

Stellar Cases in EdTech and Helpdesk Qs

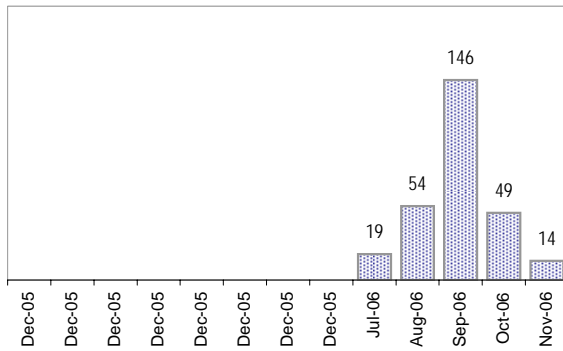
Cases as of 11/20/2006

Creating Cases

Cases This Week

6

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	0.6	no data
last 3 months	2.6	no data
last 12 months	0.8	no data

Total Cases Created

this week	4
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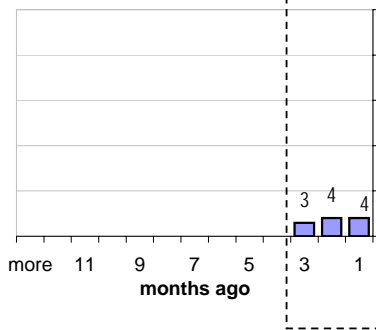
The Queue

Currently Pending

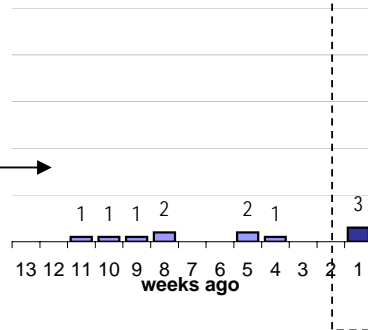
11

Calendar Age of Open Cases

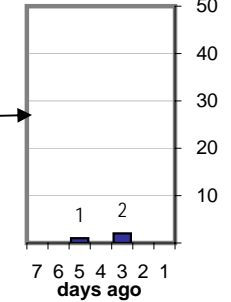
Last 12 Months



Last 3 months

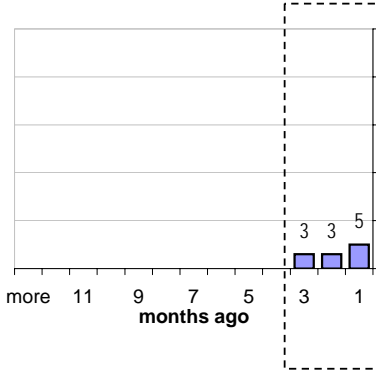


Last Week

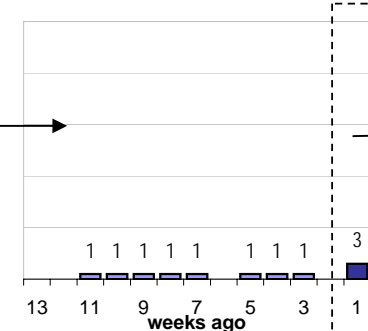


Time Since Last Activity of Any Kind, in Cases that are currently Open

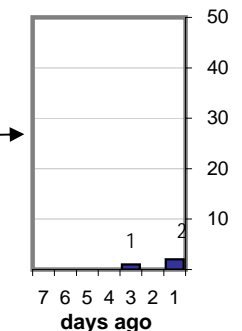
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

