

Stellar Cases in EdTech and Helpdesk Qs

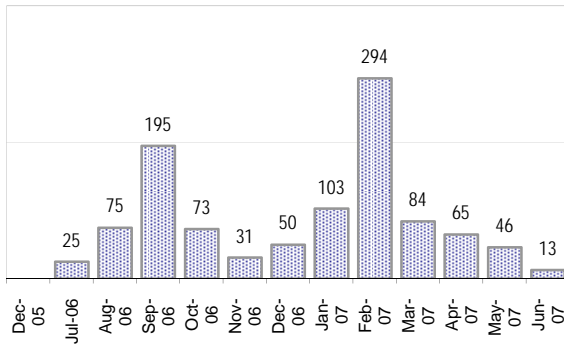
Creating Cases

Cases as of 6/18/2007

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	1.8	no data
last 12 months	2.9	no data

Total Cases Created

this week	5
-----------	---

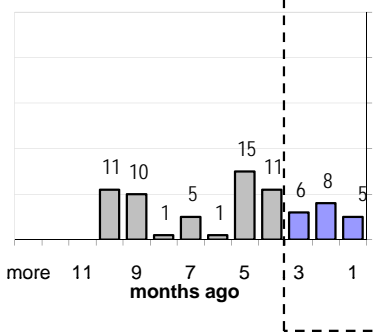
The Queue

Currently Pending

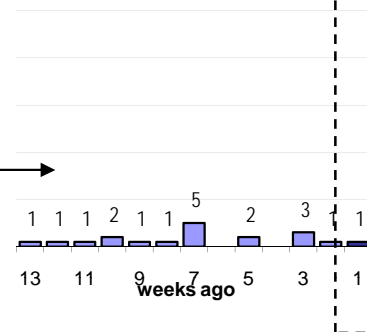
106

Calendar Age of Open Cases

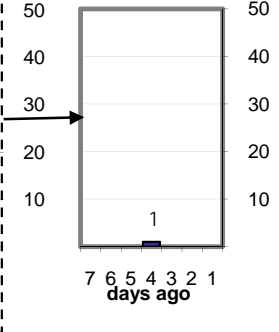
Last 12 Months



Last 3 months

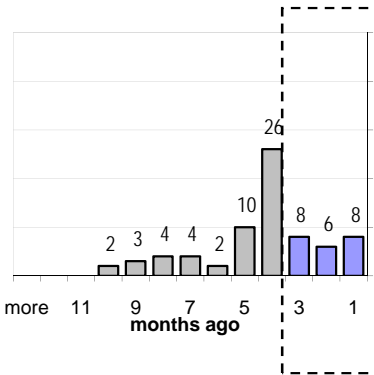


Last Week

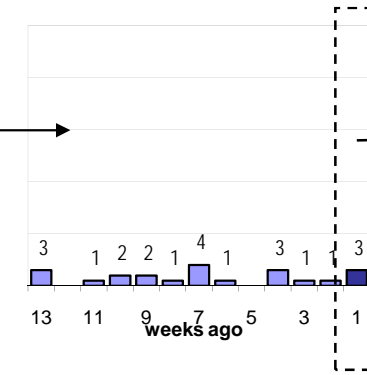


Time Since Last Activity of Any Kind, in Cases that are currently Open

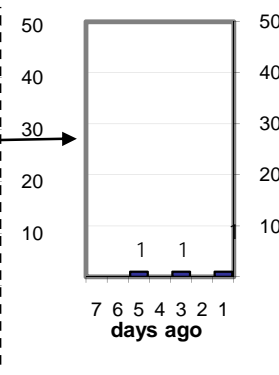
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

49%

3 to 7 days

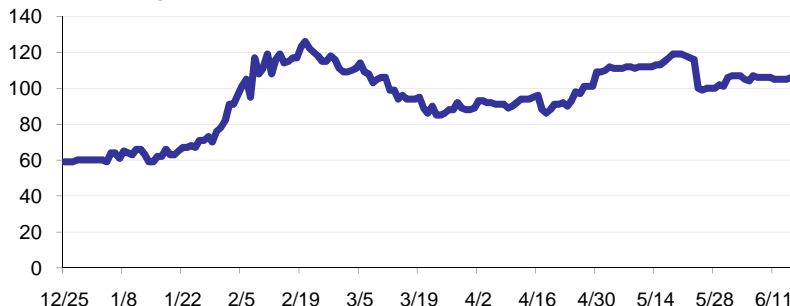
15%

< 3 days

48%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

2.3 per day
5 total last week

Net change in Q over six months: 47 ↑