

Software::Licensing and ::Matlab Qs

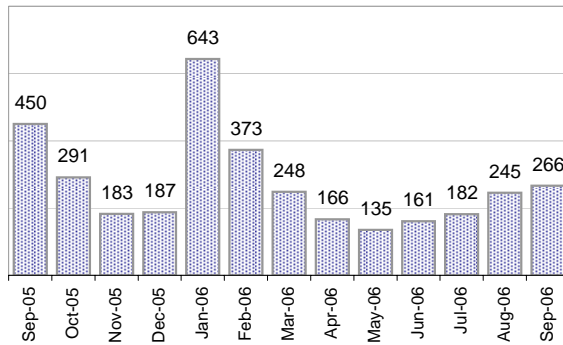
Cases as of 9/18/2006

Creating Cases

Total from Last Week

103

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	4.1	14.5	-71%
last 3 months	7.9	12.0	-34%
last 12 months	8.7	11.4	-23%

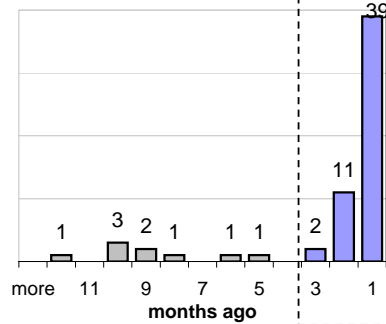
The Queue

Currently Pending

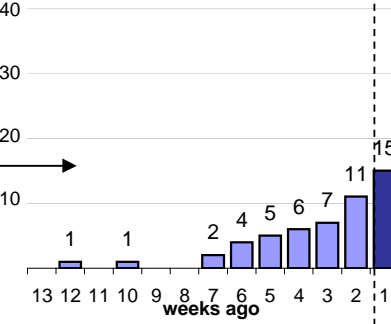
61

Calendar Age of Open Cases

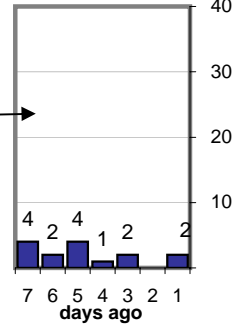
Last 12 Months



Last 3 months

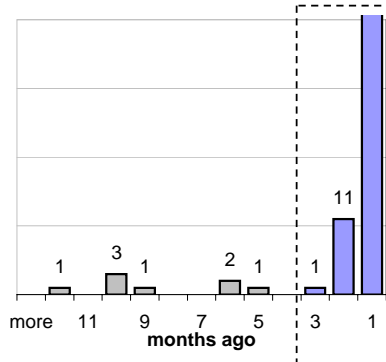


Last Week

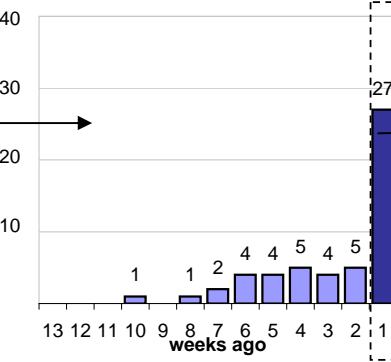


Time Since Last Activity of Any Kind, in Cases that are currently Open

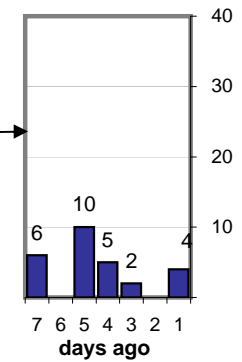
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

14%

3 to 7 days

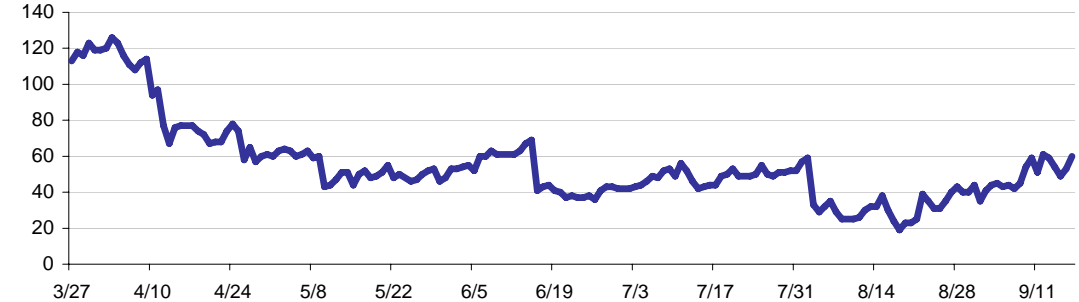
12%

< 3 days

74%

(over the last six weeks)

