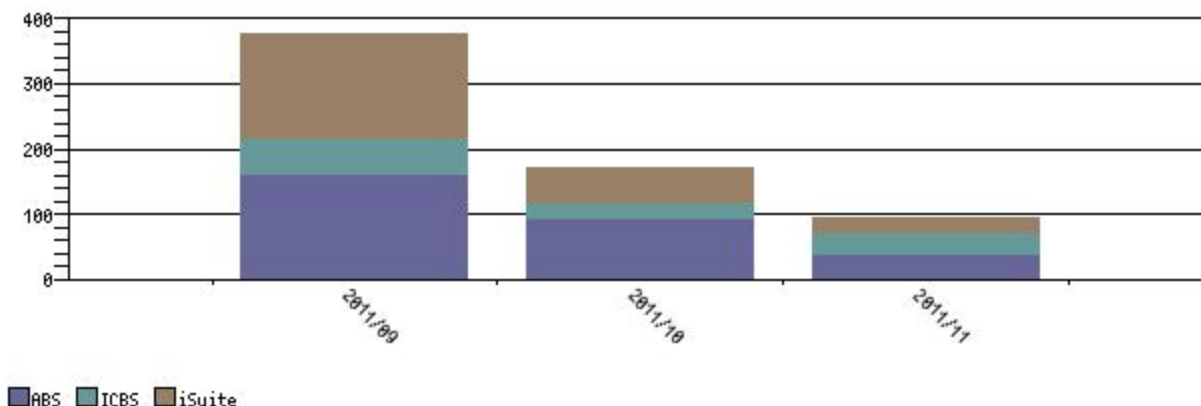


Support Requests Created

by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/09	2011/10	2011/11
Application: ABS			
Assistance/Inquiry> Document Request	0	1	1
Assistance/Inquiry> How To	27	20	3
Assistance/Inquiry> Outside Scope of IIA	2	2	2
Assistance/Inquiry> Question	15	6	6
Failure> Bug/Error	37	10	5
Failure> Connectivity	4	5	0
Failure> Data Error	12	12	2
Failure> Report Outage	23	0	1
Failure> Reporting Error	2	1	0
No Value	1	1	0
Service Request> Access Issue other than password	14	14	9
Service Request> Feedback	0	0	1
Service Request> Installation	0	1	0
Service Request> New Account Request	11	1	1
Service Request> Other Account Request	13	16	5
Service Request> Password Reset	2	2	2
Total	163	92	38
Application: ICBS			
Assistance/Inquiry> How To	8	1	1
Assistance/Inquiry> Question	1	0	0
Commercial Software> ADOBE	0	1	0
Failure> Bug/Error	6	3	2
Failure> Connectivity	3	2	1
Failure> Data Error	7	0	0
Failure> Report Outage	2	0	0
Failure> Reporting Error	0	1	0
Failure> System Slow	0	0	1
No Value	0	1	0
Service Request> Access Issue other than password	1	0	1
Service Request> Data Administration	0	1	0
Service Request> Delete Account Request	2	0	2
Service Request> Installation	1	0	0
Service Request> New Account Request	0	1	0
Service Request> Other Account Request	0	0	1
Service Request> Password Reset	23	15	27

Total	54	26	36
Application: iSuite			
Assistance/Inquiry> How To	49	18	5
Assistance/Inquiry> Outside Scope of IIA	1	1	0
Assistance/Inquiry> Question	16	1	2
Failure> Bug/Error	29	7	4
Failure> Connectivity	5	1	1
Failure> Data Error	7	4	1
Failure> Reporting Error	3	4	1
No Value	1	0	0
Service Request> Access Issue other than password	8	0	1
Service Request> Data Administration	4	0	0
Service Request> Feedback	1	0	0
Service Request> Installation	4	4	1
Service Request> Other Account Request	4	3	0
Service Request> Password Reset	28	10	5
Total	160	53	21
Total	377	171	95

Record Count: 47