

Stellar Cases in EdTech and Helpdesk Qs

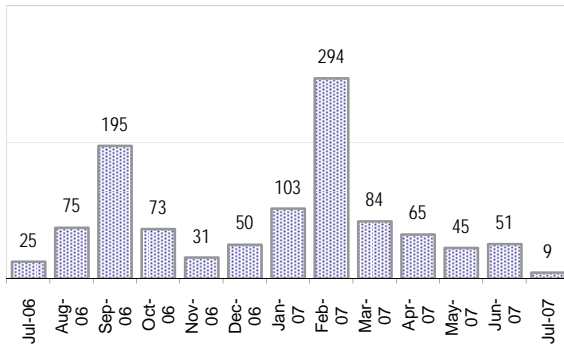
Creating Cases

Cases as of 7/9/2007

Cases This Week

8

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago
this week	2.0	no data
last 3 months	1.8	no data
last 12 months	3.0	no data

Total Cases Created

this week	9
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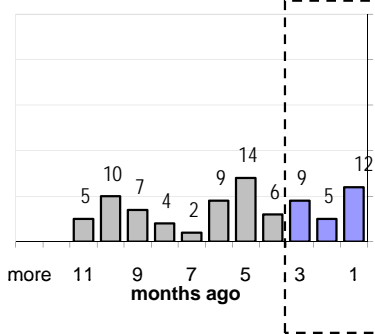
The Queue

Currently Pending

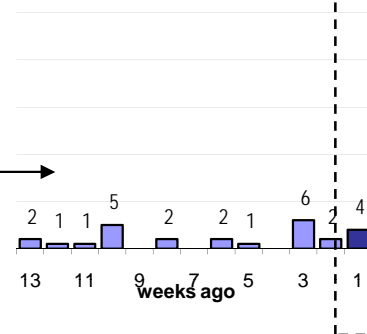
124

Calendar Age of Open Cases

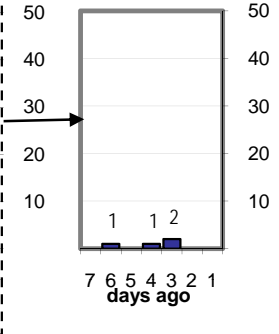
Last 12 Months



Last 3 months

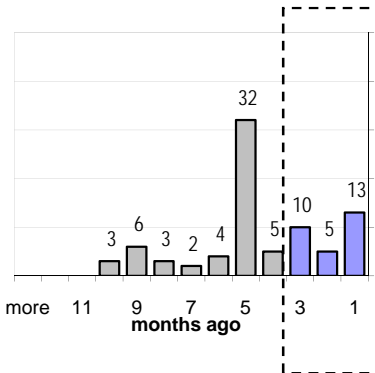


Last Week

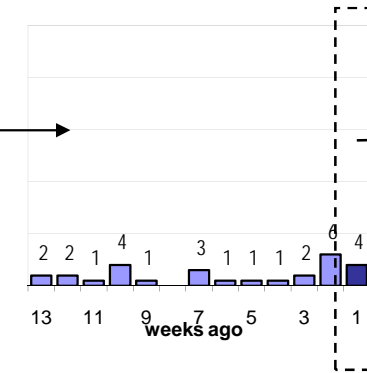


Time Since Last Activity of Any Kind, in Cases that are currently Open

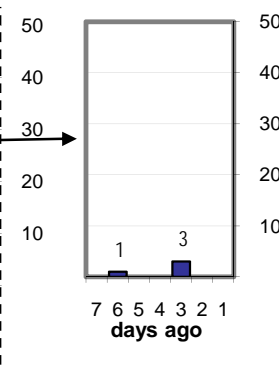
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

