

# Software::Licensing and ::Matlab Qs

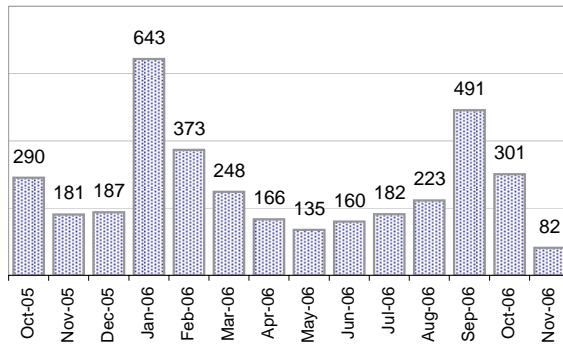
Cases as of 11/13/2006

## Creating Cases

Total from Last Week

54

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

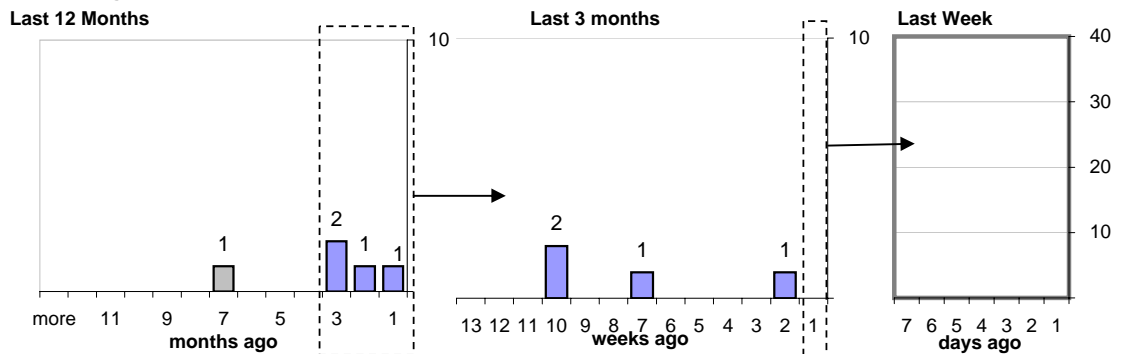
	Now	Year Ago	
this week	4.1	6.8	-39%
last 3 months	11.1	6.5	70%
last 12 months	9.1	6.1	49%

## The Queue

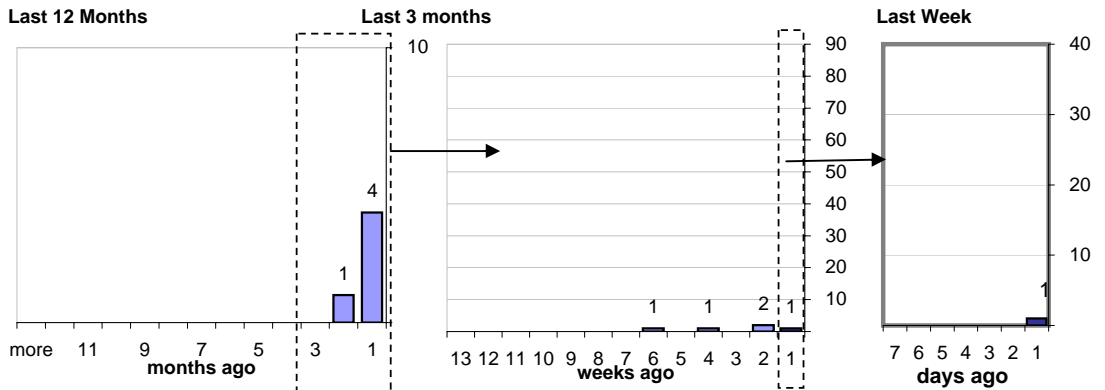
Currently Pending

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

13%

3 to 7 days

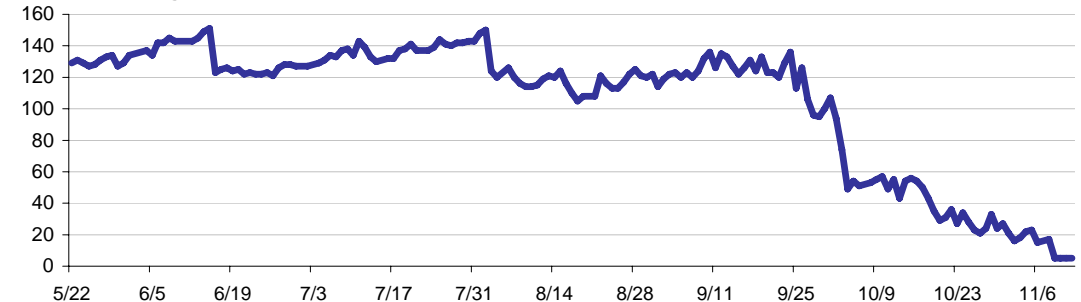
12%

< 3 days

75%

(over the last six weeks)

