

Stellar Cases in EdTech and Helpdesk Qs

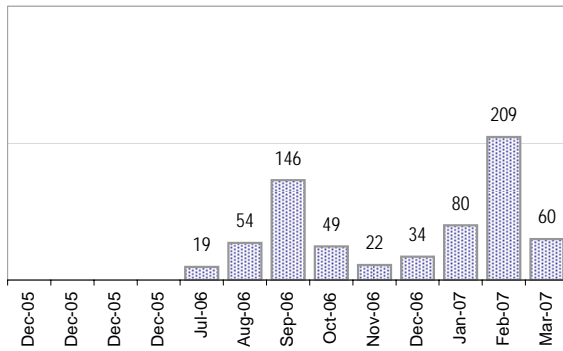
Creating Cases

Cases as of 3/26/2007

Cases This Week

13

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	13
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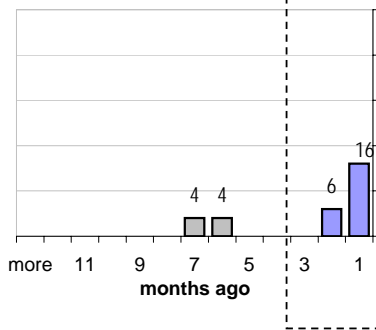
The Queue

Currently Pending

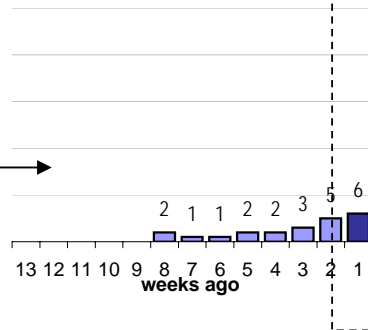
30

Calendar Age of Open Cases

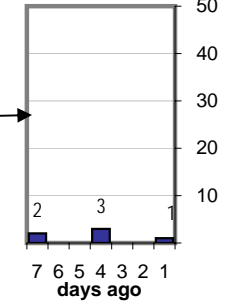
Last 12 Months



Last 3 months

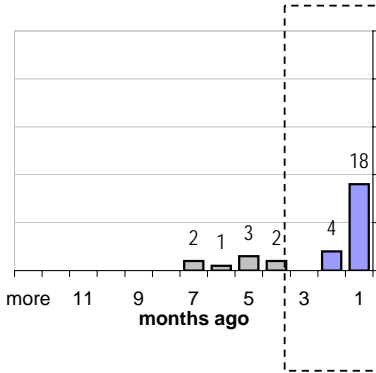


Last Week

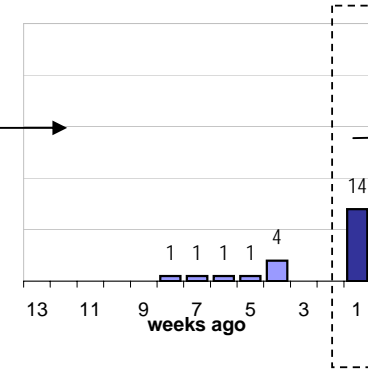


Time Since Last Activity of Any Kind, in Cases that are currently Open

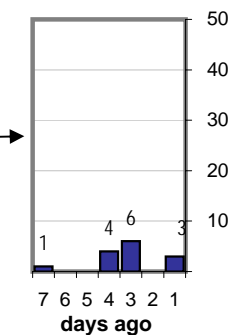
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

38%

3 to 7 days

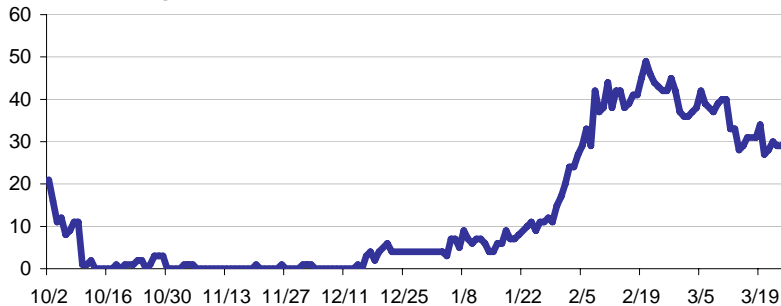
12%

< 3 days

52%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

3.6 per day
14 total last week

Net change in Q over six months: 10 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

