

Software::Licensing and ::Matlab Qs

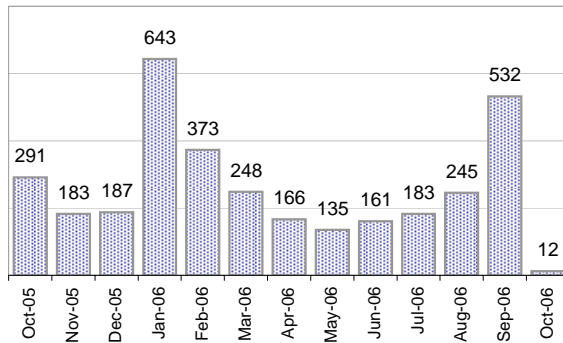
Cases as of 10/2/2006

Creating Cases

Total from Last Week

75

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	4.1	12.9	-68%
last 3 months	10.1	14.9	-32%
last 12 months	9.0	15.3	-41%

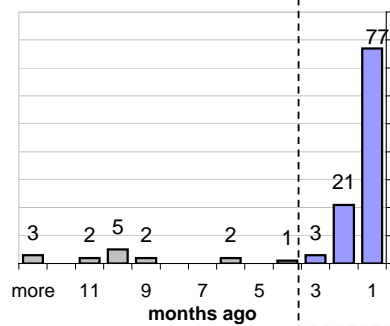
The Queue

Currently Pending

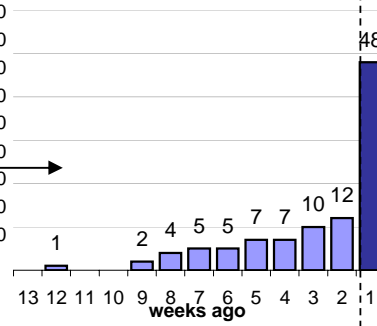
117

Calendar Age of Open Cases

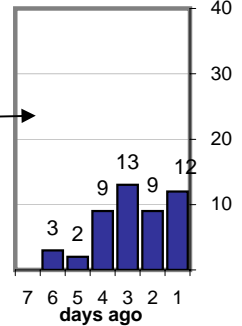
Last 12 Months



Last 3 months

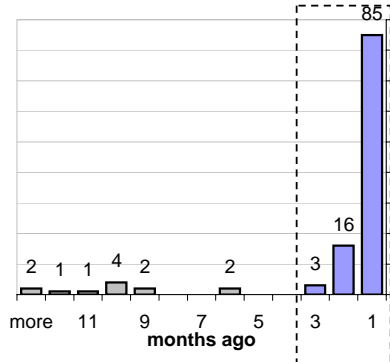


Last Week

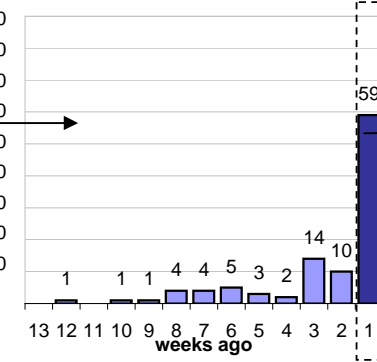


Time Since Last Activity of Any Kind, in Cases that are currently Open

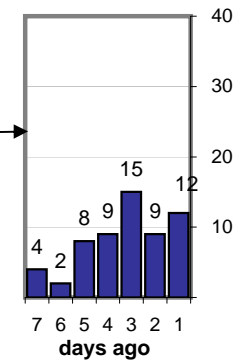
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

14%

3 to 7 days

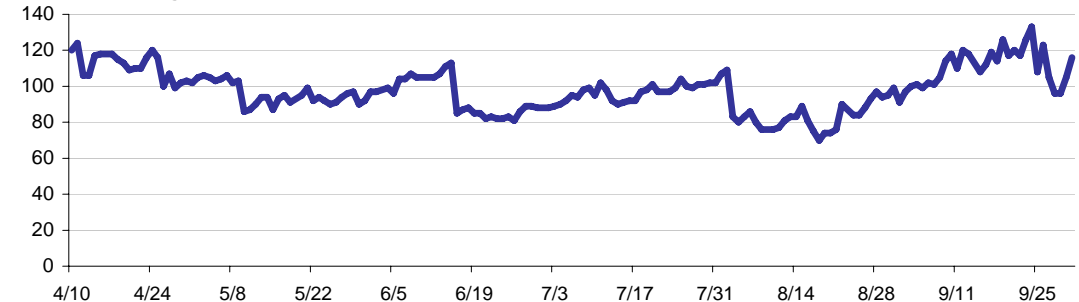
12%

< 3 days

74%

(over the last six weeks)

