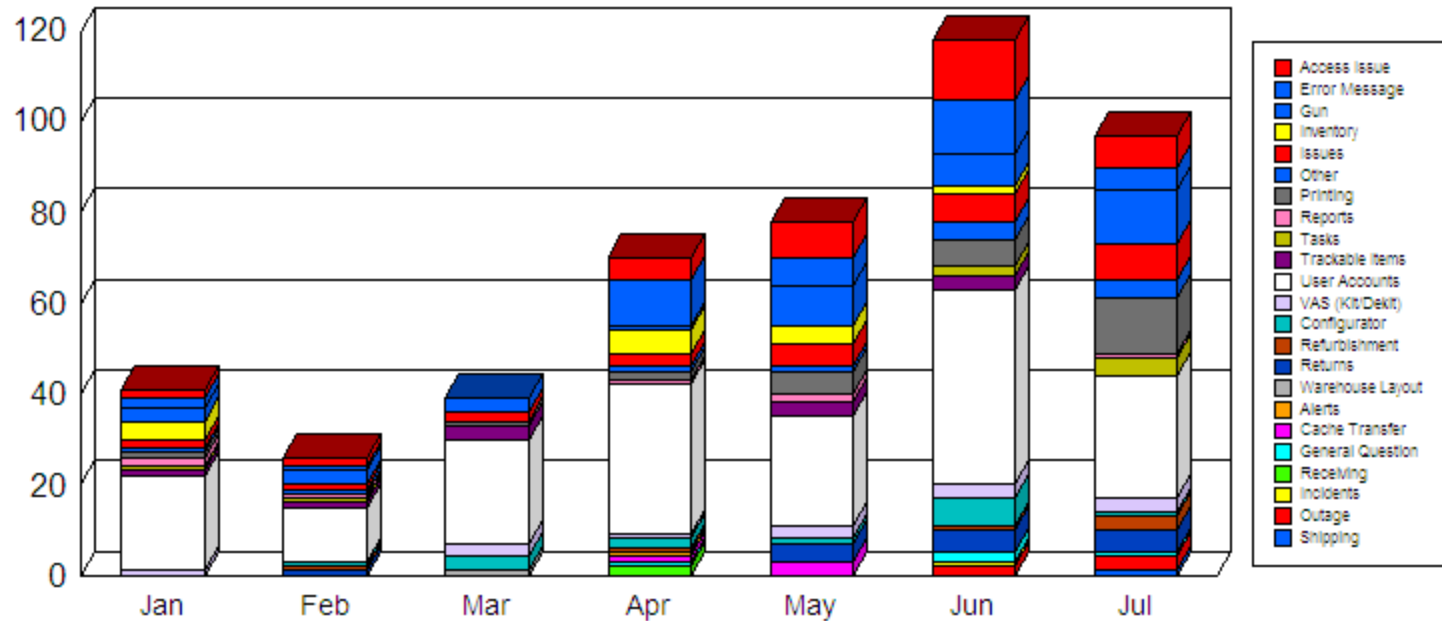


2010 ICBS Calls Year to Date



Call counts are not provided for all call types

		January	Februar	March	April	May	June	July	Total
ICBS	Access Issue	2	2	0	5	8	13	7	37
	Alerts	0	0	0	1	0	0	0	1
	Cache Transfer	0	0	0	1	3	0	0	4
	Configurator	0	1	3	2	1	6	1	14
	Error Message	2	1	3	10	6	12	5	39
	General Questio	0	0	0	1	0	2	1	4
	Gun	3	3	0	1	9	7	12	35
	Incidents	0	0	0	0	0	1	0	1

		January	Februar	March	April	May	June	July	Total
ICBS	Inventory	4	0	0	5	4	2	0	15
	Issues	2	1	2	3	5	6	8	27
	Other	1	1	0	1	1	4	4	12
	Outage	0	0	0	0	0	2	3	5
	Printing	1	0	1	2	5	6	12	27
	Receiving	0	0	0	2	0	0	0	2
	Refurbishment	0	1	0	1	0	1	3	6
	Reports	2	1	0	1	2	0	1	7
	Returns	0	1	0	0	4	5	5	15
	Shipping	0	0	0	0	0	0	1	1
	Tasks	1	1	0	0	0	2	4	8
	Trackable Items	1	1	3	0	3	3	0	11
	User Accounts	21	12	23	33	24	43	27	183
	VAS (Kit/Dekit)	1	0	3	1	3	3	3	14
	Warehouse Lay	0	0	1	0	0	0	0	1
Total	41	26	39	70	78	118	97	469	
Total	41	26	39	70	78	118	97	469	