

Stellar Cases in EdTech and Helpdesk Qs

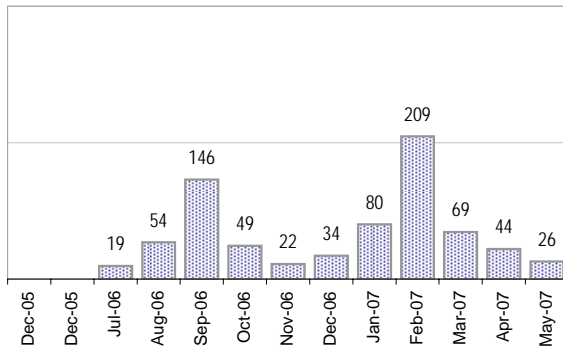
Creating Cases

Cases as of 5/28/07

Cases This Week

5

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	1.0	no data
last 3 months	2.1	no data
last 12 months	2.1	no data

Total Cases Created

this week	5
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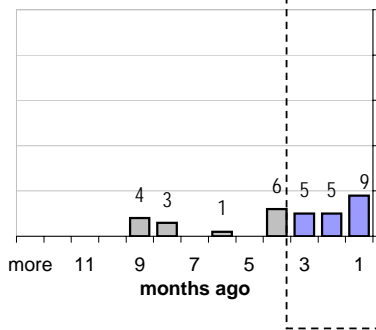
The Queue

Currently Pending

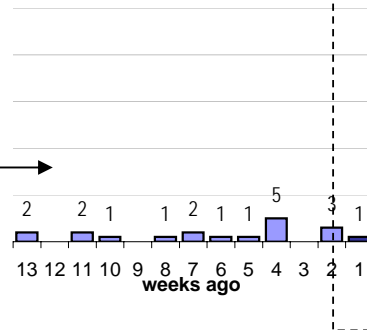
33

Calendar Age of Open Cases

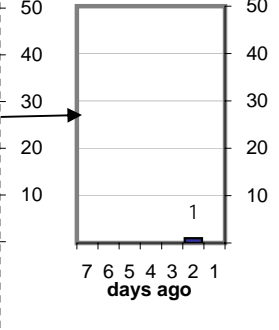
Last 12 Months



Last 3 months

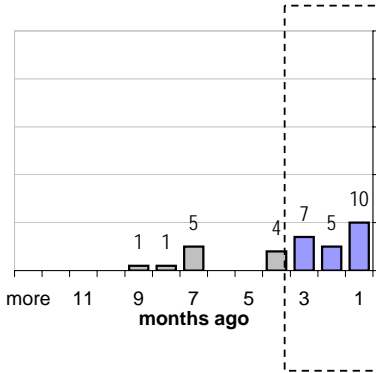


Last Week

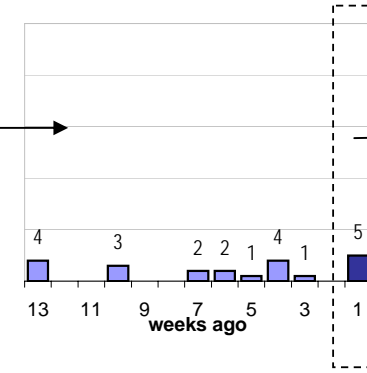


Time Since Last Activity of Any Kind, in Cases that are currently Open

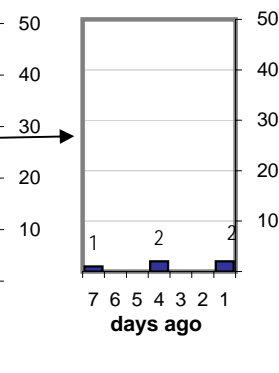
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

