

# Software::Licensing and ::Matlab Qs

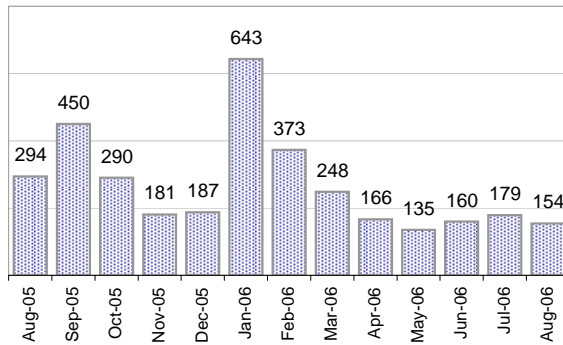
Cases as of 8/28/06

## Creating Cases

Total from Last Week

50

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

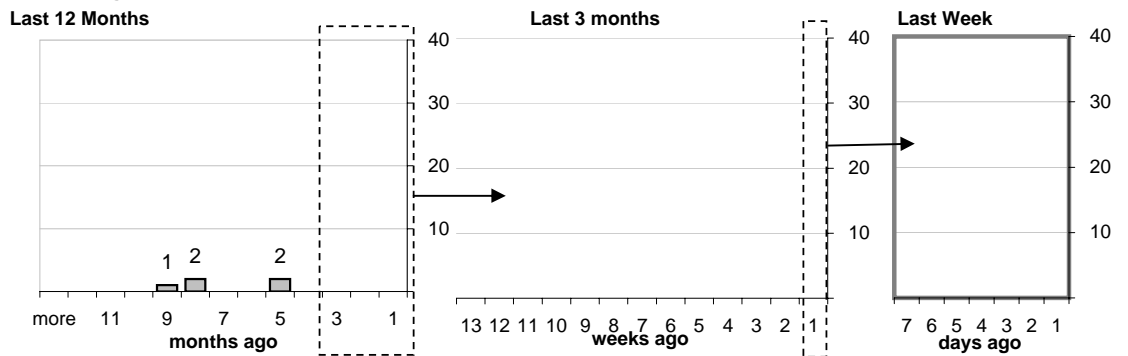
	Now	Year Ago	
this week	4.1	11.6	-64%
last 3 months	5.6	6.8	-18%
last 12 months	8.8	6.8	28%

## The Queue

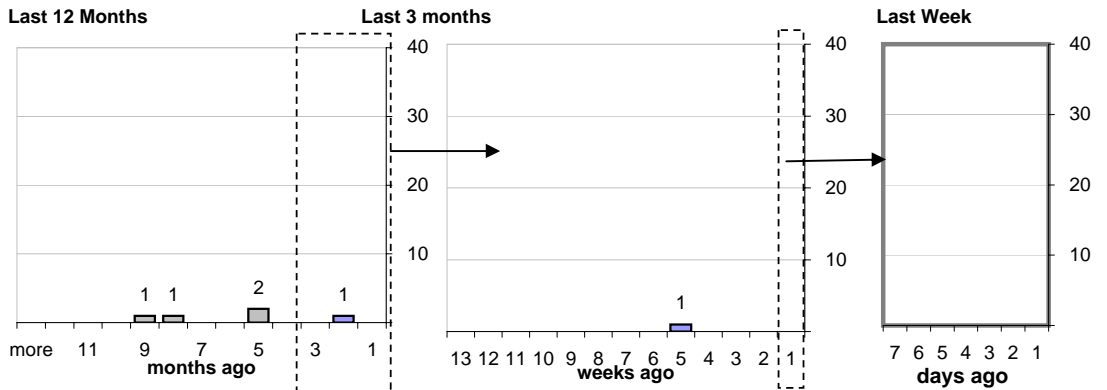
Currently Pending

5

Calendar Age of Open Cases



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



## Closing Cases

more than 7 days

22%

3 to 7 days

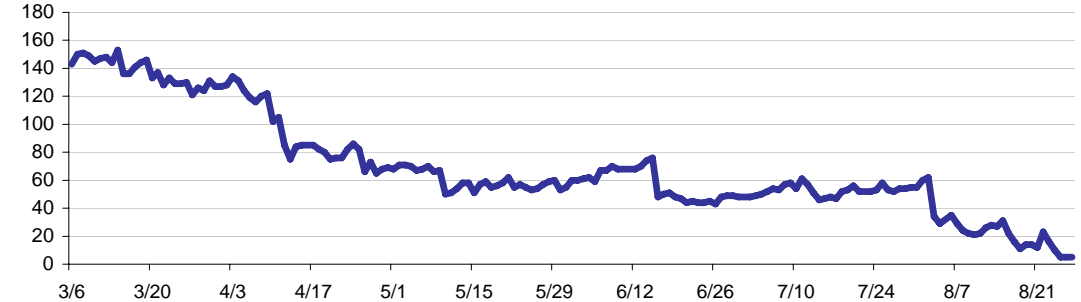
6%

< 3 days

72%

(over the last six weeks)

