

# Stellar Cases in EdTech and Helpdesk Qs

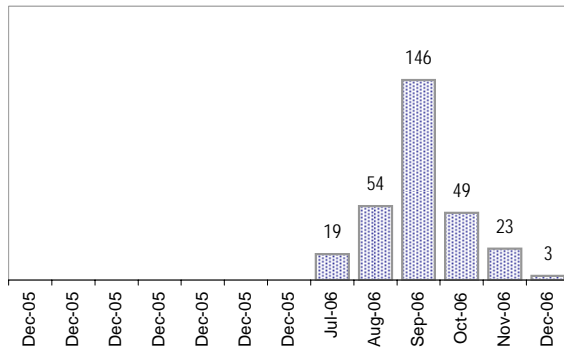
## Creating Cases

Cases as of 12/4/2006

### Cases This Week

5

### Cases Created, Year Ago to Date



### Average Per Day, various Time Horizons

	Now	Year Ago
this week	1.0	no data
last 3 months	2.5	no data
last 12 months	0.8	no data

### Total Cases Created

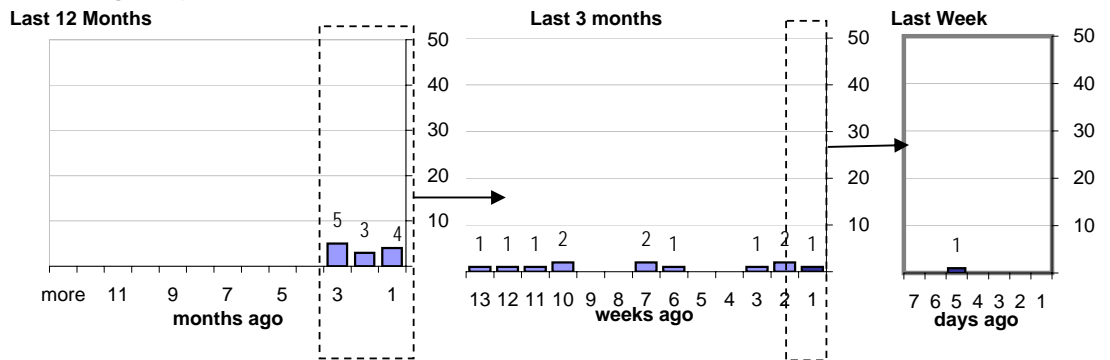
this week	7
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## The Queue

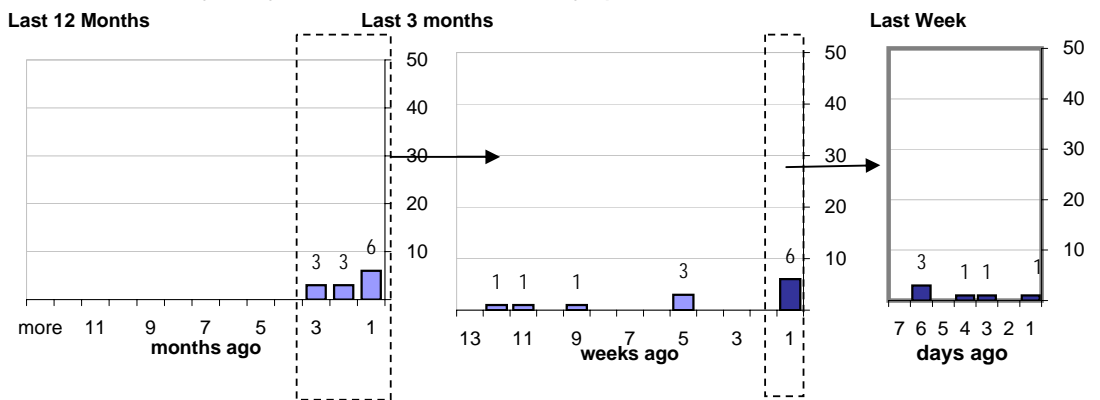
### Currently Pending

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

28%

3 to 7 days

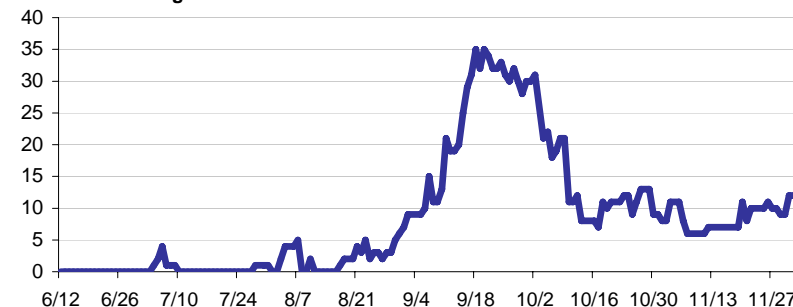
15%

< 3 days

59%

(over the last six weeks)

