

Stellar Cases in EdTech and Helpdesk Qs

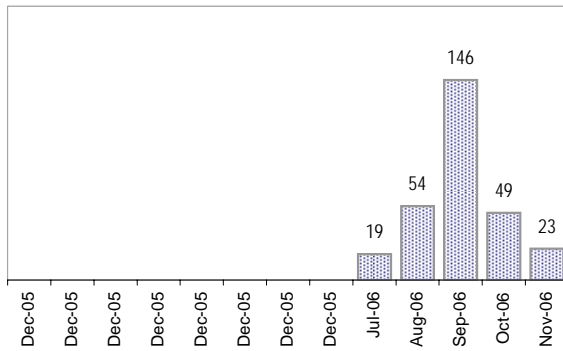
Creating Cases

Cases as of 11/27/2006

Cases This Week

9

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

| | Now | Year Ago |
|----------------|-----|----------|
| this week | 0.9 | no data |
| last 3 months | 2.6 | no data |
| last 12 months | 0.8 | no data |

Total Cases Created

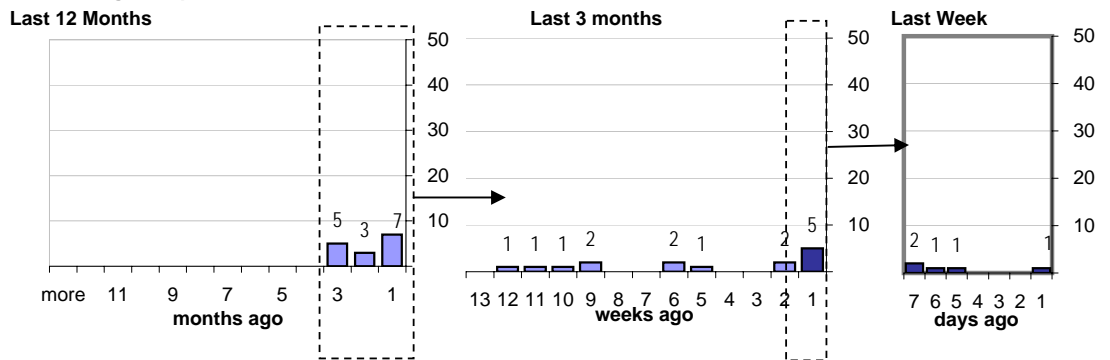
| | |
|-----------|---|
| this week | 6 |
|-----------|---|

