

# After Hours Quarterly Support Summary

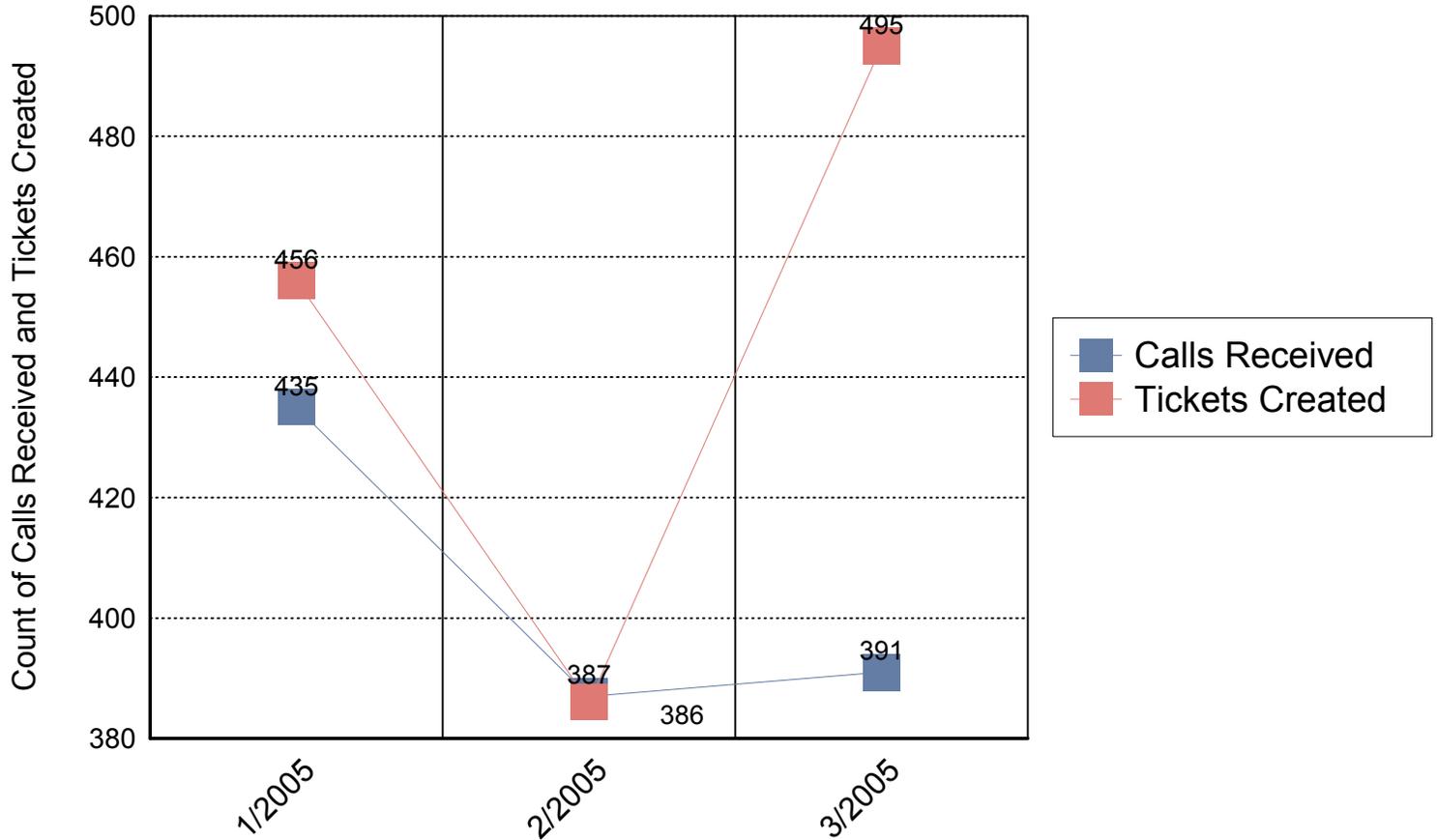
For Period January 01, 2005 to March 31, 2005

Snapshot Date: 4/5/2005

Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

Total Calls: 1,213
Total Tickets: 1,337

## Calls Received and Tickets Created By Month



NOTE: Occasionally, a phone call does not produce a Remedy ticket (e.g. due to status callback, wrong number, etc.). This explains discrepancies in the calls versus the total number of tickets.

