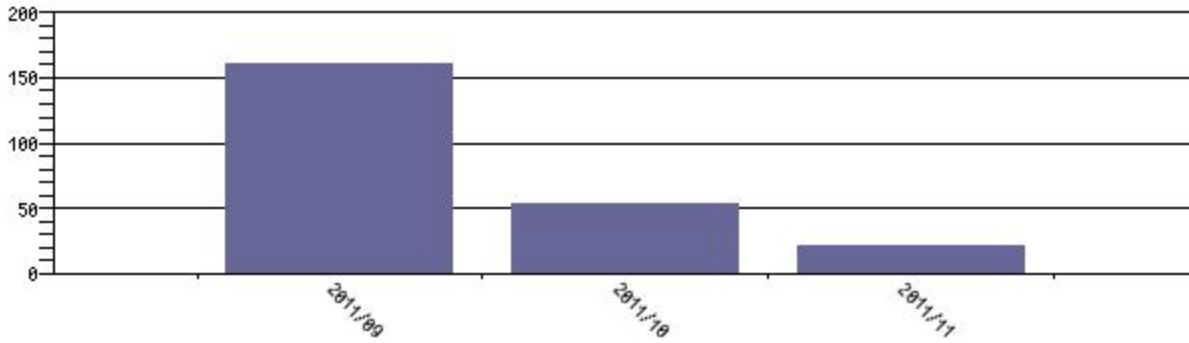


Support Requests Created

by Month includes problem types

Support Requests by Application



iSuite

Category	Tickets		
	2011/09	2011/10	2011/11
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	160	53	21

Record Count: 14