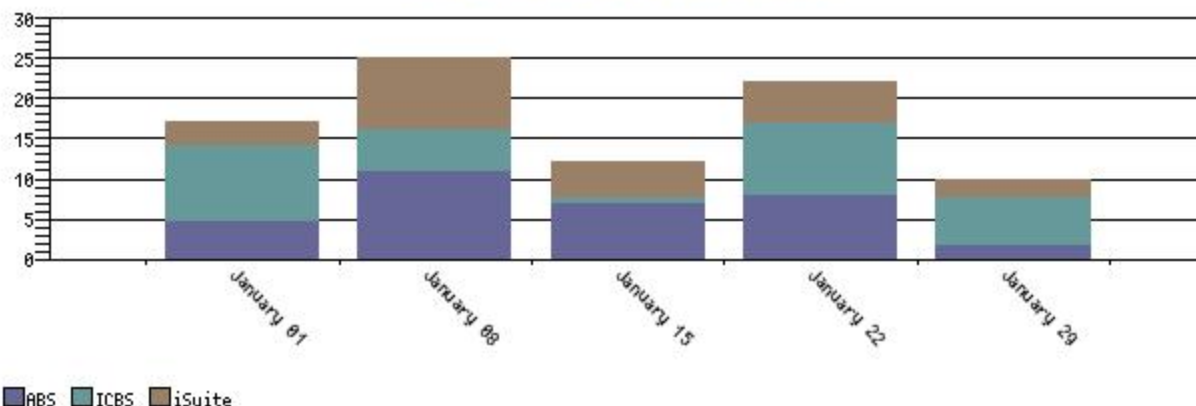


Support Requests Created

by Week includes problem types

Support Requests by Application



	Tickets					
Category	January 01	January 08	January 15	January 22	January 29	Total
Application: ABS						
Assistance/Inquiry> How To	0	0	0	3	0	3
Assistance/Inquiry> Question	1	0	1	1	0	3
Failure> Bug/Error	0	0	2	0	1	3
Failure> Data Error	0	0	1	0	0	1
Service Request> Access Issue other than	0	3	1	2	1	7
Service Request> New Account Request	2	2	0	0	0	4
Service Request> Other Account Request	2	6	2	1	0	11
Service Request> Password Reset	0	0	0	1	0	1
Total	5	11	7	8	2	33
Application: ICBS						
Assistance/Inquiry> Question	1	0	0	0	0	1
Failure> Bug/Error	1	0	1	0	0	2
Failure> Connectivity	1	0	0	1	0	2
Failure> Data Error	1	0	0	0	0	1
No Value	0	0	0	1	0	1
Service Request> Access Issue other than	1	0	0	0	0	1
Service Request> Password Reset	4	5	0	7	6	22
Total	9	5	1	9	6	30
Application: iSuite						
Assistance/Inquiry> How To	0	3	0	1	0	4
Assistance/Inquiry> Question	0	1	0	1	0	2
Failure> Bug/Error	0	1	0	1	0	2
Failure> Data Error	0	0	1	0	0	1
No Value	1	0	0	0	0	1
Service Request> Installation	0	2	0	0	0	2
Service Request> Other Account Request	0	0	1	0	1	2
Service Request> Password Reset	2	2	2	2	1	9
Total	3	9	4	5	2	23
Total	17	25	12	22	10	86

Record Count: 23