The Queue

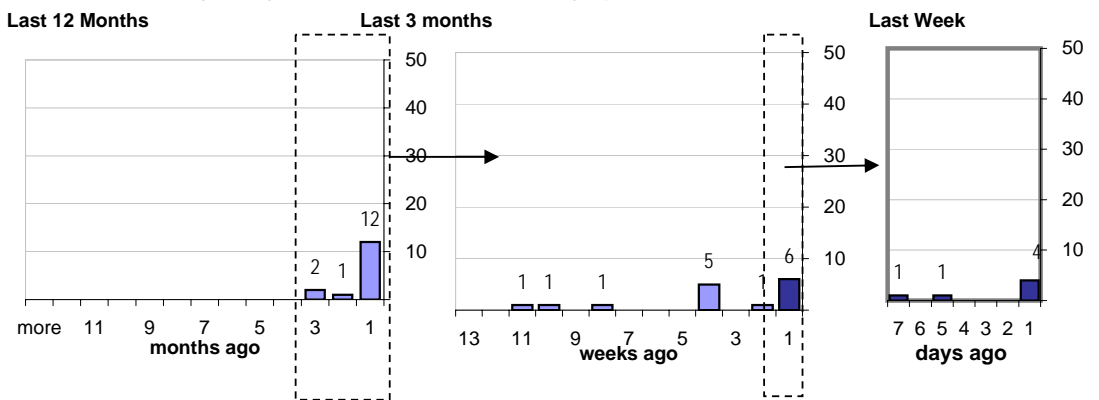
Currently Pending

15

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

28%

3 to 7 days

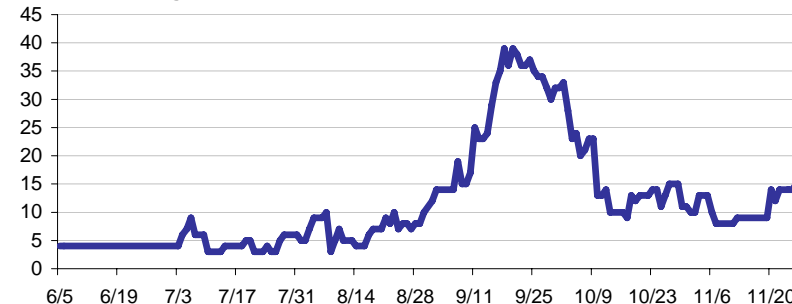
15%

< 3 days

60%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

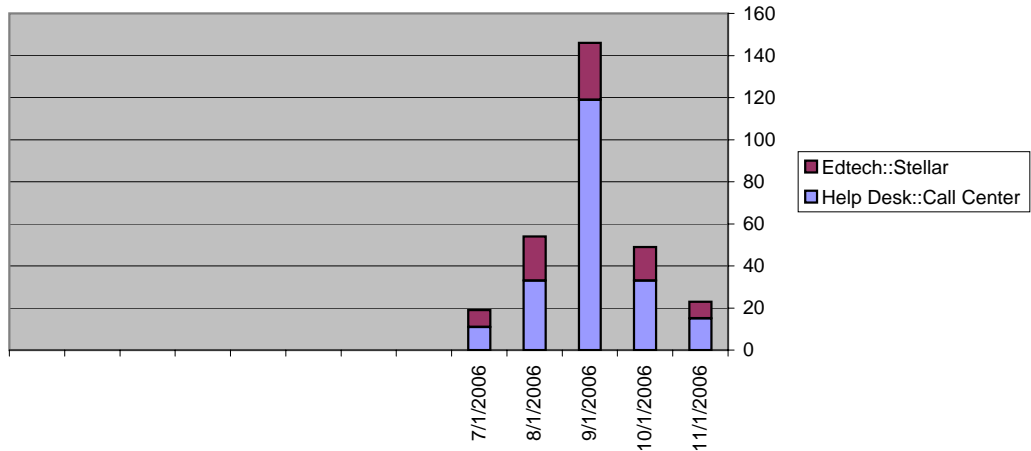
2.4 per day
6 total last week

Net change in Q over six months: 11 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

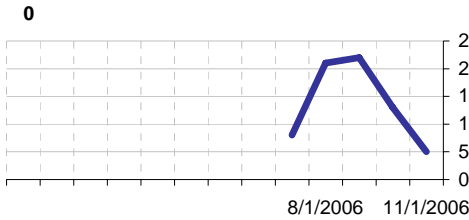
Cases as of 11/27/2006



EdTech:Stellar

Time to Resolve

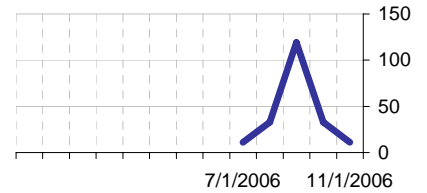
slow % 13%
med. % 30%
fast % 57%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 28%
med. % 11%
fast % 61%

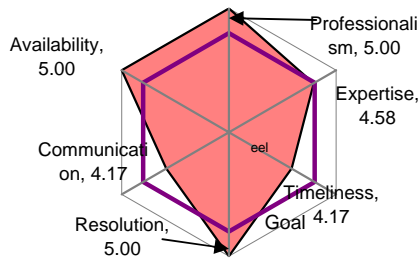


Client Satisfaction

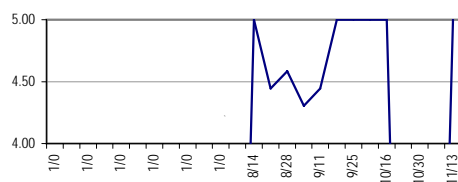
Overall Last Week



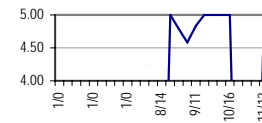
Individual Components, Last Week



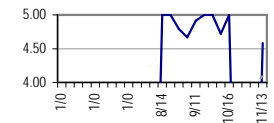
Overall



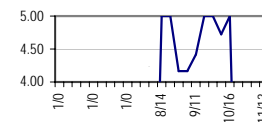
Professionalism



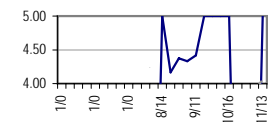
Expertise



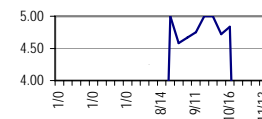
Timeliness



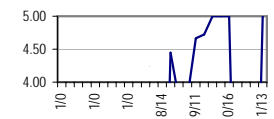
Resolution



Communication



Availability



Survey Response / Invites

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