

Software::Licensing and ::Matlab Qs

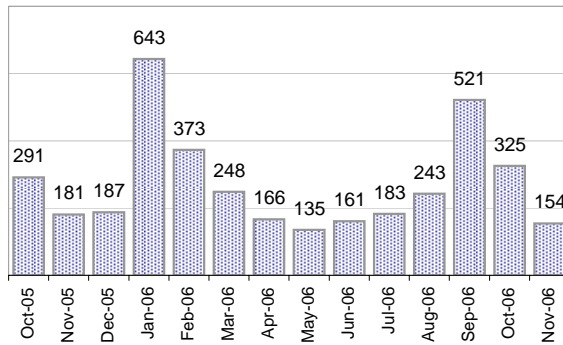
Cases as of 11/20/2006

Creating Cases

Total from Last Week

56

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	4.1	8.5	-51%
last 3 months	11.9	8.8	35%
last 12 months	9.3	9.1	2%

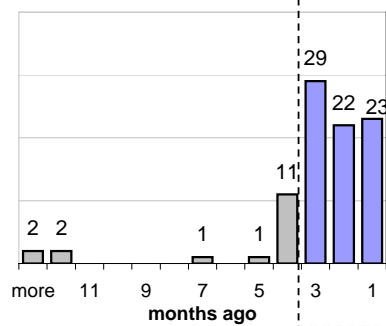
The Queue

Currently Pending

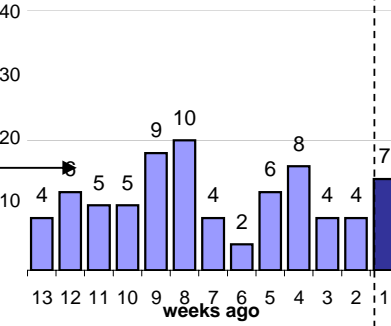
91

Calendar Age of Open Cases

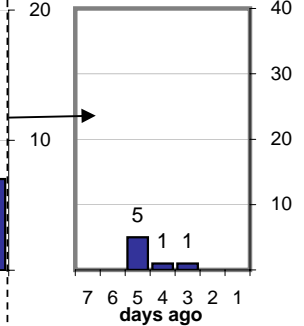
Last 12 Months



Last 3 months

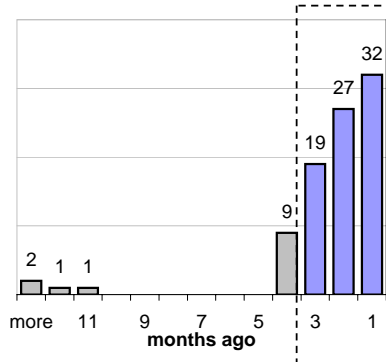


Last Week

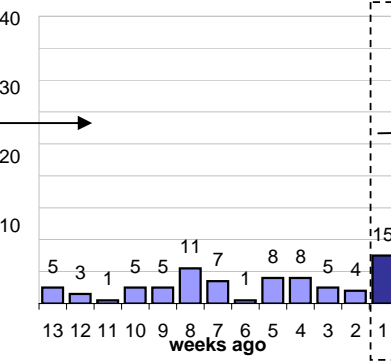


Time Since Last Activity of Any Kind, in Cases that are currently Open

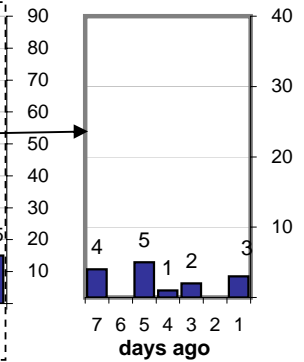
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

13%

3 to 7 days

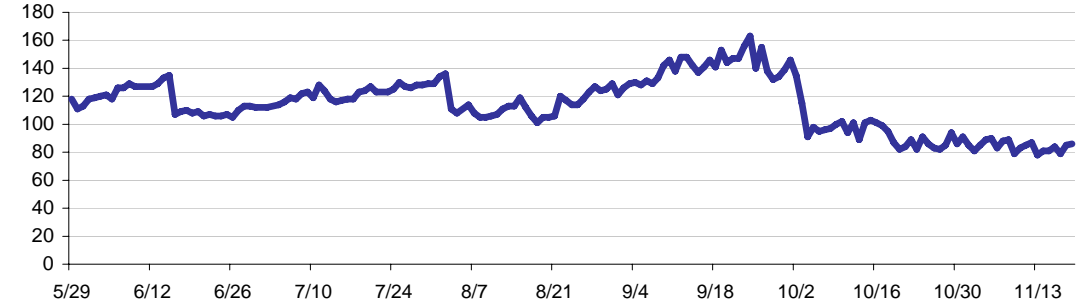
11%

< 3 days

76%

(over the last six weeks)

