

Software::Licensing and ::Matlab Qs

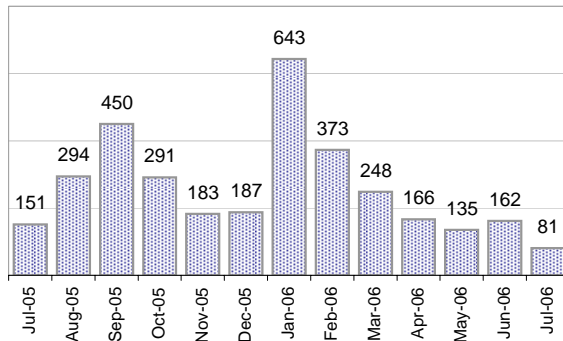
Cases as of 7/17/06

Creating Cases

Total from Last Week

53

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	4.1	5.0	-17%
last 3 months	5.0	2.4	108%
last 12 months	9.0	2.1	337%

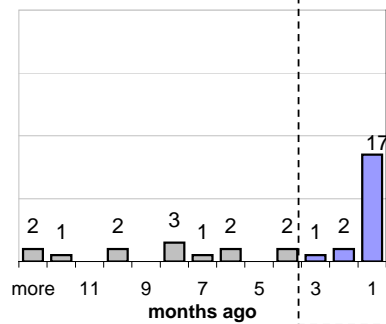
The Queue

Currently Pending

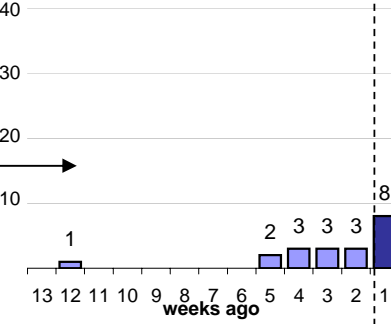
42

Calendar Age of Open Cases

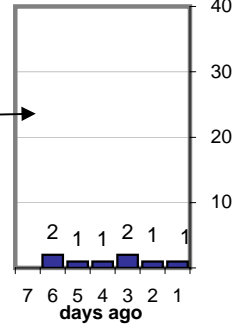
Last 12 Months



Last 3 months

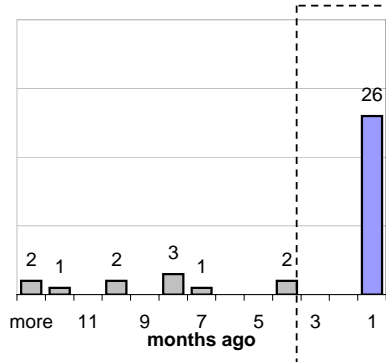


Last Week

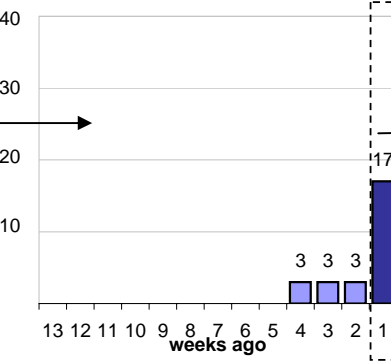


Time Since Last Activity of Any Kind, in Cases that are currently Open

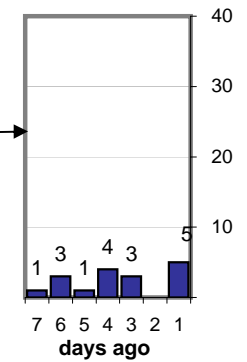
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

22%

3 to 7 days

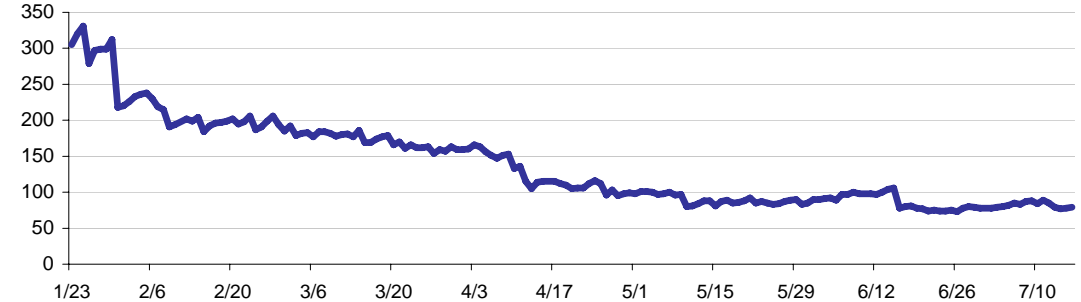
7%

< 3 days

72%

(over the last six weeks)

