

# Software::Licensing and ::Matlab Qs

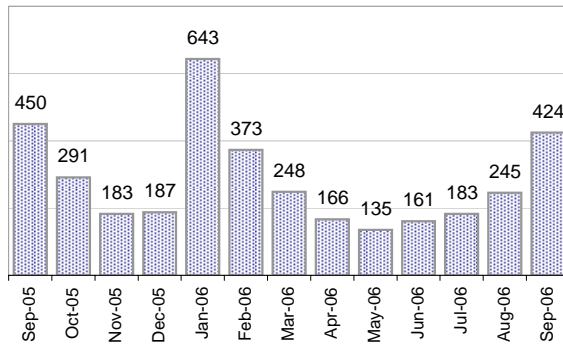
Cases as of 9/25/2006

## Creating Cases

Total from Last Week

141

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	4.1	15.9	-74%
last 3 months	9.4	12.8	-27%
last 12 months	8.9	12.4	-28%

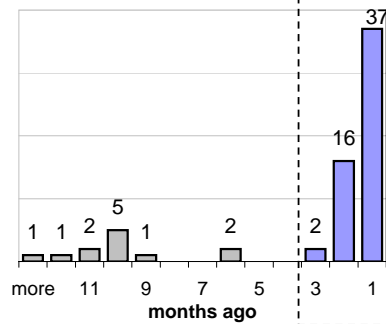
## The Queue

Currently Pending

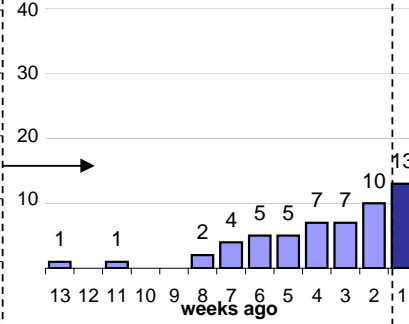
67

Calendar Age of Open Cases

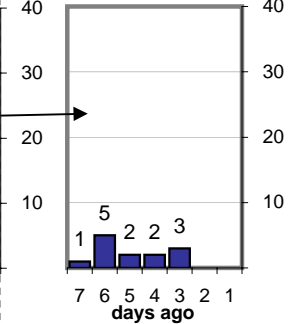
Last 12 Months



Last 3 months

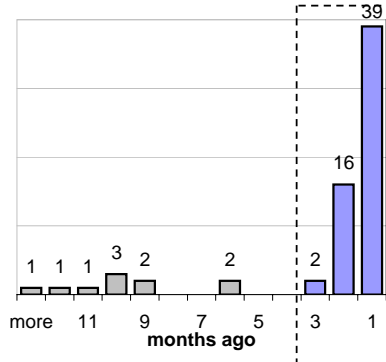


Last Week

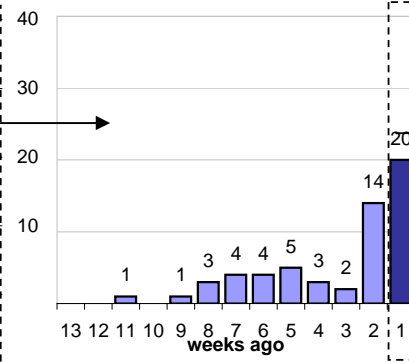


Time Since Last Activity of Any Kind, in Cases that are currently Open

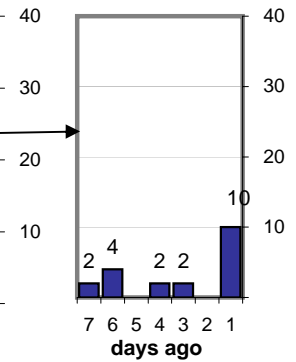
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

13%

3 to 7 days

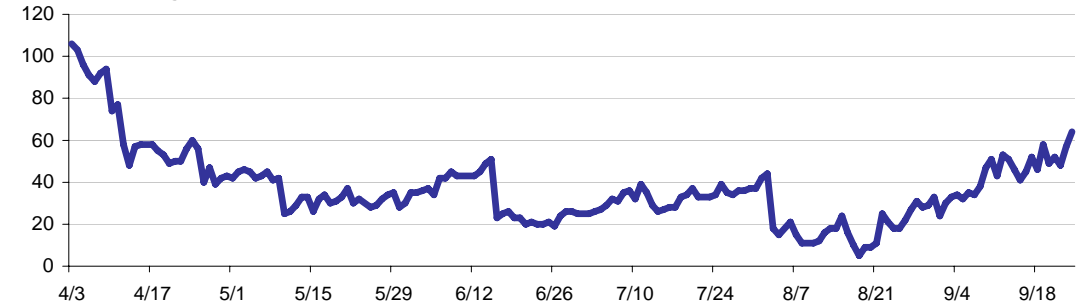
11%

< 3 days

75%

(over the last six weeks)

