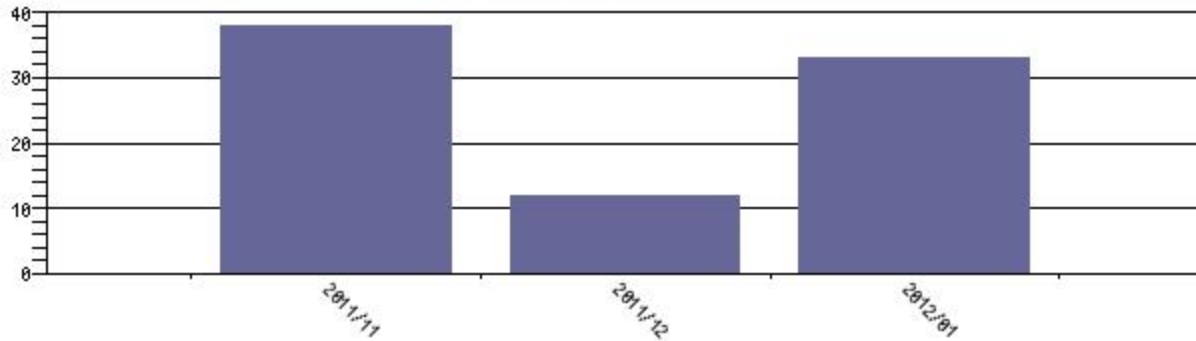


Support Requests Created

by Month includes problem types

Support Requests by Application



■ ABS

Category	Tickets		
	2011/11	2011/12	2012/01
Application: ABS			
Assistance/Inquiry> Document Request	1	1	0
Assistance/Inquiry> How To	3	2	3
Assistance/Inquiry> Outside Scope of IIA	2	0	0
Assistance/Inquiry> Question	6	1	3
Failure> Bug/Error	5	1	3
Failure> Data Error	2	0	1
Failure> Report Outage	1	0	0
Failure> Reporting Error	0	1	0
Service Request> Access Issue other than password	9	2	7
Service Request> Feedback	1	0	0
Service Request> New Account Request	1	0	4
Service Request> Other Account Request	5	4	11
Service Request> Password Reset	2	0	1
Total	38	12	33
Total	38	12	33

Record Count: 13