

# Software::Licensing and ::Matlab Qs

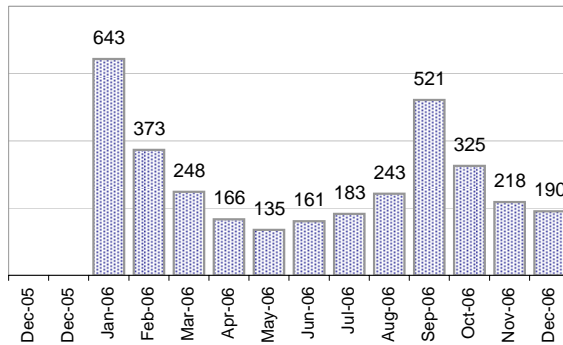
Cases as of 1/1/2007

## Creating Cases

Total from Last Week

23

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	3.0	11.1	-73%
last 3 months	8.0	10.0	-20%
last 12 months	9.4	10.2	-8%

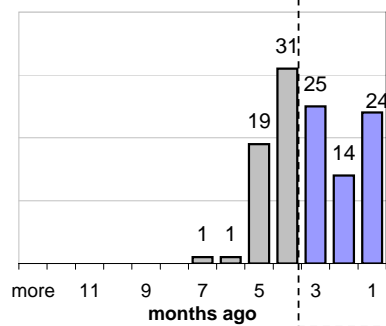
## The Queue

Currently Pending

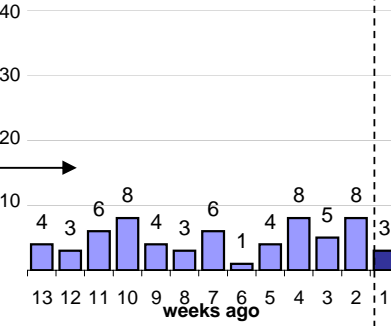
115

Calendar Age of Open Cases

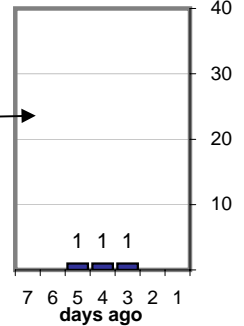
Last 12 Months



Last 3 months

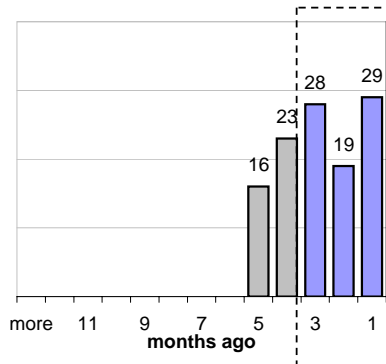


Last Week

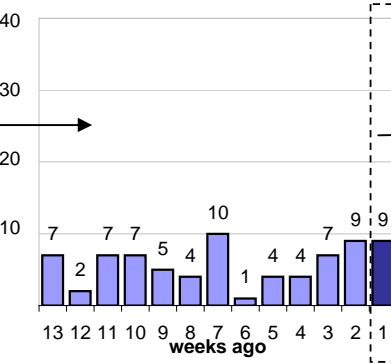


Time Since Last Activity of Any Kind, in Cases that are currently Open

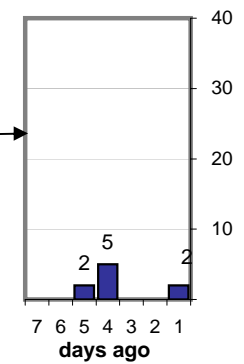
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

11%

3 to 7 days

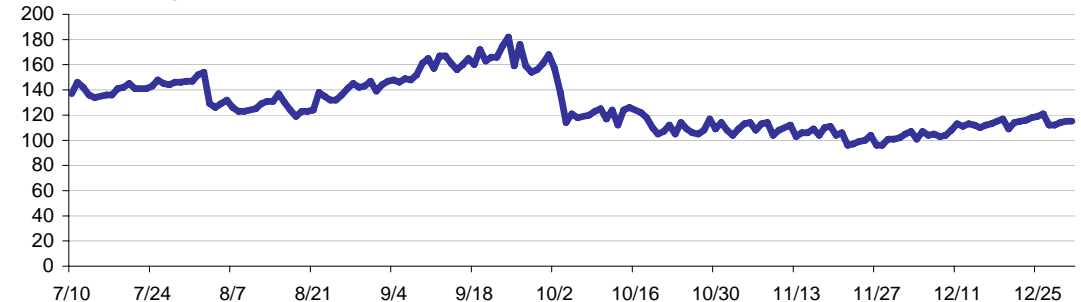
10%

< 3 days

80%

(over the last six weeks)

