

Stellar Cases in EdTech and Helpdesk Qs

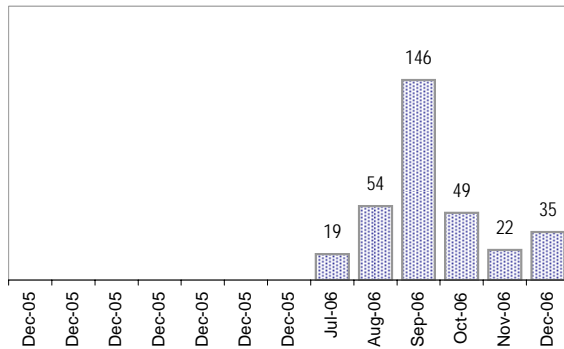
Creating Cases

Cases as of 1/1/2007

Cases This Week

3

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	1.4	no data
last 3 months	1.3	no data
last 12 months	0.9	no data

Total Cases Created

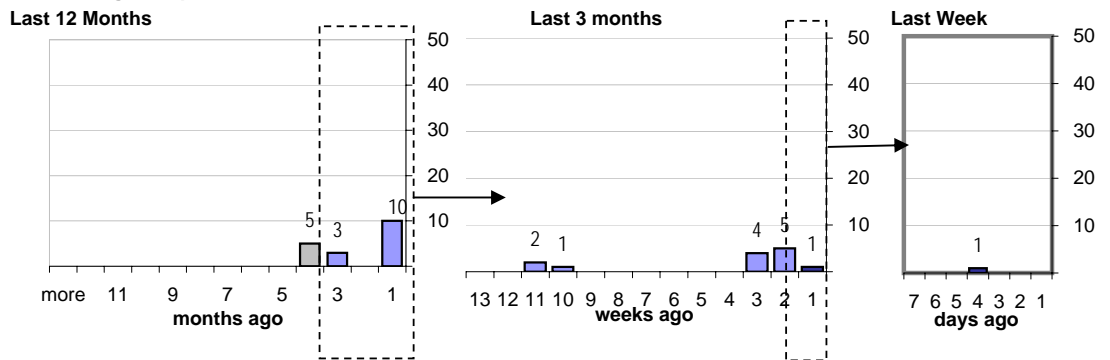
this week	10
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The Queue

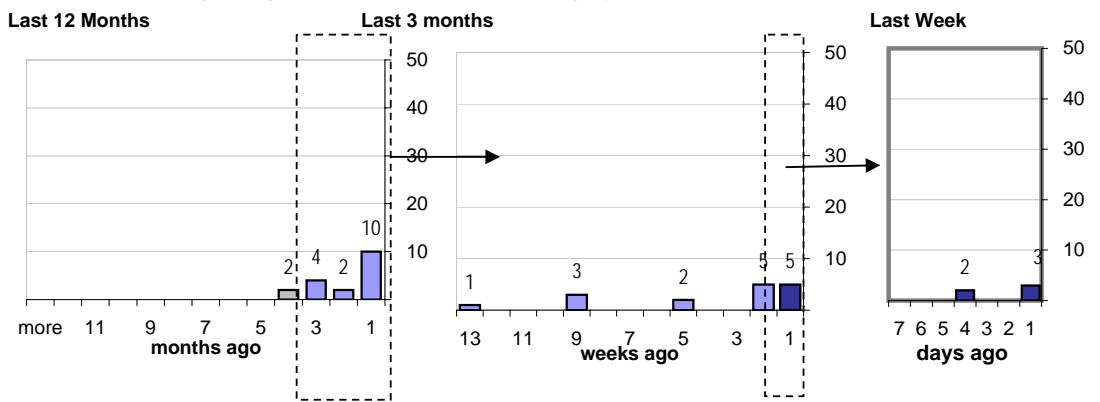
Currently Pending

18

Calendar Age of Open Cases



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



Closing Cases

more than 7 days
34%

3 to 7 days
15%

< 3 days
60%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week
1.3 per day
10 total last wee

Net change in Q over six months: 10 ↑

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Relative Volume by Queue, By Month

