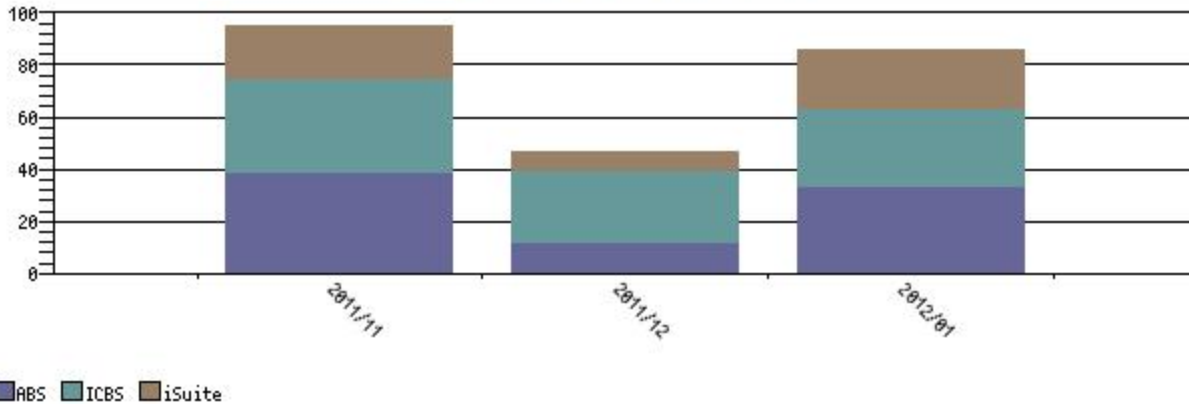


# Support Requests Created

## by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/11	2011/12	2012/01
<b>Application: ABS</b>			
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
<b>Total</b>	<b>38</b>	<b>12</b>	<b>33</b>
<b>Application: ICBS</b>			
Assistance/Inquiry> How To	1	0	0
Assistance/Inquiry> Question	0	0	1
Failure> Bug/Error	2	2	2
Failure> Connectivity	1	1	2
Failure> Data Error	0	0	1
Failure> Report Outage	0	1	0
Failure> Reporting Error	0	1	0
Failure> System Slow	1	1	0
No Value	0	0	1
Service Request> Access Issue other than password	1	0	1
Service Request> Delete Account Request	2	1	0
Service Request> Feedback	0	1	0
Service Request> Other Account Request	1	1	0
Service Request> Password Reset	27	18	22
<b>Total</b>	<b>36</b>	<b>27</b>	<b>30</b>
<b>Application: iSuite</b>			
Assistance/Inquiry> How To	5	3	4
Assistance/Inquiry> Question	2	2	2
Failure> Bug/Error	4	0	2
Failure> Connectivity	1	0	0

Failure> Data Error	1	0	1
Failure> Reporting Error	1	0	0
No Value	0	0	1
Service Request> Access Issue other than password	1	0	0
Service Request> Installation	1	1	2
Service Request> Other Account Request	0	1	2
Service Request> Password Reset	5	1	9
<b>Total</b>	<b>21</b>	<b>8</b>	<b>23</b>
<b>Total</b>	<b>95</b>	<b>47</b>	<b>86</b>

Record Count: 38