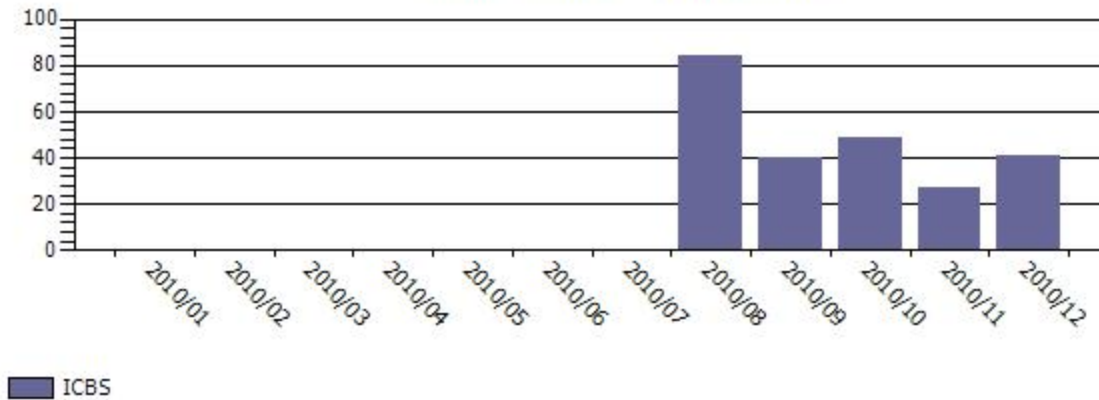


Support Requests Created

by Month includes problem types

Support Requests by Application



Tickets

Category	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
Application: ICBS												
Assistance/Inquiry>	0	0	0	0	0	0	0	0	1	1	0	0
Assistance/Inquiry> How To	0	0	0	0	0	0	0	7	3	3	2	2
Assistance/Inquiry> Question	0	0	0	0	0	0	0	2	2	1	2	6
Failure> Bug/Error	0	0	0	0	0	0	0	14	7	14	4	11
Failure> Connectivity	0	0	0	0	0	0	0	7	2	2	0	0
Failure> Data Error	0	0	0	0	0	0	0	1	1	4	0	1
Failure> Report Outage	0	0	0	0	0	0	0	5	0	1	1	0
Failure> Reporting Error	0	0	0	0	0	0	0	1	0	1	0	0
Failure> Security Error	0	0	0	0	0	0	0	1	1	0	0	0
Failure> System Slow	0	0	0	0	0	0	0	0	1	0	0	0
No Value	0	0	0	0	0	0	0	11	3	2	0	1
Service Request> Access	0	0	0	0	0	0	0	5	0	0	0	0
Service Request> Delete	0	0	0	0	0	0	0	0	0	2	0	1
Service Request> Other	0	0	0	0	0	0	0	1	0	1	0	0
Service Request> Password	0	0	0	0	0	0	0	26	19	17	18	19
Service Request> Security	0	0	0	0	0	0	0	1	0	0	0	0
Service Request> Suggestion	0	0	0	0	0	0	0	1	0	0	0	0
Service Request> System	0	0	0	0	0	0	0	1	0	0	0	0
Total	0	0	0	0	0	0	0	84	40	49	27	41
Total	0	0	0	0	0	0	0	84	40	49	27	41

Record Count: 18