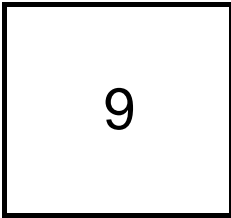


Stellar Cases in EdTech and Helpdesk Qs

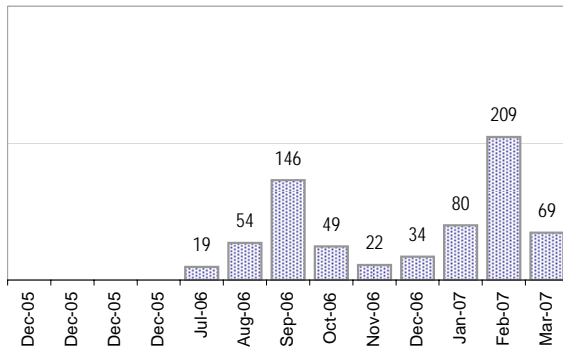
Cases as of 4/2/2007

Creating Cases

Cases This Week



Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

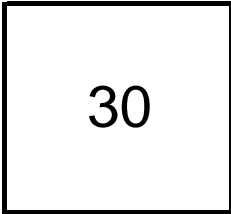
	Now	Year Ago
this week	1.9	no data
last 3 months	3.9	no data
last 12 months	1.8	no data

Total Cases Created

this week	9
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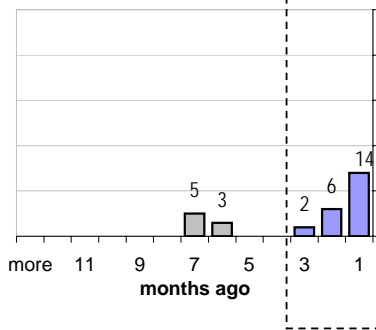
The Queue

Currently Pending

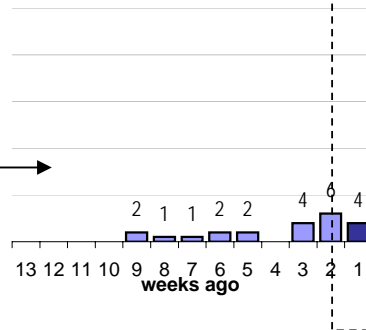


Calendar Age of Open Cases

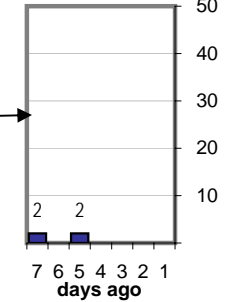
Last 12 Months



Last 3 months

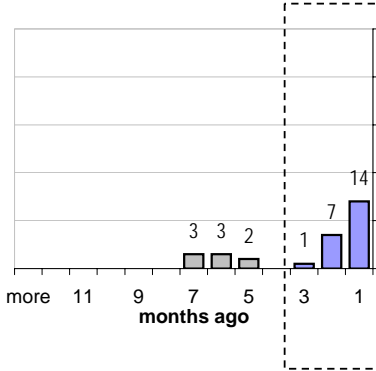


Last Week

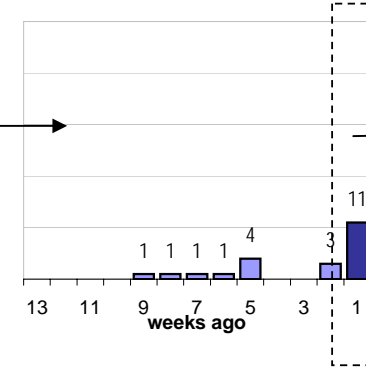


Time Since Last Activity of Any Kind, in Cases that are currently Open

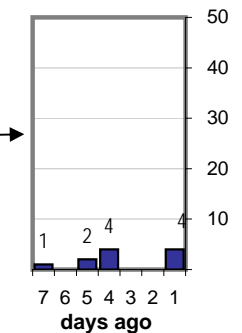
Last 12 Months



Last 3 months

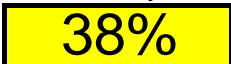


Last Week

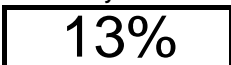


Closing Cases

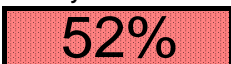
more than 7 days



3 to 7 days

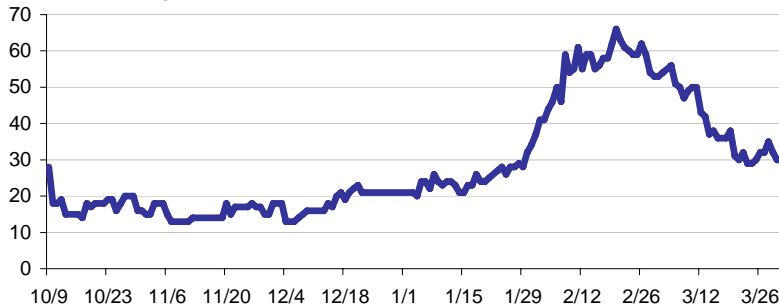


< 3 days



(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

2.3 per day
9 total last week

Net change in Q over six months: 2 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

