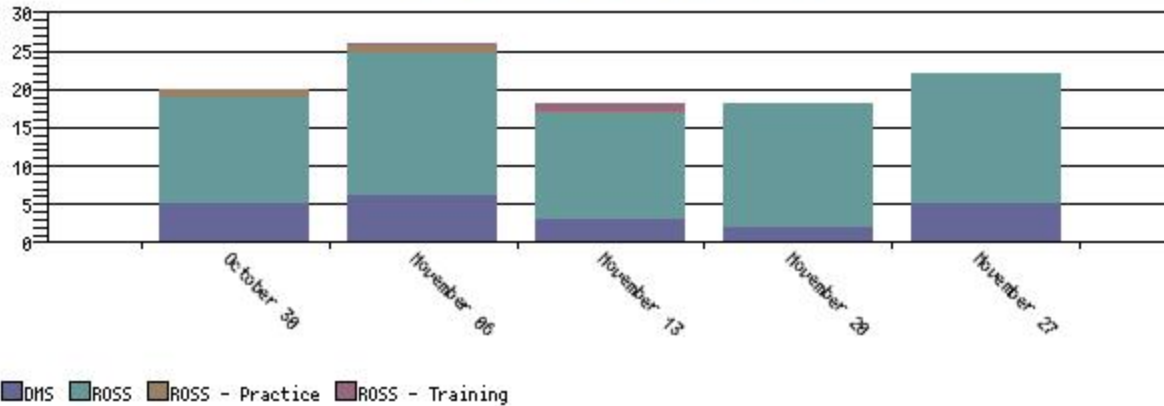


Support Requests Created

by Week includes problem types

Support Requests by Application



Tickets

Category	October 30	November 06	November 13	November 20	November 27	Total
Application: DMS						
Assistance/Inquiry> Question	0	0	1	0	0	1
Service Request> Delete Account Request	1	0	0	0	0	1
Service Request> New Account Request	1	1	0	0	1	3
Service Request> Other Account Request	1	0	0	0	0	1
Service Request> Password Reset	2	5	2	2	4	15
Total	5	6	3	2	5	21
Application: ROSS						
Assistance/Inquiry> Document Request	0	1	0	0	0	1
Assistance/Inquiry> How To	4	1	3	2	3	13
Assistance/Inquiry> Question	1	1	0	3	2	7
Failure> Bug/Error	3	6	5	2	2	18
Failure> Connectivity	1	0	3	0	2	6
Failure> Data Error	2	5	1	1	2	11
Failure> Report Outage	0	1	0	0	0	1
Failure> Reporting Error	0	1	1	0	1	3
No Value	1	2	0	4	2	9
Service Request> Access Issue other than	0	0	0	0	1	1
Service Request> Data Administration	0	0	0	2	0	2
Service Request> Other Account Request	1	0	0	1	1	3
Service Request> Password Reset	1	1	0	1	1	4
Service Request> Security Request	0	0	1	0	0	1
Total	14	19	14	16	17	80
Application: ROSS - Practice						
Failure> Bug/Error	0	1	0	0	0	1
No Value	1	0	0	0	0	1
Total	1	1	0	0	0	2
Application: ROSS - Training						
Failure> Reporting Error	0	0	1	0	0	1
Total	0	0	1	0	0	1
Total	20	26	18	18	22	104

Record Count: 22