### Estimated Pending Queue over the last six months



### Closed Last Week

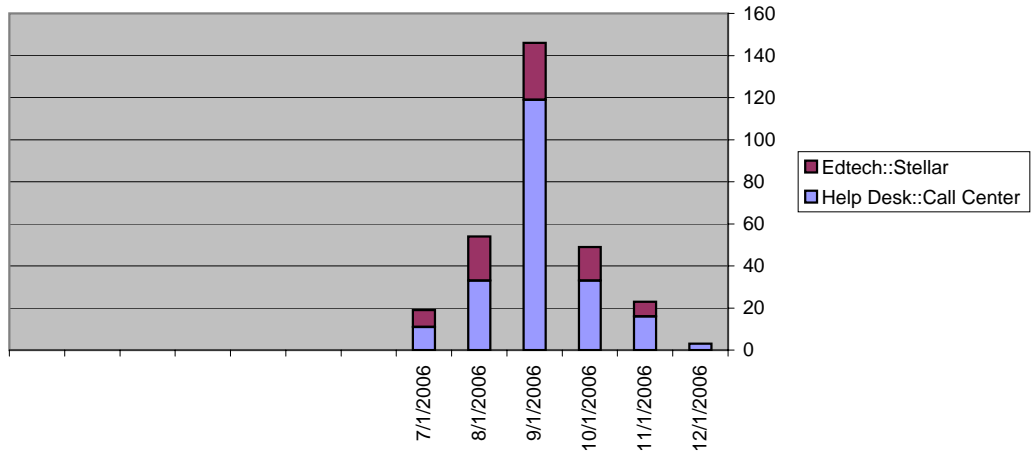
2.0 per day  
3 total last wee

Net change in Q over six months: 13 ↑

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Relative Volume by Queue, By Month

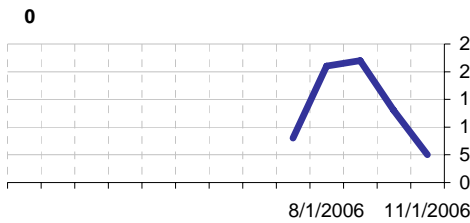
Cases as of 12/4/2006



## EdTech:Stellar

Time to Resolve

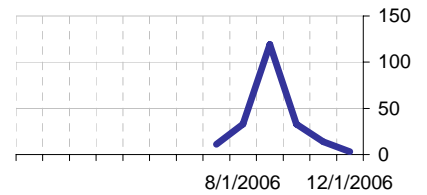
slow % 13%  
med. % 30%  
fast % 57%



## Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 29%  
med. % 11%  
fast % 61%

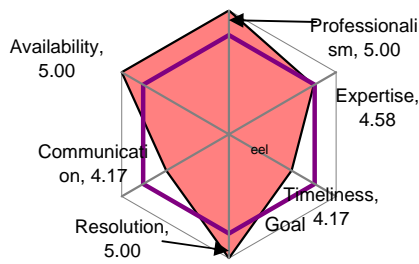


## Client Satisfaction

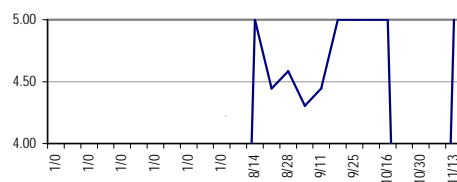
Overall Last Week



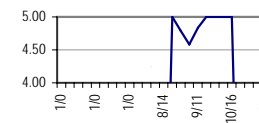
Individual Components, Last Week



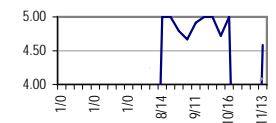
Overall



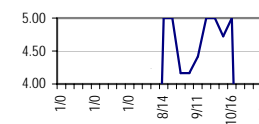
Professionalism



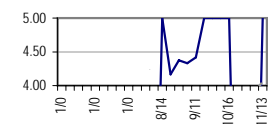
Expertise



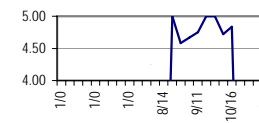
Timeliness



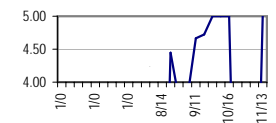
Resolution



Communication



Availability



Survey Response / Invites

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