# After Hours Monthly Support Summary

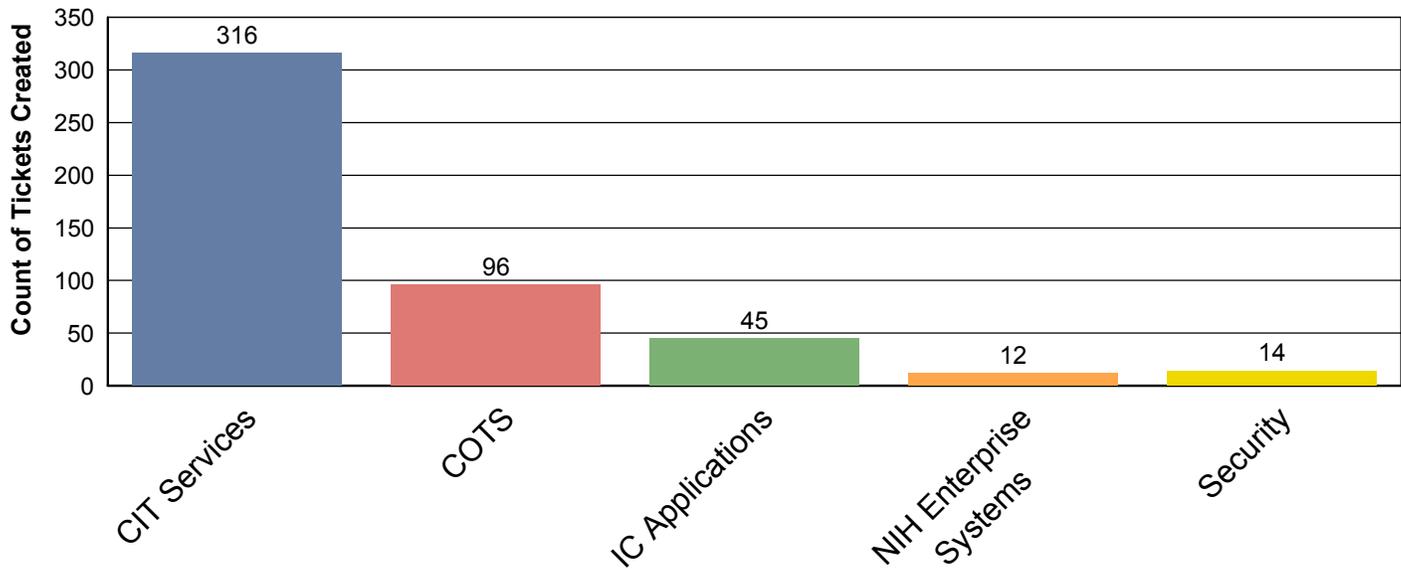
For Period January 01, 2005 to March 31, 2005

