

After Hours Monthly Support Summary



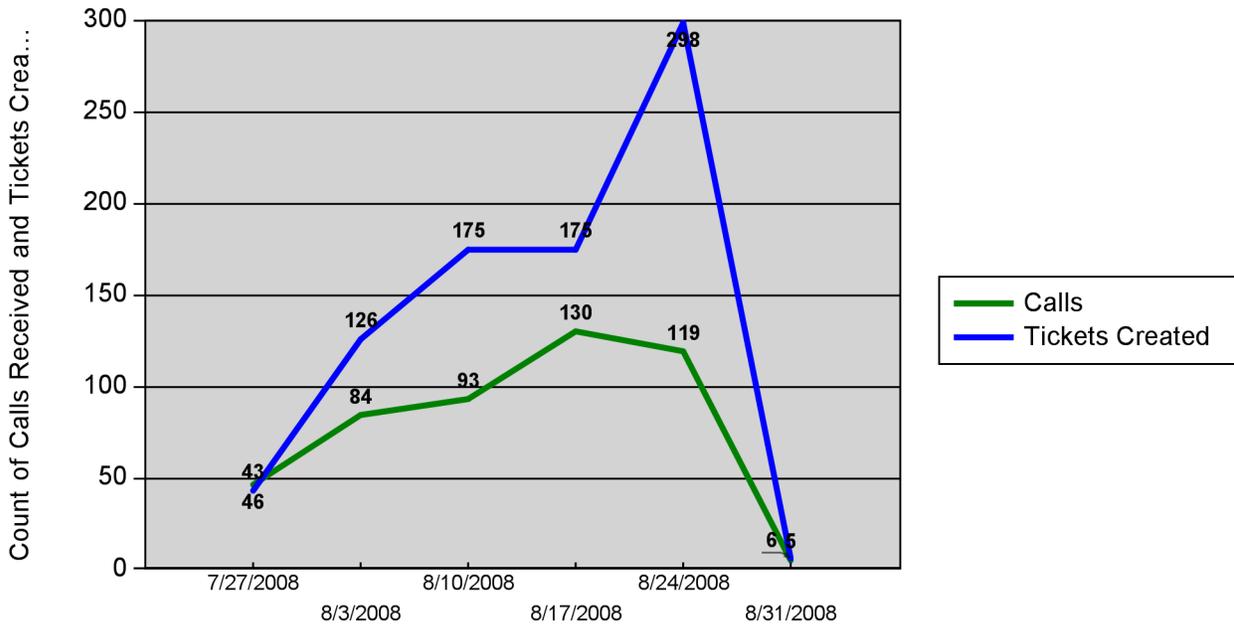
For the period: Friday, August 01, 2008 12:00:00 AM to Sunday, August 31, 2008 11:59:59 PM

Snapshot Date: 9/1/2008 6:34:02 AM

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

Total Calls:	477
Total Tickets:	823

Calls Received and Tickets Created By Week



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.

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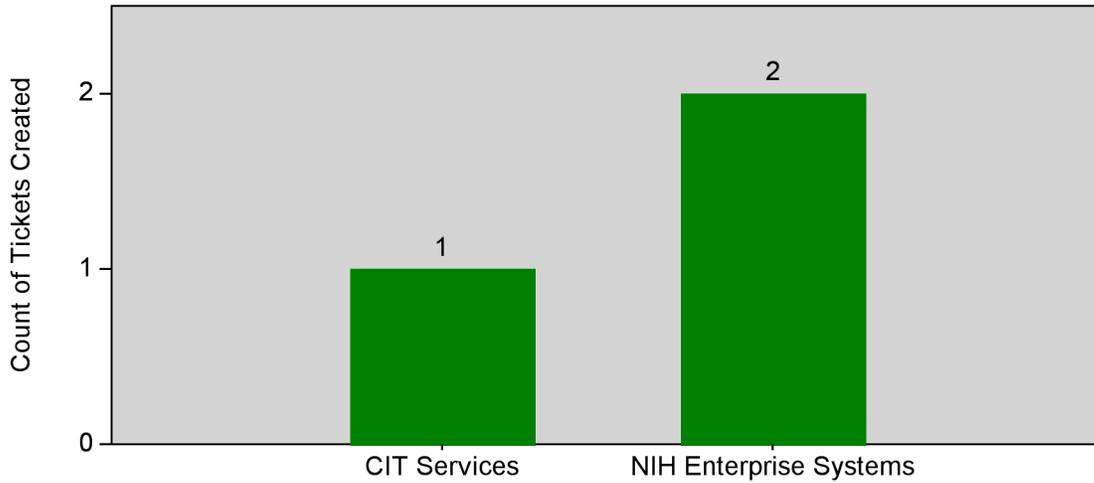
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 7/27/2008