42%

3 to 7 days

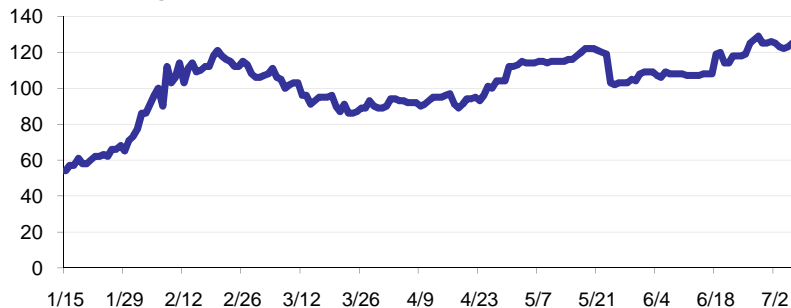
15%

< 3 days

46%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

2.1 per day
9 total last wee

Net change in Q over six months: 70 ↑

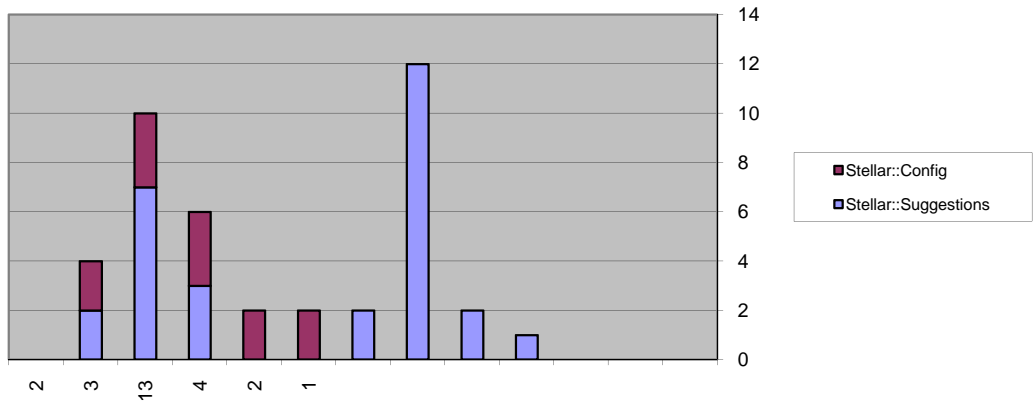
Stellar Cases in EdTech and Helpdesk Qs

Relative Volume by Queue, By Month

Cases as of 7/9/2007

EdTech Escalations
 Avg Per Week
 Peak per Week
 % of Total

Helpdesk CallCenter
 Avg Per Week
 Peak per Week
 % of Total



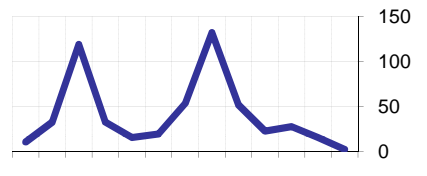
EdTech:Stellar

Time to Resolve
 slow %
 med. %
 fast %



Helpdesk: Call Center with Stellar field set

Time to Resolve
 slow %
 med. %
 fast %

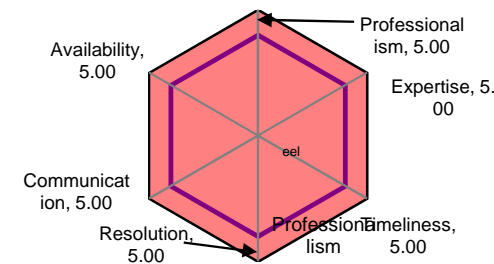


Client Satisfaction

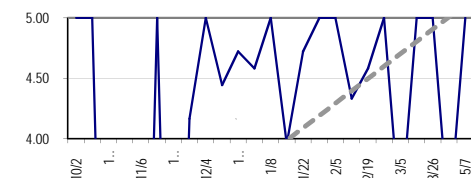
Overall Last Week



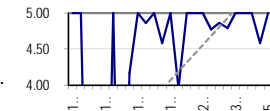
Individual Components, Last Week



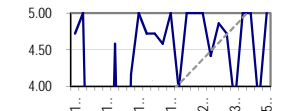
Overall



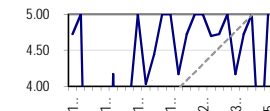
Professionalism



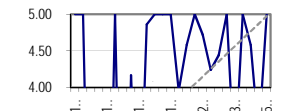
Expertise



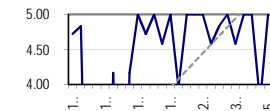
Timeliness



Resolution



Communication



Availability

