

Stellar Cases in EdTech and Helpdesk Qs

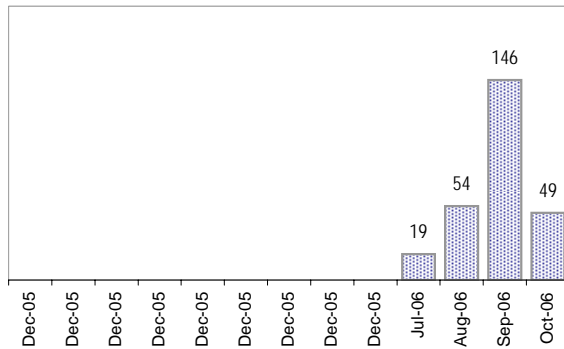
Creating Cases

Cases as of 10/30/2006

Cases This Week

11

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	2.0	no data
last 3 months	2.7	no data
last 12 months	0.7	no data

Total Cases Created

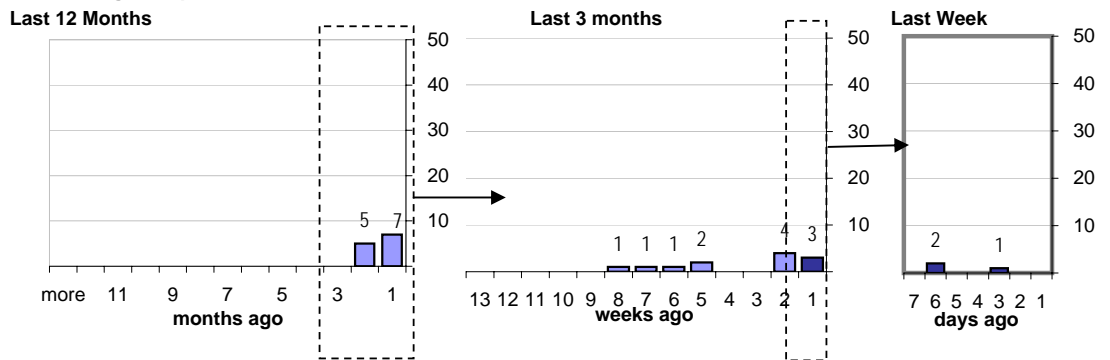
this week	14
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The Queue

