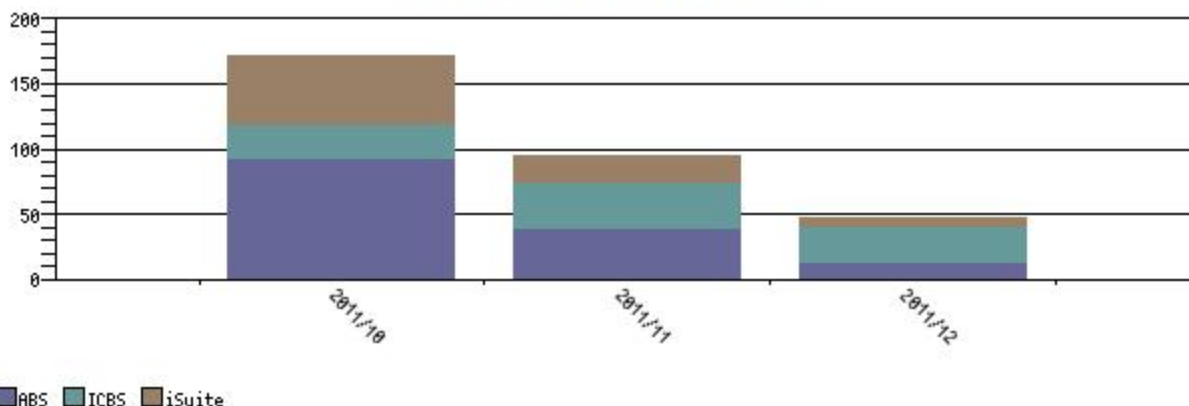


Support Requests Created

by Month includes problem types

Support Requests by Application



Category	Tickets		
	2011/10	2011/11	2011/12
Application: ABS			
Assistance/Inquiry> Document Request	1	1	1
Assistance/Inquiry> How To	20	3	2
Assistance/Inquiry> Outside Scope of IIA	2	2	0
Assistance/Inquiry> Question	6	6	1
Failure> Bug/Error	10	5	1
Failure> Connectivity	5	0	0
Failure> Data Error	12	2	0
Failure> Report Outage	0	1	0
Failure> Reporting Error	1	0	1
No Value	1	0	0
Service Request> Access Issue other than password	14	9	2
Service Request> Feedback	0	1	0
Service Request> Installation	1	0	0
Service Request> New Account Request	1	1	0
Service Request> Other Account Request	16	5	4
Service Request> Password Reset	2	2	0
Total	92	38	12
Application: ICBS			
Assistance/Inquiry> How To	1	1	0
Commercial Software> ADOBE	1	0	0
Failure> Bug/Error	3	2	2
Failure> Connectivity	2	1	1
Failure> Report Outage	0	0	1
Failure> Reporting Error	1	0	1
Failure> System Slow	0	1	1
No Value	1	0	0
Service Request> Access Issue other than password	0	1	0
Service Request> Data Administration	1	0	0
Service Request> Delete Account Request	0	2	1
Service Request> Feedback	0	0	1
Service Request> New Account Request	1	0	0
Service Request> Other Account Request	0	1	1
Service Request> Password Reset	15	27	18
Total	26	36	27
Application: iSuite			

Assistance/Inquiry> How To	18	5	3
Assistance/Inquiry> Outside Scope of IIA	1	0	0
Assistance/Inquiry> Question	1	2	2
Failure> Bug/Error	7	4	0
Failure> Connectivity	1	1	0
Failure> Data Error	4	1	0
Failure> Reporting Error	4	1	0
Service Request> Access Issue other than password	0	1	0
Service Request> Installation	4	1	1
Service Request> Other Account Request	3	0	1
Service Request> Password Reset	10	5	1
Total	53	21	8
Total	171	95	47

Record Count: 42