

Stellar Cases in EdTech and Helpdesk Qs

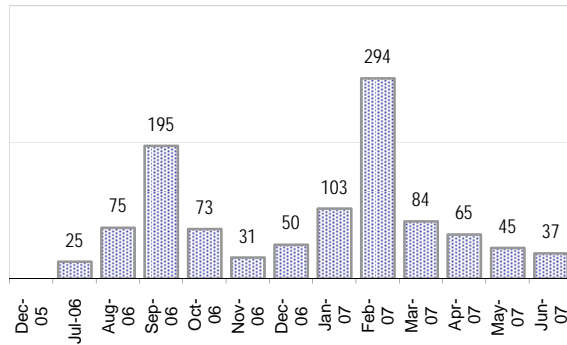
Creating Cases

Cases as of 6/25/2007

Cases This Week

24

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	0.7	no data
last 3 months	1.6	no data
last 12 months	2.9	no data

Total Cases Created

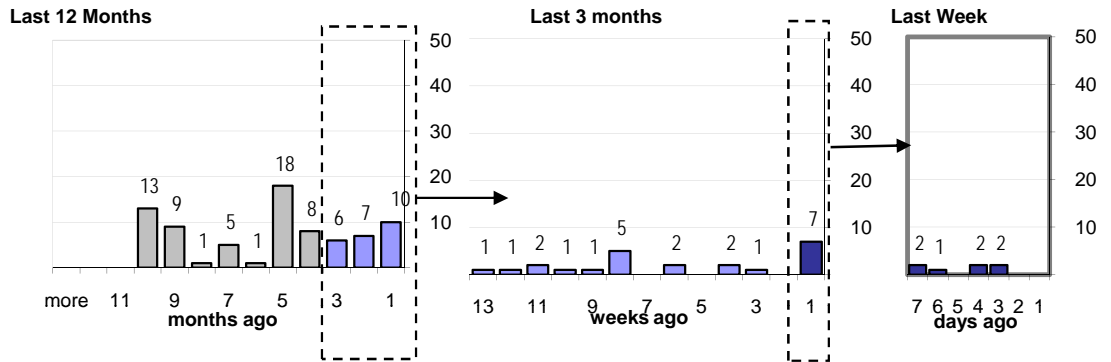
this week	24
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The Queue