Estimated Pending Queue over the last six months

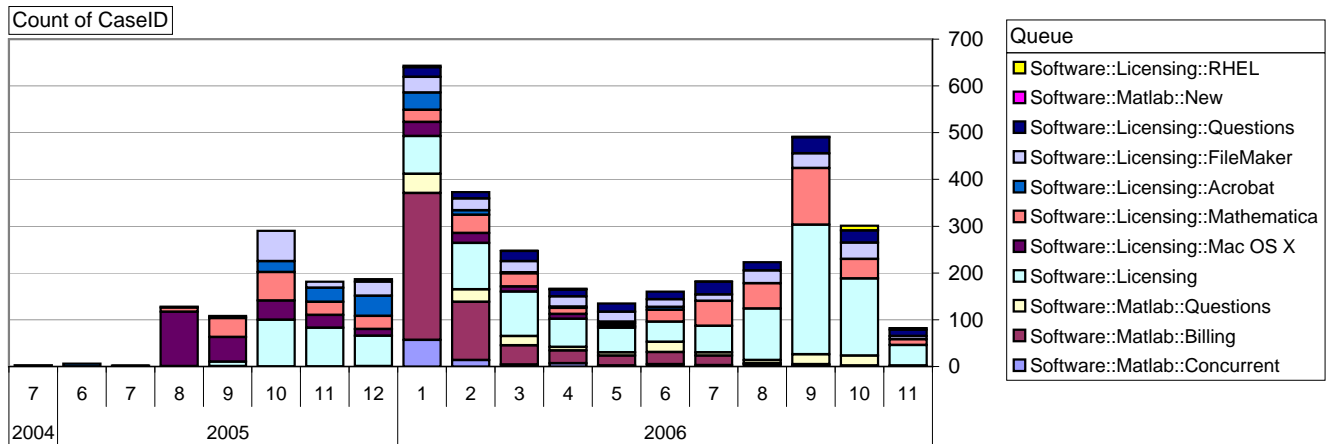


Net change in Q over six months: -131 ↓

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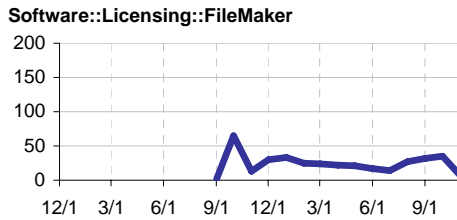
Relative Volume by Product Line

Cases as of 11/13/2006



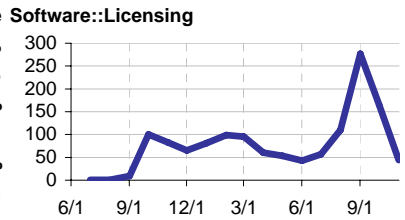
## Filemaker

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



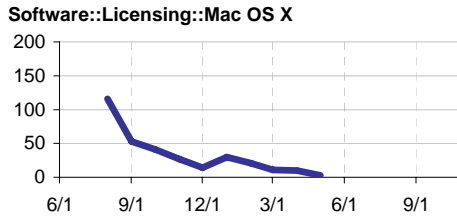
## Other (ESRI, Dreamweaver, etc.)

**Time to Resolve**  
 slow % 9%  
 med. % 15%  
 fast % 76%



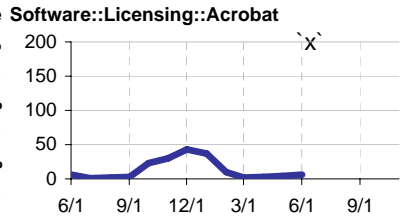
## Mac OS X

**Time to Resolve**  
 slow % 59%  
 med. % 8%  
 fast % 34%



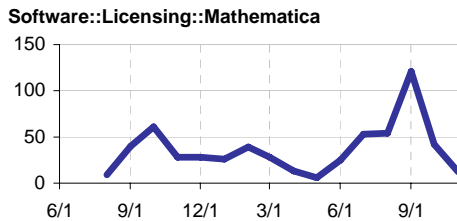
## Acrobat

**Time to Resolve**  
 slow % 24%  
 med. % 22%  
 fast % 54%



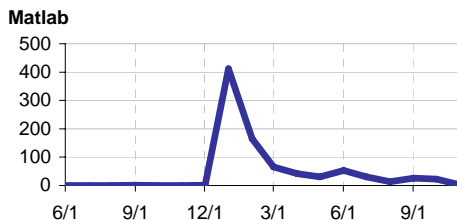
## Mathematica

**Time to Resolve**  
 slow % 21%  
 med. % 14%  
 fast % 65%



## Matlab

**Time to Resolve**  
 slow % 37%  
 med. % 37%  
 fast % 25%



## Matlab Questions

**Time to Resolve**  
 slow % 15%  
 med. % 18%  
 fast % 67%