Calls Received: 46

Tickets Created: 43

Tickets Created By Category Summary

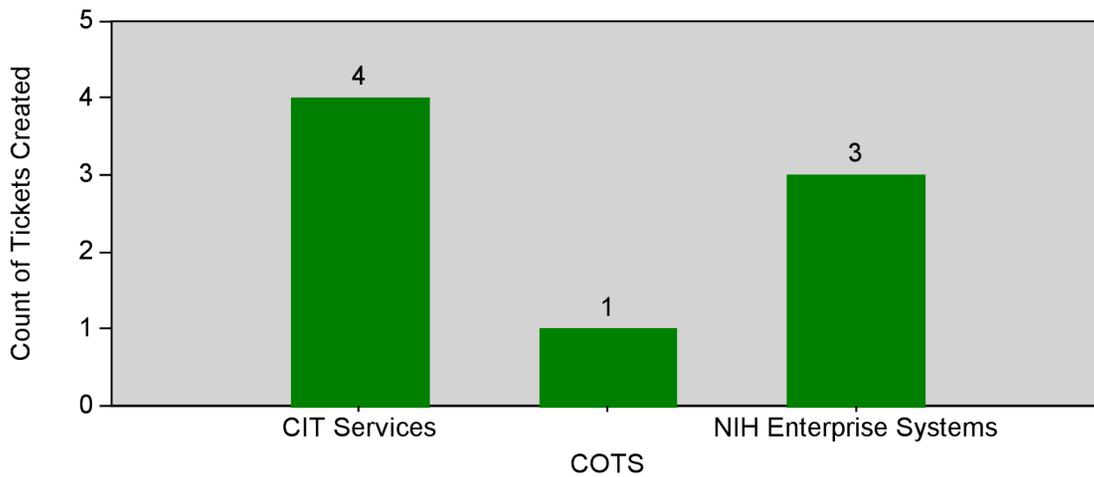


For Week of: 8/3/2008

Calls Received: 84

Tickets Created: 126

Tickets Created By Category Summary



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Snapshot Date: 9/1/2008 6:34:02 AM

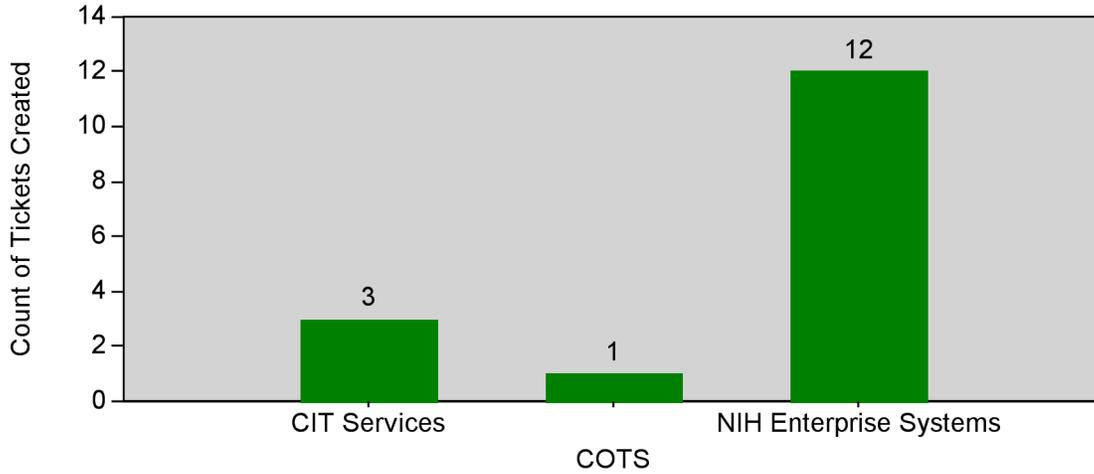
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 8/10/2008

