

# Stellar Cases in EdTech and Helpdesk Qs

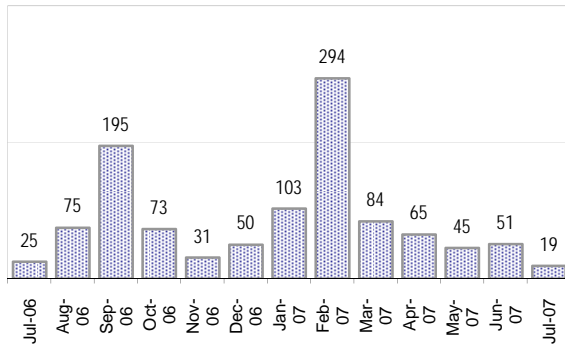
## Creating Cases

Cases as of 7/16/2007

### Cases This Week

10

### Cases Created, Year Ago to Date



### Average Per Day, various Time Horizons

	Now	Year Ago
this week	1.1	no data
last 3 months	1.7	no data
last 12 months	3.0	no data

### Total Cases Created

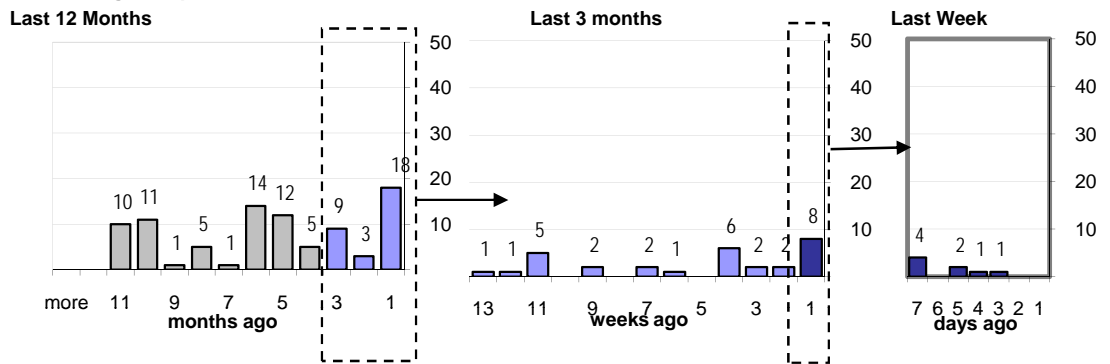
this week	19
-----------	----

## The Queue

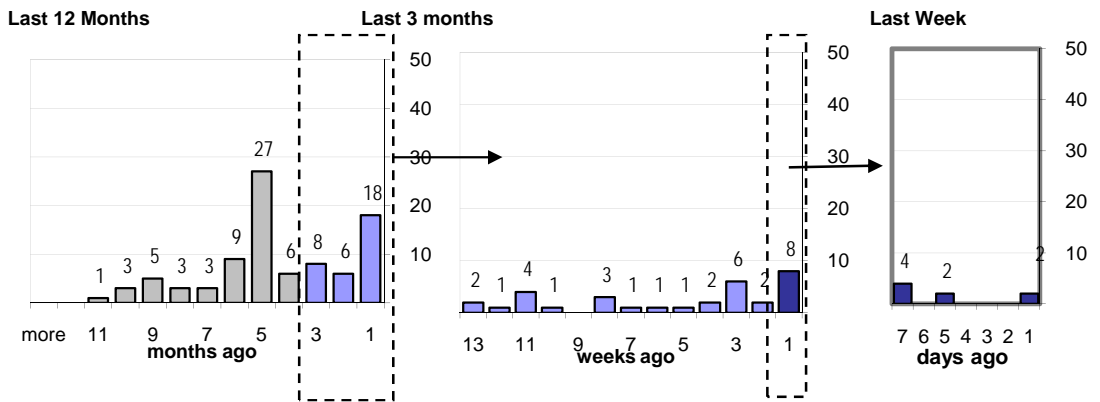
### Currently Pending

131

### Calendar Age of Open Cases



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



## Closing Cases

more than 7 days

41%

3 to 7 days

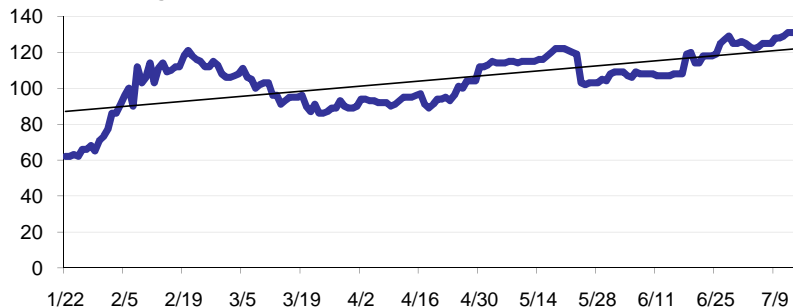
15%

< 3 days

43%

(over the last six weeks)

