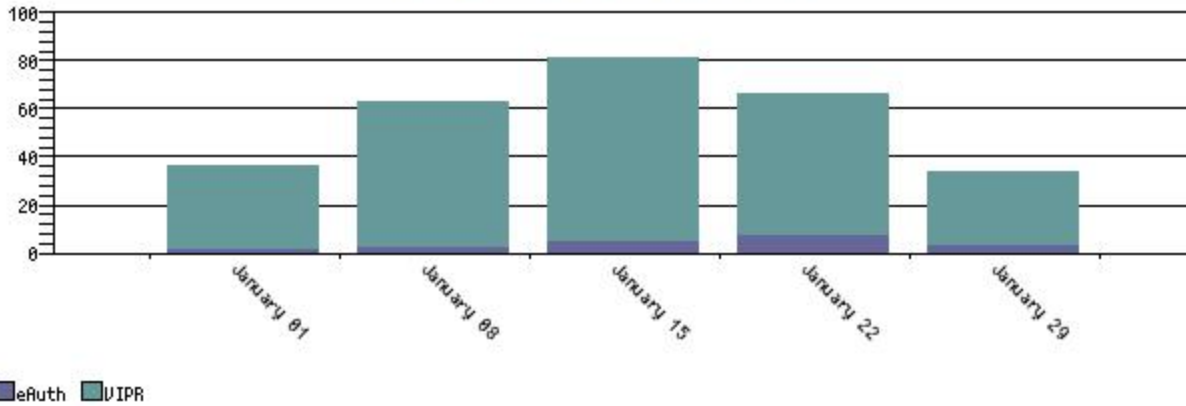


# Support Requests Created

by Week includes problem types

Support Requests by Application



	Tickets					
Category	January 01	January 08	January 15	January 22	January 29	Total
<b>Application: eAuth</b>						
Assistance/Inquiry> How To	0	0	0	1	0	1
Assistance/Inquiry> Question	0	0	0	1	0	1
Failure> Bug/Error	0	0	0	1	0	1
Service Request> Access Issue other than	0	0	0	0	1	1
Service Request> Other Account Request	0	0	1	0	0	1
Service Request> Password Reset	1	2	4	4	3	14
<b>Total</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>19</b>
<b>Application: VIPR</b>						
Assistance/Inquiry> Document Request	0	0	1	0	1	2
Assistance/Inquiry> How To	11	21	34	19	16	101
Assistance/Inquiry> Outside Scope of IIA	0	0	0	0	1	1
Assistance/Inquiry> Question	6	3	4	7	1	21
Failure> Bug/Error	5	14	21	13	4	57
Failure> Connectivity	2	2	5	4	1	14
Failure> Data Error	0	0	1	1	0	2
Failure> Reporting Error	1	5	1	1	0	8
No Value	1	1	2	1	0	5
Service Request> Access Issue other than	1	3	2	3	0	9
Service Request> Data Administration	2	4	2	1	0	9
Service Request> Feedback	2	1	0	1	0	4
Service Request> Installation	1	0	1	1	0	3
Service Request> Other Account Request	1	3	0	7	5	16
Service Request> Password Reset	2	4	2	0	1	9
<b>Total</b>	<b>35</b>	<b>61</b>	<b>76</b>	<b>59</b>	<b>30</b>	<b>261</b>
<b>Total</b>	<b>36</b>	<b>63</b>	<b>81</b>	<b>66</b>	<b>34</b>	<b>280</b>

Record Count: 21