

Stellar Cases in EdTech and Helpdesk Qs

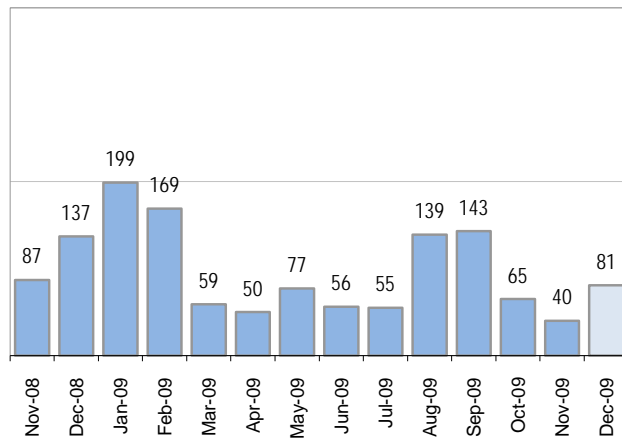
Creating Cases

Cases as of 1/1/2010

Cases This Week

11

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	2.1	2.9	-25%
last 3 months	2.0	8.2	-75%
last 12 months	3.1	6.0	-47%

Total Cases Created

this week	30
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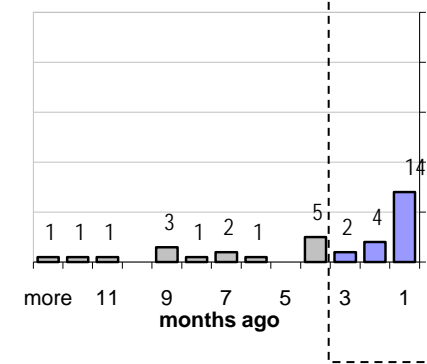
The Queue

Currently Pending

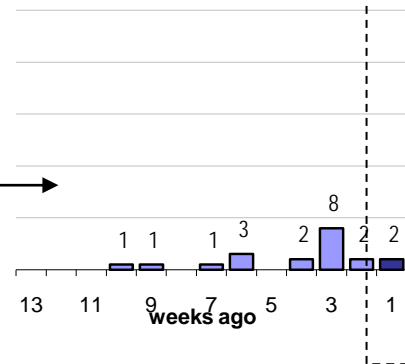
35

Calendar Age of Open Cases

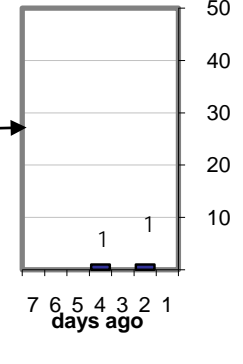
Last 12 Months



Last 3 months

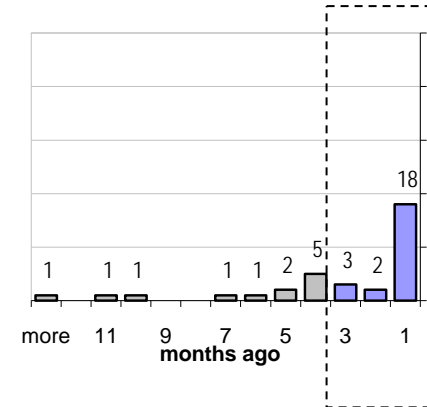


Last Week

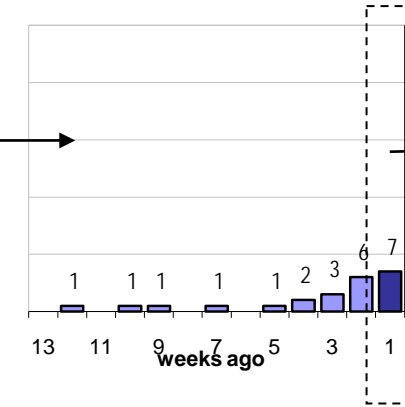


Time Since Last Activity of Any Kind, in Cases that are currently Open

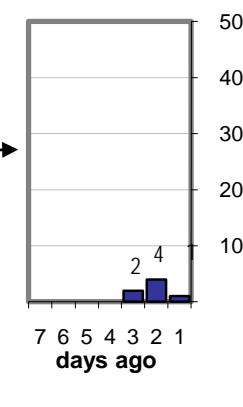
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

