

Stellar Cases in EdTech and Helpdesk Qs

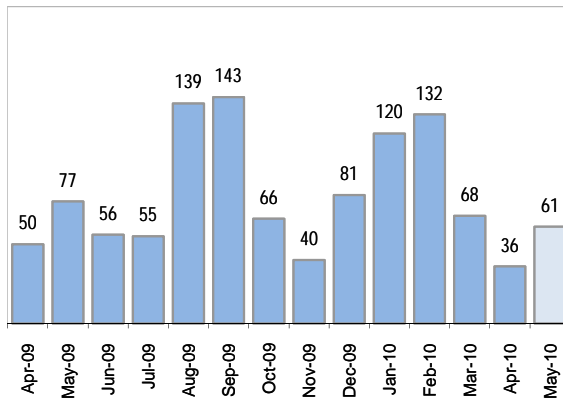
Creating Cases

Cases as of 6/1/2010

Cases This Week

14

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	3.1	3.9	-19%
last 3 months	1.8	5.9	-69%
last 12 months	2.7	6.4	-57%

Total Cases Created

this week	20
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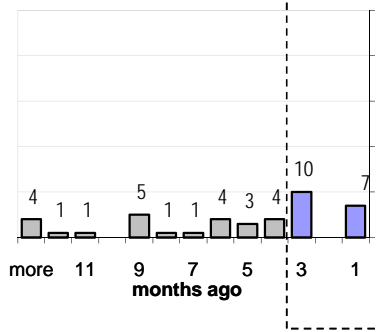
The Queue

Currently Pending

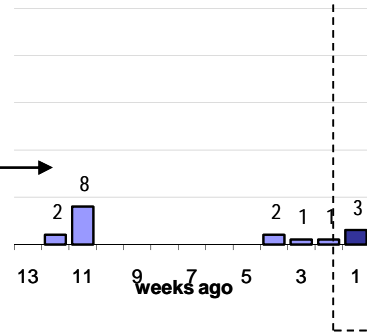
41

Calendar Age of Open Cases

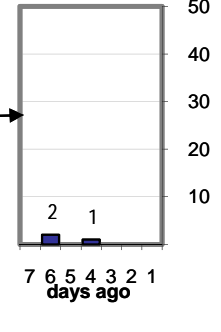
Last 12 Months



Last 3 months

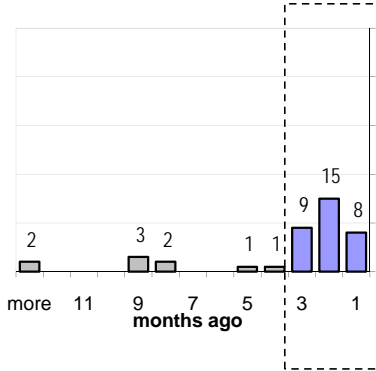


Last Week

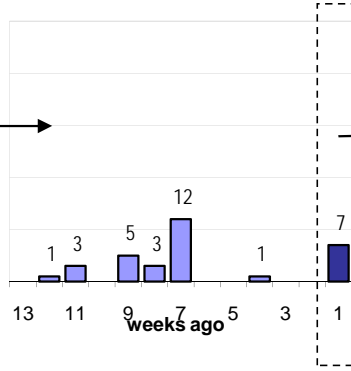


Time Since Last Activity of Any Kind, in Cases that are currently Oper

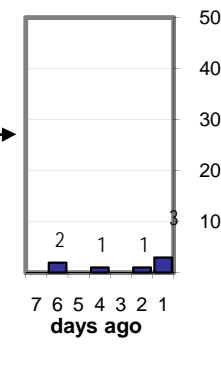
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

36%

3 to 7 days

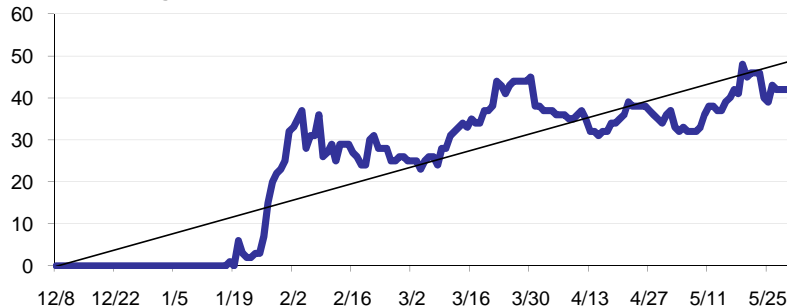
12%

< 3 days

59%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: **56 ↑**

Closed Last Week

6.3 per day
62 total last wee