

# After Hours Monthly Support Summary



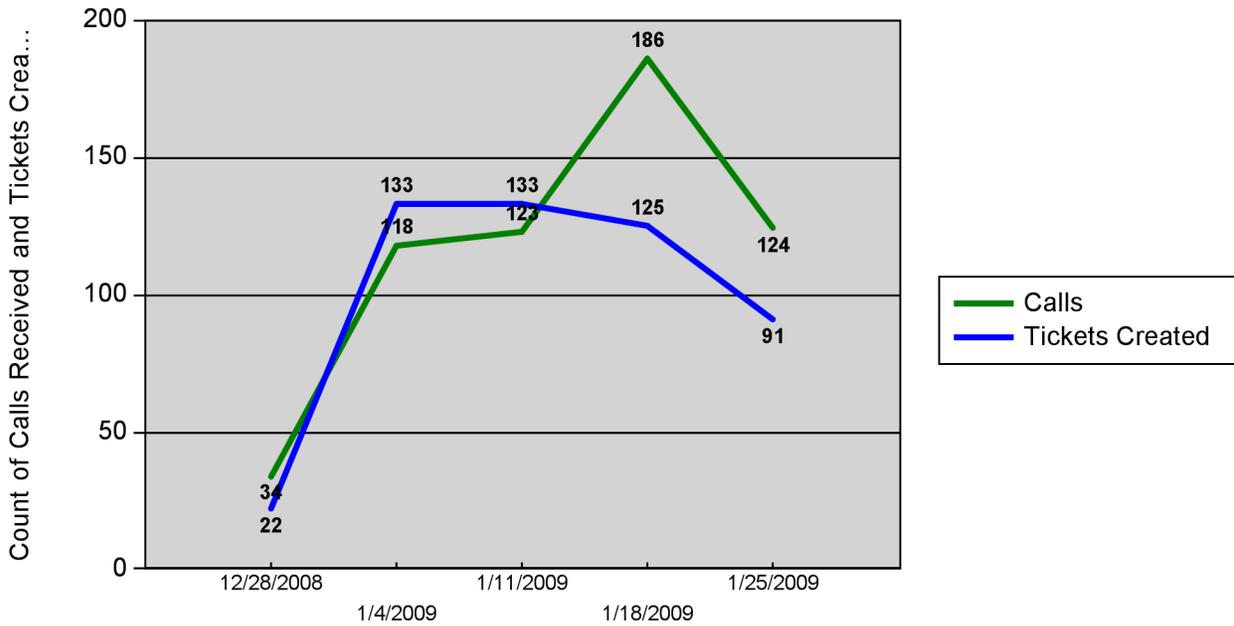
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:34:05 AM

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

<b>Total Calls:</b>	<b>585</b>
<b>Total Tickets:</b>	<b>504</b>

### 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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Snapshot Date: 2/1/2009 6:34:05 AM

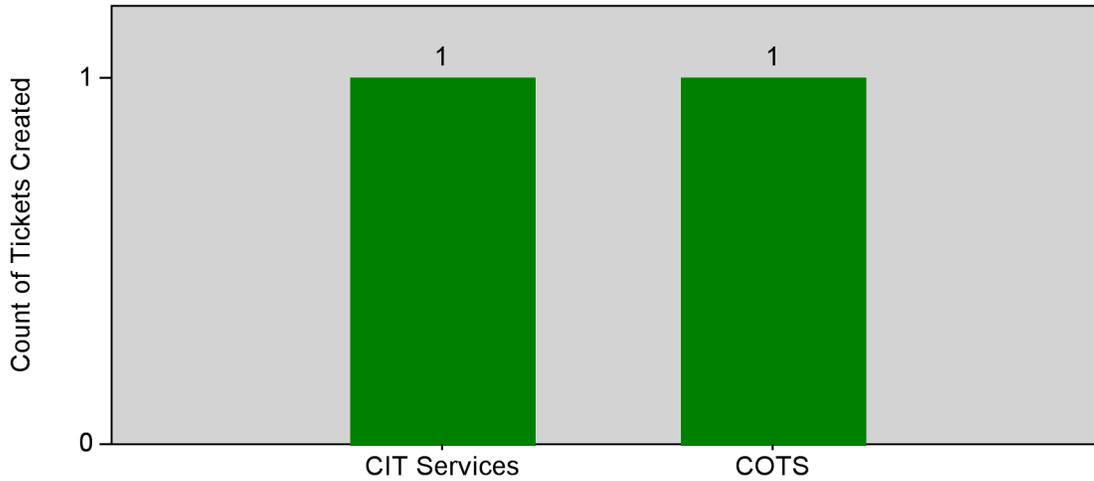
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

