

# Stellar Cases in EdTech and Helpdesk Qs

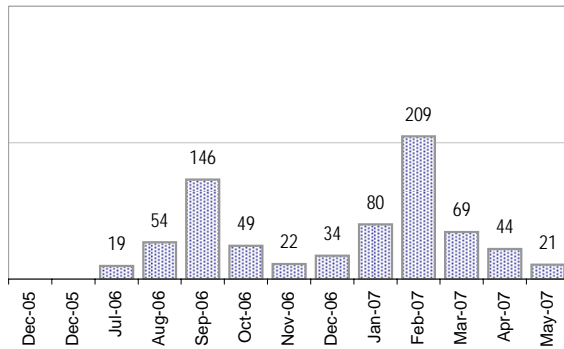
## Creating Cases

Cases as of 5/21/2007

### Cases This Week

7

### 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

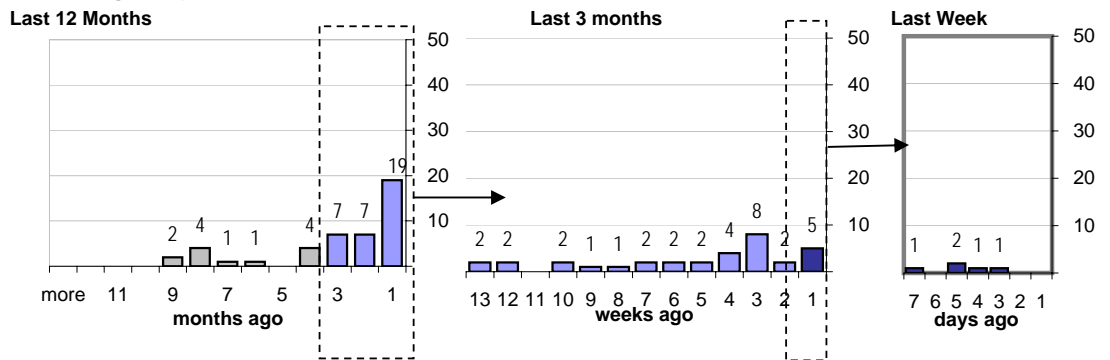
this week	7
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## The Queue

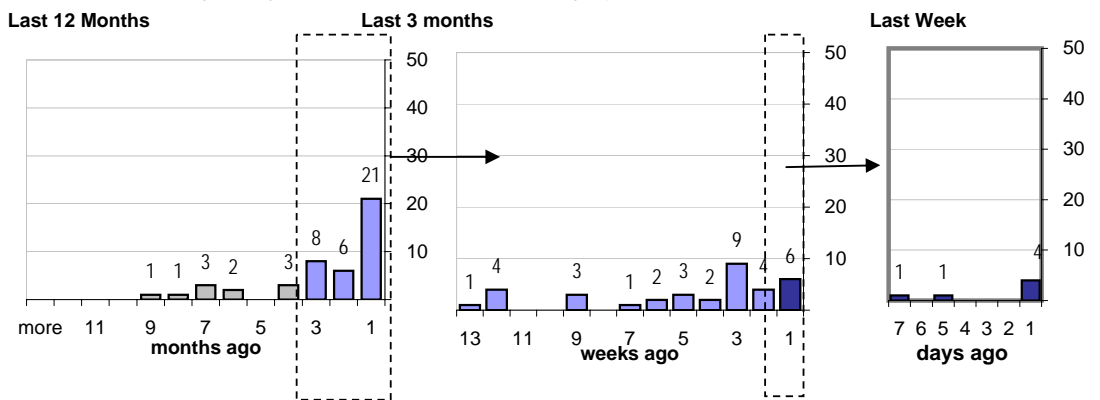
### Currently Pending

45

### Calendar Age of Open Cases



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



## Closing Cases

more than 7 days

53%

3 to 7 days

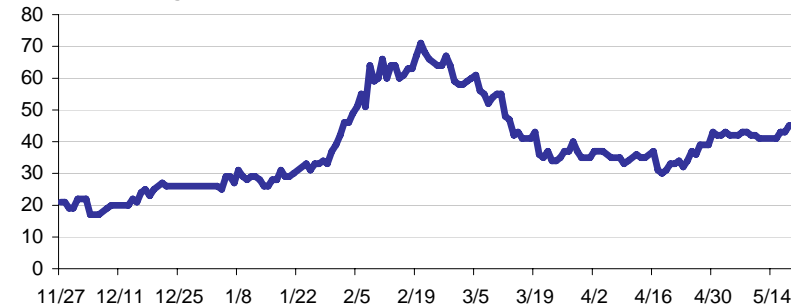
13%

< 3 days

51%

(over the last six weeks)