Cases as of 3/26/2007

EdTech Escalations

Avg Per Week
6.73

Peak per Week
34

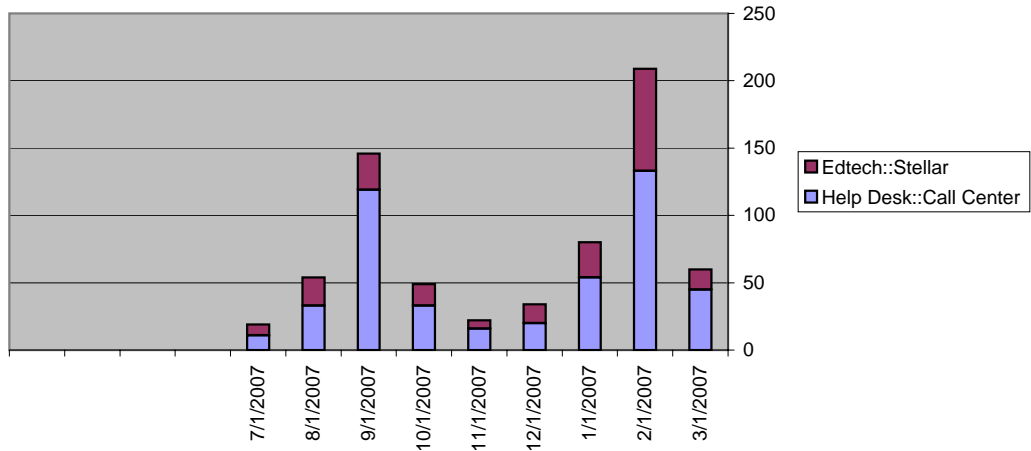
% of Total
34%

Helpdesk CallCenter

Avg Per Week
12.26

Peak per Week
49

% of Total
66%



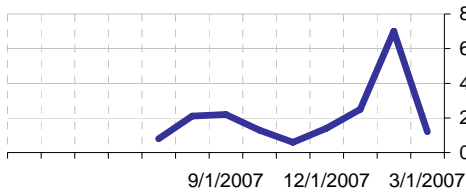
EdTech:Stellar

Time to Resolve

slow %
21%

med. %
26%

fast %
52%



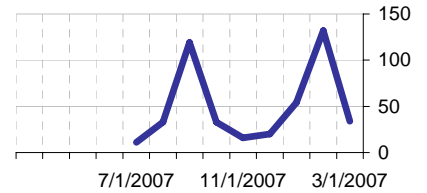
Helpdesk: Call Center with Stellar field set

Time to Resolve

slow %
36%

med. %
8%

fast %
57%

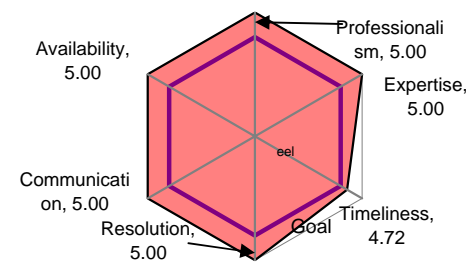


Client Satisfaction

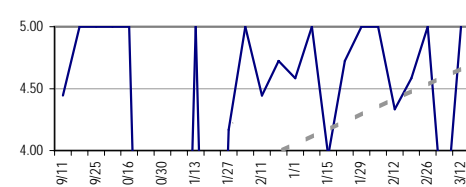
Overall Last Week



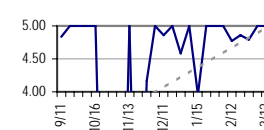
Individual Components, Last Week



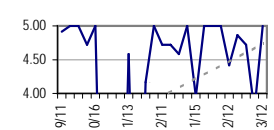
Overall



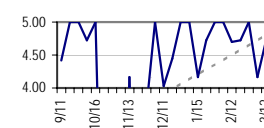
Professionalism



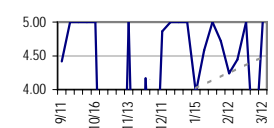
Expertise



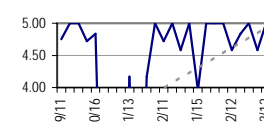
Timeliness



Resolution



Communication



Availability