28%

3 to 7 days

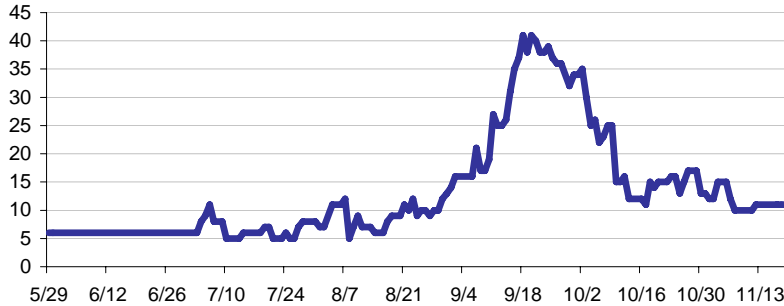
15%

< 3 days

60%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

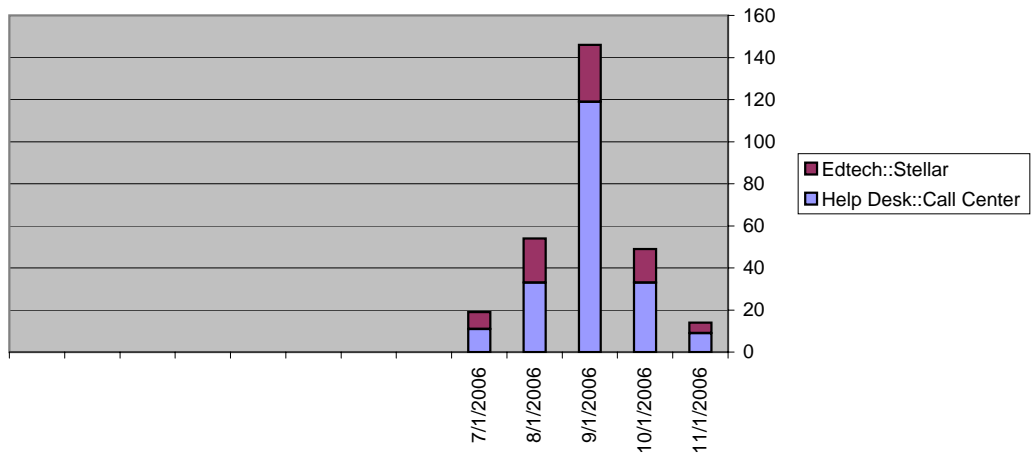
2.1 per day
8 total last wee

Net change in Q over six months: 5 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

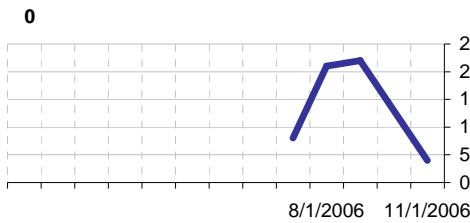
Cases as of 11/20/2006



EdTech:Stellar

Time to Resolve

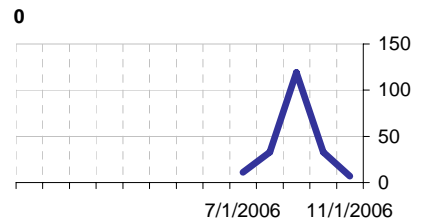
slow % 13%
med. % 29%
fast % 57%



Helpdesk: Call Center with Stellar field set

Time to Resolve

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

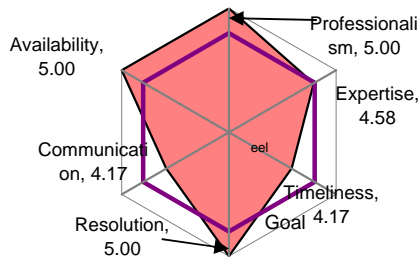


Client Satisfaction

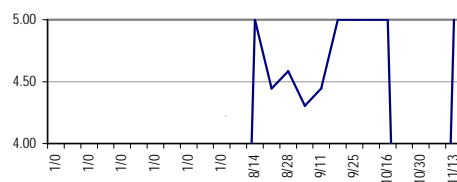
Overall Last Week



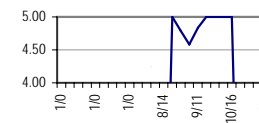
Individual Components, Last Week



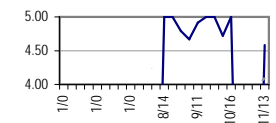
Overall



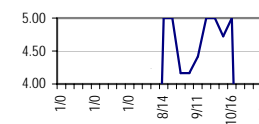
Professionalism



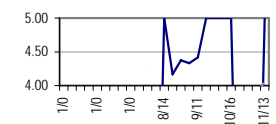
Expertise



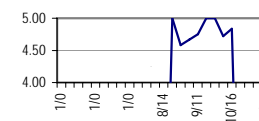
Timeliness



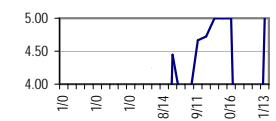
Resolution



Communication



Availability



Survey Response / Invites

Week beginning 11/13/2006. N =2 of 4 (50%)