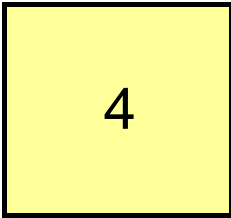


Stellar Cases in EdTech and Helpdesk Qs

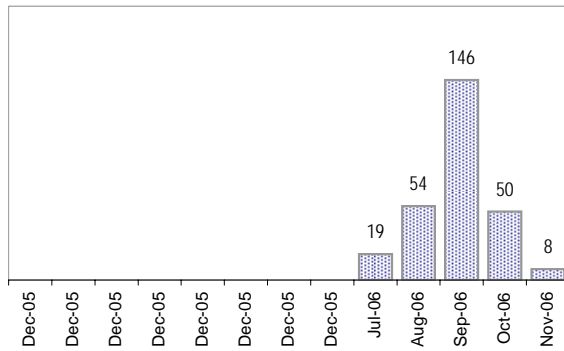
Cases as of 11/13/2006

Creating Cases

Cases This Week



Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

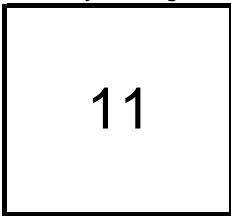
	Now	Year Ago
this week	0.7	no data
last 3 months	2.7	no data
last 12 months	0.8	no data

Total Cases Created

this week	5
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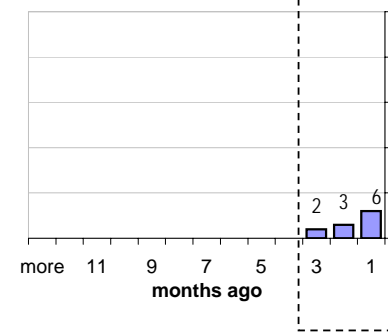
The Queue

