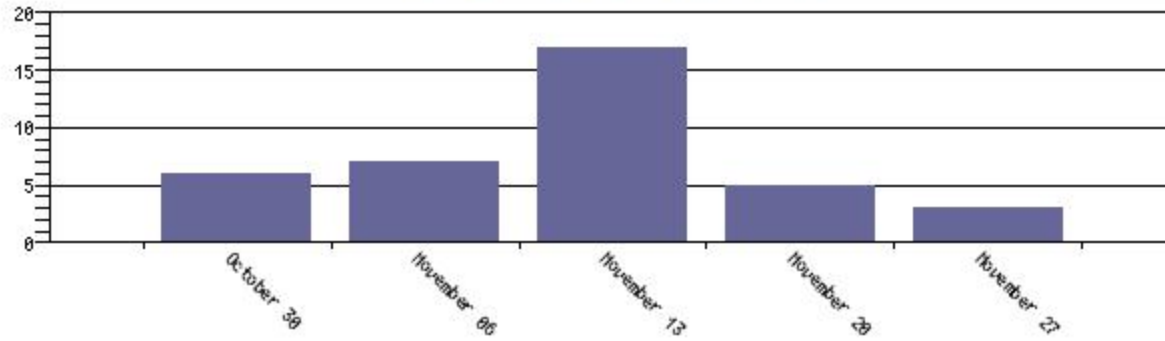


Support Requests Created

by Week includes problem types

Support Requests by Application



■ ABS

	Tickets					
Category	October 30	November 06	November 13	November 20	November 27	Total
Application: ABS						
Assistance/Inquiry> Document Request	0	1	0	0	0	1
Assistance/Inquiry> How To	0	1	1	1	0	3
Assistance/Inquiry> Outside Scope of IIA	0	0	2	0	0	2
Assistance/Inquiry> Question	1	0	3	1	1	6
Failure> Bug/Error	1	0	2	1	1	5
Failure> Data Error	1	0	1	0	0	2
Failure> Report Outage	0	0	1	0	0	1
Service Request> Access Issue other than	1	5	2	0	1	9
Service Request> Feedback	0	0	1	0	0	1
Service Request> New Account Request	1	0	0	0	0	1
Service Request> Other Account Request	1	0	2	2	0	5
Service Request> Password Reset	0	0	2	0	0	2
Total	6	7	17	5	3	38
Total	6	7	17	5	3	38

Record Count: 12