

Internal Memorandum

To: Dave VanDaele
Copy: Dick Williams, Pete DiCorti, Dave Valentino, Debra Bowman
Date: May 7, 1991
Subject: Status of GPOS Technical Support

The attached graphs show that our call load is increasing monthly, the holdtime is longer, and the average calls per agent is well above the normal burnout call rate of 18.

Other factors to consider are the abandoned call rate, which is people who get tired of waiting for Technical Support or Customer Service and simply hang up. The following are statistics for March and April:

	<u>March</u>	<u>April</u>
Customer Service	2840	3697
Technical Support	1783	2451

This works out to be approximately 135 calls a day for Customer Service for March and 168 for April. In Technical Support, the average is 84 calls a day for March and 112 in April. These are people who got tired of waiting and hung up. They are now not buying our product and/or bad mouthing our company.

We are plagued everyday with lots of angered customers saying they are tired of waiting in queue and as a result just want to return the product. Some of these people are so irate, they refuse to tell you the problem they were experiencing. As a result, the DR DOS returns have increased. Please find the following statistics for March and April:

	<u>March</u>	<u>April</u>
DR DOS Returns	15	47

Another factor to take into consideration with Technical Support as due to the fact that we do not allow them to leave voice mail, but encourage them to fax us instead, our faxes have increased significantly. We receive for GPOS Technical Support approximately 18 faxes a day. Not to mention, letters and Software Problem Reports. Please find the following backlog statistics on correspondence:

As of 4-19-91 As of 5-7-91

Fax	59	35
Letters	79	31
SPR's	100	93



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Plaintiff's Exhibit
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10-29-01
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Page 2.

The following statistics are averages of incoming correspondence and the time to resolve them:

	<u>Average Daily Incoming</u>	<u>Average Time to Resolve (min.)</u>	<u>Average Time to Resolve (hours)</u>	<u>Time to Resolve Backlog (hours)</u>
Faxes	18	20	6	11.6
Letters	9	20	3	10.3
SPR's	6	60	6	93

It would take 2.3 agents just to work on new incoming correspondence alone. This does not take into consideration the backlog.

This company has a bad reputation of support and we need to improve our image on this area if we are to be considered a serious contender against Microsoft. Between Sue Napotte and myself, we receive 15 irate individuals a day. The only way to improve upon this is to get the headcount that we need so that more customers can get through in a timely fashion and will not have to write or scream to a Supervisor and/or Manager to receive a response. We are undoubtedly as a result of this under staffing, losing lots of sales.

With the attached and above statistics, I strongly feel that we need to add an additional three Technical Support Representatives. One of the headcounts could transition over from Graphics to GPOS. So, we would only need to hire an additional 2 TSR's at present.

If you have any questions regarding the information I have provided you, please do not hesitate to ask. I can be reached at extension 6584. Thanking you in advance for both your time and consideration and looking forward to your response.

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