45%

3 to 7 days

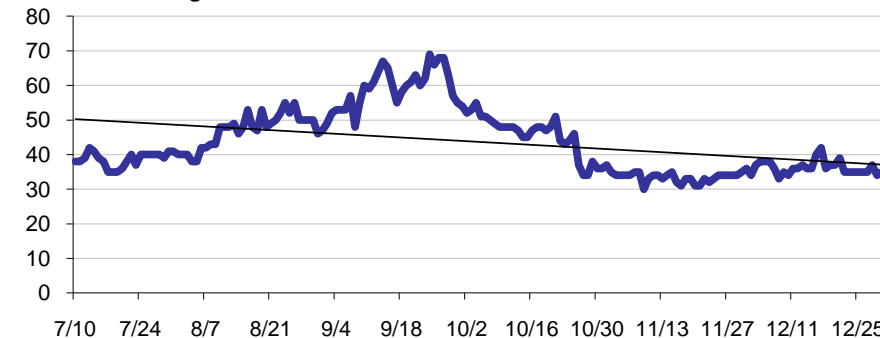
12%

< 3 days

54%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

5.6 per day
24 total last week

Net change in Q over six months: -2 ↓

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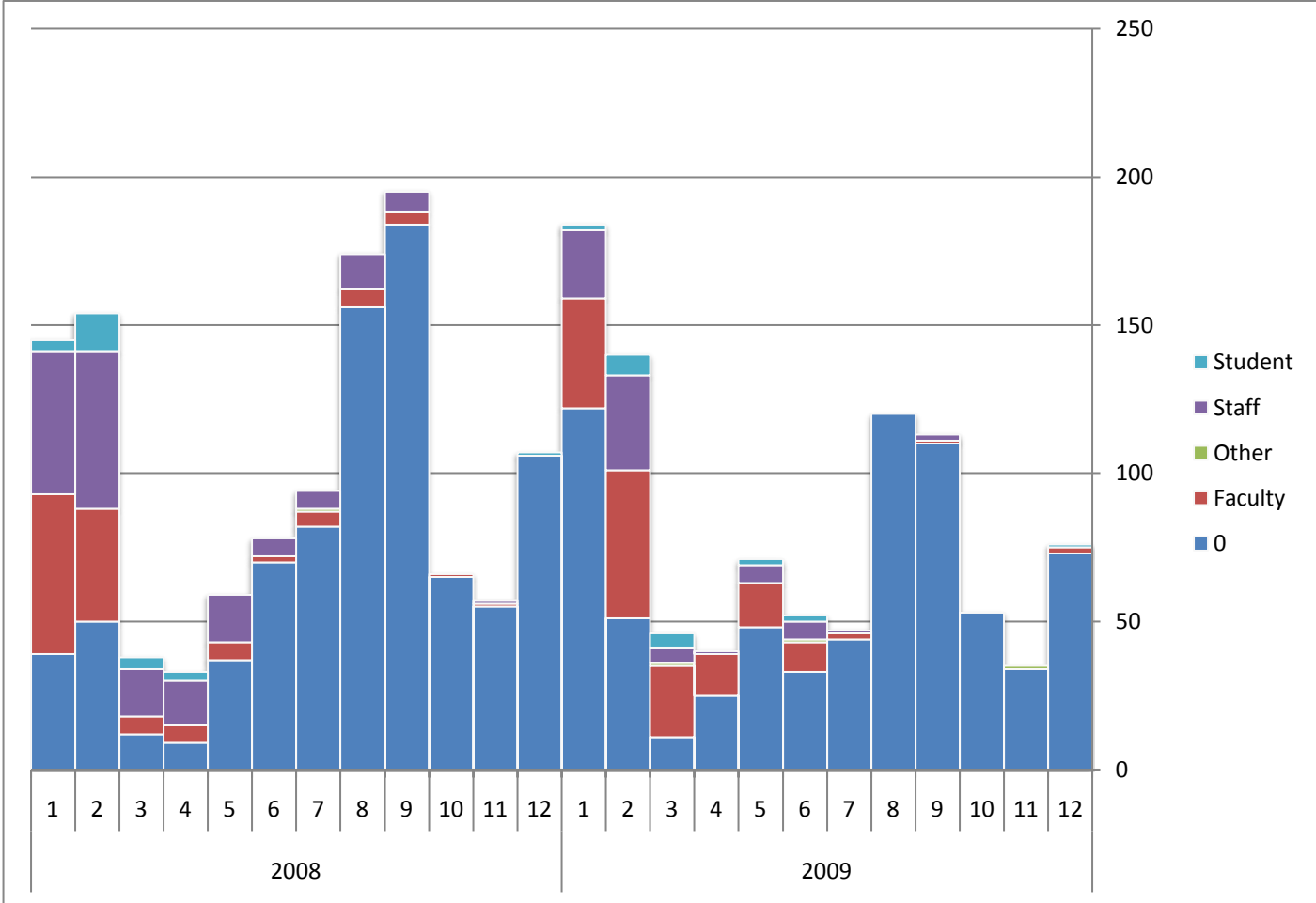
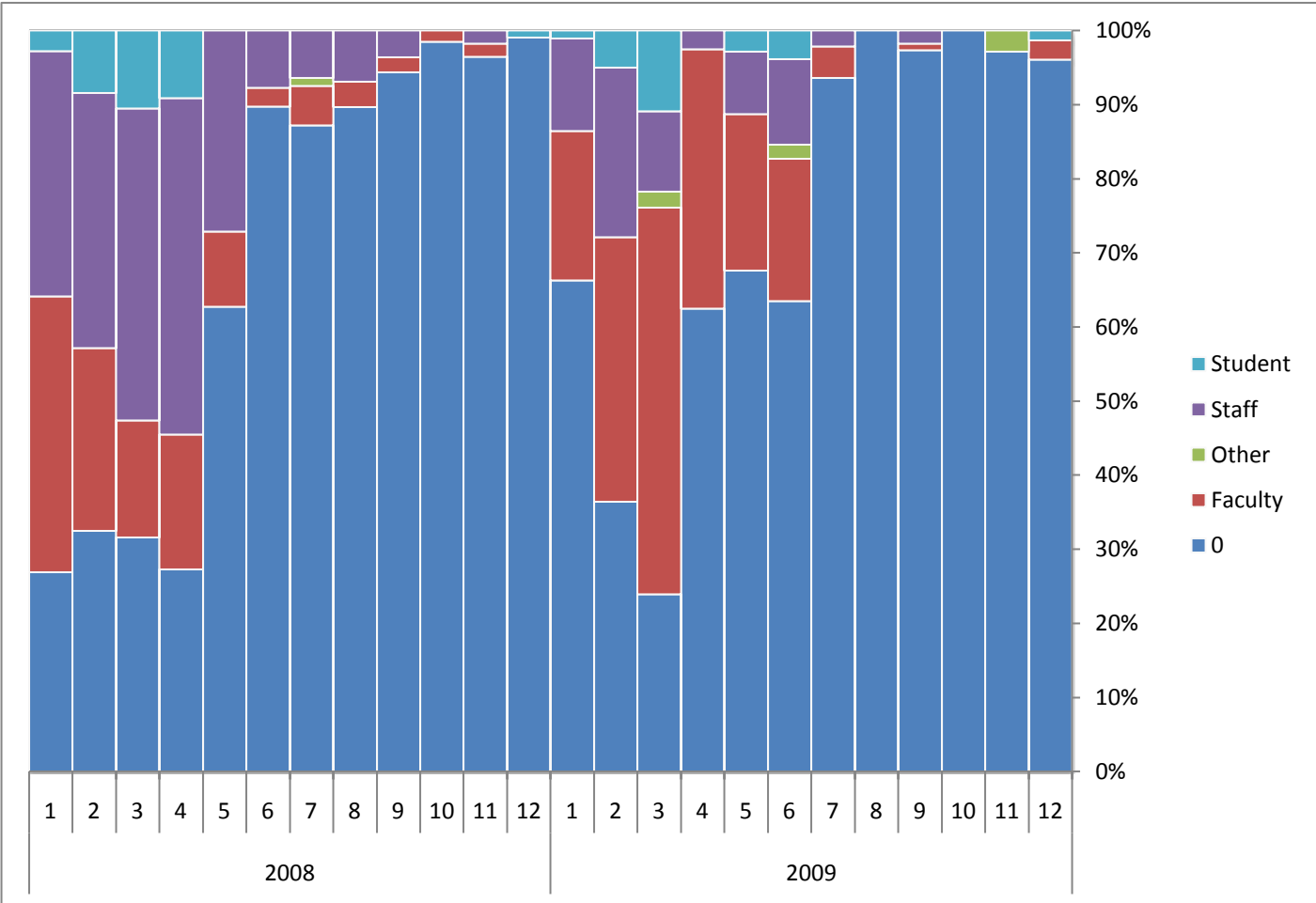
Custom Fields: Issues, Sources, Components and so on, absolute N of tickets in Edtech::Stellar

