

# Stellar Cases in EdTech and Helpdesk Qs

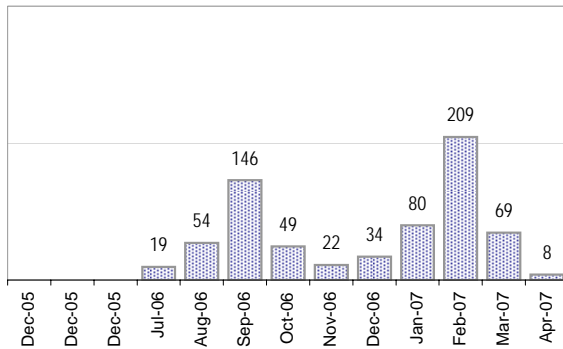
Cases as of 4/9/2007

## Creating Cases

Cases This Week

8

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	1.3	no data
last 3 months	3.9	no data
last 12 months	1.9	no data

Total Cases Created

this week	8
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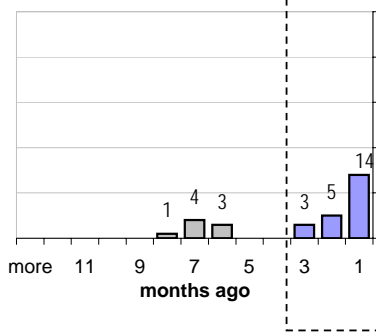
## The Queue

Currently Pending

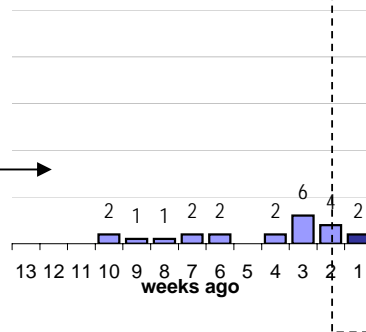
30

Calendar Age of Open Cases

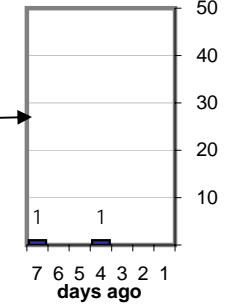
Last 12 Months



Last 3 months

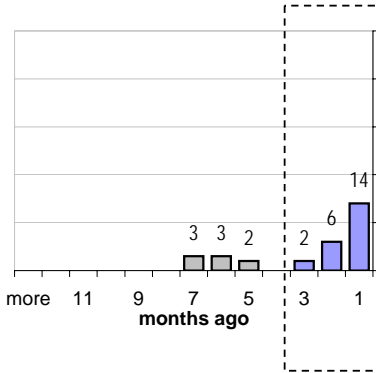


Last Week

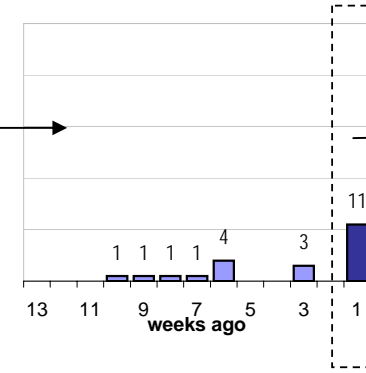


Time Since Last Activity of Any Kind, in Cases that are currently Open

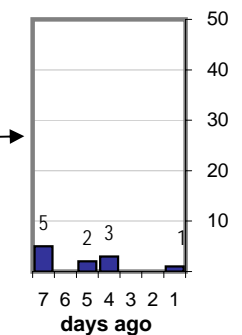
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