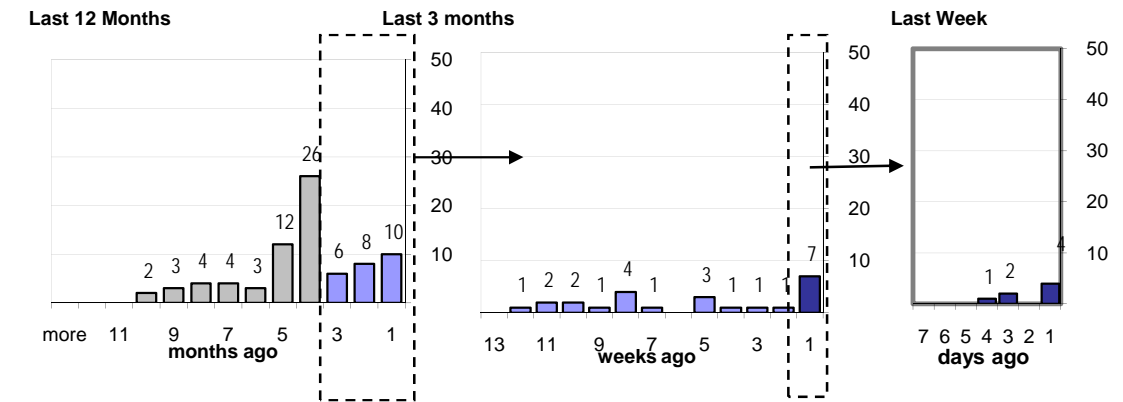
Currently Pending

116

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

44%

3 to 7 days

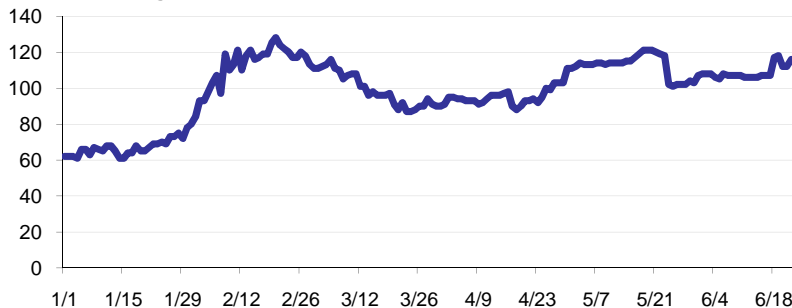
14%

< 3 days

48%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

3.0 per day
15 total last week

Net change in Q over six months: 54 ↑

Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

Cases as of 6/25/2007

EdTech Escalations

Avg Per Week

Peak per Week

% of Total

0%

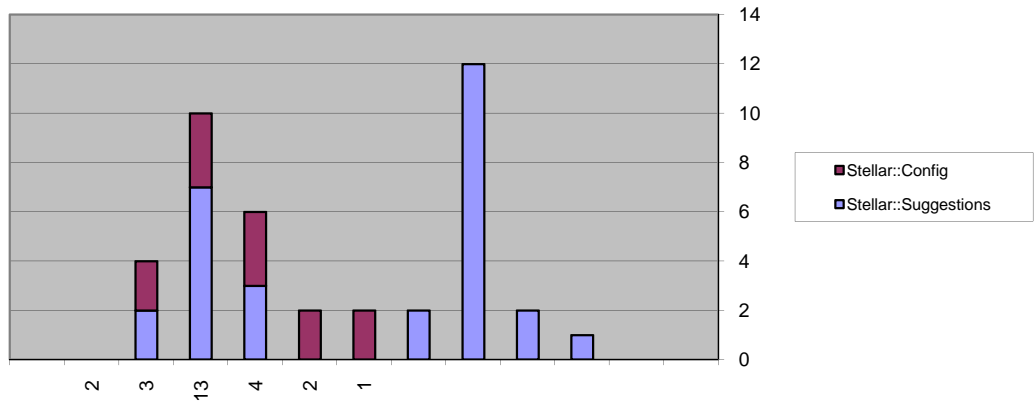
Helpdesk CallCenter

Avg Per Week

Peak per Week

% of Total

0%



EdTech:Stellar

Time to Resolve

slow %

25%

med. %

25%

fast %

51%



Helpdesk: Call Center with Stellar field set

Time to Resolve

slow %

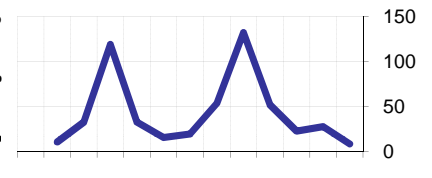
0%

med. %

0%

fast %

100%

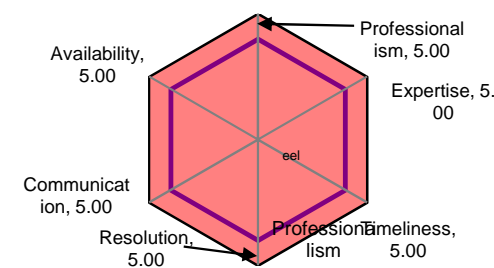


Client Satisfaction

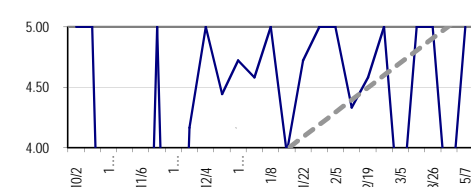
Overall Last Week



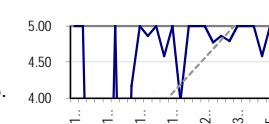
Individual Components, Last Week



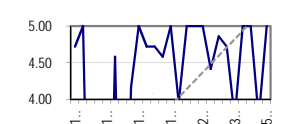
Overall



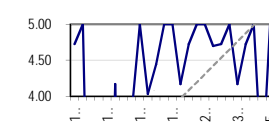
Professionalism



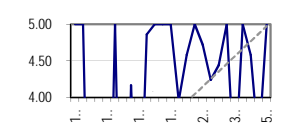
Expertise



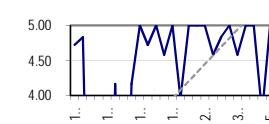
Timeliness



Resolution



Communication



Availability

