

# Stellar Cases in EdTech and Helpdesk Qs

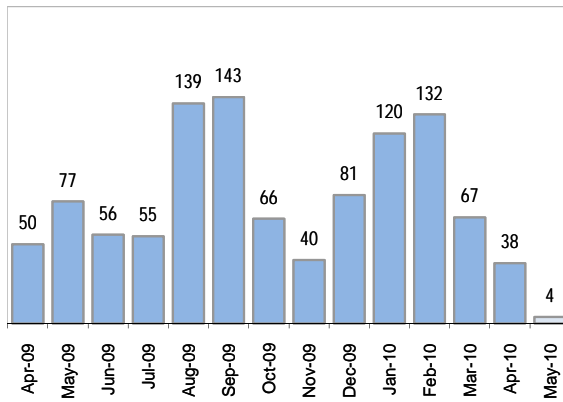
## Creating Cases

Cases as of 5/1/2010

### Cases This Week

15

### Cases Created, Year Ago to Date



### Average Per Day, various Time Horizons

	Now	Year Ago	
this week	1.4	5.5	-74%
last 3 months	3.0	6.0	-50%
last 12 months	2.8	6.3	-56%

### Total Cases Created

this week	32
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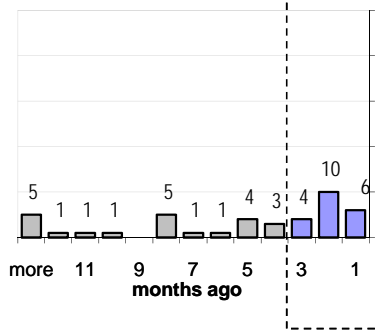
## The Queue

### Currently Pending

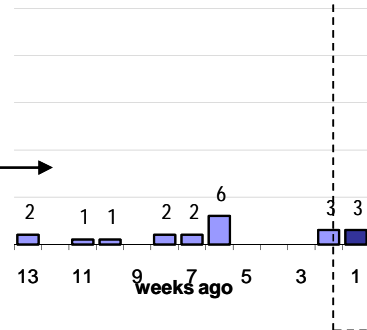
42

### Calendar Age of Open Cases

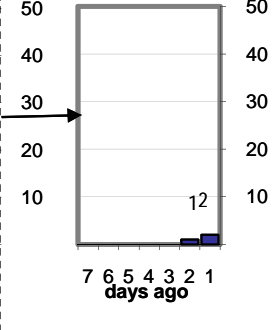
#### Last 12 Months



#### Last 3 months

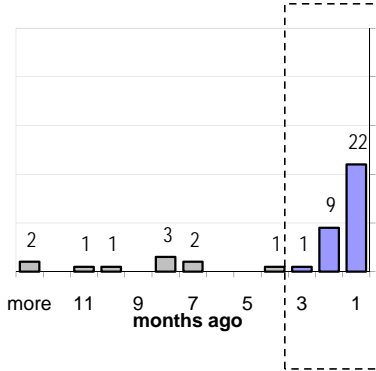


#### Last Week

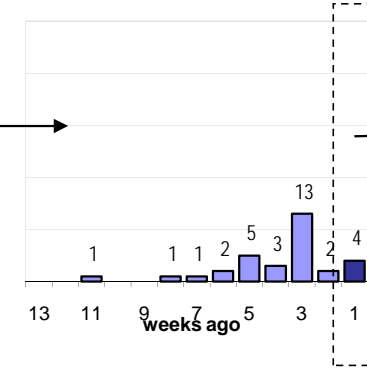


### Time Since Last Activity of Any Kind, in Cases that are currently Oper

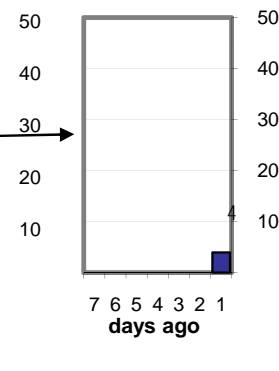
#### Last 12 Months



#### Last 3 months



#### Last Week



## Closing Cases

### more than 7 days

39%

### 3 to 7 days

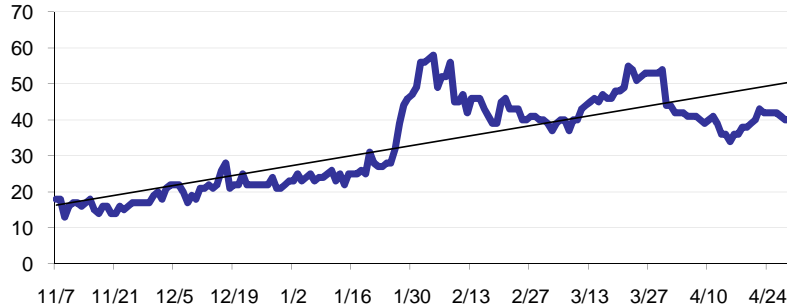
12%

### < 3 days

57%

(over the last six weeks)

