Stellar Cases in EdTech and Helpdesk Qs
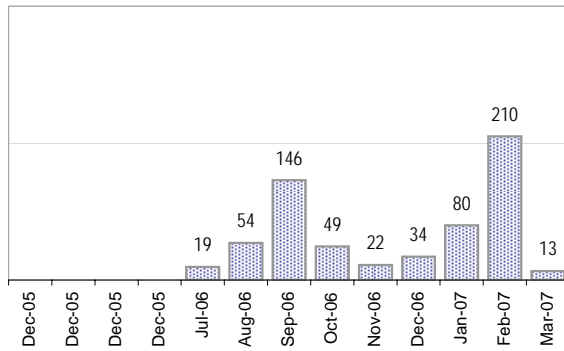
Creating Cases

Cases This Week

35

Cases Created, Year Ago to Date

Average Per Day, various Time Horizons

	Now	Year Ago
this week	4.7	no data
last 3 months	3.3	no data
last 12 months	1.6	no data

Total Cases Created
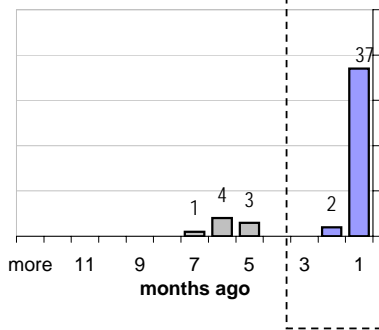
this week	35

The Queue

Currently Pending
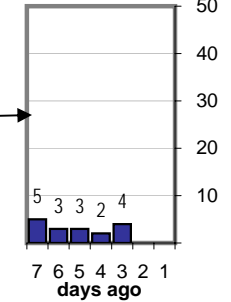
47

Calendar Age of Open Cases

Last 12 Months

Last 3 months
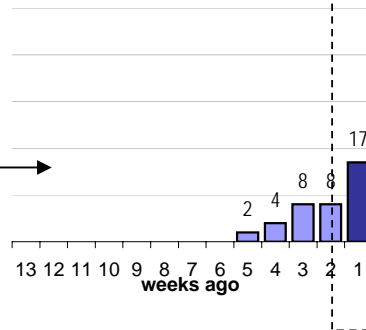
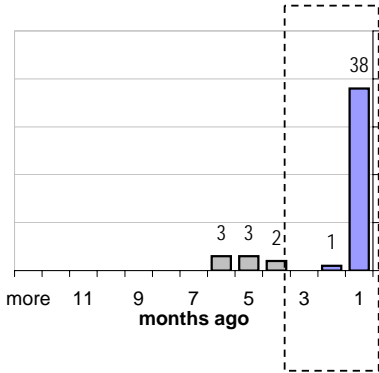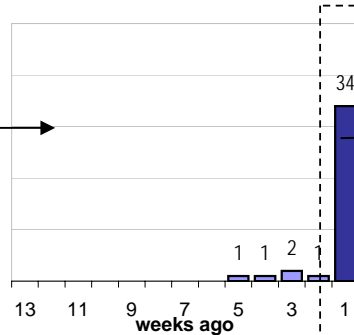**Last Week**

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

Last 12 Months

Last 3 months
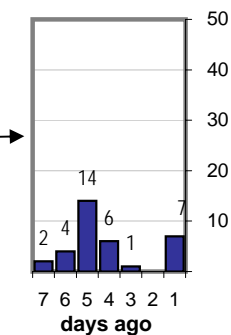
Last Week

Closing Cases

more than 7 days

31%

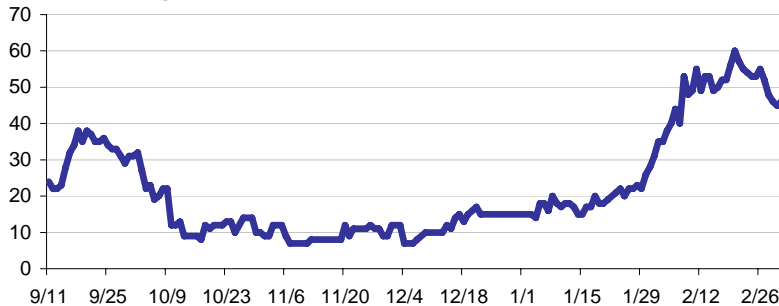**3 to 7 days**

13%

< 3 days

54%

(over the last six weeks)

Estimated Pending Queue over the last six months

Closed Last Week

7.7 per day

41 total last wee

Net change in Q over six months: 31 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