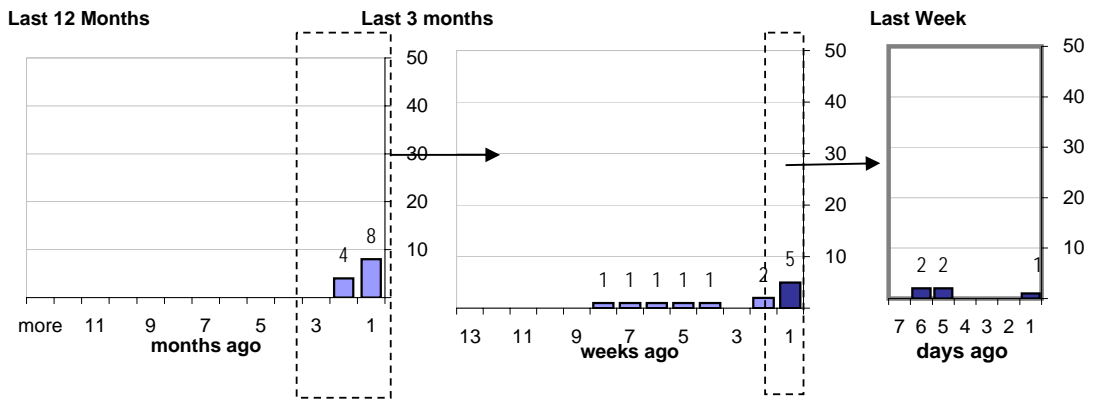
Currently Pending

12

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

25%

3 to 7 days

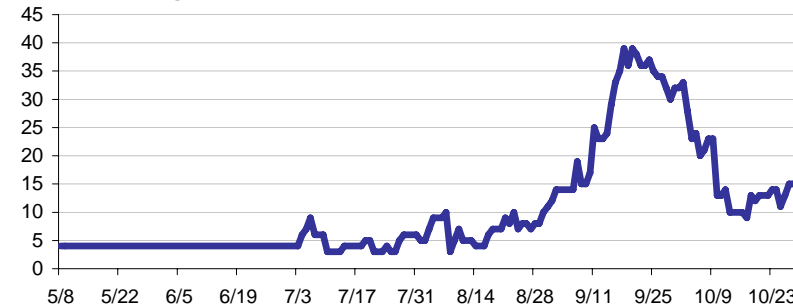
15%

< 3 days

60%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

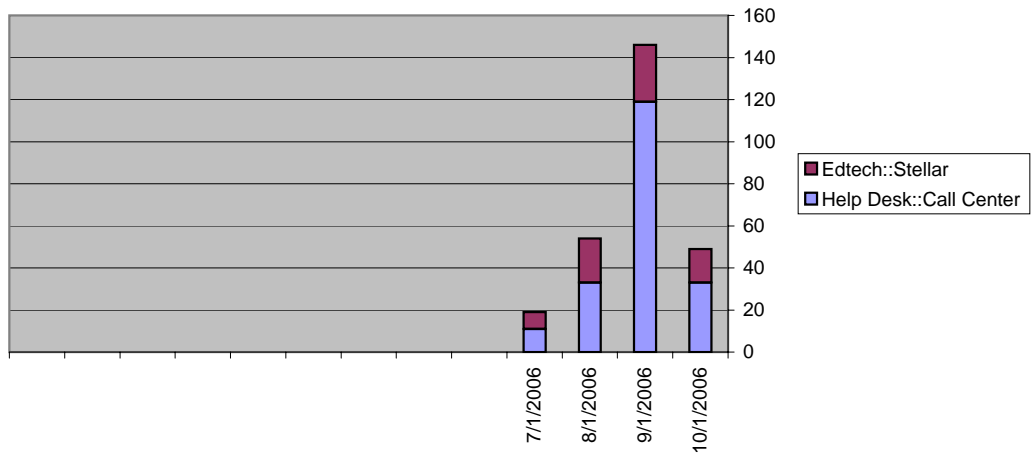
2.1 per day
11 total last wee

Net change in Q over six months: 10 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

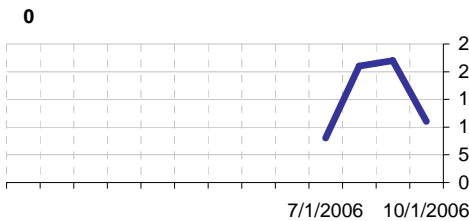
Cases as of 10/30/2006



EdTech:Stellar

Time to Resolve

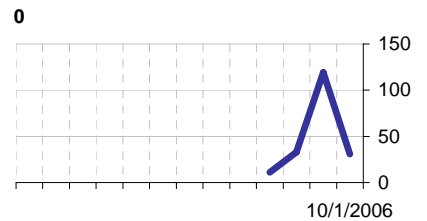
slow % 11%
 med. % 31%
 fast % 58%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 28%
 med. % 10%
 fast % 62%



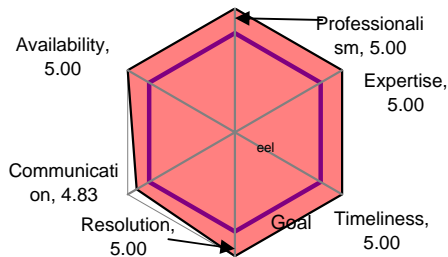
Client Satisfaction

Overall Last Week

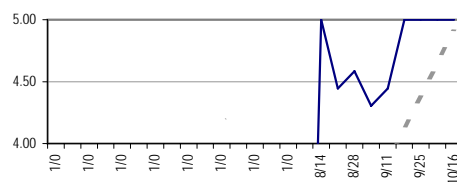


N = 12; 5 point scale

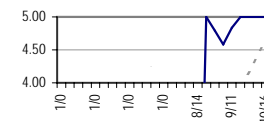
Individual Components, Last Week



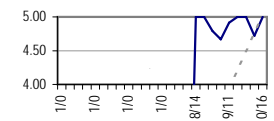
Overall



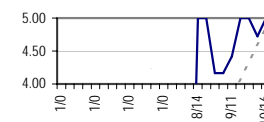
Professionalism



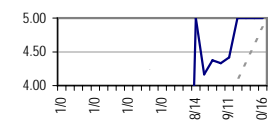
Expertise



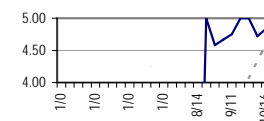
Timeliness



Resolution



Communication



Availability

