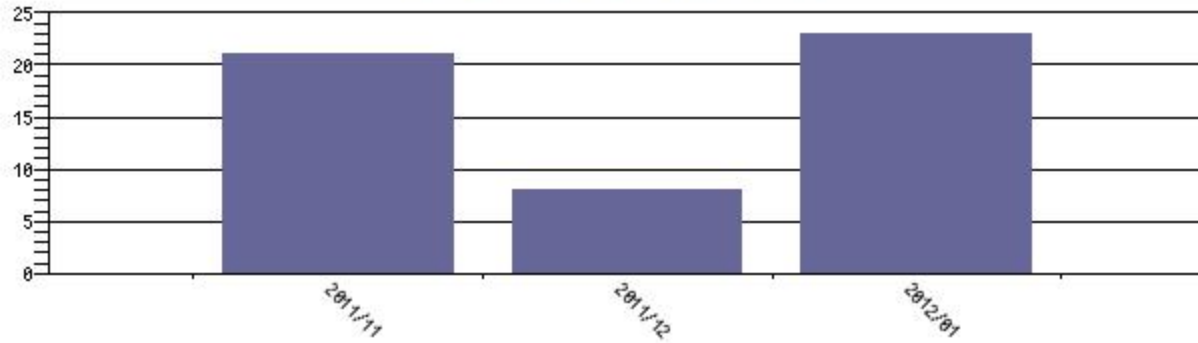


Support Requests Created

by Month includes problem types

Support Requests by Application



■ iSuite

Category	Tickets		
	2011/11	2011/12	2012/01
Application: iSuite			
Assistance/Inquiry> How To	5	3	4
Assistance/Inquiry> Question	2	2	2
Failure> Bug/Error	4	0	2
Failure> Connectivity	1	0	0
Failure> Data Error	1	0	1
Failure> Reporting Error	1	0	0
No Value	0	0	1
Service Request> Access Issue other than password	1	0	0
Service Request> Installation	1	1	2
Service Request> Other Account Request	0	1	2
Service Request> Password Reset	5	1	9
Total	21	8	23
Total	21	8	23

Record Count: 11