55%

3 to 7 days

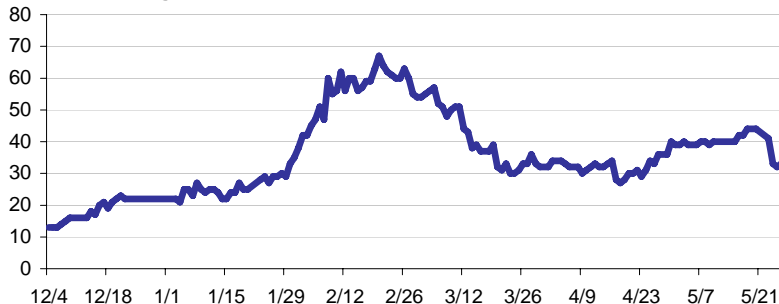
12%

< 3 days

50%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

2.7 per day
16 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 5/28/07

EdTech Escalations

Avg Per Week

6.91

Peak per Week

34

% of Total

34%

Helpdesk CallCenter

Avg Per Week

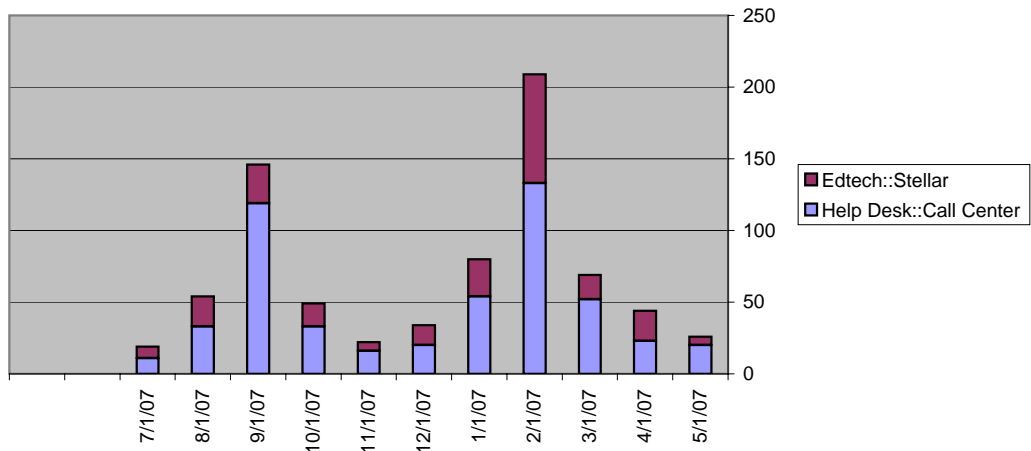
12.57

Peak per Week

49

% of Total

66%



EdTech:Stellar

Time to Resolve

slow %

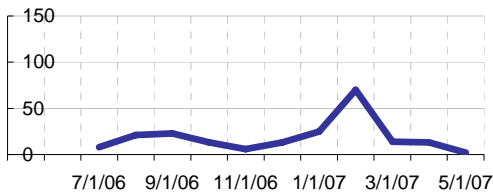
25%

med. %

25%

fast %

51%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow %

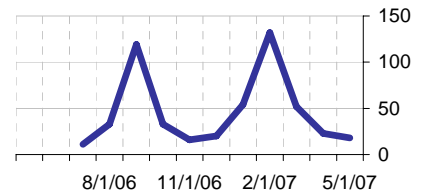
37%

med. %

8%

fast %

55%

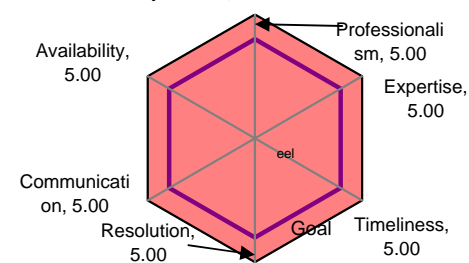


Client Satisfaction

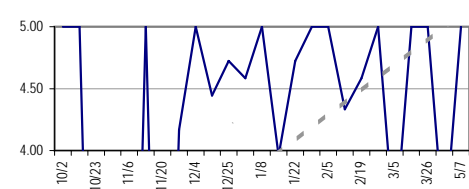
Overall Last Week



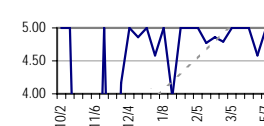
Individual Components, Last Week



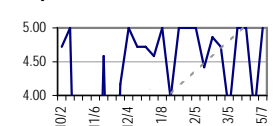
Overall



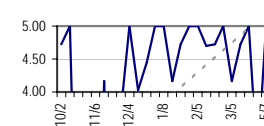
Professionalism



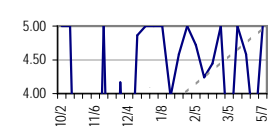
Expertise



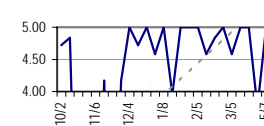
Timeliness



Resolution



Communication



Availability