Estimated Pending Queue over the last six months

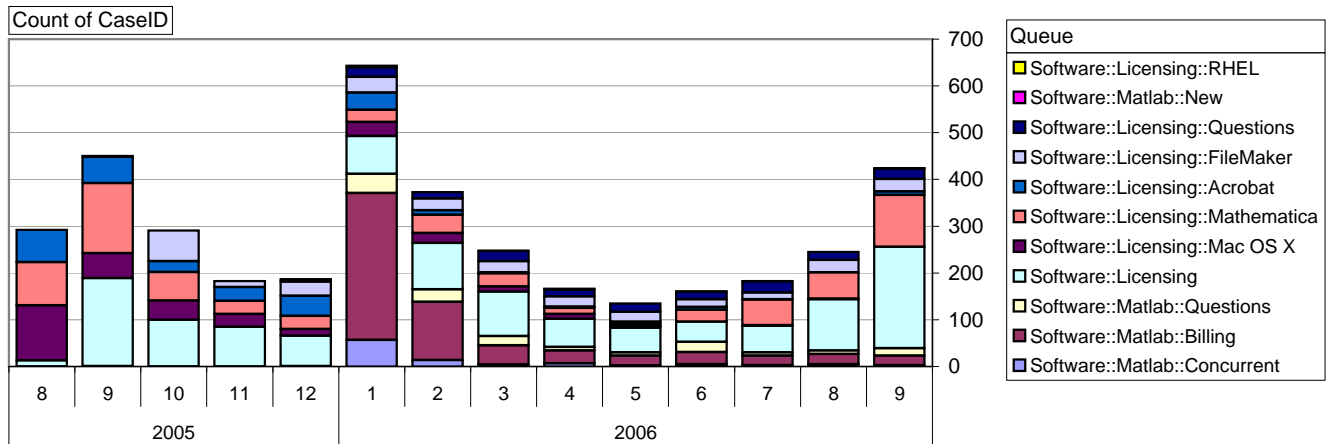


Net change in Q over six months: -33 ↓

# Software::Licensing and ::Matlab Qs

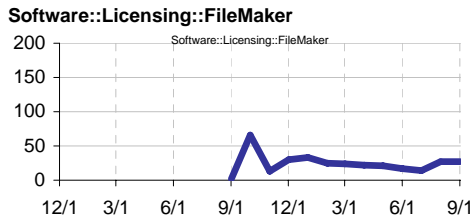
Relative Volume by Product Line

Cases as of 9/25/2006



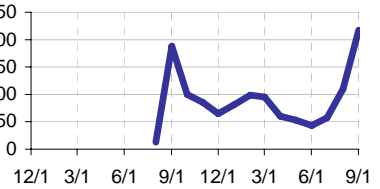
## Filemaker

**Time to Resolve**  
 slow % 44%  
 med. % 26%  
 fast % 30%



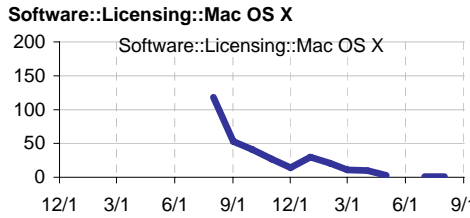
## Other (ESRI, Dreamweaver, etc.)

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



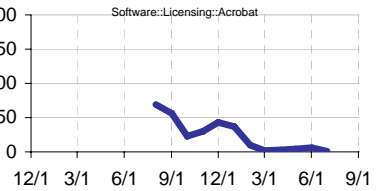
## Mac OS X

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



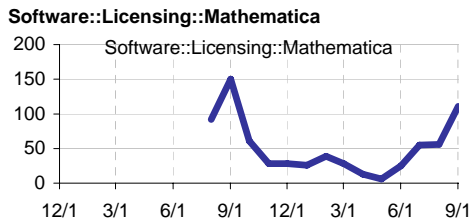
## Acrobat

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



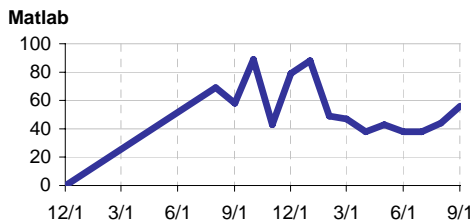
## Mathematica

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



## Matlab

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



## Matlab Questions

**Time to Resolve Software::Matlab::Questions**  
 slow % 0%  
 med. % 0%  
 fast % 100%

