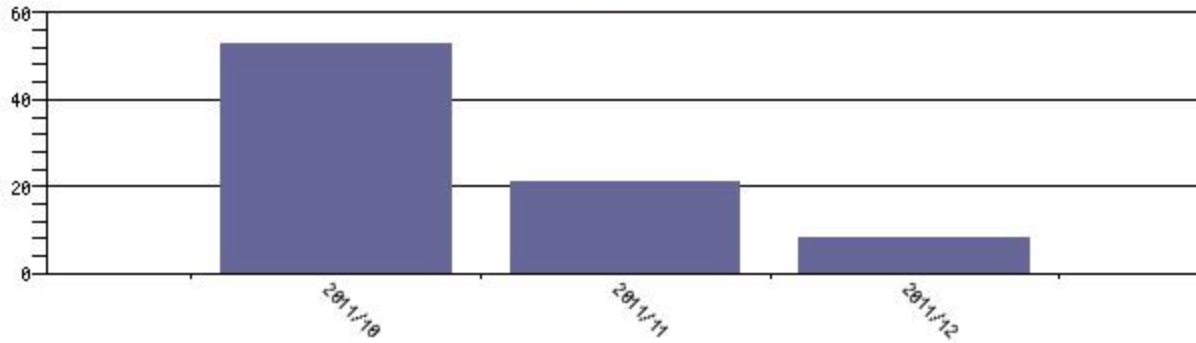


Support Requests Created

by Month includes problem types

Support Requests by Application



■ iSuite

Category	Tickets		
	2011/10	2011/11	2011/12
Application: iSuite			
Assistance/Inquiry> How To	18	5	3
Assistance/Inquiry> Outside Scope of IIA	1	0	0
Assistance/Inquiry> Question	1	2	2
Failure> Bug/Error	7	4	0
Failure> Connectivity	1	1	0
Failure> Data Error	4	1	0
Failure> Reporting Error	4	1	0
Service Request> Access Issue other than password	0	1	0
Service Request> Installation	4	1	1
Service Request> Other Account Request	3	0	1
Service Request> Password Reset	10	5	1
Total	53	21	8
Total	53	21	8

Record Count: 11