Cases as of 1/1/2010

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

Count of CaseID	Year 2009												Year 2008											
	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1
Issue	36	22	38	54	49	36	39	39	14	8	45	117	106	55	63	187	159	82	70	39	7	12	49	39
Access	6	1		20	5	2	5	5	4	15	23	10		1		1	2	3	3		4	4	32	31
Bug Report		3	2		5	1	2		9	2	7	1			1	1			1	1	5	5	8	1
Content Management	10	1	3	3	22	3	2	5	4	2	26	13					1				1	3	6	13
Customization										2	2	1							1	1			4	6
Interface Design										1						1							1	
Other	4			2	3		1	2		1	3	9						3			2		2	7
Performance								1			1	1												
Read Only	2		1	1	1			1			1	2								2				
Site Request	18	3	5	20	31	4	1	6	2	4	13	23			2	5	8	5	2	14	12	12	43	38
Suggestion		3	3	1	2			5	1	5	6	3					1		1	2	2		8	7
Training			1	1	1		1				1						1	1				1	1	2
Upload		2		9	1			4	5	6	7	2		1			2					1		
Usability						1	1	3	1		5	2	1											1
RSS Feeds				2																				

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 1/1/2010

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

Count of CaseID	Year	Month																							
		2009												2008											
Source	0	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1
Faculty		73	34	53	110	120	44	33	48	25	11	51	122	106	55	65	184	156	82	70	37	9	12	50	39
Other		2			1		2	10	15	14	24	50	37		1	1	4	6	5	2	6	6	6	38	54
Staff			1					1			1								1						
Student					2		1	6	6	1	5	32	23		1		7	12	6	6	16	15	16	53	48
Student		1						2	2		5	7	2	1							3	4	13	4	
Grand Total		76	35	53	113	120	47	52	71	40	46	140	184	107	57	66	195	174	94	78	59	33	38	154	145

Relative and absolute N of tickets in Edtech::Stellar