### Estimated Pending Queue over the last six months



Net change in Q over six months: 71 ↑

### Closed Last Week

1.9 per day  
8 total last wee

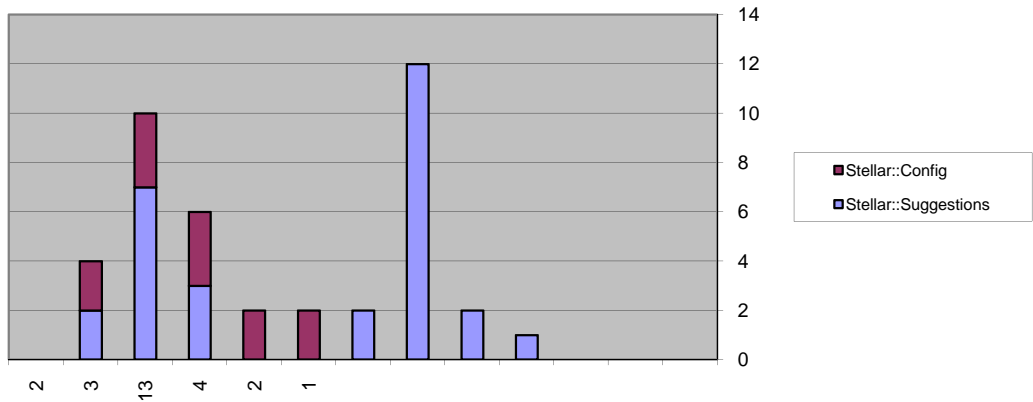
# Stellar Cases in EdTech and Helpdesk Qs

## Relative Volume by Queue, By Month

Cases as of 7/16/2007

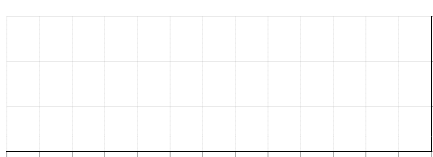
EdTech Escalations  
 Avg Per Week  
 Peak per Week  
 % of Total

Helpdesk CallCenter  
 Avg Per Week  
 Peak per Week  
 % of Total



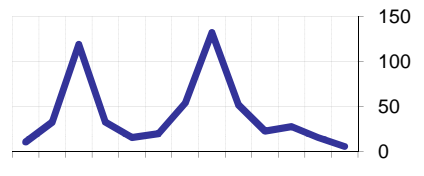
## EdTech:Stellar

Time to Resolve  
 slow %  
 med. %  
 fast %



## Helpdesk: Call Center with Stellar field set

Time to Resolve  
 slow %  
 med. %  
 fast %

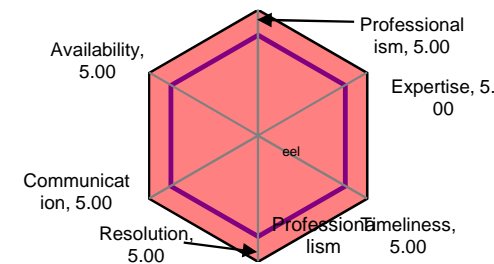


## Client Satisfaction

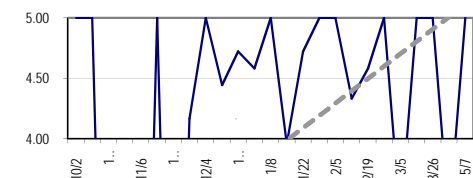
Overall Last Week



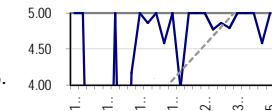
### Individual Components, Last Week



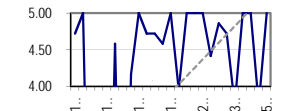
### Overall



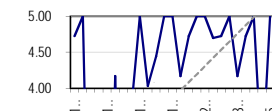
### Professionalism



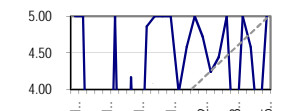
### Expertise



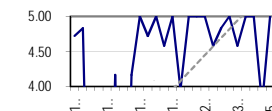
### Timeliness



### Resolution



### Communication



### Availability