Estimated Pending Queue over the last six months

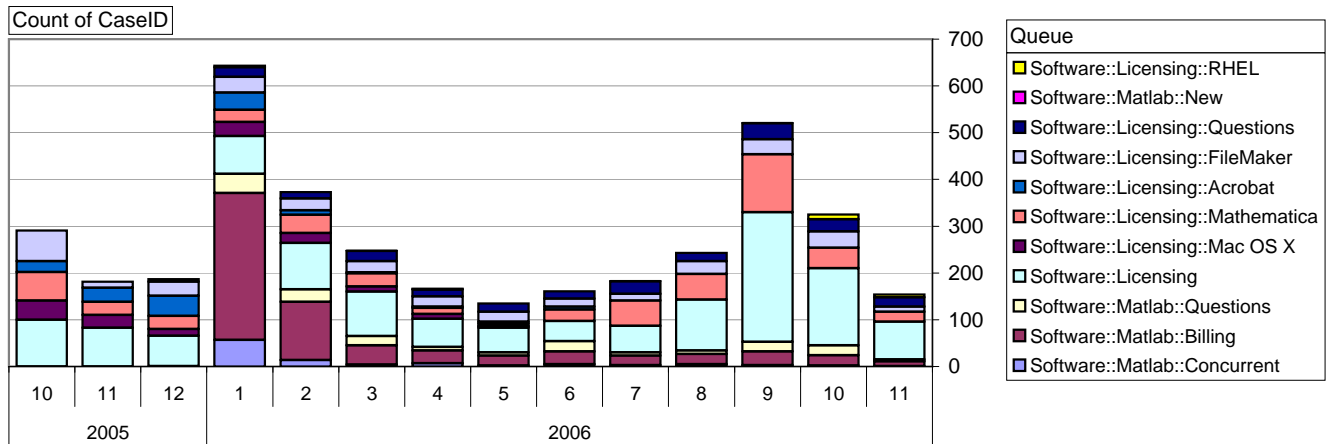


Net change in Q over six months: -31 ↓

Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of 11/20/2006



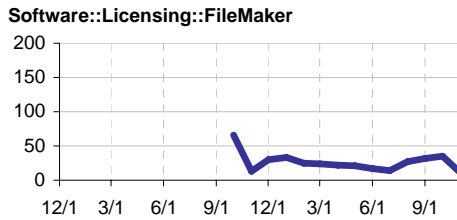
Filemaker

Time to Resolve

slow % 13%

med. % 15%

fast % 72%



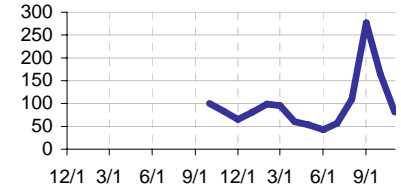
Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing

slow % 8%

med. % 15%

fast % 77%



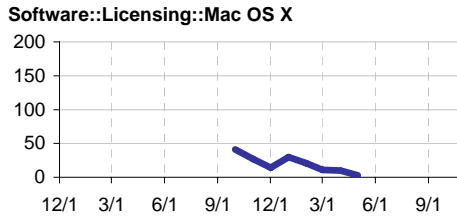
Mac OS X

Time to Resolve

slow % 19%

med. % 14%

fast % 67%



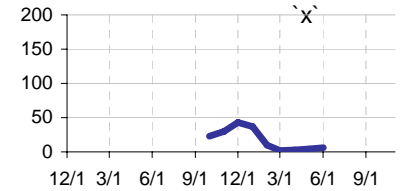
Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 20%

med. % 22%

fast % 58%



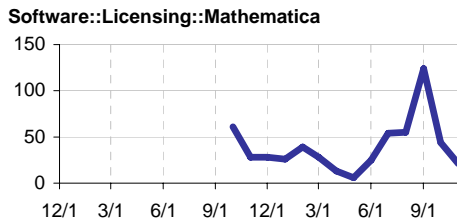
Mathematica

Time to Resolve

slow % 15%

med. % 15%

fast % 71%



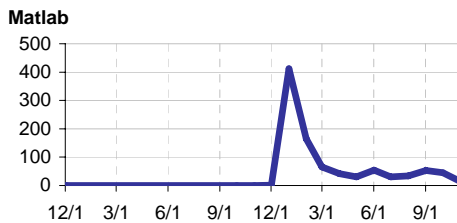
Matlab

Time to Resolve

slow % 37%

med. % 37%

fast % 25%



Matlab Questions

Time to Resolve Software::Matlab::Questions

slow % 15%

med. % 17%

fast % 68%

