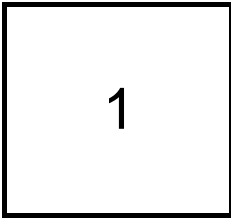


Stellar Cases in EdTech and Helpdesk Qs

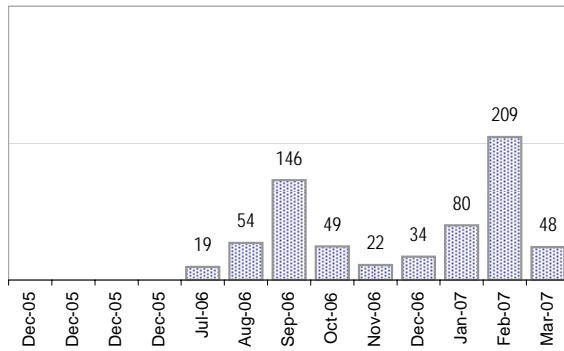
Creating Cases

Cases as of 3/19/2007

Cases This Week



Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

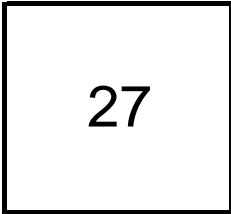
	Now	Year Ago
this week	2.0	no data
last 3 months	3.8	no data
last 12 months	1.8	no data

Total Cases Created

this week	14
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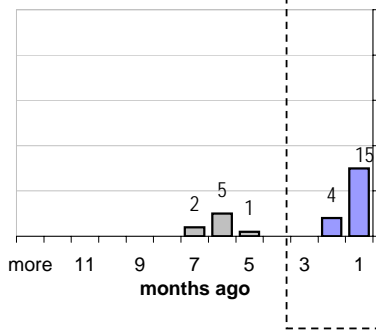
The Queue

Currently Pending

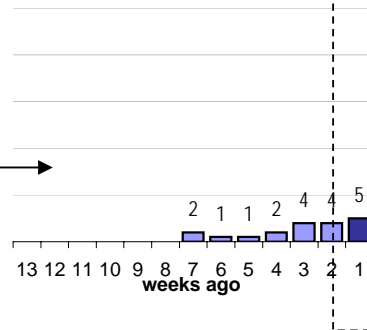


Calendar Age of Open Cases

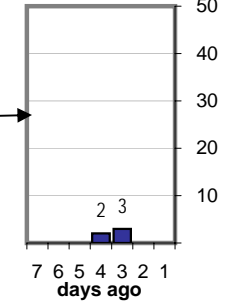
Last 12 Months



Last 3 months

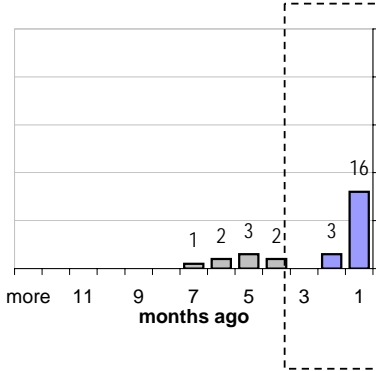


Last Week

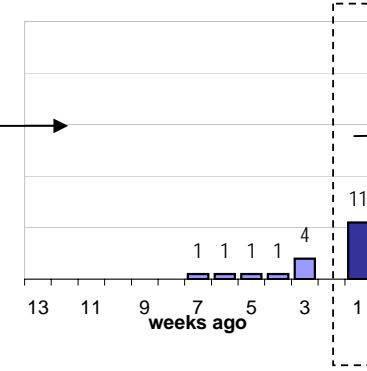


Time Since Last Activity of Any Kind, in Cases that are currently Open

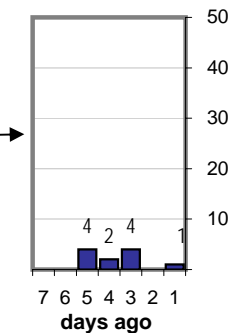
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

