

Stellar Cases in EdTech and Helpdesk Qs

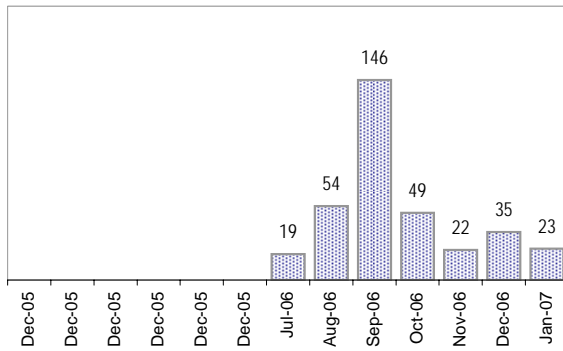
Cases as of 1/15/2007

Creating Cases

Cases This Week

23

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	46.4	no data
last 3 months	3.6	no data
last 12 months	0.9	no data

Total Cases Created

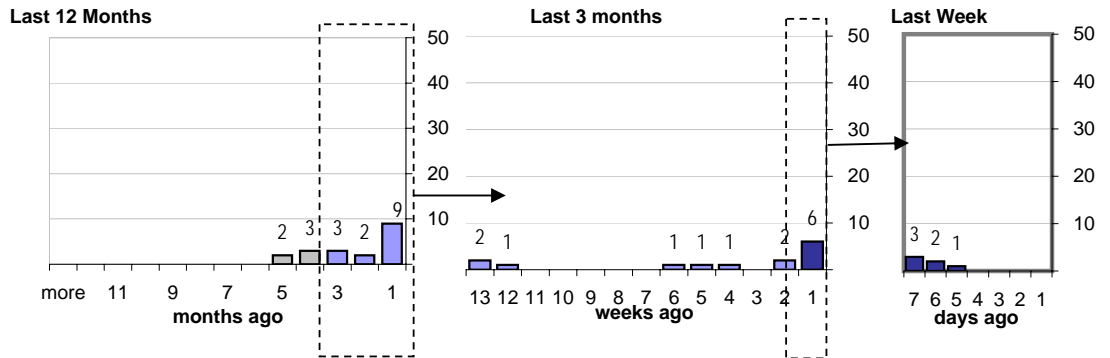
this week	13
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The Queue

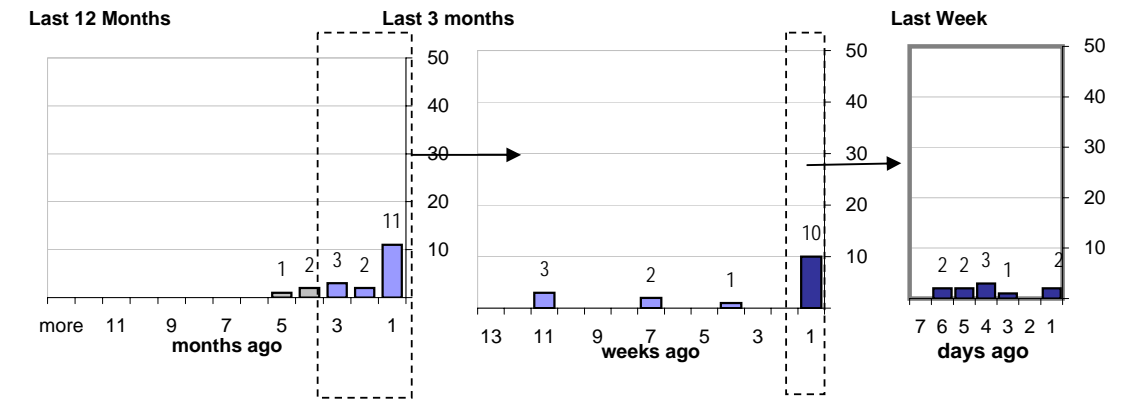
Currently Pending

19

Calendar Age of Open Cases



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



Closing Cases

more than 7 days
40%

3 to 7 days
14%

< 3 days
59%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week
2.4 per day
15 total last wee

Net change in Q over six months: 12 ↑

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Relative Volume by Queue, By Month

