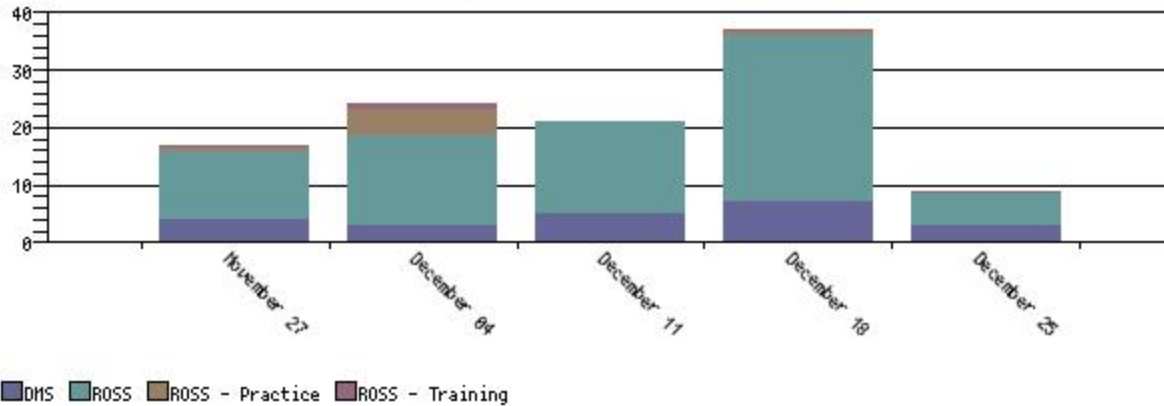


Support Requests Created

by Week includes problem types

Support Requests by Application



Tickets

Category	November 27	December 04	December 11	December 18	December 25	Total
Application: DMS						
Assistance/Inquiry> Question	1	0	0	1	0	2
Service Request> New Account Request	0	0	0	1	1	2
Service Request> Other Account Request	0	1	0	1	0	2
Service Request> Password Reset	3	2	5	4	2	16
Total	4	3	5	7	3	22
Application: ROSS						
Assistance/Inquiry> Document Request	0	0	0	0	1	1
Assistance/Inquiry> How To	4	4	2	3	0	13
Assistance/Inquiry> Question	2	2	2	2	0	8
Failure> Bug/Error	1	2	0	6	1	10
Failure> Connectivity	1	0	4	3	0	8
Failure> Data Error	2	1	1	1	1	6
Failure> Report Outage	0	0	2	2	0	4
Failure> Reporting Error	2	0	0	1	0	3
No Value	0	0	2	5	0	7
Service Request> Access Issue other than	0	0	0	1	0	1
Service Request> Feedback	0	1	0	0	0	1
Service Request> Installation	0	1	0	0	0	1
Service Request> Other Account Request	0	1	1	0	0	2
Service Request> Password Reset	0	3	2	5	3	13
Service Request> Security Request	0	1	0	0	0	1
Total	12	16	16	29	6	79
Application: ROSS - Practice						
Assistance/Inquiry> Question	0	0	0	1	0	1
Failure> Bug/Error	0	3	0	0	0	3
Failure> Connectivity	1	0	0	0	0	1
Service Request> Access Issue other than	0	1	0	0	0	1
Total	1	4	0	1	0	6
Application: ROSS - Training						
Service Request> New Account Request	0	1	0	0	0	1
Total	0	1	0	0	0	1
Total	17	24	21	37	9	108