Estimated Pending Queue over the last six months



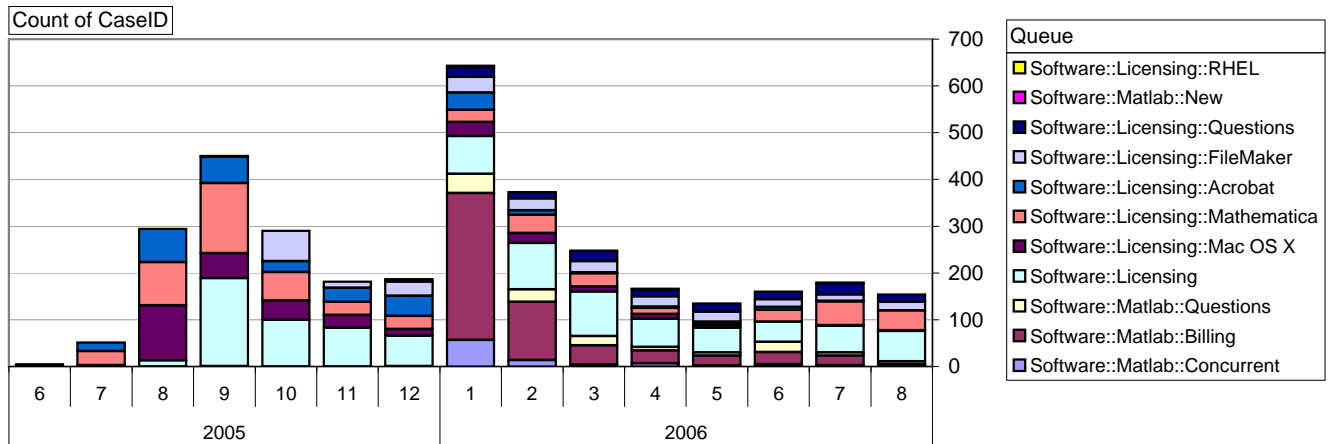
Net change in Q over six months: -144 ↓

# Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of

8/28/06



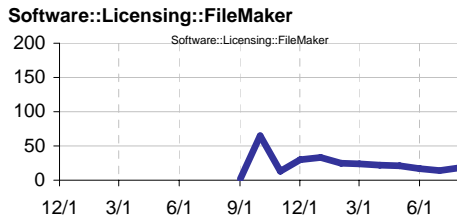
## Filemaker

Time to Resolve

slow %  
42%

med. %  
16%

fast %  
41%



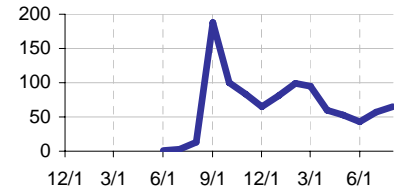
## Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing

slow %  
72%

med. %  
28%

fast %  
0%



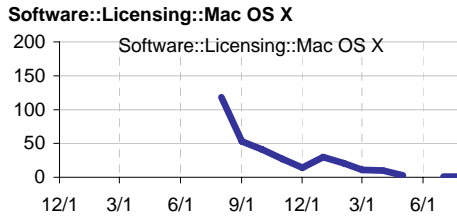
## Mac OS X

Time to Resolve

slow %  
42%

med. %  
16%

fast %  
41%



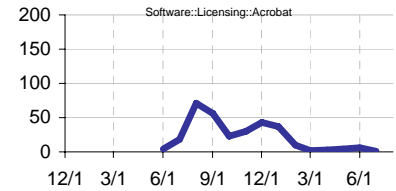
## Acrobat

Time to Resolve Software::Licensing::Acrobat

slow %  
72%

med. %  
28%

fast %  
0%



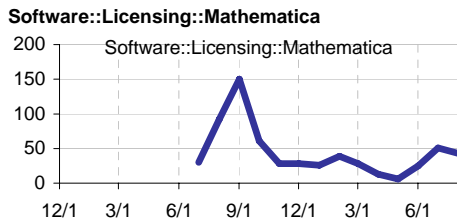
## Mathematica

Time to Resolve

slow %  
42%

med. %  
16%

fast %  
41%



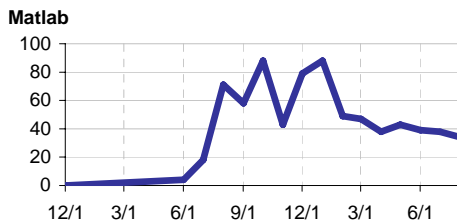
## Matlab

Time to Resolve

slow %  
42%

med. %  
16%

fast %  
41%



## Matlab Questions

Time to Resolve Software::Matlab::Questions

slow %  
0%

med. %  
0%

fast %  
100%

