

Stellar Cases in EdTech and Helpdesk Qs

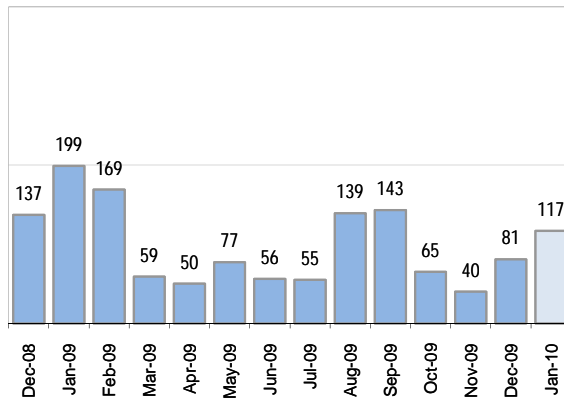
Creating Cases

Cases as of 2/1/2010

Cases This Week

46

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	3.3	2.0	64%
last 3 months	2.1	7.6	-72%
last 12 months	2.9	5.7	-49%

Total Cases Created

this week	128
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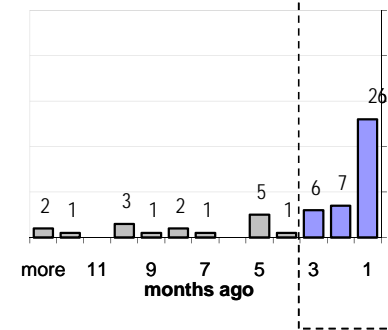
The Queue

Currently Pending

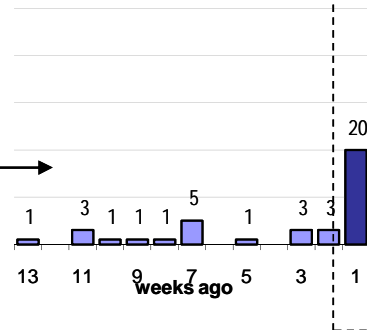
55

Calendar Age of Open Cases

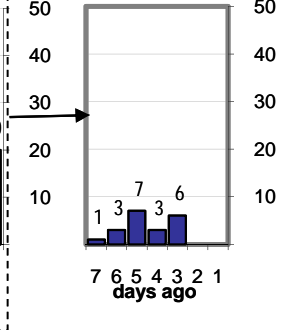
Last 12 Months



Last 3 months

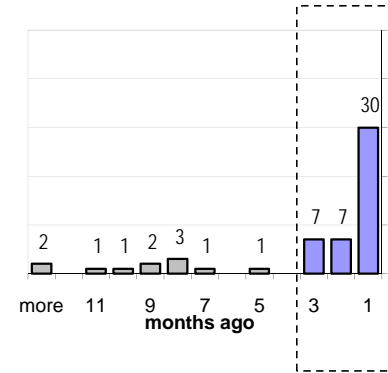


Last Week

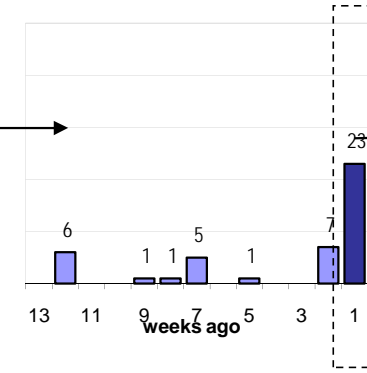


Time Since Last Activity of Any Kind, in Cases that are currently Oper

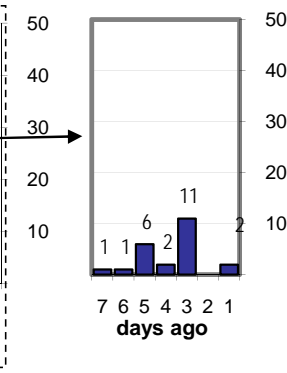
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

34%

3 to 7 days

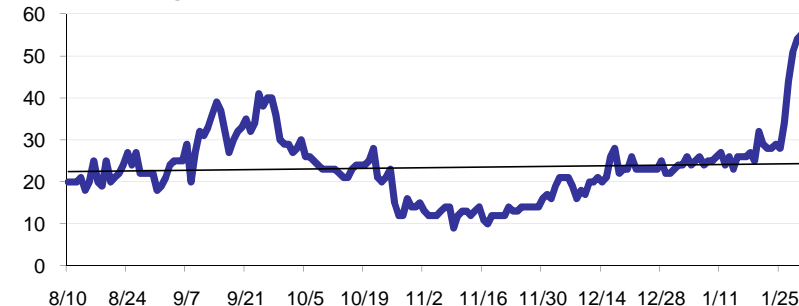
13%

< 3 days

51%

(over the last six weeks)

Estimated Pending Queue over the last six months



Closed Last Week

3.6 per day
88 total last wee

Net change in Q over six months: 40 ↑