

Stellar Cases in EdTech and Helpdesk Qs

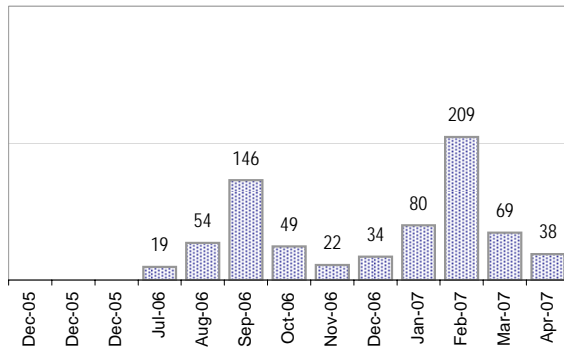
Creating Cases

Cases as of 4/30/2007

Cases This Week

11

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	1.4	no data
last 3 months	3.8	no data
last 12 months	1.9	no data

Total Cases Created

this week	11
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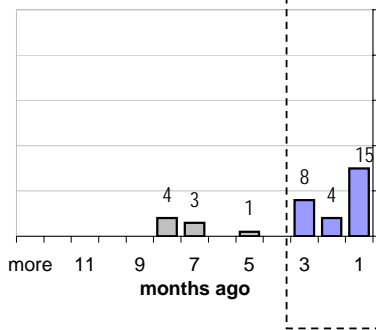
The Queue

Currently Pending

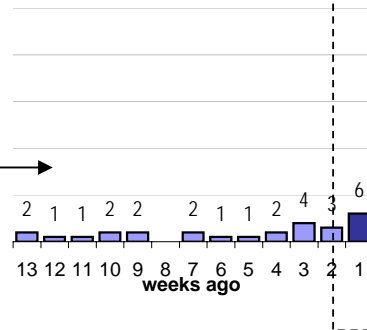
35

Calendar Age of Open Cases

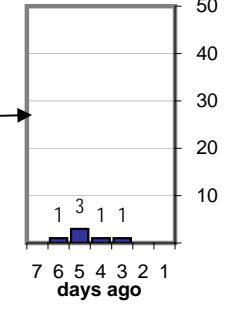
Last 12 Months



Last 3 months

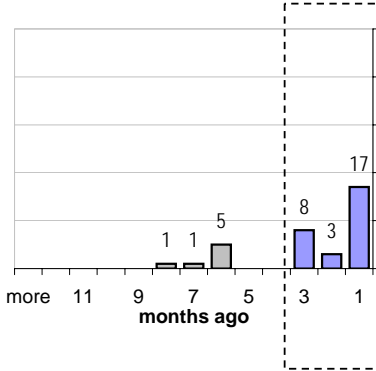


Last Week

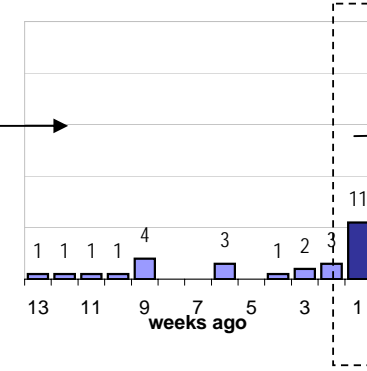


Time Since Last Activity of Any Kind, in Cases that are currently Open

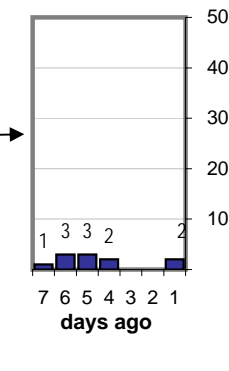
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

42%

3 to 7 days

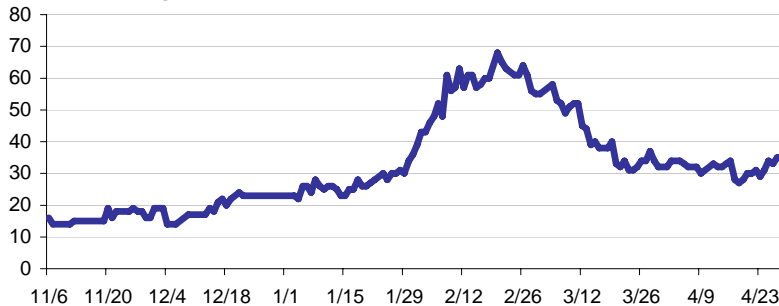
13%

< 3 days

52%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

2.7 per day
7 total last week

Net change in Q over six months: 16 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