Calls Received: 93

Tickets Created: 175

Tickets Created By Category Summary

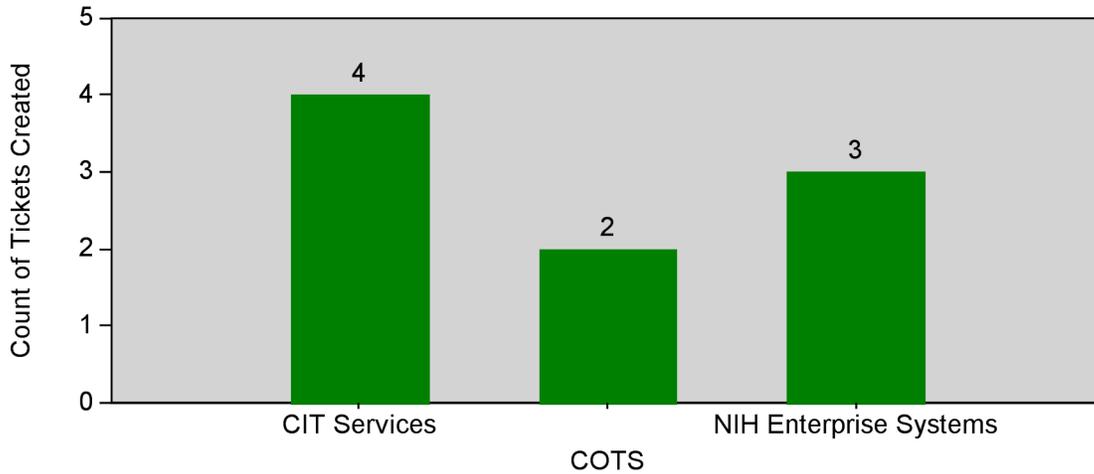


For Week of: 8/17/2008

Calls Received: 130

Tickets Created: 175

Tickets Created By Category Summary



After Hours Monthly Support Summary



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11:59:59 PM

Snapshot Date: 9/1/2008 6:34:02 AM

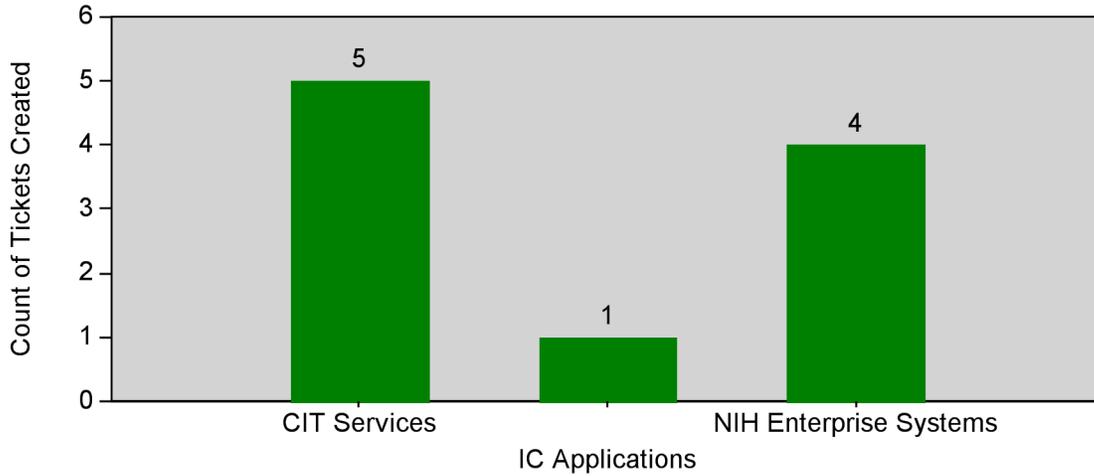
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 8/24/2008

Calls Received: 119

Tickets Created: 298

Tickets Created By Category Summary



For Week of: 8/31/2008

Calls Received: 5

Tickets Created: 6

GRAND TOTAL:	
Calls Received:	477
Tickets Created:	823