

# Software::Licensing and ::Matlab Qs

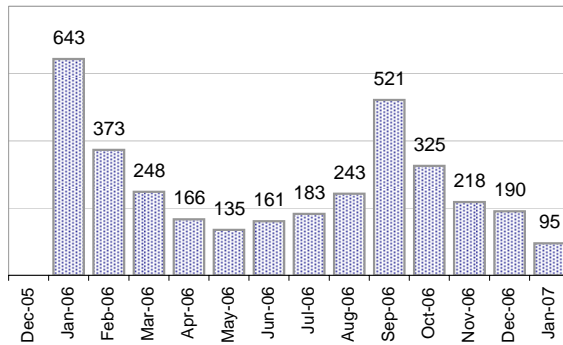
Cases as of 1/15/2007

## Creating Cases

Total from Last Week

51

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	0.7	34.0	-98%
last 3 months	6.6	25.2	-74%
last 12 months	9.3	21.8	-57%

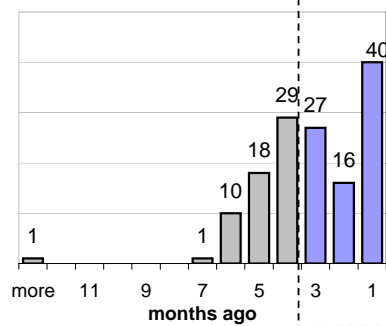
## The Queue

Currently Pending

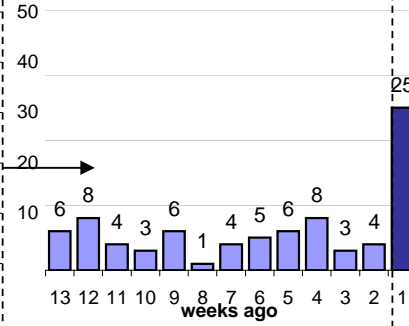
142

Calendar Age of Open Cases

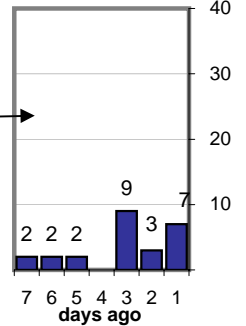
Last 12 Months



Last 3 months

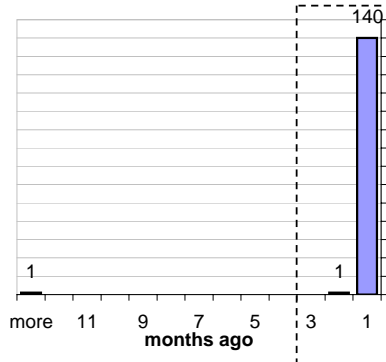


Last Week

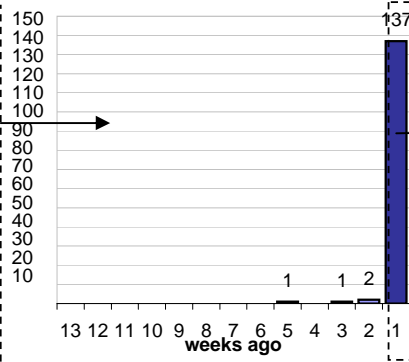


Time Since Last Activity of Any Kind, in Cases that are currently Open

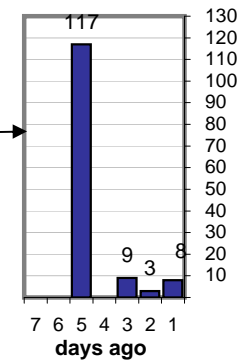
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

10%

3 to 7 days

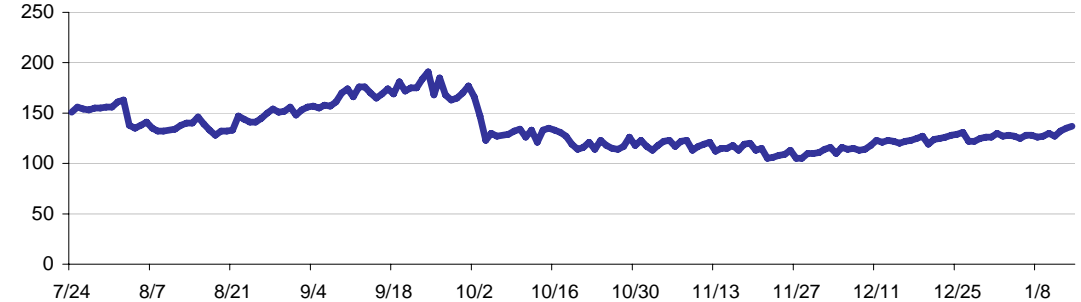
9%

< 3 days

80%

(over the last six weeks)

