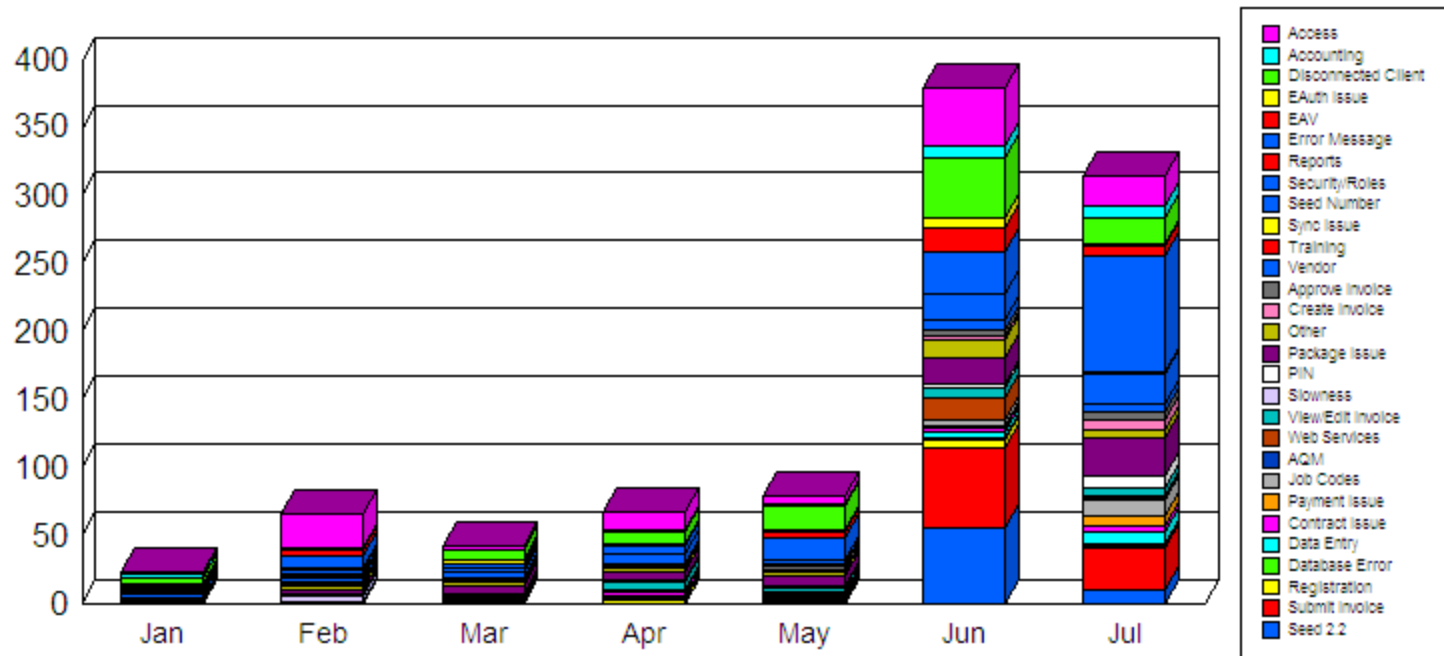


2010 ABS Calls Year to Date



Call counts are not provided for all call types

		January	February	March	April	May	June	July	Total
ABS	Access	2	24	3	13	6	43	21	112
	Accounting	3	0	0	2	1	10	10	26
	Approve Invoi	0	2	2	0	3	5	6	18
	AQM	0	0	1	0	0	0	2	3
	Contract Issue	0	0	0	3	1	3	5	12
	Create Invoice	0	1	0	0	1	3	6	11
	Data Entry	0	0	0	1	2	4	8	15
	Database Error	0	0	0	2	0	2	2	6

		January	February	March	April	May	June	July	Total
ABS	Disconnected CI	4	2	8	9	18	43	18	102
	EAuth Issue	1	0	3	0	2	8	2	16
	EAV	2	4	0	0	4	17	8	35
	Error Message	2	9	2	1	0	32	85	131
	Job Codes	0	0	1	0	2	5	11	19
	Other	0	4	3	3	3	12	7	32
	Package Issue	0	2	5	5	7	20	28	67
	Payment Issue	0	0	2	1	1	1	7	12
	PIN	0	2	2	2	2	3	9	20
	Registration	0	0	0	3	1	6	2	12
	Reports	1	0	0	0	0	0	1	2
	Security/Roles	1	2	4	6	16	18	22	69
	Seed 2.2	0	0	0	0	0	56	11	67
	Seed Number	3	3	4	8	3	0	0	21
	Slowness	0	4	0	0	0	0	0	4
	Submit Invoice	0	0	0	0	2	59	30	91
	Sync Issue	2	2	0	0	0	0	0	4
	Training	2	1	0	1	0	0	1	5
	Vendor	1	2	1	2	2	8	6	22
	View/Edit Invoi	0	1	2	5	3	7	6	24
Web Services	0	1	0	1	0	16	1	19	
Total	24	66	43	68	80	381	315	977	
Total	24	66	43	68	80	381	315	977	