

# Stellar Cases in EdTech and Helpdesk Qs

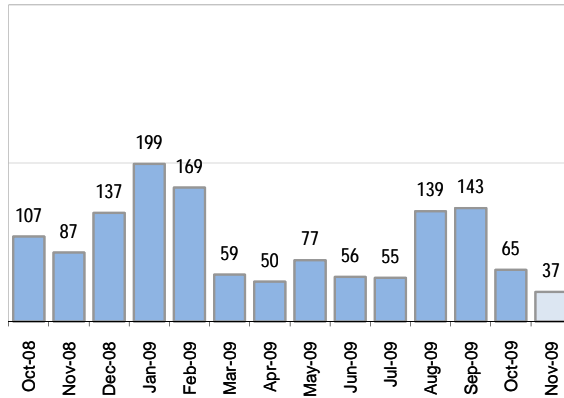
## Creating Cases

Cases as of 12/1/2009

### Cases This Week

3

### Cases Created, Year Ago to Date



### Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	0.4	4.3	-90%
last 3 months	2.7	8.2	-67%
last 12 months	3.3	5.9	-45%

### Total Cases Created

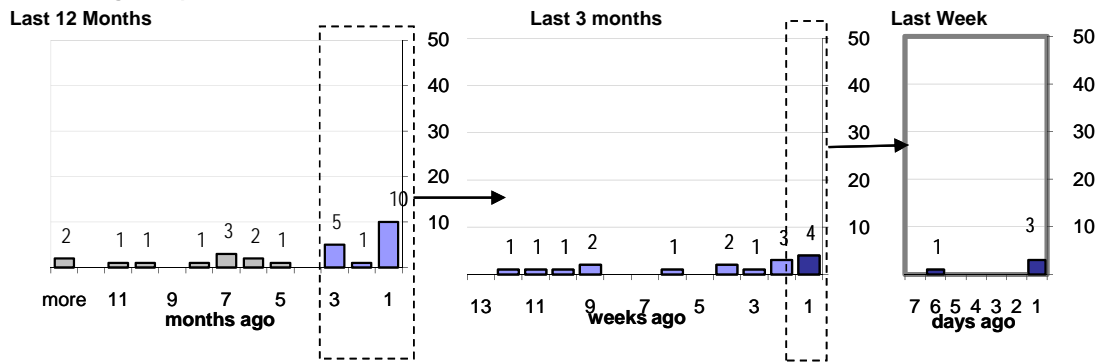
this week	13
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## The Queue

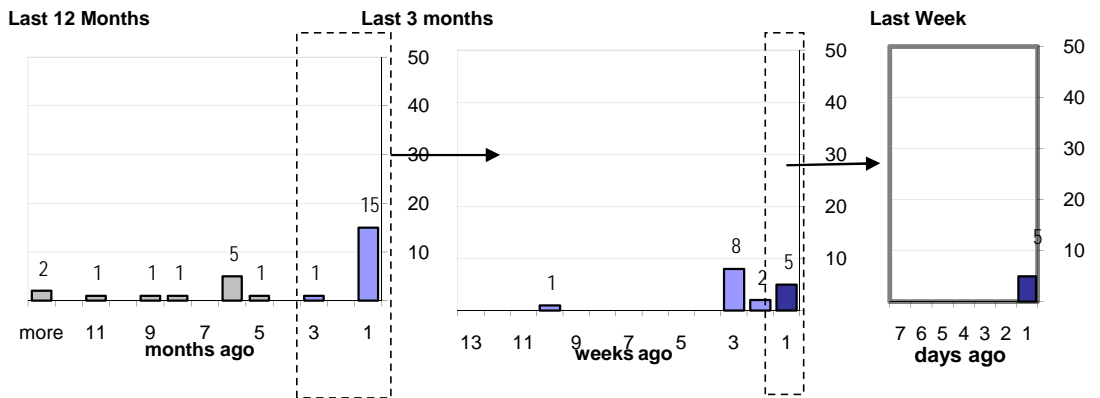
### Currently Pending

28

### Calendar Age of Open Cases



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



## Closing Cases

more than 7 days

43%

3 to 7 days

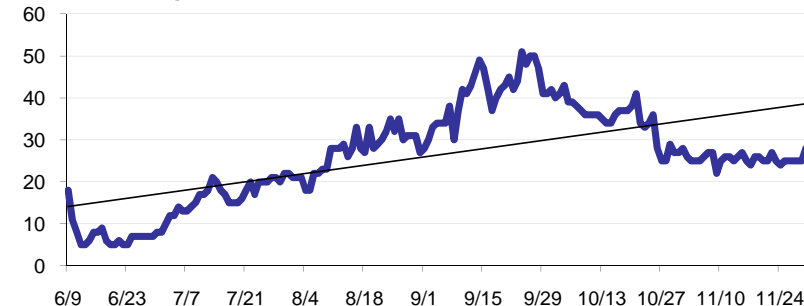
11%

< 3 days

53%

(over the last six weeks)

