

# Software::Licensing and ::Matlab Qs

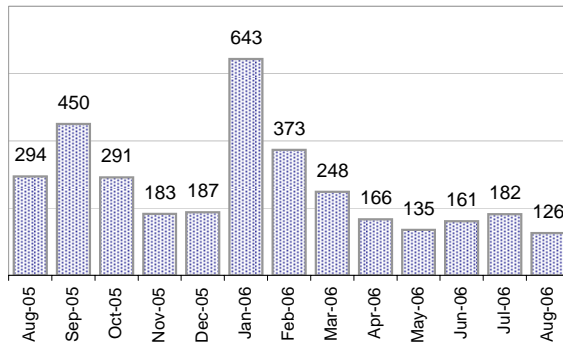
Cases as of 8/21/2006

## Creating Cases

Total from Last Week

50

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	4.1	12.1	-66%
last 3 months	5.7	5.3	6%
last 12 months	8.7	3.1	185%

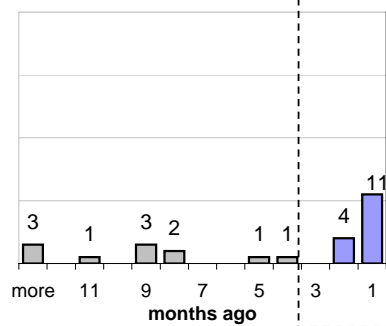
## The Queue

Currently Pending

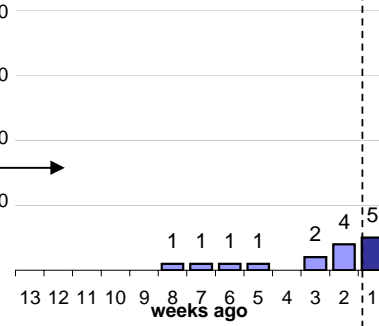
26

Calendar Age of Open Cases

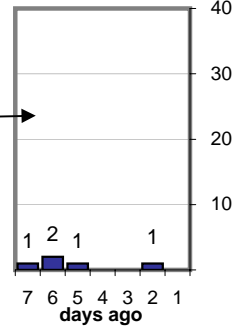
Last 12 Months



Last 3 months

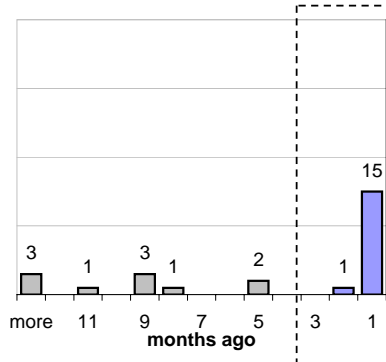


Last Week

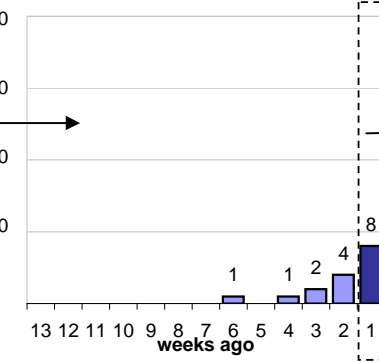


Time Since Last Activity of Any Kind, in Cases that are currently Open

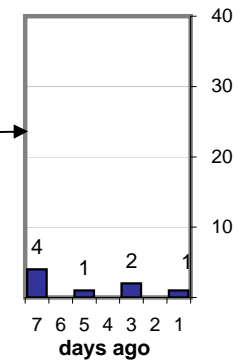
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

23%

3 to 7 days

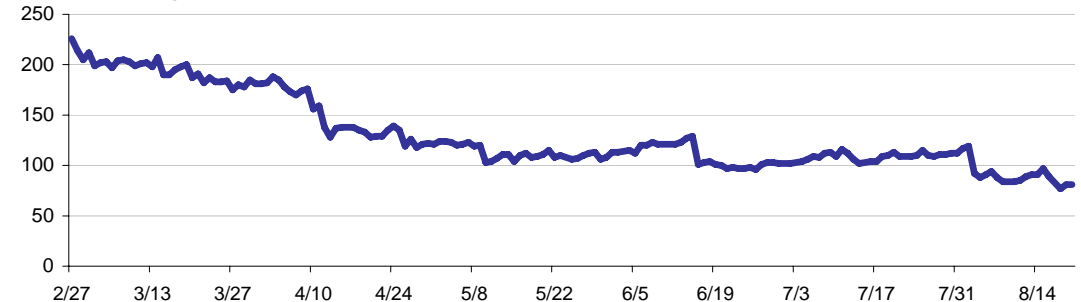
6%

< 3 days

71%

(over the last six weeks)

