

# Software::Licensing and ::Matlab Qs

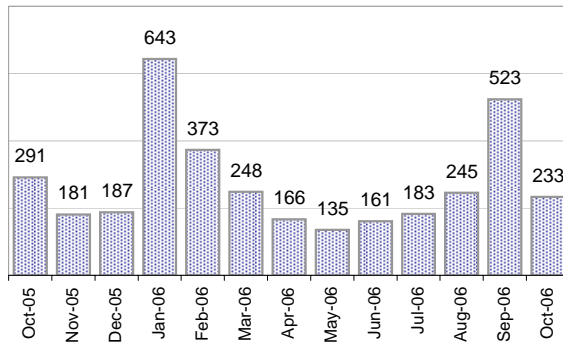
Cases as of 10/23/2006

## Creating Cases

Total from Last Week

68

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	4.1	6.8	-39%
last 3 months	11.4	13.4	-15%
last 12 months	9.2	14.0	-34%

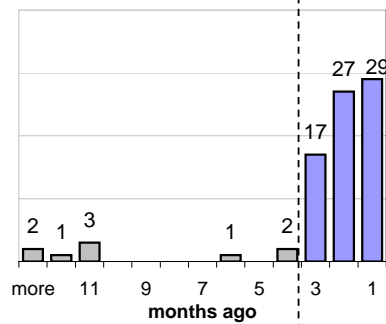
## The Queue

Currently Pending

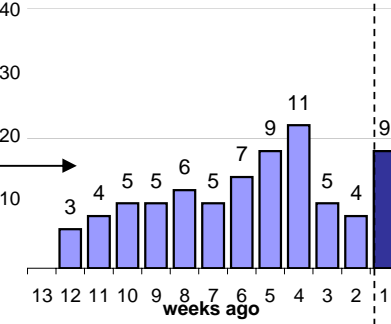
82

Calendar Age of Open Cases

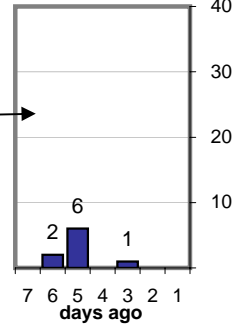
Last 12 Months



Last 3 months

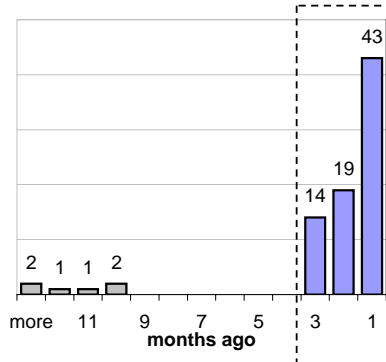


Last Week

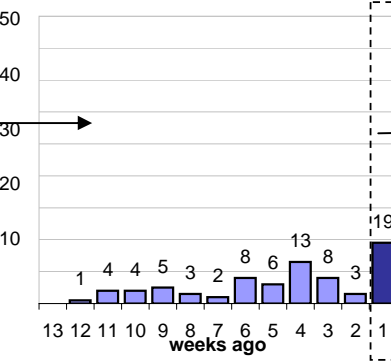


Time Since Last Activity of Any Kind, in Cases that are currently Open

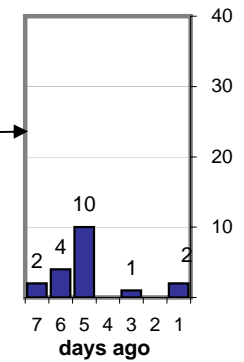
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

14%

3 to 7 days

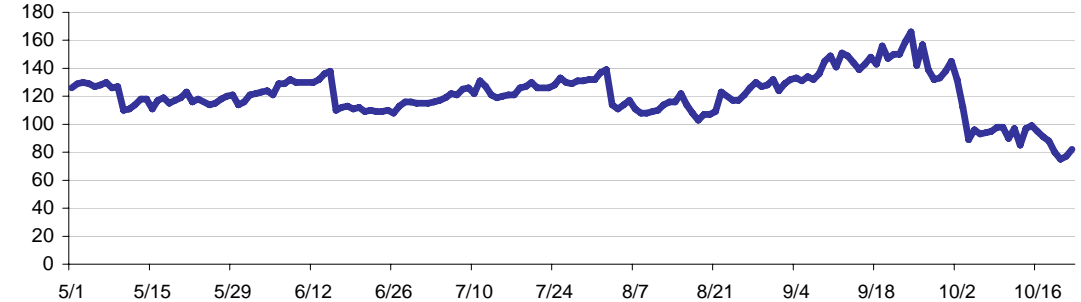
13%

< 3 days

74%

(over the last six weeks)

