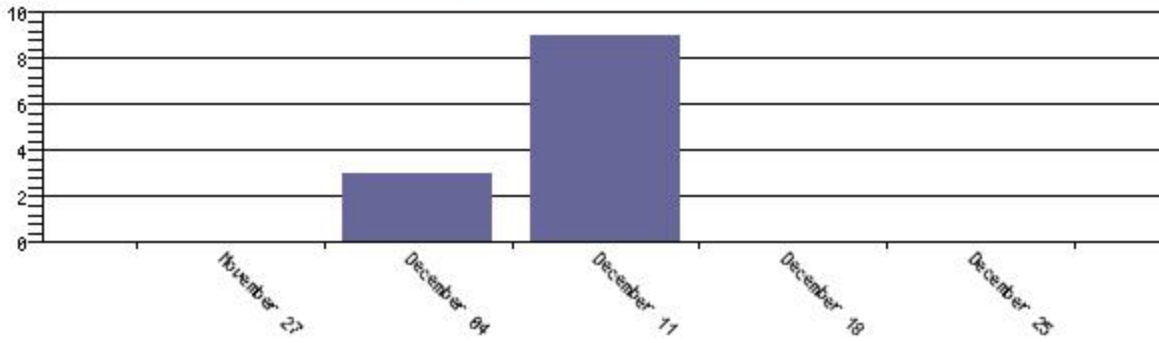


Support Requests Created

by Week includes problem types

Support Requests by Application



■ ABS

Tickets

Category	November 27	December 04	December 11	December 18	December 25	Total
Application: ABS						
Assistance/Inquiry> Document Request	0	1	0	0	0	1
Assistance/Inquiry> How To	0	1	1	0	0	2
Assistance/Inquiry> Question	0	0	1	0	0	1
Failure> Bug/Error	0	0	1	0	0	1
Failure> Reporting Error	0	0	1	0	0	1
Service Request> Access Issue other than	0	0	2	0	0	2
Service Request> Other Account Request	0	1	3	0	0	4
Total	0	3	9	0	0	12
Total	0	3	9	0	0	12

Record Count: 7