### Estimated Pending Queue over the last six months



Net change in Q over six months: 11 ↑

### Closed Last Week

2.0 per day  
23 total last wee

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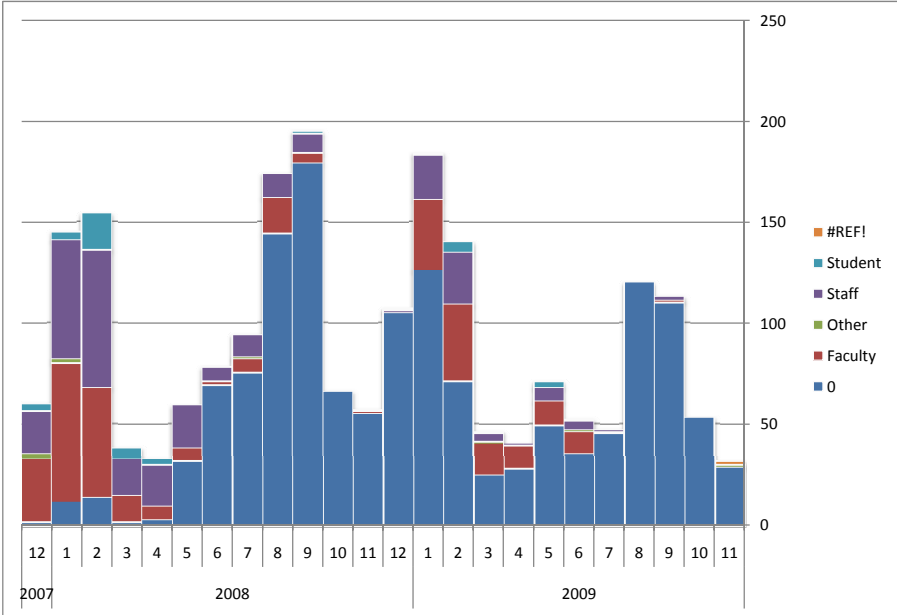
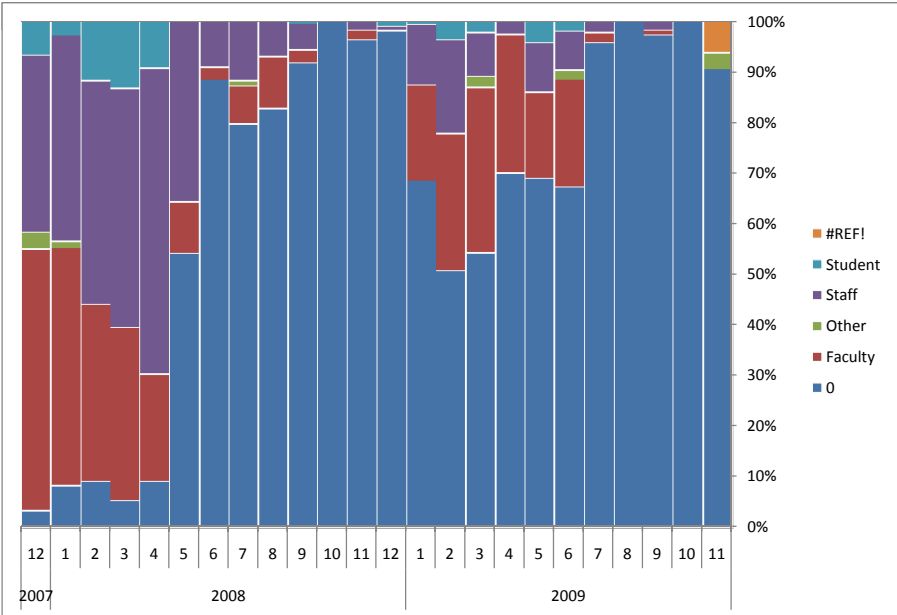
Custom Fields: Issues, Sources, Components and so on, absolute N of tickets in Edtech::Stellar

Cases as of 12/1/2009

data exists	case
Queue	Edtech::Stellar
Components	(All)
Source	(All)

Count of CaseID	Year Month												2008												2007
	2009																								
Issue	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	
Access	26	42	67	59	40	39	40	21	21	65	122	105	55	64	182	152	76	69	33	1	1	13	11	1	
Bug Report	1	2	19	5	1	2	4	3	11	16	9		1		1	6	4	4		5	5	45	40	16	
Content Management		2	2	18	1	2	6	2	1	23	13			1	2					6	5	11	4	3	
Customization									1	1	1					1	1	1	2	1	6	11	19	6	
Interface Design									1						1						1	3	8		
Other			1	3			2			2	9						4			2	1	4	7	2	
Performance						1				1	1														
Read Only		1	1	1				1		1	2								2					3	
Site Request	2	4	13	24	4	1	6	2	3	8	19	1		1	8	10	5	2	20	15	16	54	46	25	
Stellar Site Request																								1	
Suggestion	1	1	1	3			5	1	1	5	3					1	1	1	2	3	1	10	7	3	
Training		1	1	1		1				1						1	3				1	1	2		
Upload			7	1			4	3	5	6	2					2					1	1			
Usability					1	1	3	1		3	2	1	1		1								1		
#REF!	2																								
RSS Feeds			1																						

Relative and absolute N of tickets in Edtech::Stellar



# Stellar Cases in EdTech and Helpdesk Qs

Custom Fields: Issues, Sources, Components and so on, absolute N of tickets in Edtech::Stellar

Cases as of 12/1/2009

data exists	case
Queue	Edtech::Stellar
Components	(All)
Issue	(All)

Count of CaseID	Year Month												2008												2007
	2009																								
Source	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	
Faculty	29	53	110	120	45	35	49	28	25	71	126	105	55	66	179	144	75	69	32	3	2	14	12	2	
Other	1		1		1	11	12	11	15	38	35		1		5	18	7	2	6	7	13	54	68	31	
Staff																								2	
Student			2		1	4	7	1	4	26	22	1	1		10	12	11	7	21	20	18	68	59	21	
#REF!	2					1	3		1	5	1	1			1					3	5	18	4	4	
Grand Total	32	53	113	120	47	52	71	40	46	140	184	107	57	66	195	174	94	78	59	33	38	154	145	60	

Relative and absolute N of tickets in Edtech::Stellar