Estimated Pending Queue over the last six months

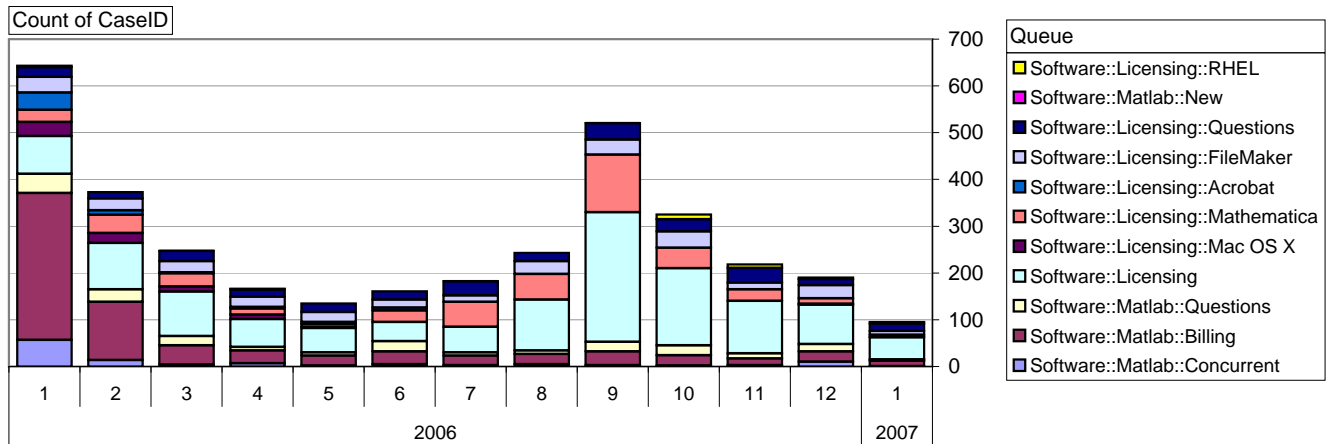


Net change in Q over six months: -7 ↓

# Software::Licensing and ::Matlab Qs

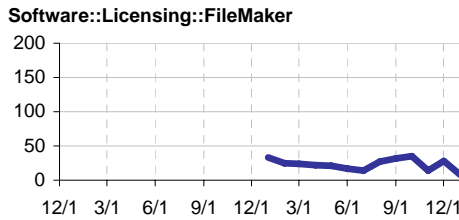
Relative Volume by Product Line

Cases as of 1/15/2007



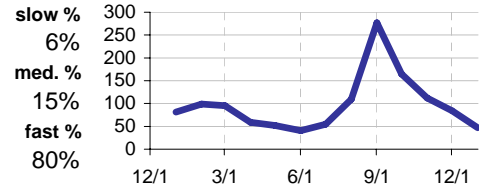
## Filemaker

**Time to Resolve**  
 slow % 10%  
 med. % 11%  
 fast % 80%



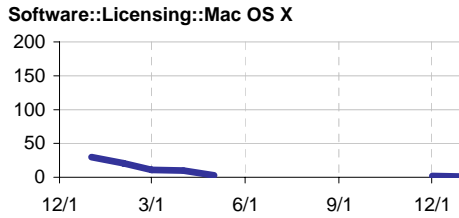
## Other (ESRI, Dreamweaver, etc.)

**Time to Resolve Software::Licensing**  
 slow % 6%  
 med. % 15%  
 fast % 80%



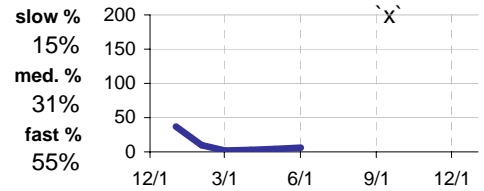
## Mac OS X

**Time to Resolve**  
 slow % 12%  
 med. % 23%  
 fast % 65%



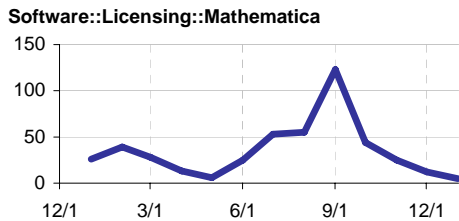
## Acrobat

**Time to Resolve Software::Licensing::Acrobat**  
 slow % 15%  
 med. % 31%  
 fast % 55%



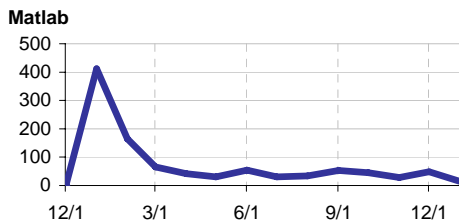
## Mathematica

**Time to Resolve**  
 slow % 15%  
 med. % 16%  
 fast % 69%



## Matlab

**Time to Resolve**  
 slow % 35%  
 med. % 35%  
 fast % 30%



## Matlab Questions

**Time to Resolve Software::Matlab::Questions**  
 slow % 14%  
 med. % 17%  
 fast % 69%

