

Stellar Cases in EdTech and Helpdesk Qs

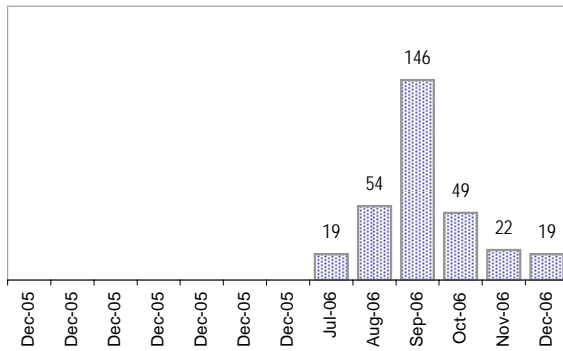
Cases as of 12/18/2006

Creating Cases

Cases This Week

12

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	0.6	no data
last 3 months	2.0	no data
last 12 months	0.8	no data

Total Cases Created

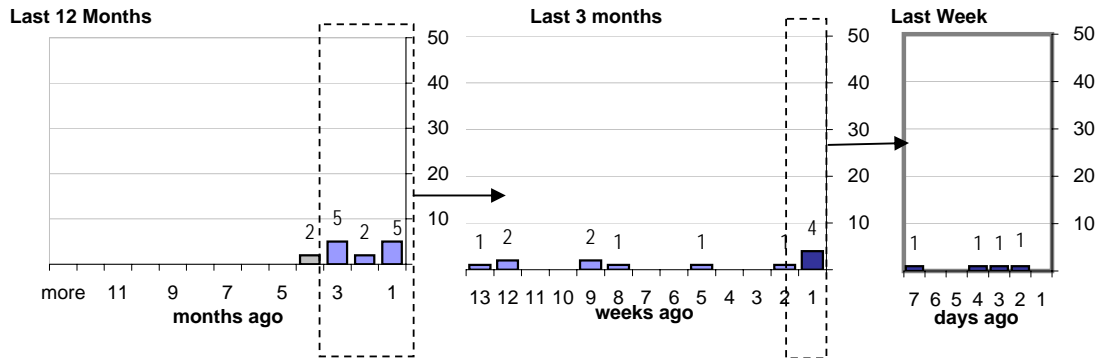
this week	4
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The Queue

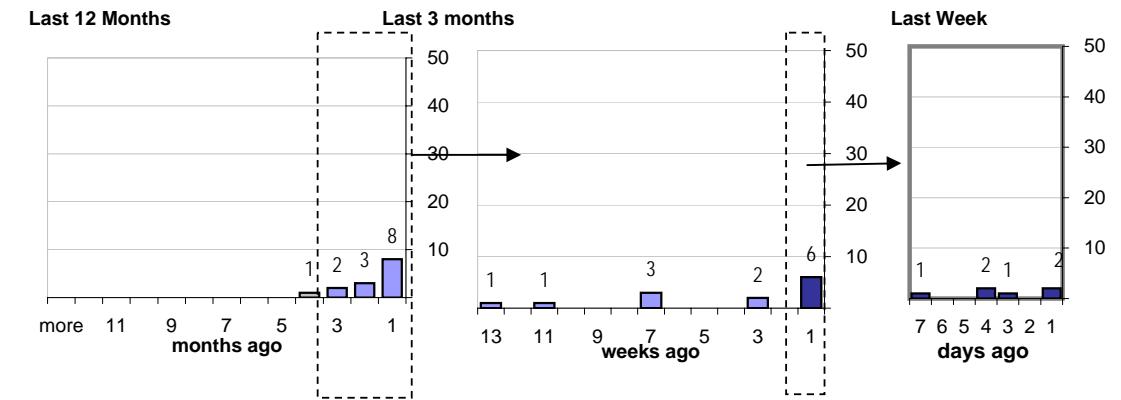
Currently Pending

14

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

29%

3 to 7 days

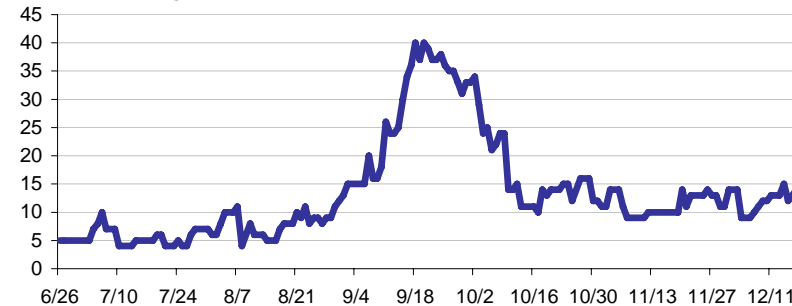
15%

< 3 days

59%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

3.3 per day
6 total last week

Net change in Q over six months: 9 ↑

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Relative Volume by Queue, By Month

