



HUDSON
SOFTWARE CORPORATION

Client Name

MONTHLY SERVICE SUMMARY

Thursday, March 25, 2004

*** Client and Product Names and some detail items have been removed to protect the confidentiality of the client ***

Operations Summary:

Total Calls Received: *404 calls*

Customer Service Calls: *184 calls* were classified by our staff as “Customer Service” calls, indicating that they were either very short or were very simple product questions, such as “Does this run on a Macintosh.” Calls have to be both very short (usually less than 5 minutes) and not involve significant technical content to be put in this classification.

Referral Calls: *141 of the 184 calls* were classified as “Referrals.” A referral call is where we send the caller somewhere else, for many different reasons. Some examples of referral calls are someone who wants price or availability (sent to Customer Service), or someone who bought a book about WordPerfect and then calls us to ask a question about WordPerfect.

Technical Support: *216 calls* had significant technical content and were billed at the standard contract rate.

Comparison to Last Month/Trends: Call volume (404 calls) was lower this month in comparison to the previous month’s (457 calls) level. Customer Service calls (184 calls) decreased, making up about 46% of all calls. This is still lower than the 50% peak for Customer Service calls we had seen earlier. The overall numbers are lower than the call volume for the same month last year (580 calls). As we have noted in the past, these numbers are heavily influenced by the introduction of new products.

Most Frequent Product Calls, February 15, 2004 - March 14, 2004

Product 1	29 calls (down from 32)	Various problems including network installation, and incorrect or lost registration numbers.
Product 2	21 calls (up from 14)	The UNSTALL.EXE problem is still the biggest issue. There are also still customers who need help copying text from the Appendix A.
Product 3	14 calls (up from 8)	Various questions about running the software.
Product 4	12 calls (up from 8)	Problems with jview.exe, Windows NT, and Adobe Acrobat
Product 5	9 calls (down from 20)	Various usage questions, including installation and licensing.
Product 6	9 calls (up from 3)	Mostly customer asking how to use the CD, and how to reinstall their old browser that the program had overwritten.
Product 7	8 calls (down from 10)	Replacements of damaged CD's, and questions about using the program.
Product 8	8 calls (same as last month)	Mostly questions about installing onto a network.
Product 9	7 calls (down from 10)	Mostly customers asking how to use the CD, as well as some content issues.
Product 10	7 calls (down from 16)	Customers either needed to be talked through a procedure or wanted to know if the data can be exported (it can't).
Product 11	5 calls (down from 7)	Problems installing the trial software, especially Oracle 8 and MS SQL Server 7.
Product 12	5 calls (down from 7)	General questions about installing and using the program.
Product 13	4 calls (down from 6)	Various questions about using the files on the CD.
Product 14	3 calls (down from 8)	Questions about installation, and also about content.
Product 15	3 calls (down from 11)	Customers asking how to use the disk.

Summary Numbers

	<u>Last Month</u>	<u>10-11/99</u>
Total -	457	404
Tech Support -	244	216
<u>Customer Service -</u>	211	184
Disk Replacement	33	41
Product Info	3	4
Referral	173	141
Other C. S.	3	2