

Stellar Cases in EdTech and Helpdesk Qs

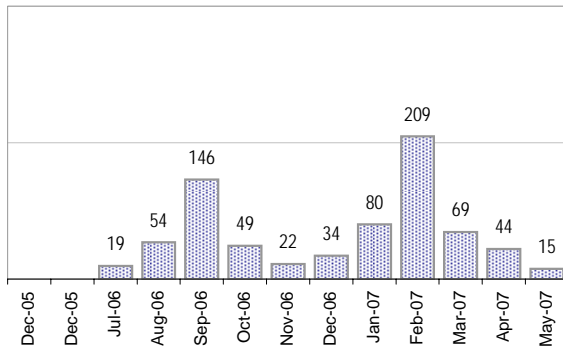
Cases as of 5/14/2007

Creating Cases

Cases This Week

1

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	1.3	no data
last 3 months	2.5	no data
last 12 months	2.0	no data

Total Cases Created

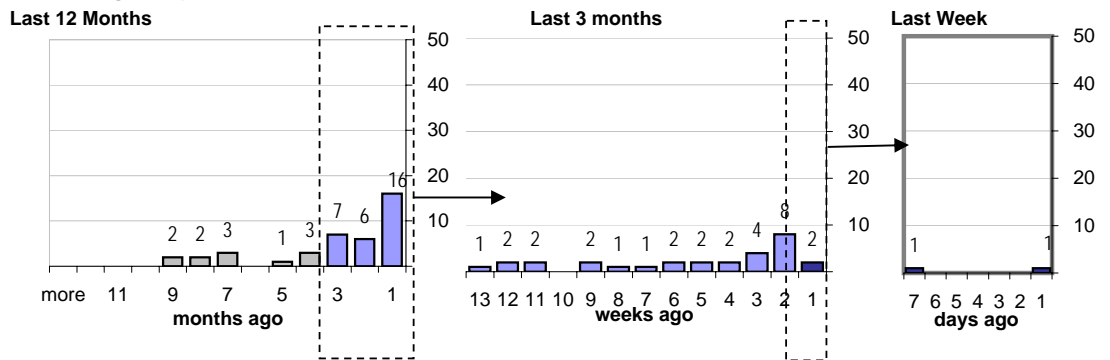
this week	9
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The Queue

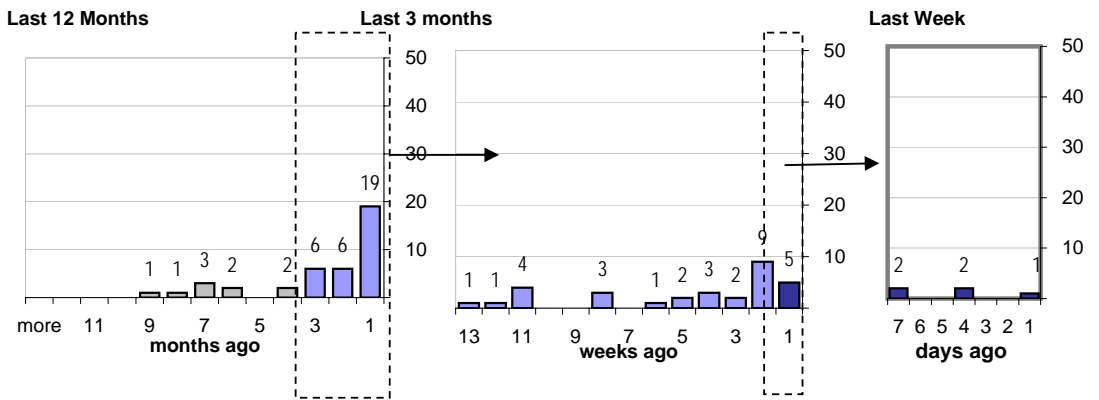
Currently Pending

40

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

52%

3 to 7 days

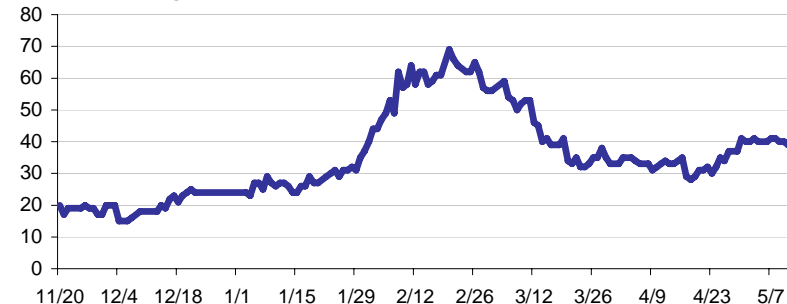
13%

< 3 days

51%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

1.9 per day
10 total last week

Net change in Q over six months: 24 ↑

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Relative Volume by Queue, By Month