Cases as of 3/5/2007

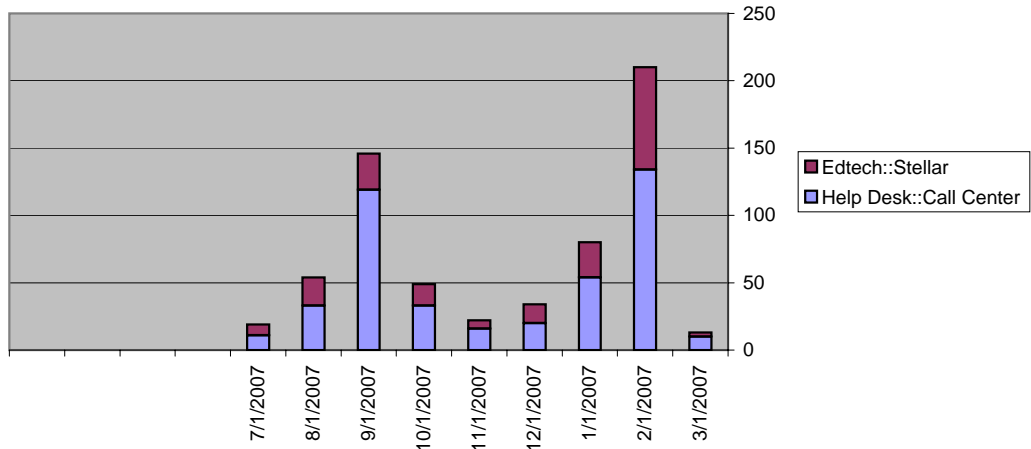**EdTech Escalations**

Avg Per Week
6.50

Peak per Week
34

% of Total
34%

Helpdesk CallCenter

Avg Per Week
12.22

Peak per Week
49

% of Total
66%

Legend:
- Edtech::Stellar
- Help Desk::Call Center

X-axis: 7/1/2007, 8/1/2007, 9/1/2007, 10/1/2007, 11/1/2007, 12/1/2007, 1/1/2007, 2/1/2007, 3/1/2007

EdTech:Stellar

Time to Resolve

slow %
21%

med. %
26%

fast %
54%

X-axis: 9/1/2007, 12/1/2007, 3/1/2007
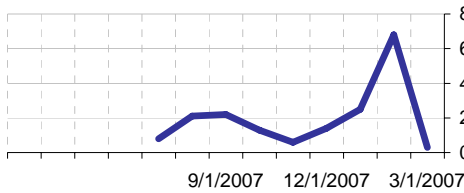
Helpdesk: Call Center with Stellar field set

Time to Resolve

slow %
31%

med. %
8%

fast %
61%

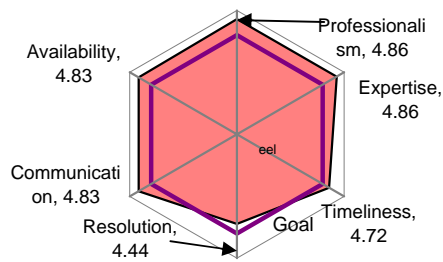X-axis: 7/1/2007, 11/1/2007, 3/1/2007
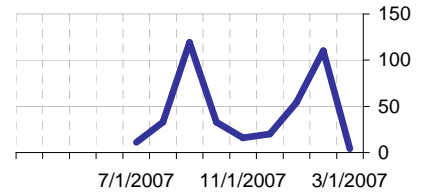
Client Satisfaction

Overall Last Week

4.58
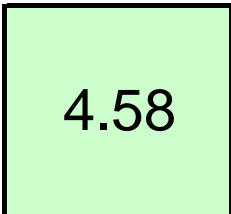
Individual Components, Last Week
- Professionalism, 4.86
- Expertise, 4.86
- Timeliness, 4.72
- Goal
- Resolution, 4.44
- Communication, 4.83
- Availability, 4.83
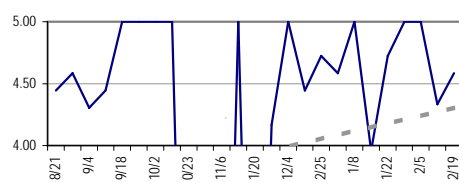
Professionalism
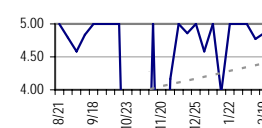
Expertise
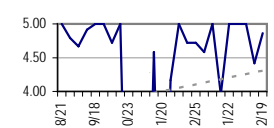
Timeliness
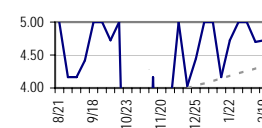
Resolution
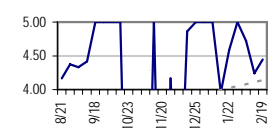
Communication

Availability

Overall