### Estimated Pending Queue over the last six months



### Closed Last Week

1.9 per day  
3 total last wee

Net change in Q over six months: 23 ↑

# Stellar Cases in EdTech and Helpdesk Qs

## Relative Volume by Queue, By Month

Cases as of 5/21/2007

### EdTech Escalations

Avg Per Week  
6.87

Peak per Week  
34

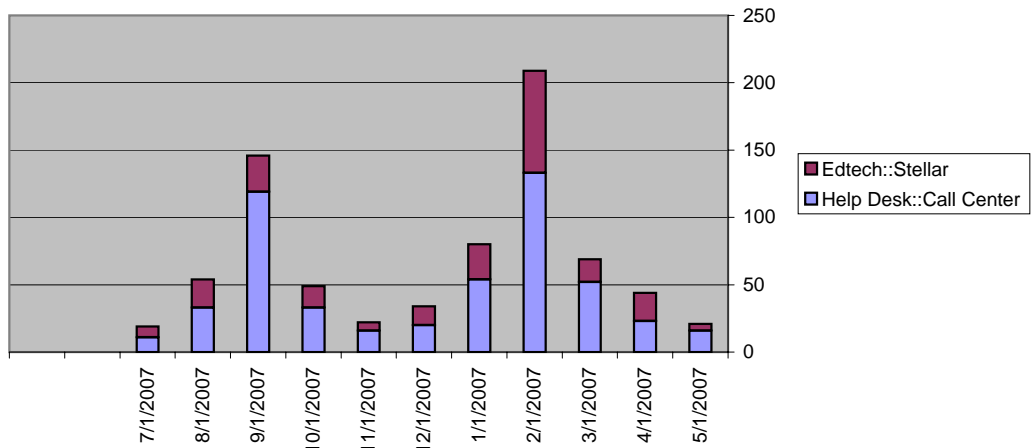
% of Total  
35%

### Helpdesk CallCenter

Avg Per Week  
12.70

Peak per Week  
49

% of Total  
65%



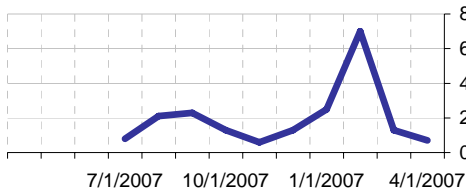
## EdTech:Stellar

### Time to Resolve

slow %  
21%

med. %  
26%

fast %  
53%



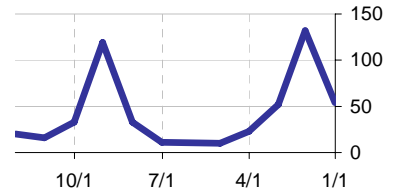
## Helpdesk: Call Center with Stellar field set

### Time to Resolve

slow %  
37%

med. %  
8%

fast %  
55%

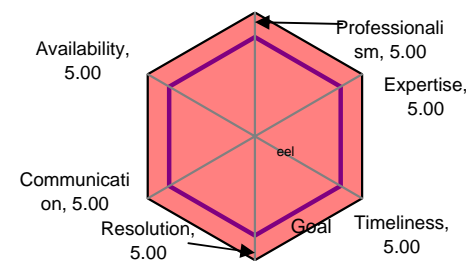


## Client Satisfaction

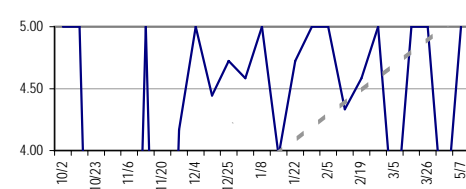
### Overall Last Week



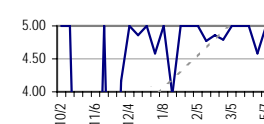
### Individual Components, Last Week



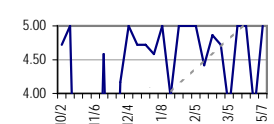
### Overall



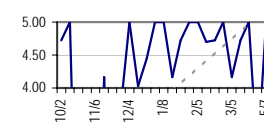
### Professionalism



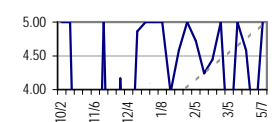
### Expertise



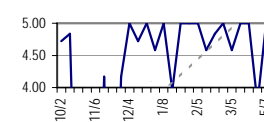
### Timeliness



### Resolution



### Communication



### Availability