Cases as of 5/14/2007

EdTech Escalations

Avg Per Week
7.14

Peak per Week
34

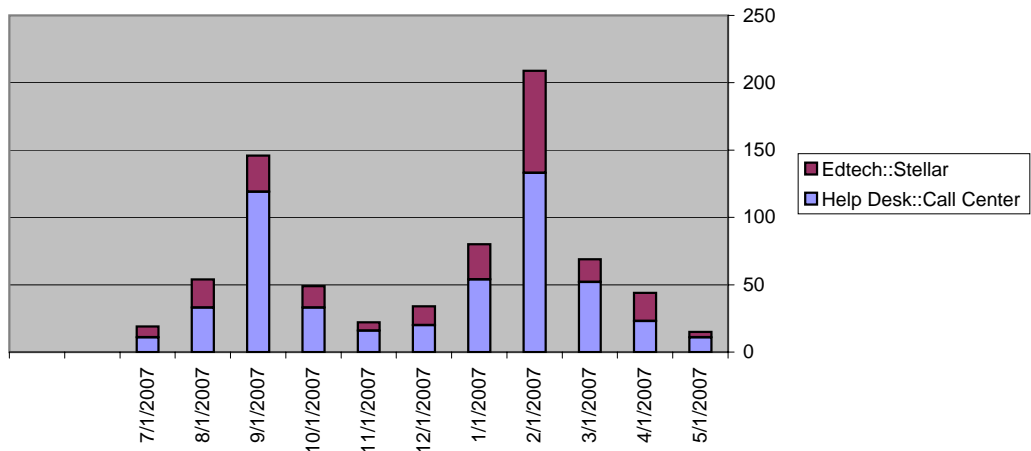
% of Total
35%

Helpdesk CallCenter

Avg Per Week
12.48

Peak per Week
49

% of Total
65%



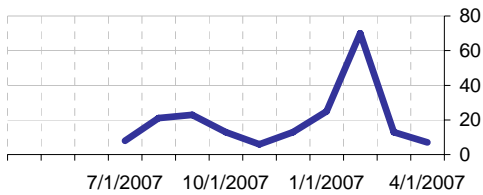
EdTech:Stellar

Time to Resolve

slow %
21%

med. %
26%

fast %
53%



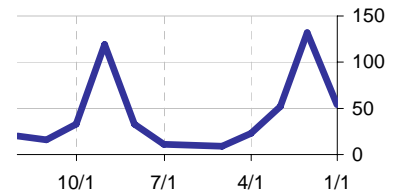
Helpdesk: Call Center with Stellar field set

Time to Resolve

slow %
37%

med. %
7%

fast %
56%

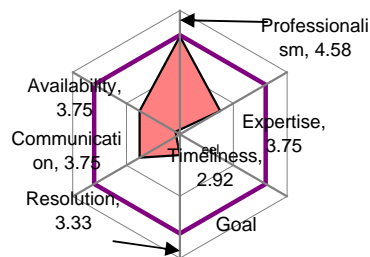


Client Satisfaction

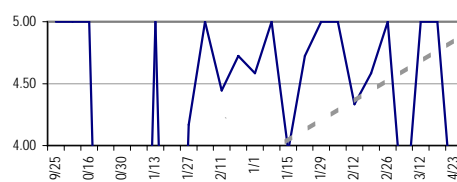
Overall Last Week



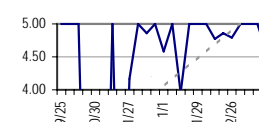
Individual Components, Last Week



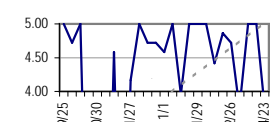
Overall



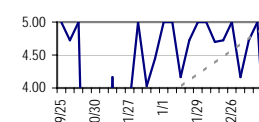
Professionalism



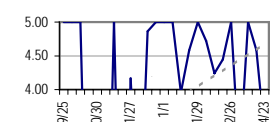
Expertise



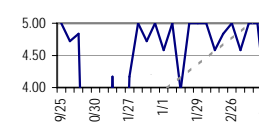
Timeliness



Resolution



Communication



Availability

