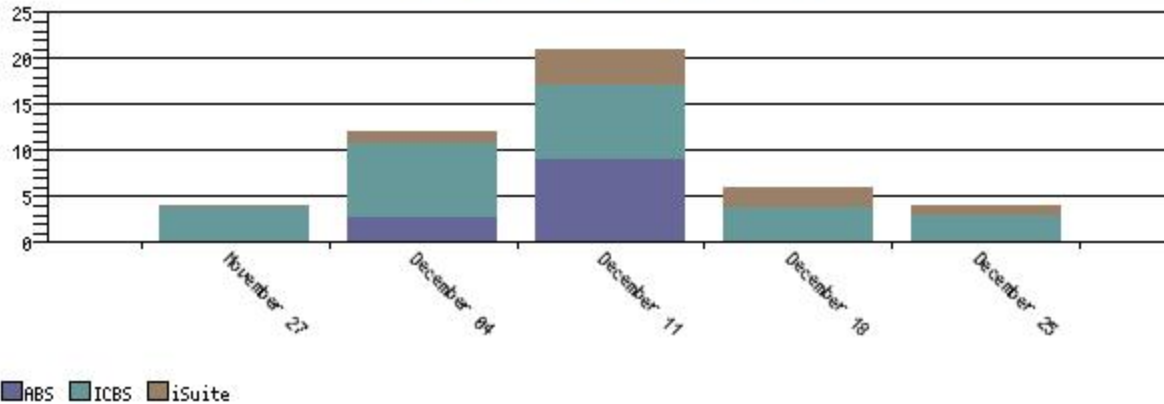


Support Requests Created

by Week includes problem types

Support Requests by Application



Tickets

Category	November 27	December 04	December 11	December 18	December 25	Total
Application: ABS						
Assistance/Inquiry> Document Request	0	1	0	0	0	1
Assistance/Inquiry> How To	0	1	1	0	0	2
Assistance/Inquiry> Question	0	0	1	0	0	1
Failure> Bug/Error	0	0	1	0	0	1
Failure> Reporting Error	0	0	1	0	0	1
Service Request> Access Issue other than	0	0	2	0	0	2
Service Request> Other Account Request	0	1	3	0	0	4
Total	0	3	9	0	0	12
Application: ICBS						
Failure> Bug/Error	0	0	1	1	0	2
Failure> Connectivity	0	0	1	0	0	1
Failure> Report Outage	0	0	0	1	0	1
Failure> Reporting Error	0	1	0	0	0	1
Failure> System Slow	0	0	1	0	0	1
Service Request> Delete Account Request	0	0	1	0	0	1
Service Request> Feedback	0	1	0	0	0	1
Service Request> Other Account Request	0	0	1	0	0	1
Service Request> Password Reset	4	6	3	2	3	18
Total	4	8	8	4	3	27
Application: iSuite						
Assistance/Inquiry> How To	0	0	2	0	1	3
Assistance/Inquiry> Question	0	0	1	1	0	2
Service Request> Installation	0	1	0	0	0	1
Service Request> Other Account Request	0	0	0	1	0	1
Service Request> Password Reset	0	0	1	0	0	1
Total	0	1	4	2	1	8
Total	4	12	21	6	4	47

Record Count: 21