Estimated Pending Queue over the last six months

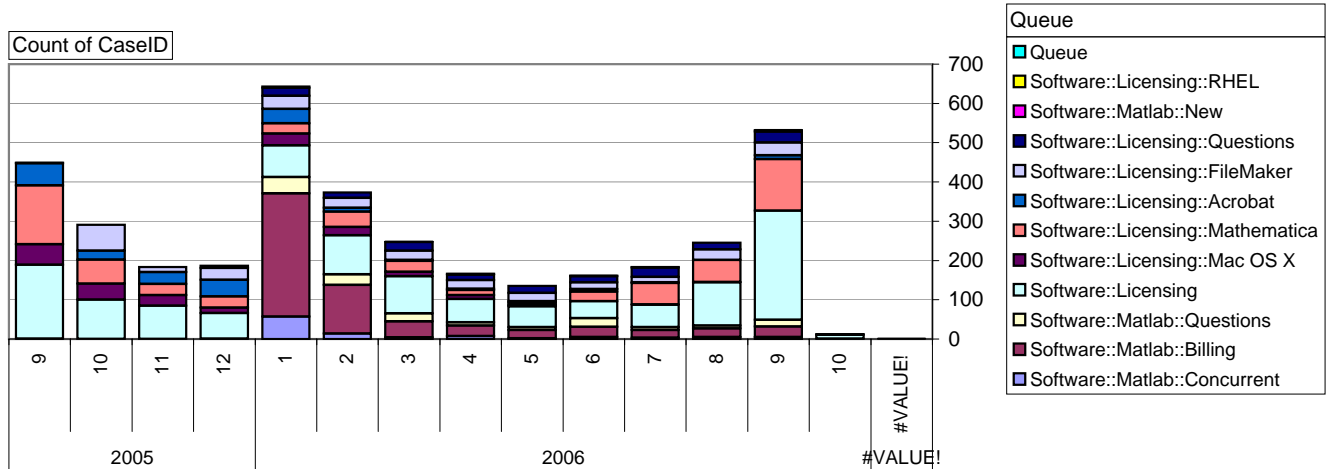


Net change in Q over six months: -23 ↓

Software::Licensing and ::Matlab Qs

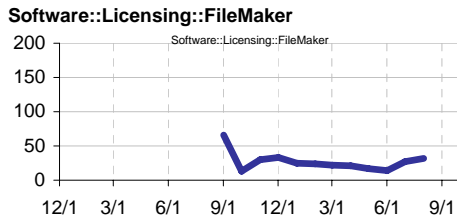
Relative Volume by Product Line

Cases as of 10/2/2006



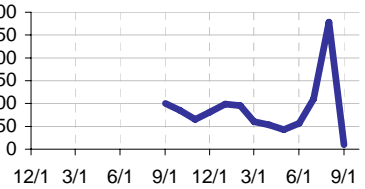
Filemaker

Time to Resolve
 slow % 47%
 med. % 24%
 fast % 29%



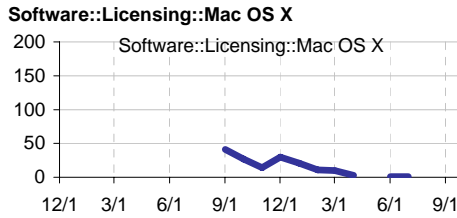
Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing
 slow % 66%
 med. % 34%
 fast % 0%



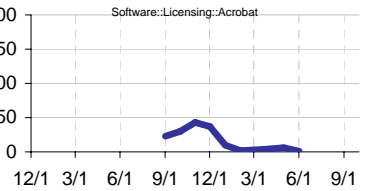
Mac OS X

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



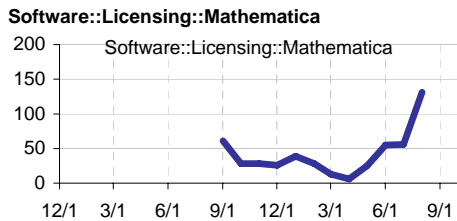
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 66%
 med. % 34%
 fast % 0%



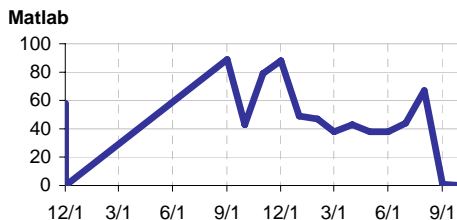
Mathematica

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



Matlab

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



Matlab Questions

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

