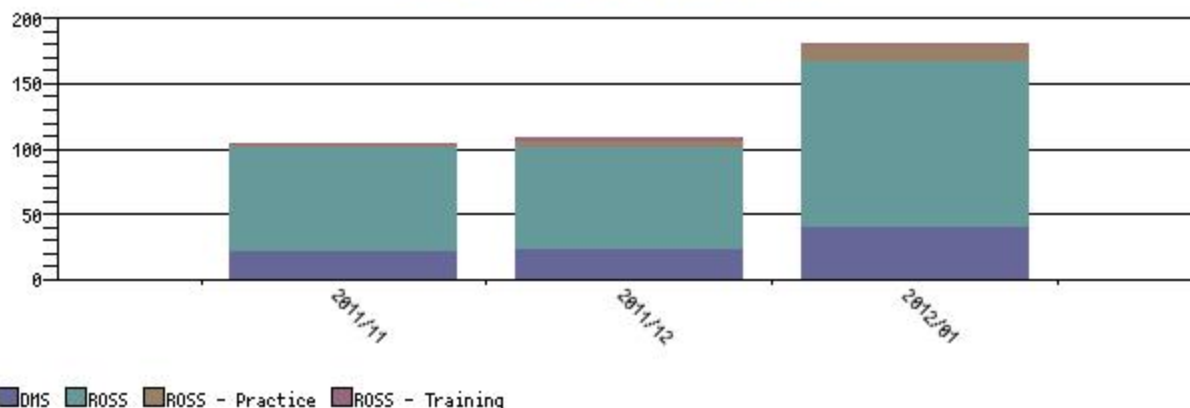


Support Requests Created

by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/11	2011/12	2012/01
Application: DMS			
Assistance/Inquiry> Question	1	2	0
Service Request> Delete Account Request	1	0	0
Service Request> New Account Request	3	2	10
Service Request> Other Account Request	1	2	1
Service Request> Password Reset	15	16	28
Total	21	22	39
Application: ROSS			
Assistance/Inquiry> Document Request	1	1	1
Assistance/Inquiry> How To	13	13	33
Assistance/Inquiry> Question	7	8	15
Failure> Bug/Error	18	10	22
Failure> Connectivity	6	8	8
Failure> Data Error	11	6	10
Failure> Report Outage	1	4	0
Failure> Reporting Error	3	3	4
No Value	9	7	10
Service Request> Access Issue other than password	1	1	3
Service Request> Data Administration	2	0	1
Service Request> Feedback	0	1	1
Service Request> Installation	0	1	0
Service Request> Other Account Request	3	2	5
Service Request> Password Reset	4	13	16
Service Request> Security Request	1	1	0
Total	80	79	129
Application: ROSS - Practice			
Assistance/Inquiry> Question	0	1	2
Failure> Bug/Error	1	3	2
Failure> Connectivity	0	1	4
No Value	1	0	1
Service Request> Access Issue other than password	0	1	0
Service Request> Other Account Request	0	0	1
Service Request> Password Reset	0	0	1
Total	2	6	11
Application: ROSS - Training			
Failure> Data Error	0	0	1

Failure> Reporting Error	1	0	0
Service Request> New Account Request	0	1	0
Total	1	1	1
Total	104	108	180

Record Count: 31