Estimated Pending Queue over the last six months

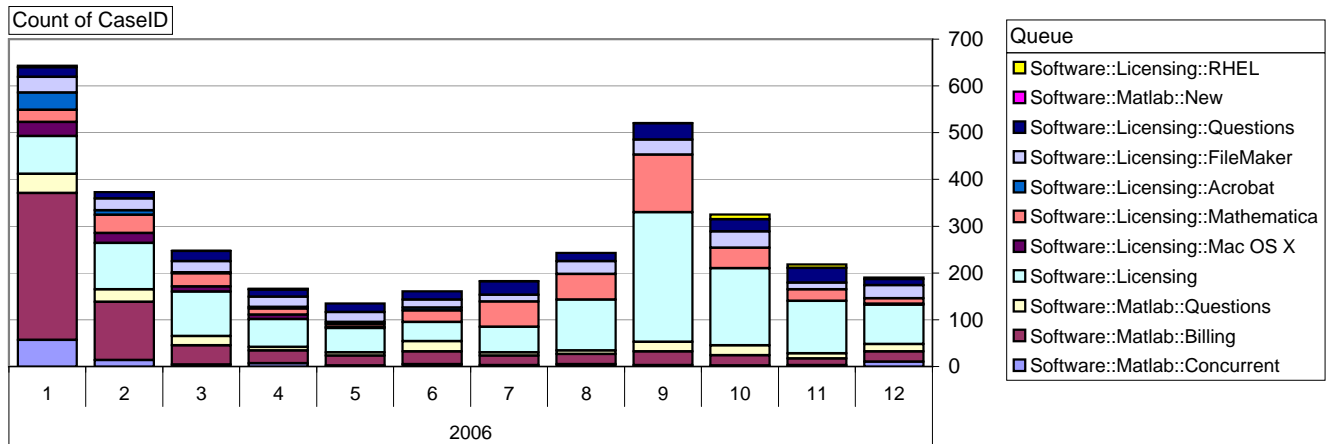


Net change in Q over six months: -26 ↓

# Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of 1/1/2007



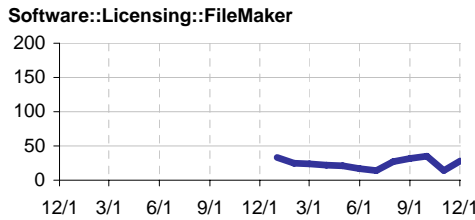
## Filemaker

Time to Resolve

slow % 10%

med. % 11%

fast % 79%



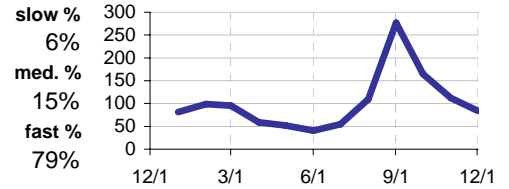
## Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing

slow % 6%

med. % 15%

fast % 79%



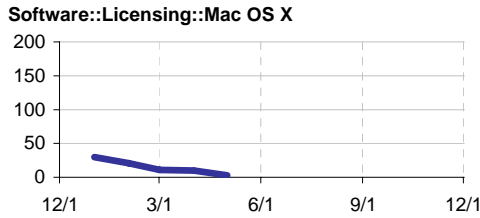
## Mac OS X

Time to Resolve

slow % 12%

med. % 16%

fast % 73%



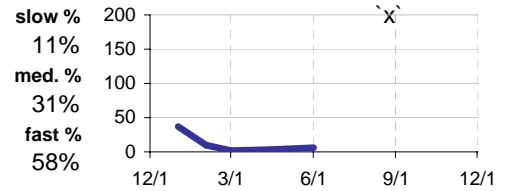
## Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 11%

med. % 31%

fast % 58%



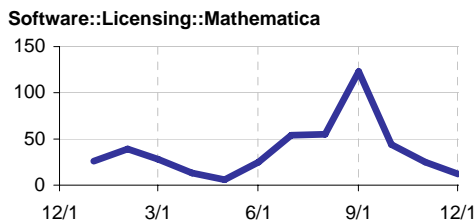
## Mathematica

Time to Resolve

slow % 14%

med. % 14%

fast % 72%



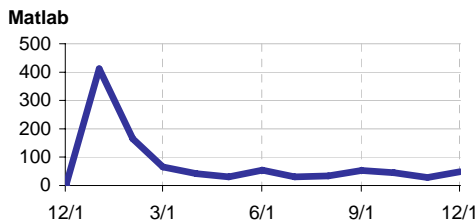
## Matlab

Time to Resolve

slow % 37%

med. % 37%

fast % 26%



## Matlab Questions

Time to Resolve Software::Matlab::Questions

slow % 13%

med. % 15%

fast % 71%