Currently Pending

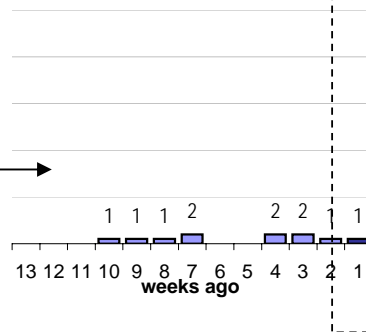


Calendar Age of Open Cases

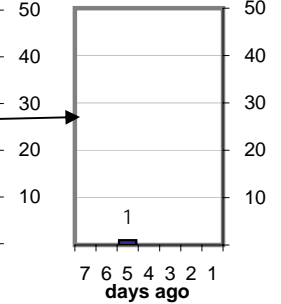
Last 12 Months



Last 3 months

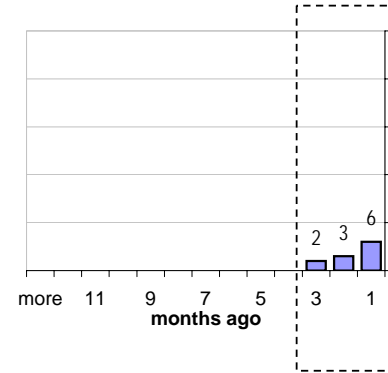


Last Week

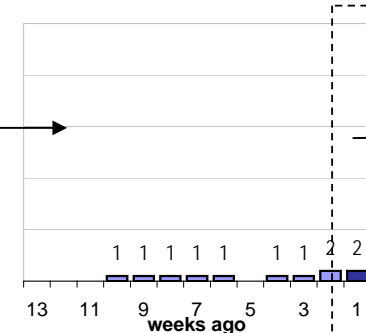


Time Since Last Activity of Any Kind, in Cases that are currently Open

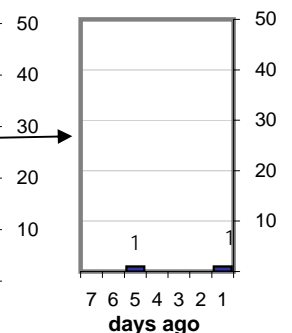
Last 12 Months



Last 3 months

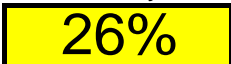


Last Week

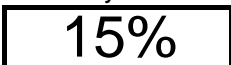


Closing Cases

more than 7 days



3 to 7 days

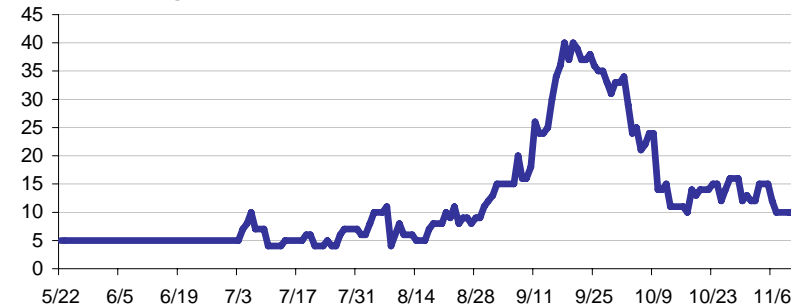


< 3 days



(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

2.1 per day
6 total last wee

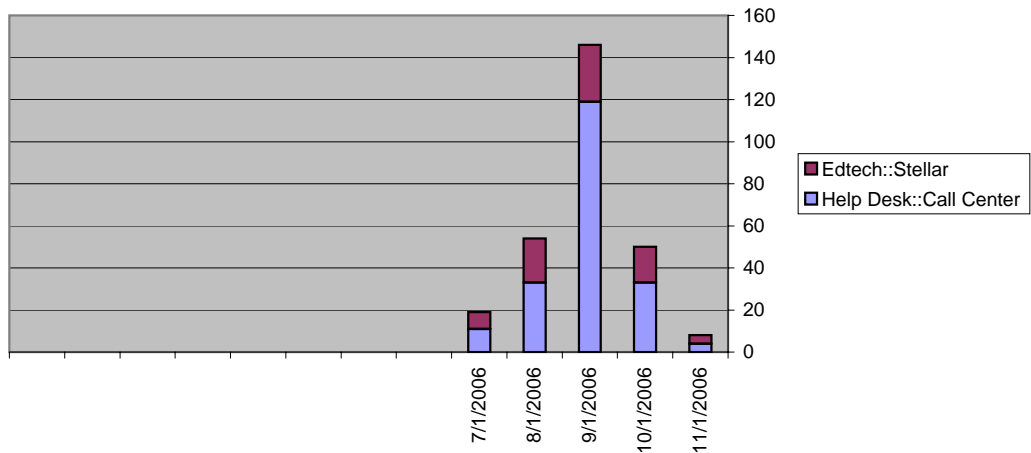
Net change in Q over six months:

6 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

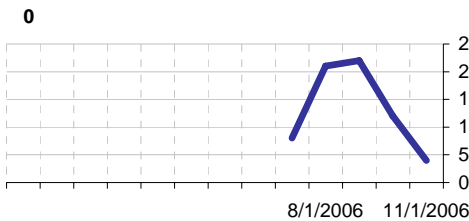
Cases as of 11/13/2006



EdTech:Stellar

Time to Resolve

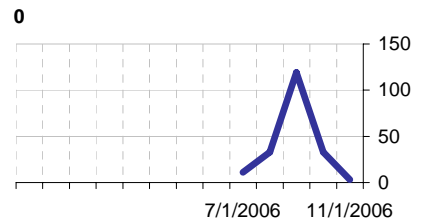
slow % 12%
med. % 30%
fast % 58%



Helpdesk: Call Center with Stellar field set

Time to Resolve

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



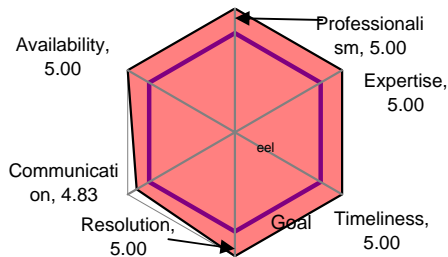
Client Satisfaction

Overall Last Week

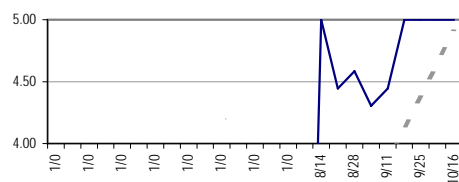


N = 12; 5 point scale

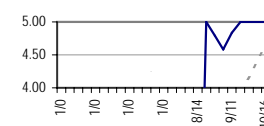
Individual Components, Last Week



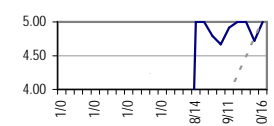
Overall



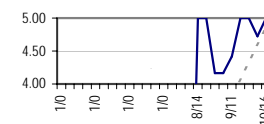
Professionalism



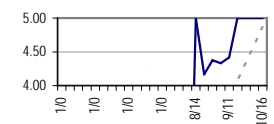
Expertise



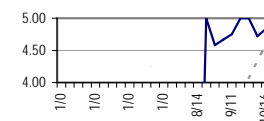
Timeliness



Resolution



Communication



Availability