Estimated Pending Queue over the last six months



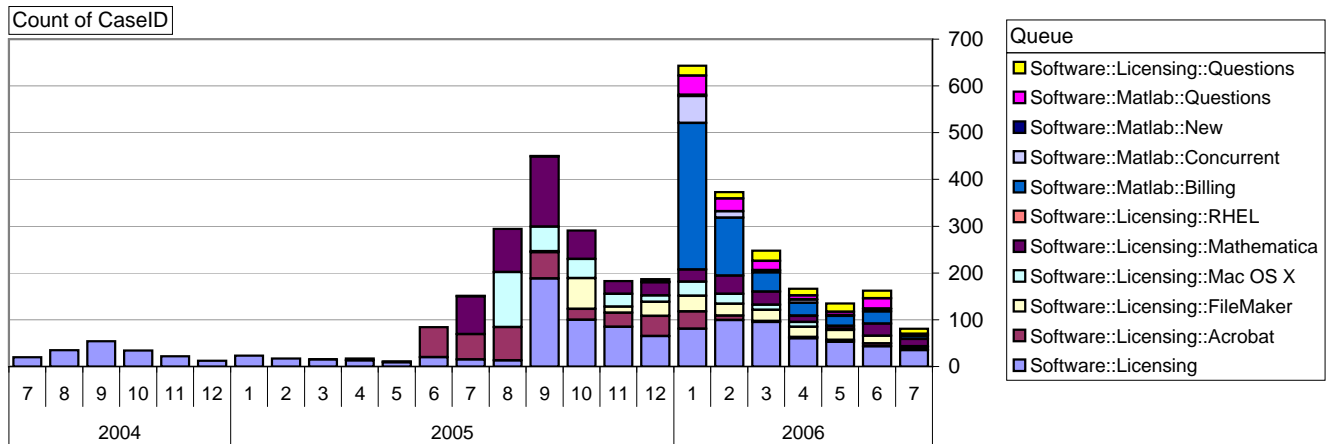
Net change in Q over six months: -177 ↓

Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of

7/17/06



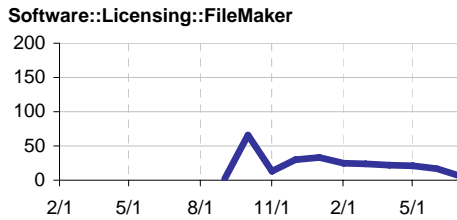
Filemaker

Time to Resolve

slow % 14%

med. % 13%

fast % 73%



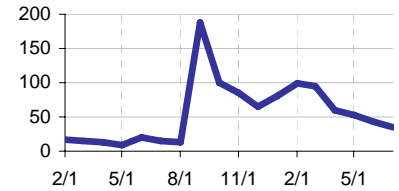
Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing

slow % 57%

med. % 43%

fast % 0%



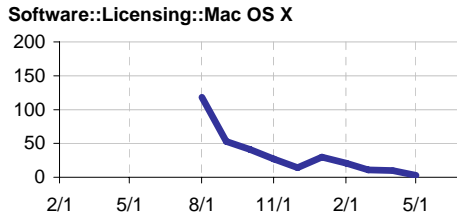
Mac OS X

Time to Resolve

slow % 39%

med. % 10%

fast % 52%



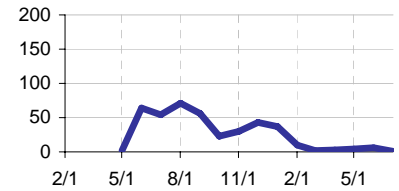
Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 63%

med. % 37%

fast % 0%



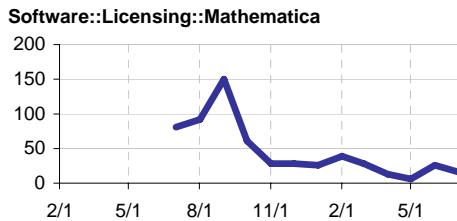
Mathematica

Time to Resolve

slow % 28%

med. % 13%

fast % 58%



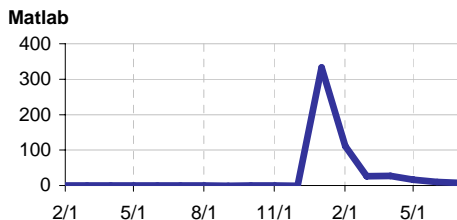
Matlab

Time to Resolve

slow % 32%

med. % 34%

fast % 34%



Matlab Questions

Time to Resolve

slow % 16%

med. % 16%

fast % 69%