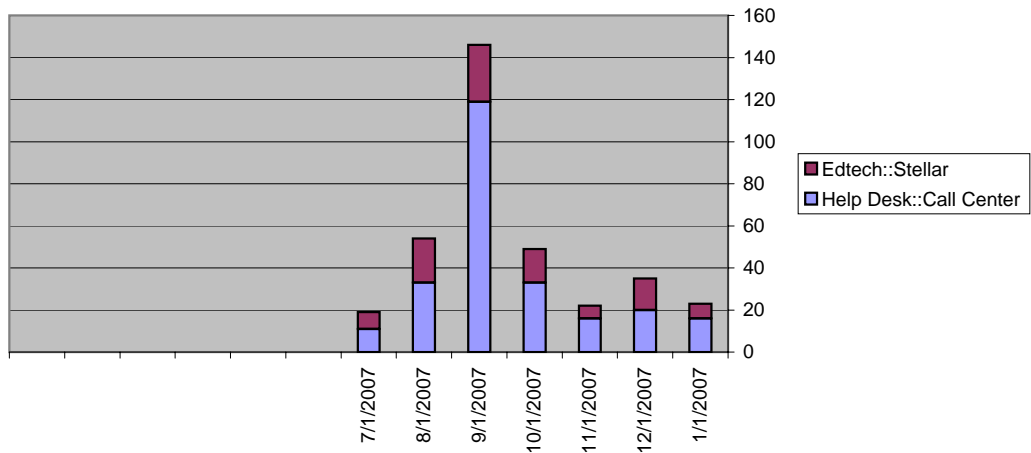
Cases as of 1/15/2007

EdTech Escalations

Avg Per Week 50.00
Peak per Week 93
% of Total 29%

Helpdesk CallCenter

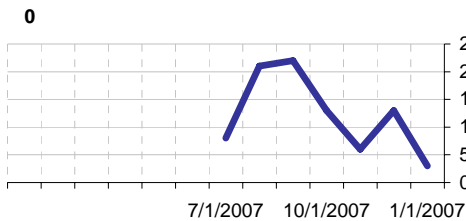
Avg Per Week 124.00
Peak per Week 232
% of Total 71%



EdTech:Stellar

Time to Resolve

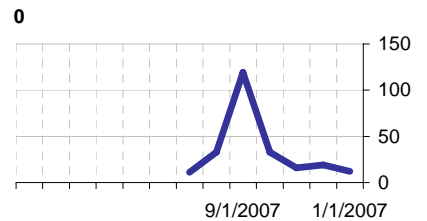
slow % 17%
med. % 27%
fast % 56%



Helpdesk: Call Center with Stellar field set

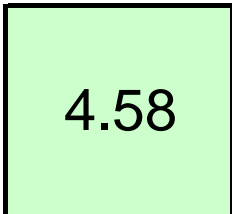
Time to Resolve

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

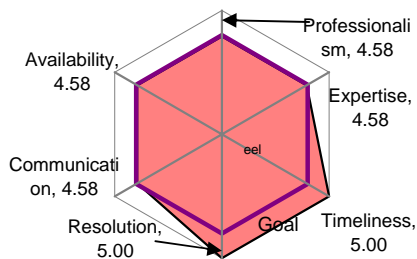


Client Satisfaction

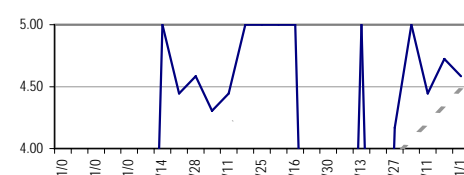
Overall Last Week



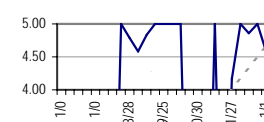
Individual Components, Last Week



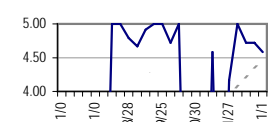
Overall



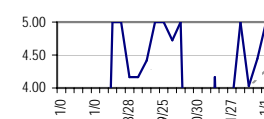
Professionalism



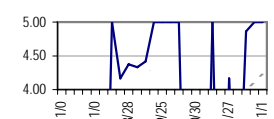
Expertise



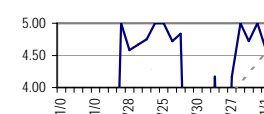
Timeliness



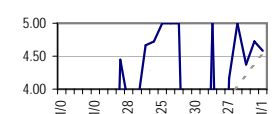
Resolution



Communication



Availability



Survey Response / Invites

#REF!