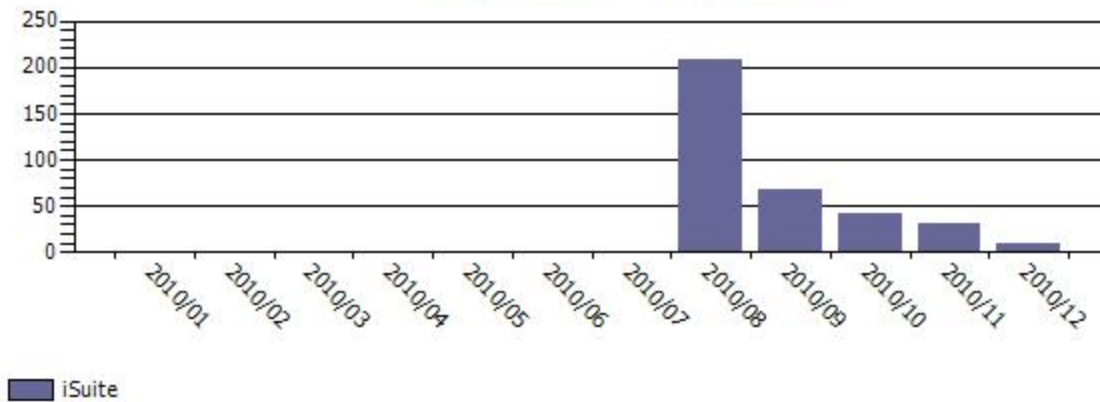


Support Requests Created

by Month includes problem types

Support Requests by Application



Tickets

Category	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	
Application: iSuite													
Assistance/Inquiry>	0	0	0	0	0	0	0	2	0	0	0	0	
Assistance/Inquiry> How To	0	0	0	0	0	0	0	32	13	13	6	1	
Assistance/Inquiry> Outside	0	0	0	0	0	0	0	3	0	0	0	0	
Assistance/Inquiry> Question	0	0	0	0	0	0	0	20	9	3	6	3	
Assistance/Inquiry>	0	0	0	0	0	0	0	0	1	0	0	0	
Failure> Bug/Error	0	0	0	0	0	0	1	46	15	4	3	2	
Failure> Connectivity	0	0	0	0	0	0	0	7	2	1	3	1	
Failure> Data Error	0	0	0	0	0	0	0	16	3	2	0	0	
Failure> Reporting Error	0	0	0	0	0	0	0	5	2	0	1	0	
Failure> System Slow	0	0	0	0	0	0	0	1	1	0	0	0	
No Value	0	0	0	0	0	0	0	17	0	0	0	0	
Service Request> Access	0	0	0	0	0	0	0	8	1	2	0	0	
Service Request> Feedback	0	0	0	0	0	0	0	1	0	0	0	0	
Service Request> Installation	0	0	0	0	0	0	0	22	2	2	1	1	
Service Request> New	0	0	0	0	0	0	0	2	3	0	0	0	
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	22	14	13	11	1	
Service Request> Security	0	0	0	0	0	0	0	1	0	0	1	0	
Service Request> Suggestion	0	0	0	0	0	0	0	2	0	0	0	0	
Service Request> Training	0	0	0	0	0	0	0	0	2	0	0	0	
Service Request> Upgrade	0	0	0	0	0	0	0	1	0	1	0	0	
Total	0	0	0	0	0	0	0	1	209	68	42	32	9
Total	0	0	0	0	0	0	0	1	209	68	42	32	9

Record Count: 21