### Estimated Pending Queue over the last six months



Net change in Q over six months: 25 ↑

### Closed Last Week

5.7 per day  
26 total last wee

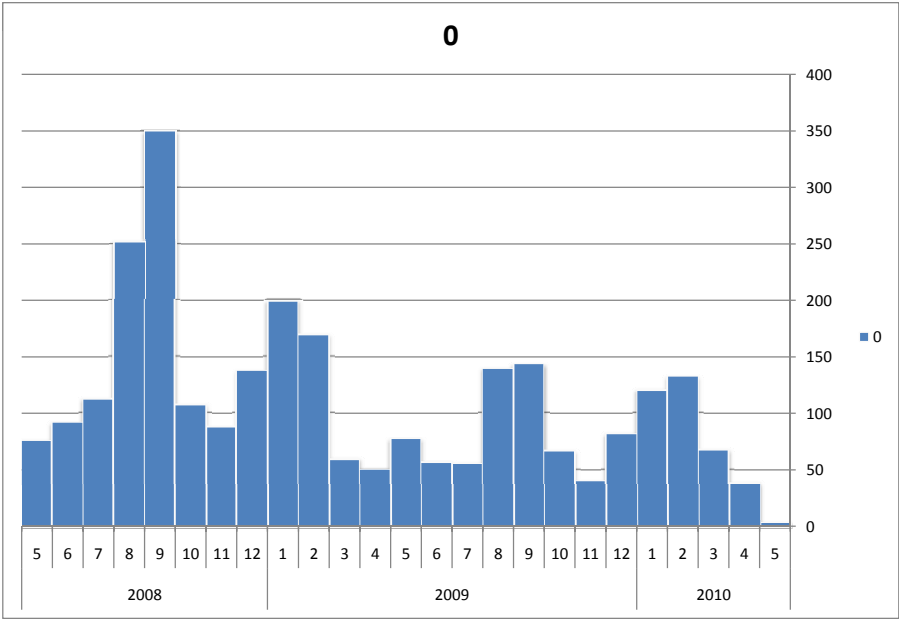
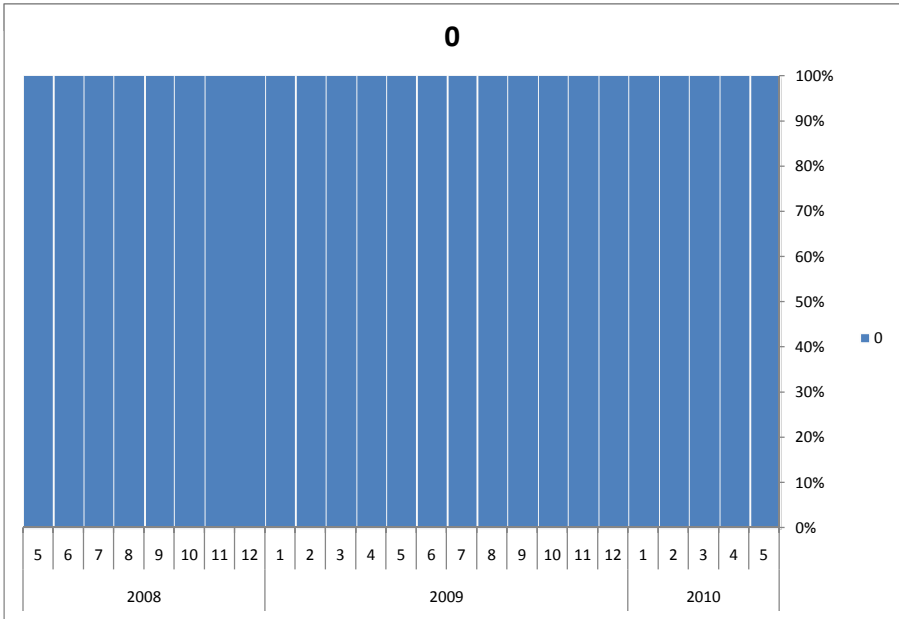
# Stellar Cases in EdTech and Helpdesk Qs

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

Cases as of 5/1/2010

data exists	case
Queue	(All)
Components	(All)
Source	(All)

Count of CaseID	Year		Month																					
	2010	2009	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6			
Issue	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6
Site Request	4	15	25	63	37	21	26	51	80	68	43	43	44	23	21	74	132	136	85	104	337	230	94	82
Suggestion		1	2	2	2	2	3	3	1	2		6	2	5	6	3				2	8	1	1	1
Access		2	12	26	15	7	1		22	5	2	5	4	15	23	10			1		1	6	4	4
Bug Report			10	9	2		3	2	1	5	1	2	9	2	7	1				1	2			
Other		4	5	2	5	5			2	3		1	2	1	3	9							4	
Content Management		2	5	16	20	9	1	3	4	22	4	2	5	4	2	26	13					1		
Read Only			1	2	5	4		1	1	1			1		1	2	1							
Customization				2	2										2	2	1						1	1
Training								1	1	1		1			1								1	3
Upload		2	1	1	2		2		9	1			4	5	6	7	2		1					
Interface Design															1						1			
Usability		2	1	1	1	1					1	1	3	1		5	2	1			1			
Performance													1			1	1							
RSS Feeds								2																
Documentation					1																			



# Stellar Cases in EdTech and Helpdesk Qs

Cases as of 5/1/2010

data exists	case
Queue	(All)
Components	(All)
Issue	(All)

Count of CaseID	Year		Month																					
	2010	2009	2008																					
Source	5	4	3	2	1	12	11	10	9	8	7	6	5	4	3	2	1	12	11	10	9	8	7	6
0	4	38	67	132	120	81	40	66	143	139	55	56	77	50	59	169	199	137	87	107	350	252	112	91
Grand Total	4	38	67	132	120	81	40	66	143	139	55	56	77	50	59	169	199	137	87	107	350	252	112	91