For Month of: 1/2005

Calls Received: 435

Tickets Created: 456

## Tickets Created By Category Summary

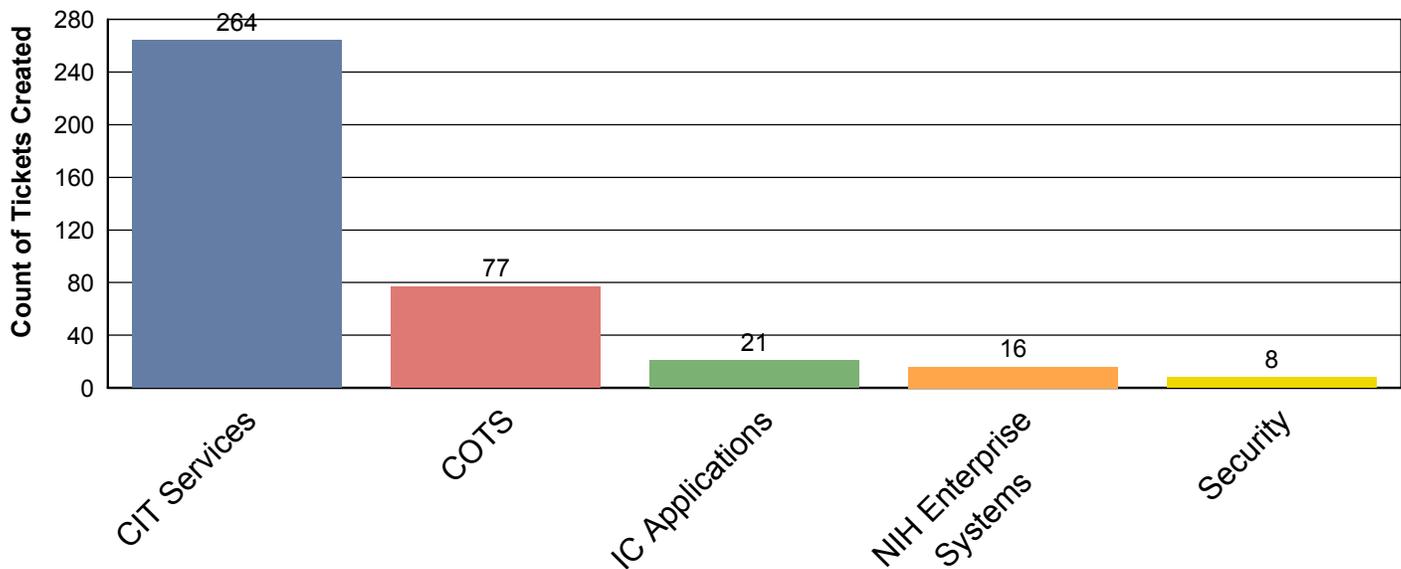


For Month of: 2/2005

Calls Received: 387

Tickets Created: 386

## Tickets Created By Category Summary



# After Hours Monthly Support Summary

For Period January 01, 2005 to March 31, 2005

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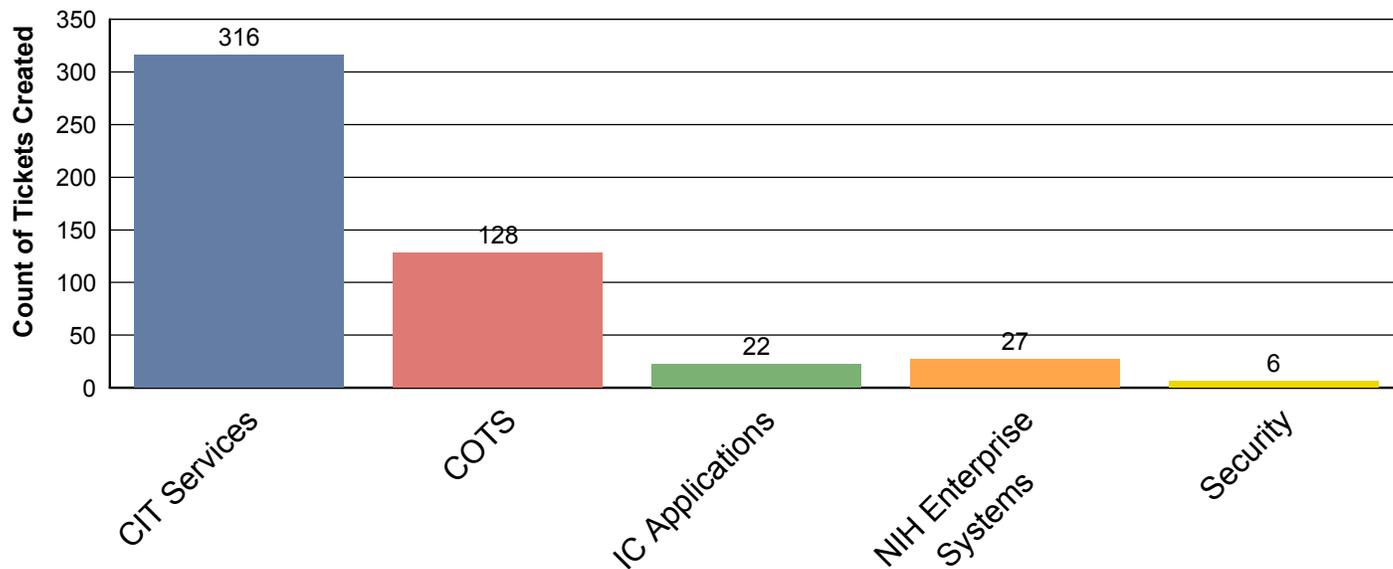
For Month of: 3/2005

Calls Received: 391

Tickets Created: 495

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## Tickets Created By Category Summary



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### Grand Total:

Calls Received: 1,213

Tickets Created: 1,337