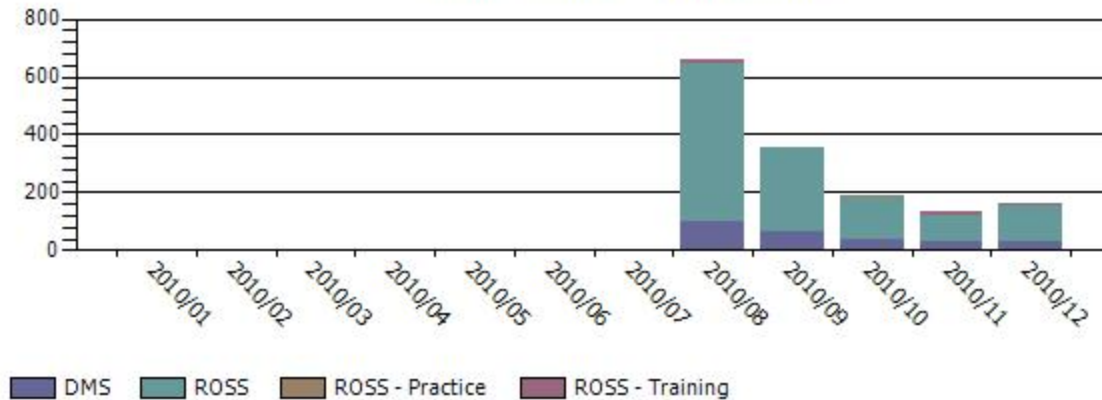


Support Requests Created

by Month includes problem types

Support Requests by Application



Tickets

Category	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
Application: DMS												
Assistance/Inquiry>	0	0	0	0	0	0	0	1	0	0	0	0
Assistance/Inquiry> How To	0	0	0	0	0	0	0	5	0	1	0	1
Assistance/Inquiry> Question	0	0	0	0	0	0	0	10	2	2	1	0
Failure> Bug/Error	0	0	0	0	0	0	0	1	3	1	1	2
Failure> Connectivity	0	0	0	0	0	0	0	5	0	0	0	0
Failure> Report Outage	0	0	0	0	0	0	0	2	0	1	0	0
Failure> Reporting Error	0	0	0	0	0	0	0	1	0	0	0	0
Failure> Security Error	0	0	0	0	0	0	0	1	0	0	0	0
No Value	0	0	0	0	0	0	1	9	0	0	1	0
Service Request> Access	0	0	0	0	0	0	0	4	3	0	2	0
Service Request> Delete	0	0	0	0	0	0	0	0	0	1	0	0
Service Request> Feedback	0	0	0	0	0	0	0	1	0	0	1	0
Service Request> New	0	0	0	0	0	0	0	20	15	11	4	4
Service Request> Other	0	0	0	0	0	0	0	3	3	1	0	1
Service Request> Password	0	0	0	0	0	0	0	35	40	23	17	21
Service Request> System	0	0	0	0	0	0	0	1	0	0	0	0
Total	0	0	0	0	0	0	1	99	66	41	27	29
Application: ROSS												
Assistance/Inquiry>	0	0	0	0	0	0	0	5	2	3	0	1
Assistance/Inquiry> How To	0	0	0	0	0	0	0	123	48	32	15	8
Assistance/Inquiry> Outside	0	0	0	0	0	0	0	5	0	0	0	1
Assistance/Inquiry> Question	0	0	0	0	0	0	0	83	29	33	24	23
Assistance/Inquiry>	0	0	0	0	0	0	0	5	1	0	0	1
Failure> Bug/Error	0	0	0	0	0	0	0	62	48	22	19	35
Failure> Connectivity	0	0	0	0	0	0	0	26	10	6	1	0
Failure> Data Error	0	0	0	0	0	0	0	60	29	9	11	11
Failure> Report Outage	0	0	0	0	0	0	0	6	1	1	1	1
Failure> Reporting Error	0	0	0	0	0	0	0	7	8	3	2	6
Failure> Security Error	0	0	0	0	0	0	0	1	0	0	0	0
Failure> System Slow	0	0	0	0	0	0	0	4	1	0	0	0
No Value	0	0	0	0	0	0	0	42	11	5	8	9
Service Request> Access	0	0	0	0	0	0	0	16	6	3	3	3
Service Request> Delete	0	0	0	0	0	0	0	0	0	0	0	1
Service Request> Feedback	0	0	0	0	0	0	0	0	1	0	0	0

Service Request> Installation	0	0	0	0	0	0	1	5	2	6	4	3
Service Request> New	0	0	0	0	0	0	0	12	10	0	0	2
Service Request> Other	0	0	0	0	0	0	0	13	4	1	2	2
Service Request> Password	0	0	0	0	0	0	0	67	37	18	8	13
Service Request> Security	0	0	0	0	0	0	0	5	40	6	0	9
Service Request> Suggestion	0	0	0	0	0	0	0	2	1	0	0	0
Service Request> System	0	0	0	0	0	0	0	0	0	0	1	0
Service Request> Training	0	0	0	0	0	0	0	0	0	0	0	1
Service Request> Upgrade	0	0	0	0	0	0	0	1	0	0	1	1

Total	0	0	0	0	0	0	1	550	289	148	100	131
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Application: ROSS - Practice

Assistance/Inquiry> How To	0	0	0	0	0	0	0	1	0	0	0	0
Assistance/Inquiry> Question	0	0	0	0	0	0	0	0	0	0	0	1
Failure> Bug/Error	0	0	0	0	0	0	0	2	0	0	1	1
Failure> Connectivity	0	0	0	0	0	0	0	0	0	0	1	0
No Value	0	0	0	0	0	0	0	0	0	2	0	0
Service Request> Feedback	0	0	0	0	0	0	1	0	0	0	0	0
Service Request> Password	0	0	0	0	0	0	0	1	0	0	0	0

Total	0	0	0	0	0	0	1	4	0	2	2	2
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Application: ROSS - Training

Assistance/Inquiry> How To	0	0	0	0	0	0	0	1	0	0	0	0
Assistance/Inquiry> Outside	0	0	0	0	0	0	0	0	0	0	0	1
Failure> Bug/Error	0	0	0	0	0	0	0	0	0	0	1	0
Failure> Connectivity	0	0	0	0	0	0	0	0	0	0	1	0
Failure> Report Outage	0	0	0	0	0	0	0	0	0	0	1	0
Service Request> Access	0	0	0	0	0	0	0	1	0	0	0	0
Service Request> Password	0	0	0	0	0	0	0	1	0	0	0	0
Service Request> Training	0	0	0	0	0	0	0	0	0	0	0	1

Total	0	0	0	0	0	0	0	3	0	0	3	2
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Total	0	0	0	0	0	0	3	656	355	191	132	164
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Record Count: 56