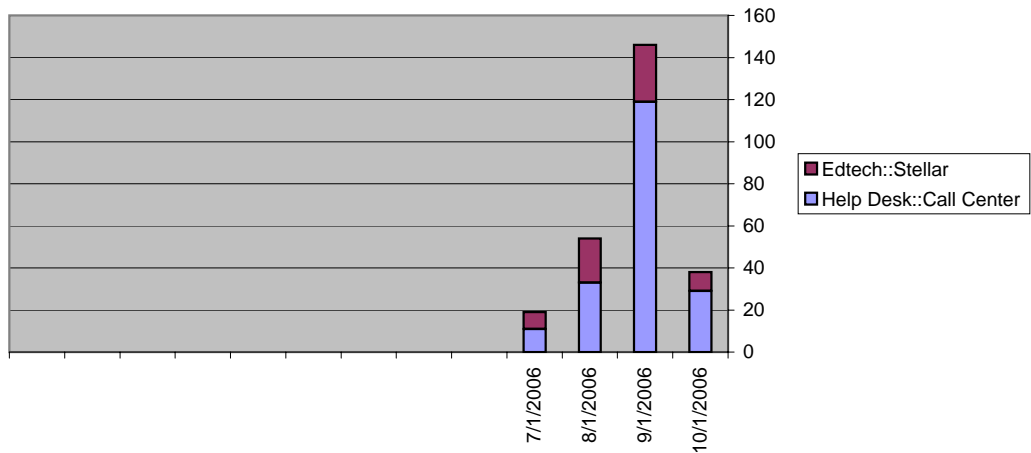


Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

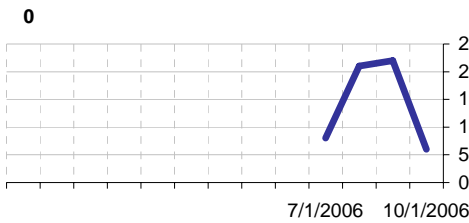
Cases as of 10/23/2006



EdTech:Stellar

Time to Resolve

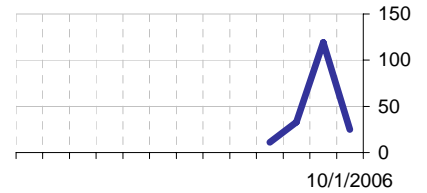
slow % 12%
med. % 30%
fast % 58%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 28%
med. % 11%
fast % 62%



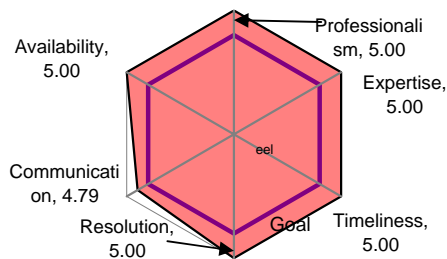
Client Satisfaction

Overall Last Week

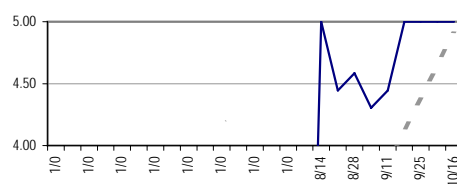


N = 12; 5 point scale

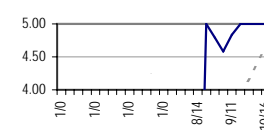
Individual Components, Last Week



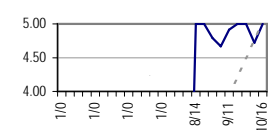
Overall



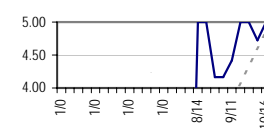
Professionalism



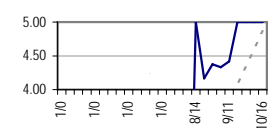
Expertise



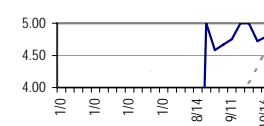
Timeliness



Resolution



Communication



Availability