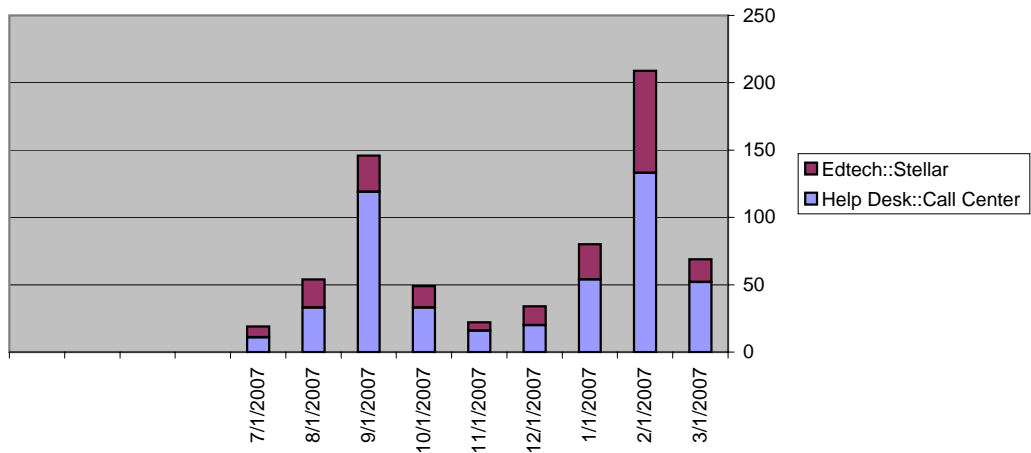
Cases as of 4/2/2007

EdTech Escalations

Avg Per Week 6.59
Peak per Week 34
% of Total 34%

Helpdesk CallCenter

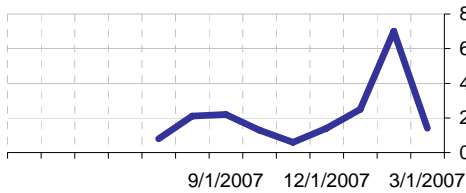
Avg Per Week 12.17
Peak per Week 49
% of Total 66%



EdTech:Stellar

Time to Resolve

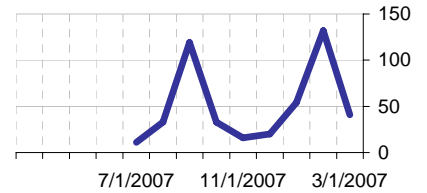
slow % 21%
med. % 26%
fast % 53%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow % 36%
med. % 7%
fast % 57%

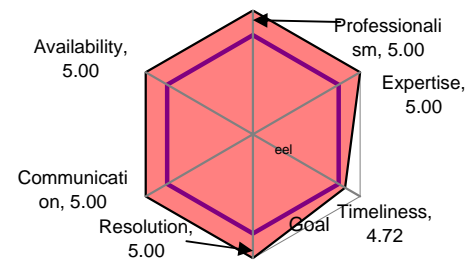


Client Satisfaction

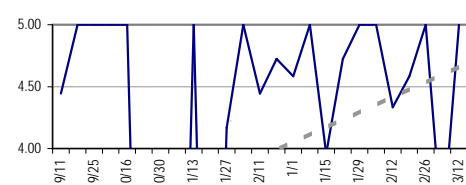
Overall Last Week



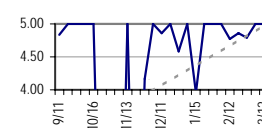
Individual Components, Last Week



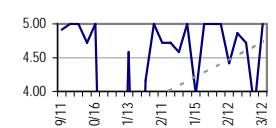
Overall



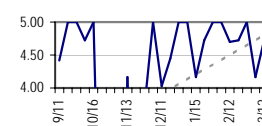
Professionalism



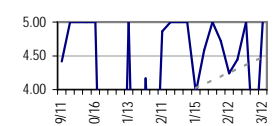
Expertise



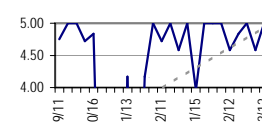
Timeliness



Resolution



Communication



Availability