37%

3 to 7 days

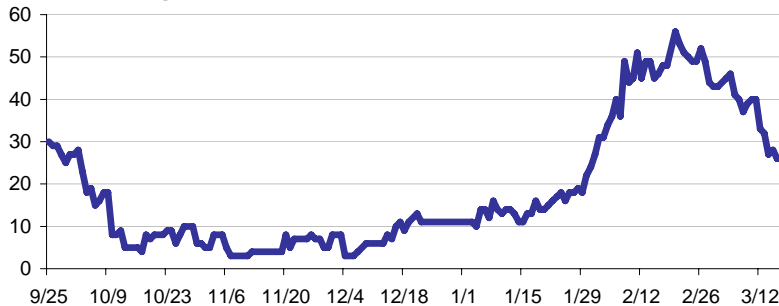
13%

< 3 days

52%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

5.0 per day
28 total last wee

Net change in Q over six months: **-5** ↓

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

Cases as of 3/19/2007

EdTech Escalations

Avg Per Week

6.90

Peak per Week

34

% of Total

35%

Helpdesk CallCenter

Avg Per Week

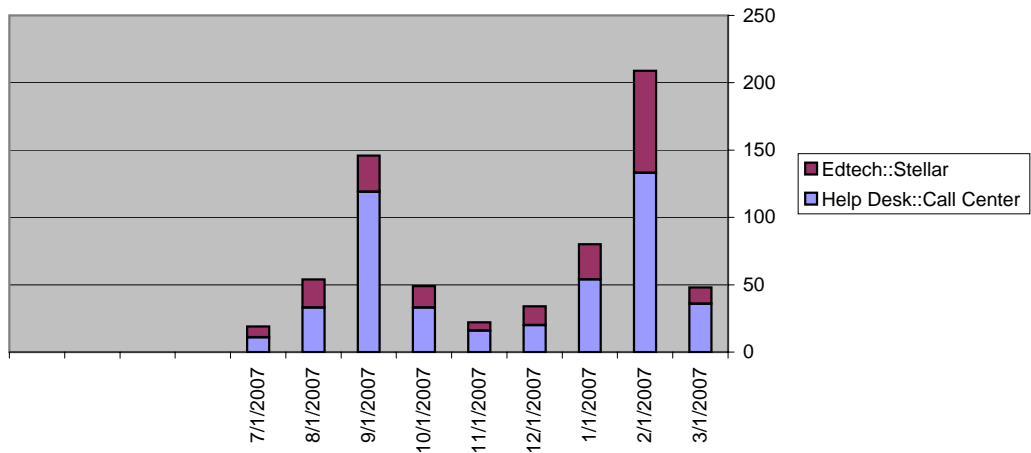
11.87

Peak per Week

49

% of Total

65%



EdTech:Stellar

Time to Resolve

slow %

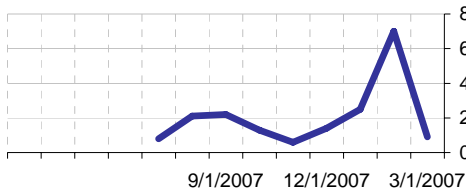
21%

med. %

26%

fast %

53%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow %

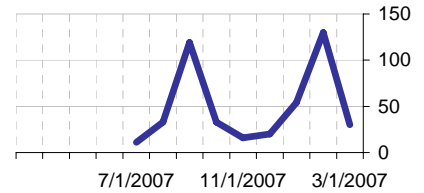
36%

med. %

8%

fast %

57%

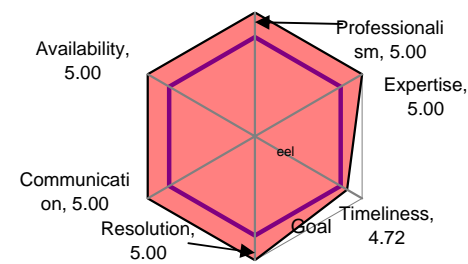


Client Satisfaction

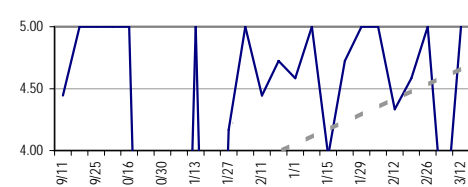
Overall Last Week



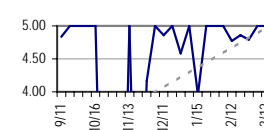
Individual Components, Last Week



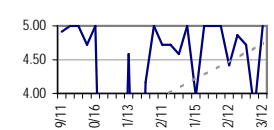
Overall



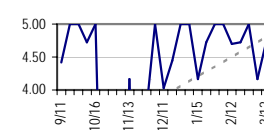
Professionalism



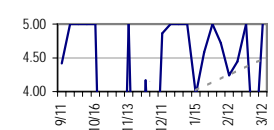
Expertise



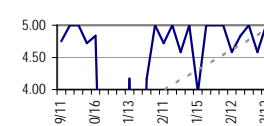
Timeliness



Resolution



Communication



Availability