Estimated Pending Queue over the last six months

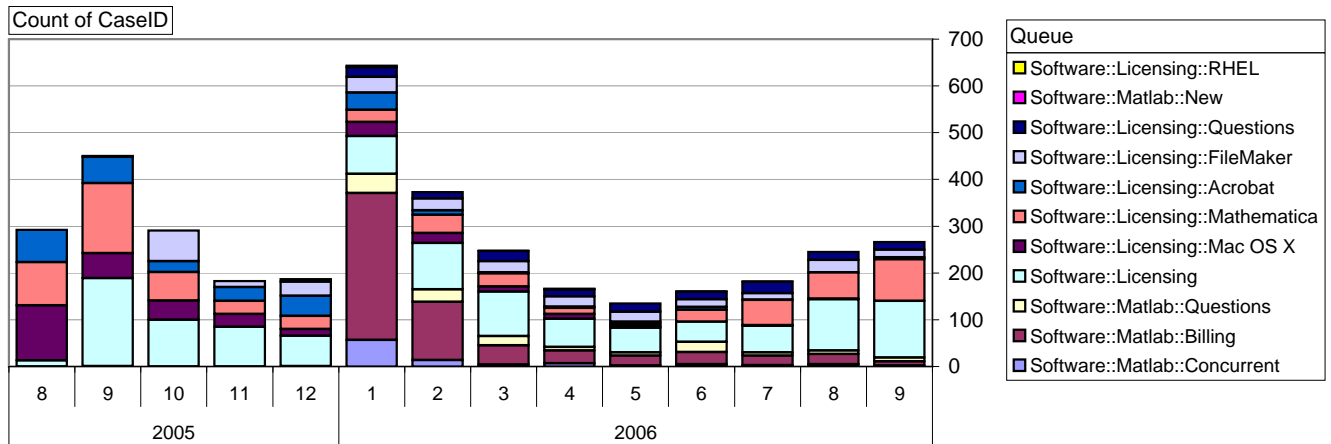


Net change in Q over six months: -61 ↓

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Relative Volume by Product Line

Cases as of 9/18/2006



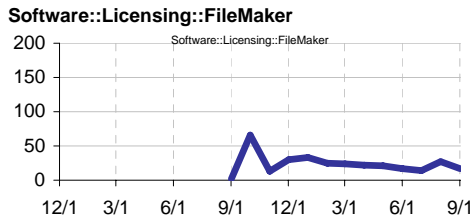
Filemaker

Time to Resolve

slow % 44%

med. % 27%

fast % 30%



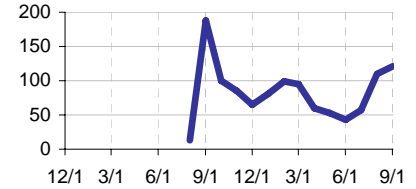
Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing

slow % 62%

med. % 38%

fast % 0%



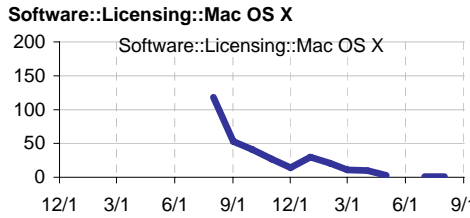
Mac OS X

Time to Resolve

slow % 44%

med. % 27%

fast % 30%



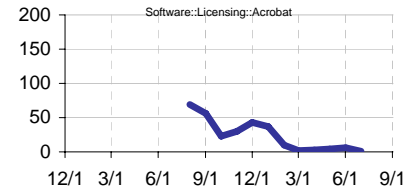
Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 62%

med. % 38%

fast % 0%



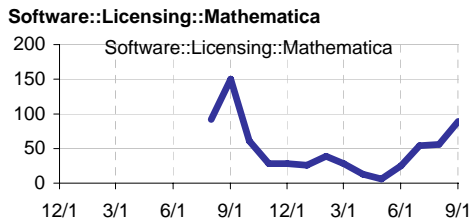
Mathematica

Time to Resolve

slow % 44%

med. % 27%

fast % 30%



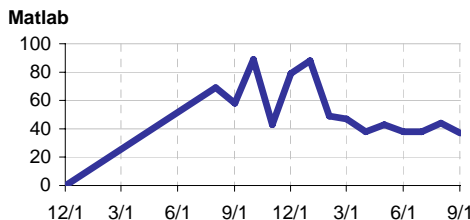
Matlab

Time to Resolve

slow % 44%

med. % 27%

fast % 30%



Matlab Questions

Time to Resolve Software::Matlab::Questions

slow % 0%

med. % 0%

fast % 100%

