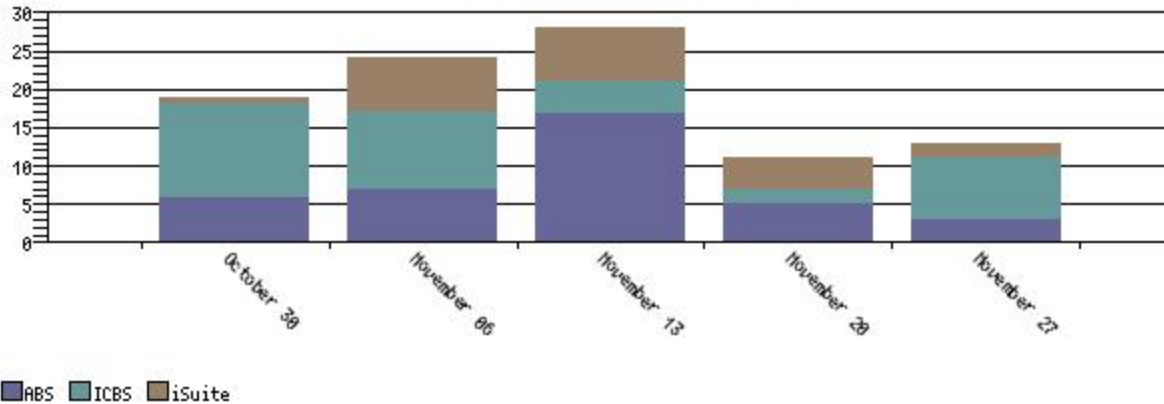


Support Requests Created

by Week includes problem types

Support Requests by Application



	Tickets					
Category	October 30	November 06	November 13	November 20	November 27	Total
Application: ABS						
Assistance/Inquiry> Document Request	0	1	0	0	0	1
Assistance/Inquiry> How To	0	1	1	1	0	3
Assistance/Inquiry> Outside Scope of IIA	0	0	2	0	0	2
Assistance/Inquiry> Question	1	0	3	1	1	6
Failure> Bug/Error	1	0	2	1	1	5
Failure> Data Error	1	0	1	0	0	2
Failure> Report Outage	0	0	1	0	0	1
Service Request> Access Issue other than	1	5	2	0	1	9
Service Request> Feedback	0	0	1	0	0	1
Service Request> New Account Request	1	0	0	0	0	1
Service Request> Other Account Request	1	0	2	2	0	5
Service Request> Password Reset	0	0	2	0	0	2
Total	6	7	17	5	3	38
Application: ICBS						
Assistance/Inquiry> How To	0	0	0	0	1	1
Failure> Bug/Error	0	1	0	0	1	2
Failure> Connectivity	0	0	0	0	1	1
Failure> System Slow	1	0	0	0	0	1
Service Request> Access Issue other than	1	0	0	0	0	1
Service Request> Delete Account Request	1	0	0	0	1	2
Service Request> Other Account Request	0	0	1	0	0	1
Service Request> Password Reset	9	9	3	2	4	27
Total	12	10	4	2	8	36
Application: iSuite						
Assistance/Inquiry> How To	0	1	4	0	0	5
Assistance/Inquiry> Question	0	1	0	1	0	2
Failure> Bug/Error	1	0	0	2	1	4
Failure> Connectivity	0	1	0	0	0	1
Failure> Data Error	0	1	0	0	0	1
Failure> Reporting Error	0	1	0	0	0	1
Service Request> Access Issue other than	0	0	1	0	0	1
Service Request> Installation	0	0	1	0	0	1
Service Request> Password Reset	0	2	1	1	1	5
Total	1	7	7	4	2	21
Total	19	24	28	11	13	95

Record Count: 29