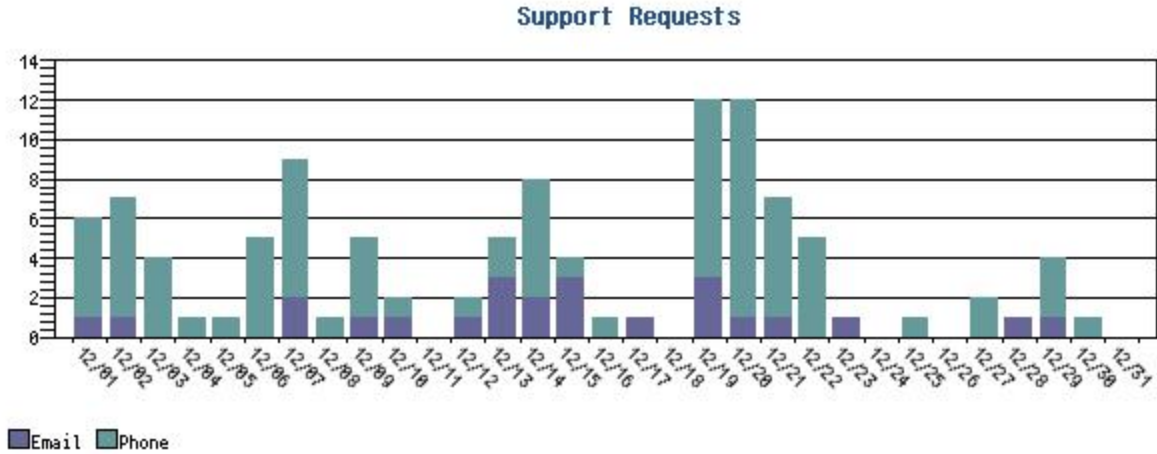


Support Requests Created by Source



		Tickets		Total
Interval	Application	Email	Phone	
Application: DMS				
12/01	DMS	1	0	1
12/02		1	2	3
12/03		0	0	0
12/04		0	0	0
12/05		0	0	0
12/06		0	1	1
12/07		0	2	2
12/08		0	0	0
12/09		0	0	0
12/10		0	0	0
12/11		0	0	0
12/12		1	1	2
12/13		0	0	0
12/14		0	1	1
12/15		1	1	2
12/16		0	0	0
12/17		0	0	0
12/18		0	0	0
12/19		0	0	0
12/20		1	0	1
12/21		1	3	4
12/22		0	1	1
12/23		1	0	1
12/24		0	0	0
12/25		0	0	0
12/26		0	0	0
12/27		0	1	1
12/28		1	0	1
12/29		1	0	1
12/30		0	0	0
12/31		0	0	0
Total		9	13	22
Application: ROSS				
12/01	ROSS	0	5	5
12/02		0	3	3

12/03	0	4	4
12/04	0	1	1
12/05	0	1	1
12/06	0	4	4
12/07	2	3	5
12/08	0	1	1
12/09	0	2	2
12/10	1	1	2
12/11	0	0	0
12/12	0	0	0
12/13	3	2	5
12/14	2	5	7
12/15	2	0	2
12/16	0	1	1
12/17	1	0	1
12/18	0	0	0
12/19	3	9	12
12/20	0	11	11
12/21	0	3	3
12/22	0	3	3
12/23	0	0	0
12/24	0	0	0
12/25	0	1	1
12/26	0	0	0
12/27	0	1	1
12/28	0	0	0
12/29	0	3	3
12/30	0	1	1
12/31	0	0	0
Total	14	65	79

Application: ROSS - Practice

12/01	ROSS - Practice	0	0	0
12/02		0	1	1
12/03		0	0	0
12/04		0	0	0
12/05		0	0	0
12/06		0	0	0
12/07		0	2	2
12/08		0	0	0
12/09		0	2	2
12/10		0	0	0
12/11		0	0	0
12/12		0	0	0
12/13		0	0	0
12/14		0	0	0
12/15		0	0	0
12/16		0	0	0
12/17		0	0	0
12/18		0	0	0
12/19		0	0	0
12/20		0	0	0
12/21		0	0	0
12/22		0	1	1
12/23		0	0	0
12/24		0	0	0
12/25		0	0	0

12/26		0	0	0
12/27		0	0	0
12/28		0	0	0
12/29		0	0	0
12/30		0	0	0
12/31		0	0	0
Total		0	6	6

Application: ROSS - Training

12/01	ROSS - Training	0	0	0
12/02		0	0	0
12/03		0	0	0
12/04		0	0	0
12/05		0	0	0
12/06		0	0	0
12/07		0	0	0
12/08		0	0	0
12/09		1	0	1
12/10		0	0	0
12/11		0	0	0
12/12		0	0	0
12/13		0	0	0
12/14		0	0	0
12/15		0	0	0
12/16		0	0	0
12/17		0	0	0
12/18		0	0	0
12/19		0	0	0
12/20		0	0	0
12/21		0	0	0
12/22		0	0	0
12/23		0	0	0
12/24		0	0	0
12/25		0	0	0
12/26		0	0	0
12/27		0	0	0
12/28		0	0	0
12/29		0	0	0
12/30		0	0	0
12/31		0	0	0
Total		1	0	1

Total		24	84	108
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Record Count: 124