Cases as of 4/30/2007

EdTech Escalations

Avg Per Week

6.82

Peak per Week

34

% of Total

34%

Helpdesk CallCenter

Avg Per Week

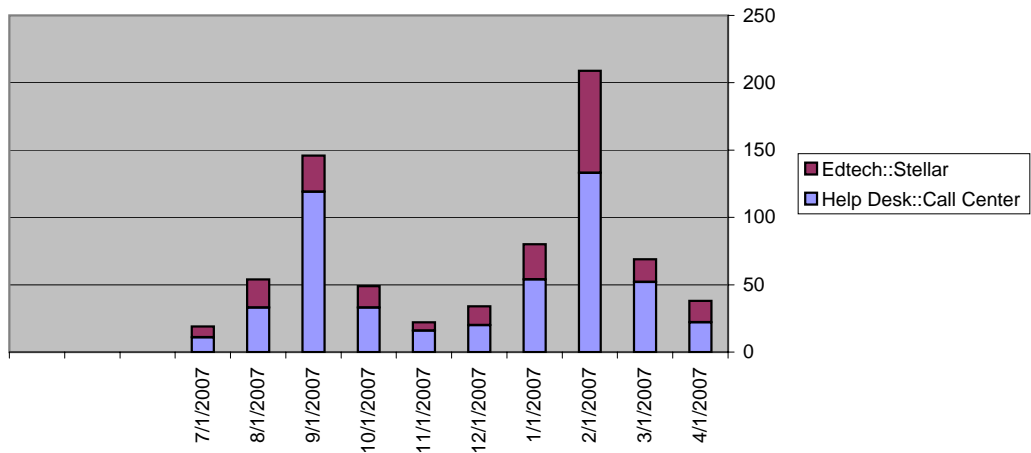
12.52

Peak per Week

49

% of Total

66%



EdTech:Stellar

Time to Resolve

slow %

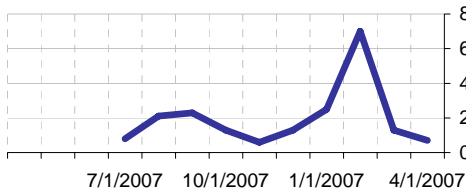
21%

med. %

26%

fast %

53%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow %

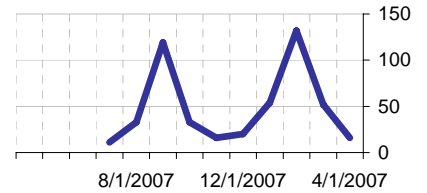
37%

med. %

7%

fast %

56%

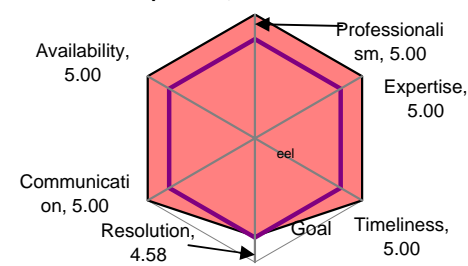


Client Satisfaction

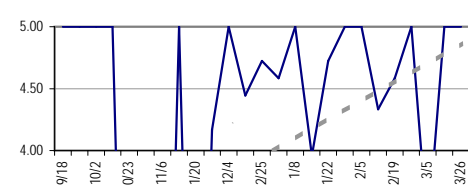
Overall Last Week



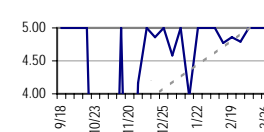
Individual Components, Last Week



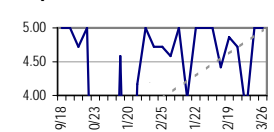
Overall



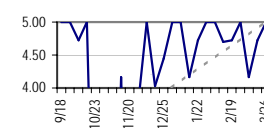
Professionalism



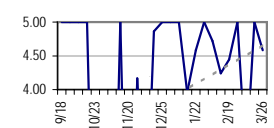
Expertise



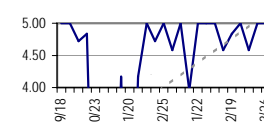
Timeliness



Resolution



Communication



Availability