38%

3 to 7 days

13%

< 3 days

52%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

2.4 per day  
8 total last wee

Net change in Q over six months: 15 ↑

# Stellar Cases in EdTech and Helpdesk Qs

## Relative Volume by Queue, By Month

Cases as of 4/9/2007

### EdTech Escalations

Avg Per Week

6.50

Peak per Week

34

% of Total

34%

### Helpdesk CallCenter

Avg Per Week

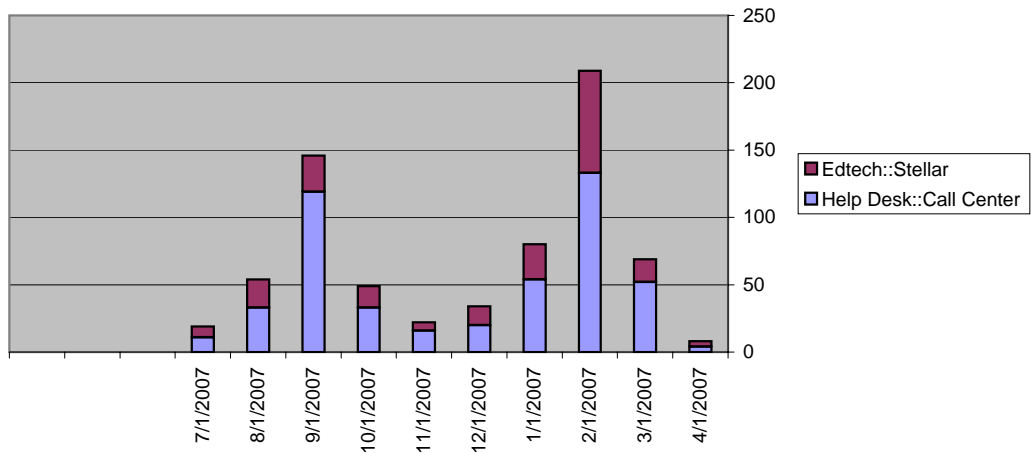
12.13

Peak per Week

49

% of Total

66%



## EdTech:Stellar

### Time to Resolve

slow %

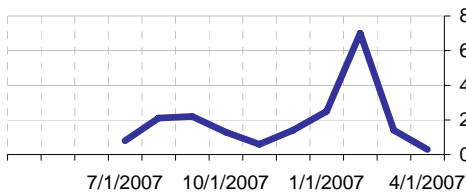
21%

med. %

26%

fast %

54%



## Helpdesk: Call Center with Stellar field set

### Time to Resolve

slow %

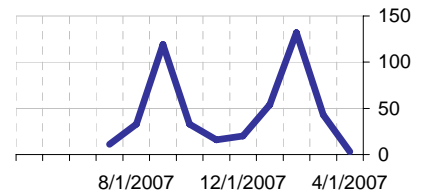
36%

med. %

7%

fast %

57%

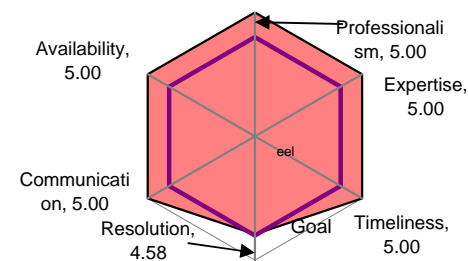


## Client Satisfaction

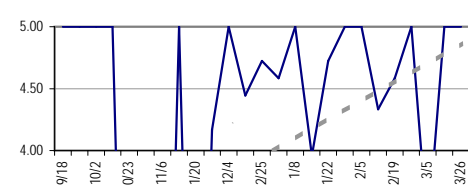
### Overall Last Week



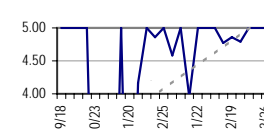
### Individual Components, Last Week



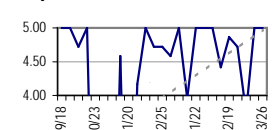
### Overall



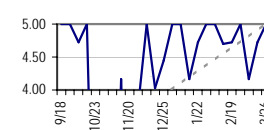
### Professionalism



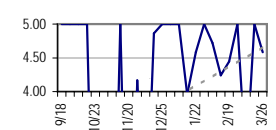
### Expertise



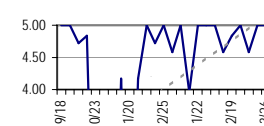
### Timeliness



### Resolution



### Communication



### Availability

