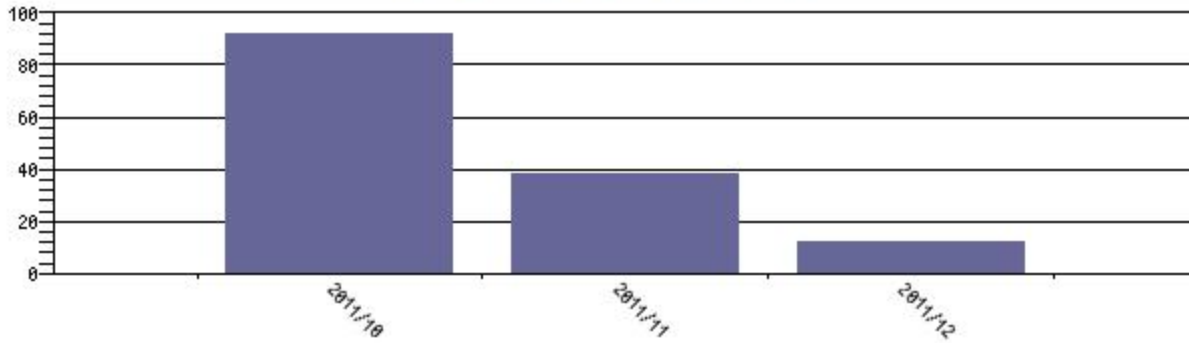


Support Requests Created

by Month includes problem types

Support Requests by Application



■ ABS

Category	Tickets		
	2011/10	2011/11	2011/12
Application: ABS			
Assistance/Inquiry> Document Request	1	1	1
Assistance/Inquiry> How To	20	3	2
Assistance/Inquiry> Outside Scope of IIA	2	2	0
Assistance/Inquiry> Question	6	6	1
Failure> Bug/Error	10	5	1
Failure> Connectivity	5	0	0
Failure> Data Error	12	2	0
Failure> Report Outage	0	1	0
Failure> Reporting Error	1	0	1
No Value	1	0	0
Service Request> Access Issue other than password	14	9	2
Service Request> Feedback	0	1	0
Service Request> Installation	1	0	0
Service Request> New Account Request	1	1	0
Service Request> Other Account Request	16	5	4
Service Request> Password Reset	2	2	0
Total	92	38	12
Total	92	38	12

Record Count: 16