Estimated Pending Queue over the last six months

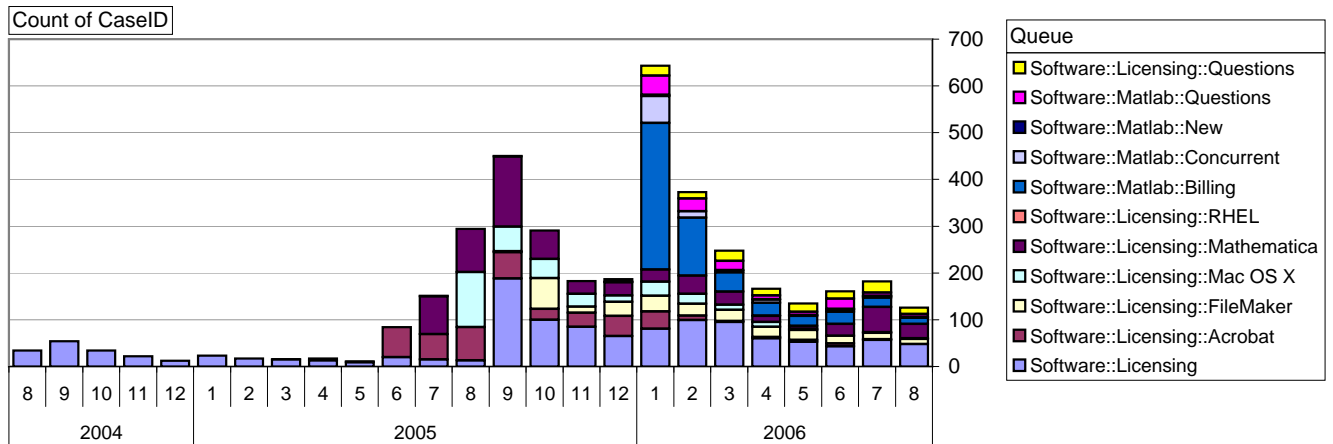


Net change in Q over six months: -138 ↓

# Software::Licensing and ::Matlab Qs

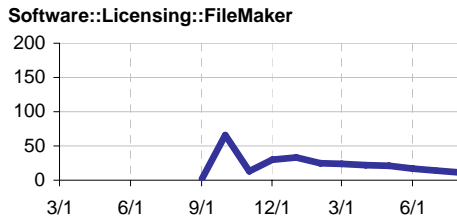
Relative Volume by Product Line

Cases as of 8/21/2006



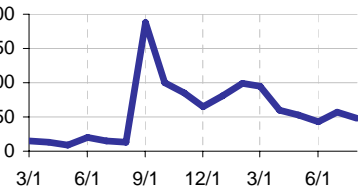
## Filemaker

**Time to Resolve**  
 slow % 16%  
 med. % 12%  
 fast % 72%



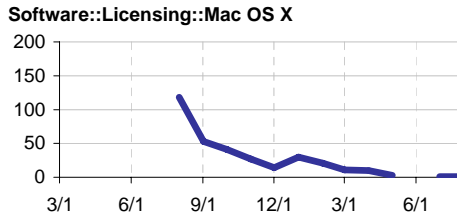
## Other (ESRI, Dreamweaver, etc.)

**Time to Resolve Software::Licensing**  
 slow % 58%  
 med. % 42%  
 fast % 0%



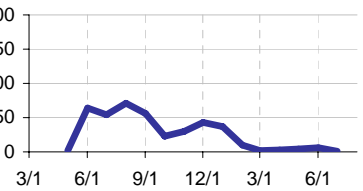
## Mac OS X

**Time to Resolve**  
 slow % 39%  
 med. % 9%  
 fast % 52%



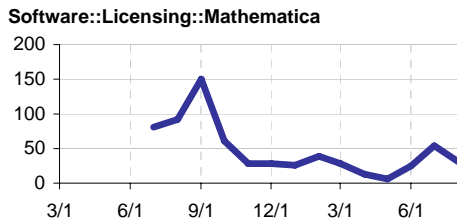
## Acrobat

**Time to Resolve Software::Licensing::Acrobat**  
 slow % 63%  
 med. % 37%  
 fast % 0%



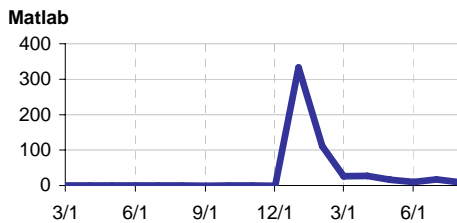
## Mathematica

**Time to Resolve**  
 slow % 26%  
 med. % 12%  
 fast % 61%



## Matlab

**Time to Resolve**  
 slow % 34%  
 med. % 32%  
 fast % 34%



## Matlab Questions

**Time to Resolve**  
 slow % 400%  
 med. % 0%  
 fast % 100%

