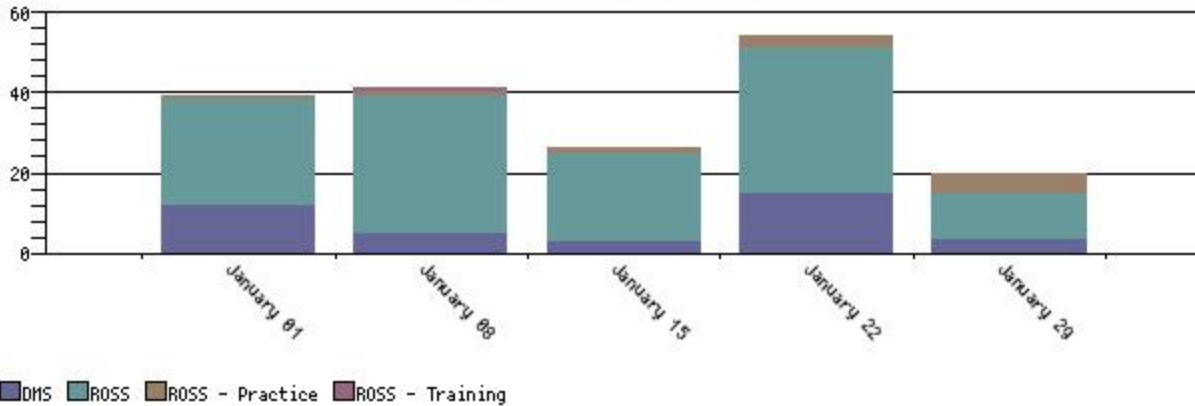


Support Requests Created

by Week includes problem types

Support Requests by Application



	Tickets					
Category	January 01	January 08	January 15	January 22	January 29	Total
Application: DMS						
Service Request> New Account Request	4	1	0	3	2	10
Service Request> Other Account Request	1	0	0	0	0	1
Service Request> Password Reset	7	4	3	12	2	28
Total	12	5	3	15	4	39
Application: ROSS						
Assistance/Inquiry> Document Request	0	1	0	0	0	1
Assistance/Inquiry> How To	4	9	5	10	5	33
Assistance/Inquiry> Question	4	2	0	8	1	15
Failure> Bug/Error	5	7	2	5	3	22
Failure> Connectivity	1	3	0	3	1	8
Failure> Data Error	2	2	3	2	1	10
Failure> Reporting Error	0	1	3	0	0	4
No Value	2	4	2	2	0	10
Service Request> Access Issue other than	0	2	1	0	0	3
Service Request> Data Administration	1	0	0	0	0	1
Service Request> Feedback	0	0	1	0	0	1
Service Request> Other Account Request	1	1	1	2	0	5
Service Request> Password Reset	6	2	4	4	0	16
Total	26	34	22	36	11	129
Application: ROSS - Practice						
Assistance/Inquiry> Question	0	0	1	0	1	2
Failure> Bug/Error	0	0	0	2	0	2
Failure> Connectivity	1	0	0	1	2	4
No Value	0	0	0	0	1	1
Service Request> Other Account Request	0	0	0	0	1	1
Service Request> Password Reset	0	1	0	0	0	1
Total	1	1	1	3	5	11
Application: ROSS - Training						
Failure> Data Error	0	1	0	0	0	1
Total	0	1	0	0	0	1
Total	39	41	26	54	20	180

Record Count: 23