Cases as of 12/18/2006

EdTech Escalations

Avg Per Week
3.64

Peak per Week
9

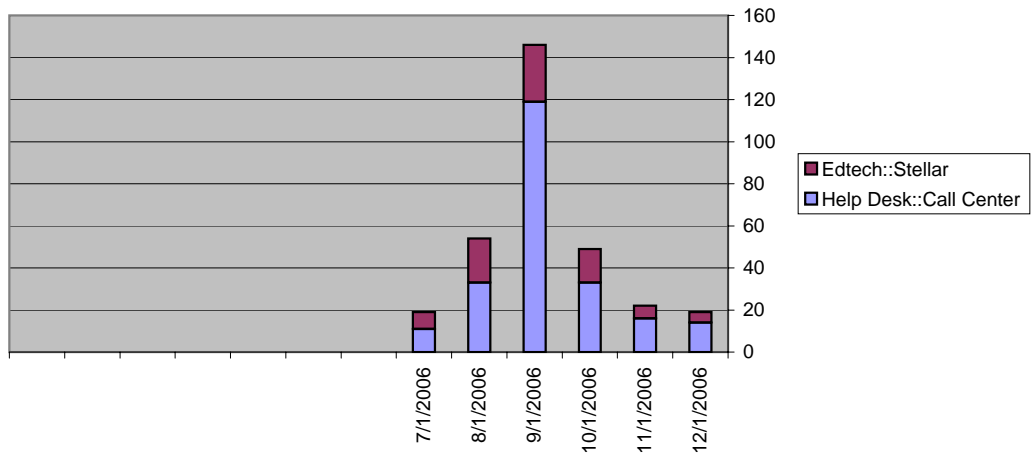
% of Total
26%

Helpdesk CallCenter

Avg Per Week
10.09

Peak per Week
44

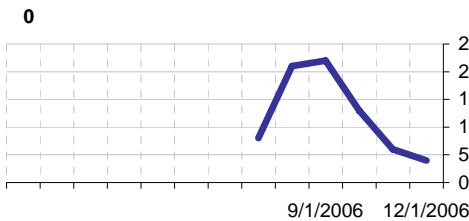
% of Total
74%



EdTech:Stellar

Time to Resolve

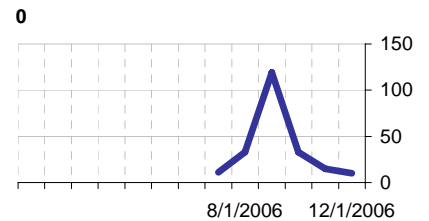
slow % 15%
med. % 30%
fast % 55%



Helpdesk: Call Center with Stellar field set

Time to Resolve

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

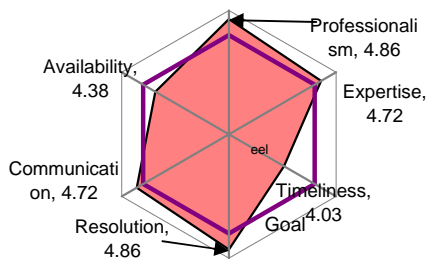


Client Satisfaction

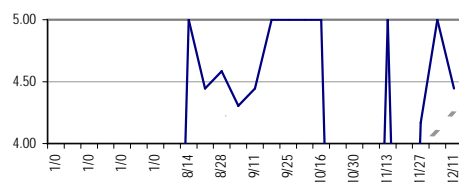
Overall Last Week



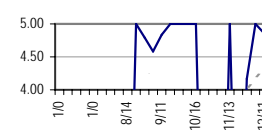
Individual Components, Last Week



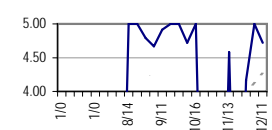
Overall



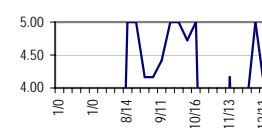
Professionalism



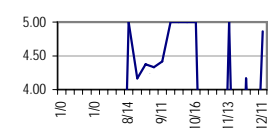
Expertise



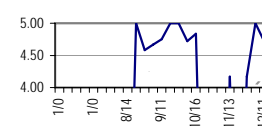
Timeliness



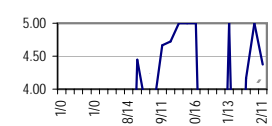
Resolution



Communication



Availability



Survey Response / Invites

#REF!