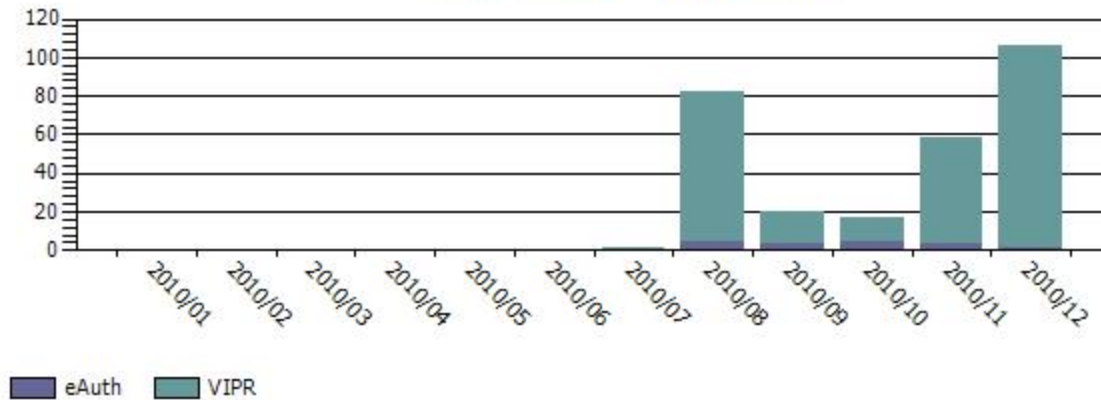


Support Requests Created

by Month includes problem types

Support Requests by Application



Tickets

Category	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
Application: eAuth												
Assistance/Inquiry>	0	0	0	0	0	0	0	0	2	0	0	0
Assistance/Inquiry>	0	0	0	0	0	0	0	2	0	2	1	0
Failure> Bug/Error	0	0	0	0	0	0	0	0	0	0	1	0
No Value	0	0	0	0	0	0	0	1	0	0	0	0
Service Request> Delete	0	0	0	0	0	0	0	1	0	0	0	0
Service Request> New	0	0	0	0	0	0	0	0	0	0	1	1
Service Request>	0	0	0	0	0	0	0	0	1	2	0	0
Service Request>	0	0	0	0	0	0	0	0	0	1	0	0
Total	0	0	0	0	0	0	0	4	3	5	3	1
Application: VIPR												
Assistance/Inquiry>	0	0	0	0	0	0	0	0	0	0	1	3
Assistance/Inquiry>	0	0	0	0	0	0	0	22	2	1	14	32
Assistance/Inquiry>	0	0	0	0	0	0	0	4	0	0	0	2
Assistance/Inquiry>	0	0	0	0	0	0	0	11	3	9	19	39
Failure> Bug/Error	0	0	0	0	0	0	0	16	6	1	8	20
Failure> Connectivity	0	0	0	0	0	0	0	2	0	0	0	1
Failure> Data Error	0	0	0	0	0	0	0	8	3	0	2	1
Failure> Reporting Error	0	0	0	0	0	0	0	6	1	0	1	0
Failure> System Slow	0	0	0	0	0	0	1	0	0	0	0	0
No Value	0	0	0	0	0	0	0	7	0	0	1	6
Service Request>	0	0	0	0	0	0	0	0	0	0	1	0
Service Request> New	0	0	0	0	0	0	0	0	0	0	2	0
Service Request>	0	0	0	0	0	0	0	1	0	0	2	1
Service Request>	0	0	0	0	0	0	0	0	0	0	1	0
Service Request>	0	0	0	0	0	0	0	0	1	0	0	0
Service Request>	0	0	0	0	0	0	0	1	1	1	3	0
Total	0	0	0	0	0	0	1	78	17	12	55	105
Total	0	0	0	0	0	0	1	82	20	17	58	106

Record Count: 24