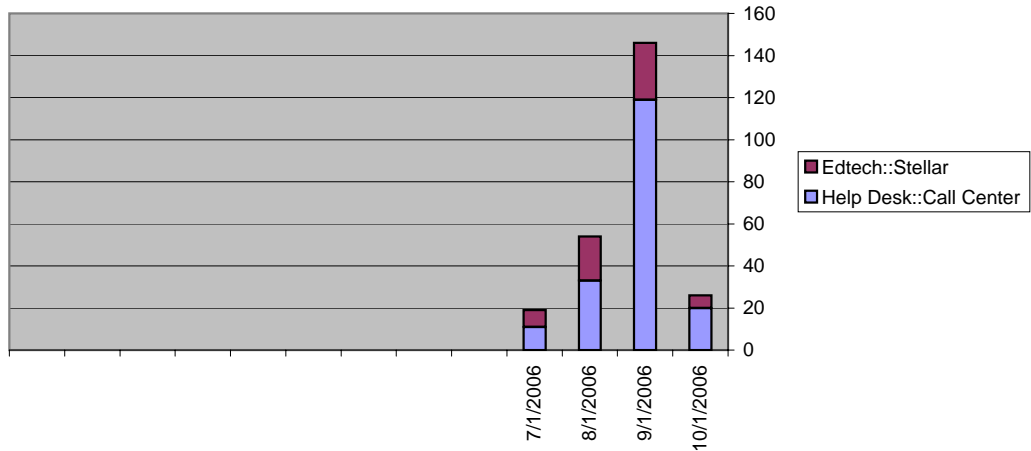


Net change in Q over six months: 7 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

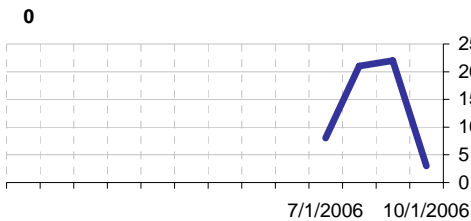
Cases as of 10/16/2006



EdTech:Stellar

Time to Resolve

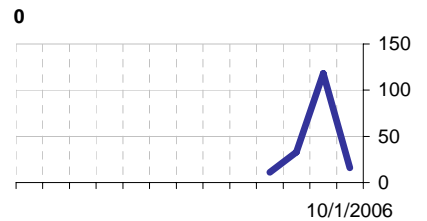
slow % 13%
med. % 28%
fast % 59%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 27%
med. % 11%
fast % 62%



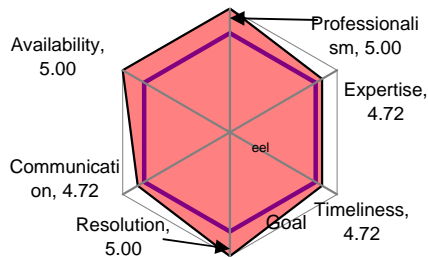
Client Satisfaction

Overall Last Week

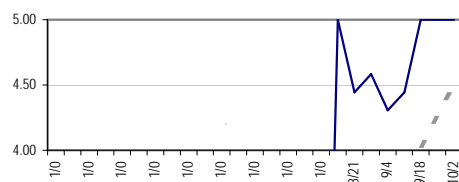


N = 12; 5 point scale

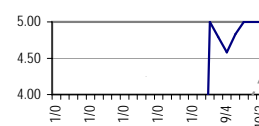
Individual Components, Last Week



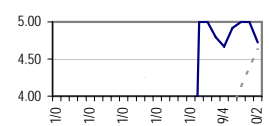
Overall



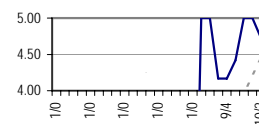
Professionalism



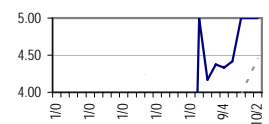
Expertise



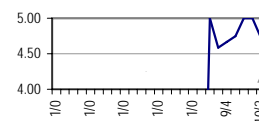
Timeliness



Resolution



Communication



Availability