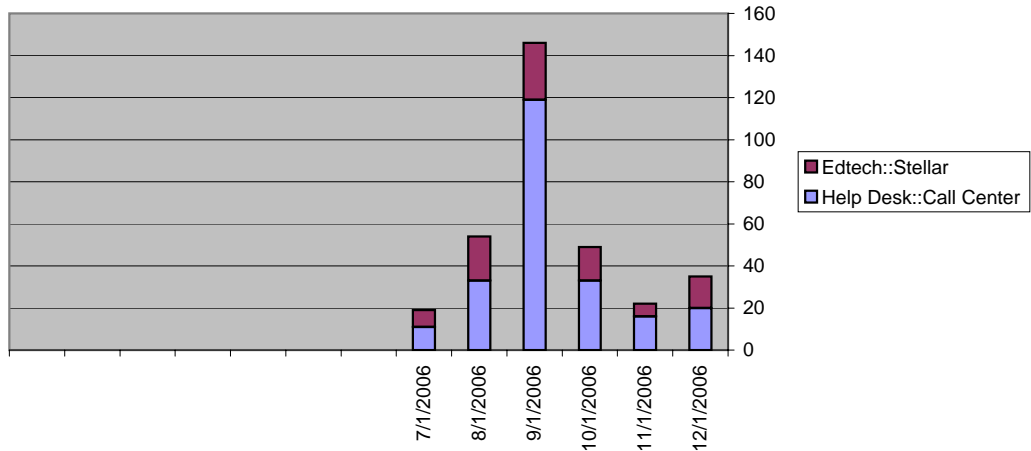
Cases as of 1/1/2007

EdTech Escalations

Avg Per Week 3.95
 Peak per Week 9
 % of Total 28%

Helpdesk CallCenter

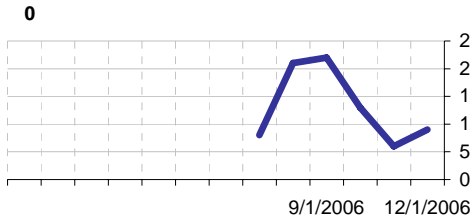
Avg Per Week 9.87
 Peak per Week 44
 % of Total 72%



EdTech:Stellar

Time to Resolve

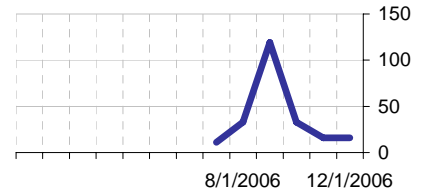
slow % 14%
 med. % 29%
 fast % 57%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 29%
 med. % 10%
 fast % 61%

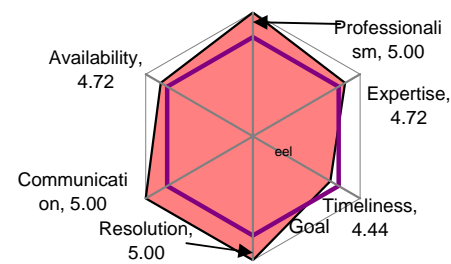


Client Satisfaction

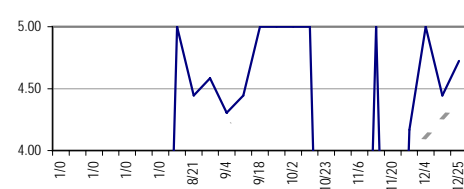
Overall Last Week



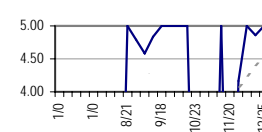
Individual Components, Last Week



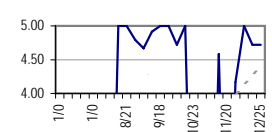
Overall



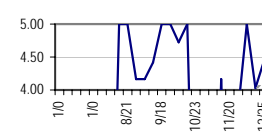
Professionalism



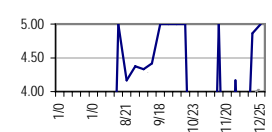
Expertise



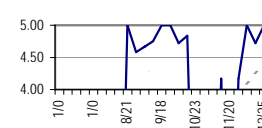
Timeliness



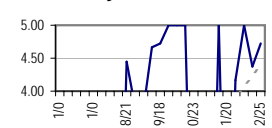
Resolution



Communication



Availability



Survey Response / Invites

#REF!