Estimated Pending Queue over the last six months



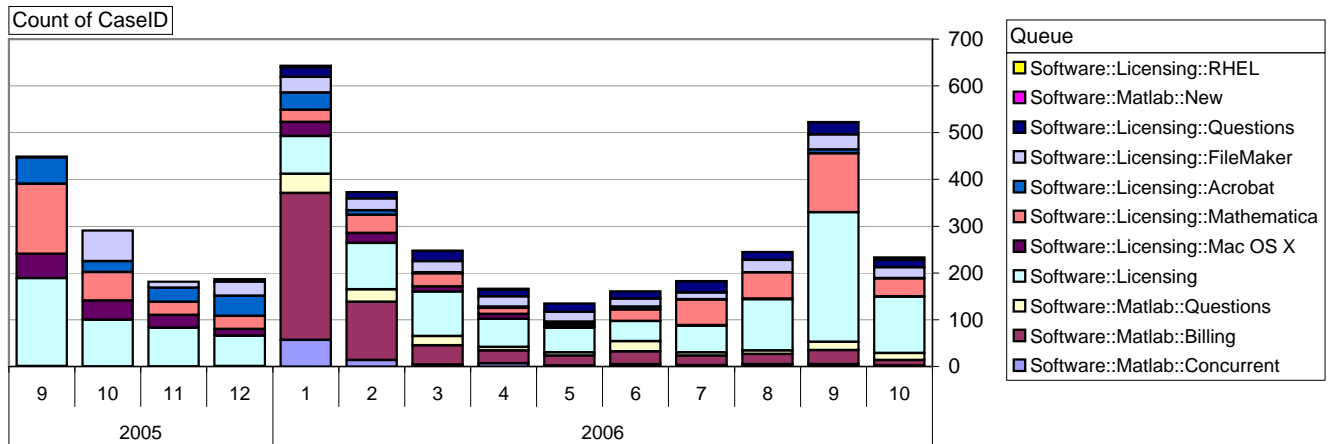
Net change in Q over six months:

-45 ↓

# Software::Licensing and ::Matlab Qs

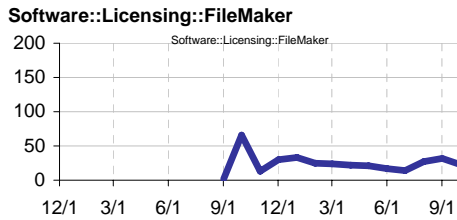
Relative Volume by Product Line

Cases as of 10/23/2006



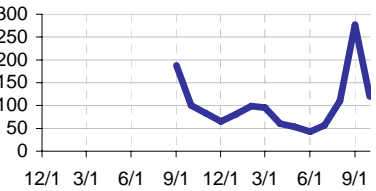
## Filemaker

**Time to Resolve**  
 slow % 13%  
 med. % 16%  
 fast % 71%



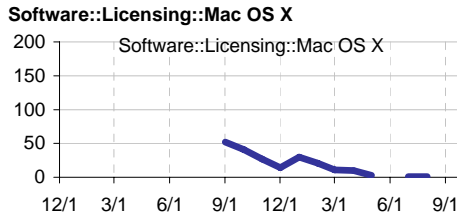
## Other (ESRI, Dreamweaver, etc.)

**Time to Resolve Software::Licensing**  
 slow % 10%  
 med. % 17%  
 fast % 73%



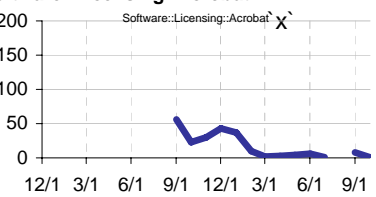
## Mac OS X

**Time to Resolve**  
 slow % 22%  
 med. % 16%  
 fast % 63%



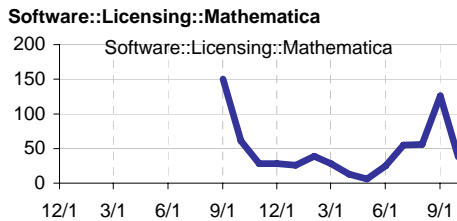
## Acrobat

**Time to Resolve Software::Licensing::Acrobat**  
 slow % 23%  
 med. % 21%  
 fast % 55%



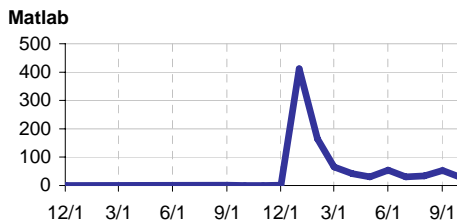
## Mathematica

**Time to Resolve**  
 slow % 18%  
 med. % 17%  
 fast % 65%



## Matlab

**Time to Resolve**  
 slow % 37%  
 med. % 38%  
 fast % 26%



## Matlab Questions

**Time to Resolve Software::Matlab::Questions**  
 slow % 15%  
 med. % 18%  
 fast % 66%