For Week of: 12/28/2008

Calls Received: 34

Tickets Created: 22

### Tickets Created By Category Summary

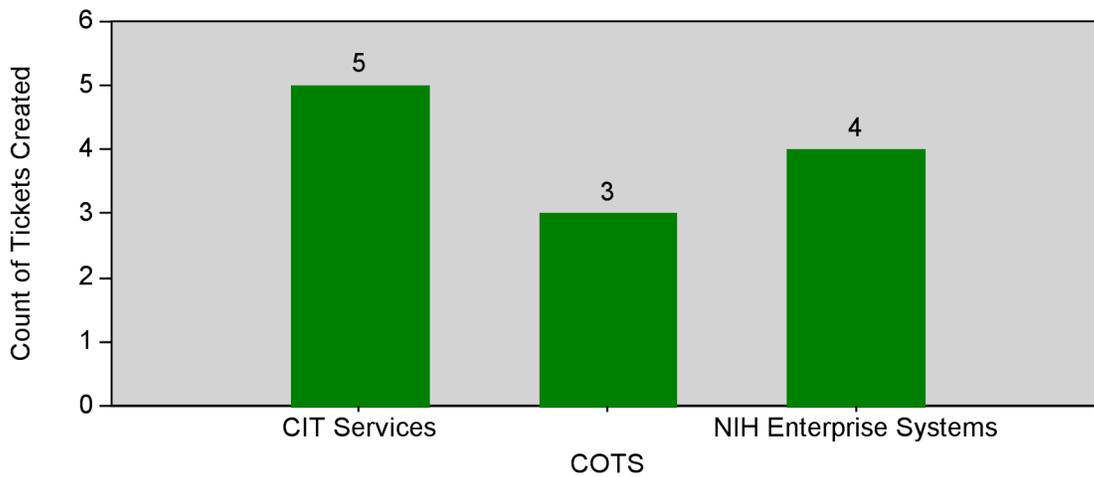


For Week of: 1/4/2009

Calls Received: 118

Tickets Created: 133

### Tickets Created By Category Summary



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For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:34:05 AM

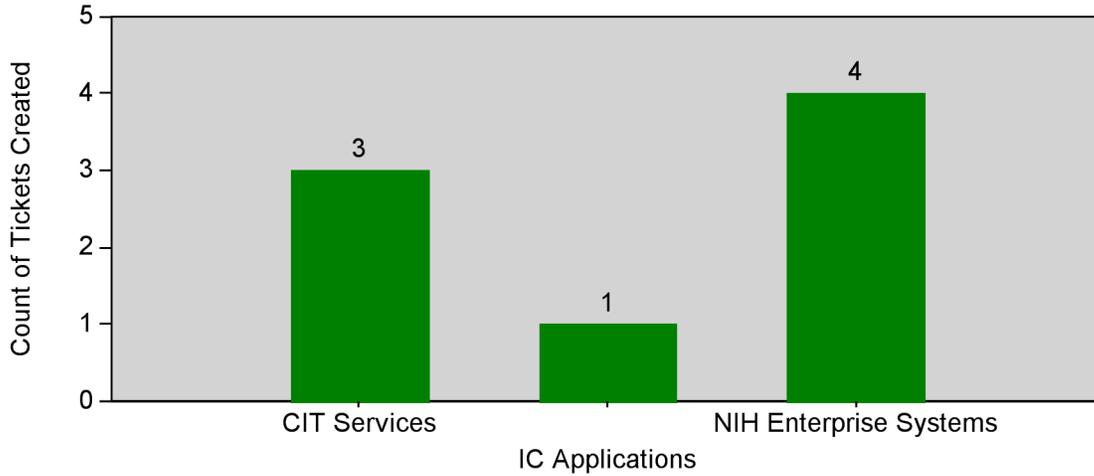
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

**For Week of: 1/11/2009**

**Calls Received: 123**

**Tickets Created: 133**

**Tickets Created By Category Summary**



**For Week of: 1/18/2009**

**Calls Received: 186**

**Tickets Created: 125**

# After Hours Monthly Support Summary



For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM

Snapshot Date: 2/1/2009 6:34:05 AM

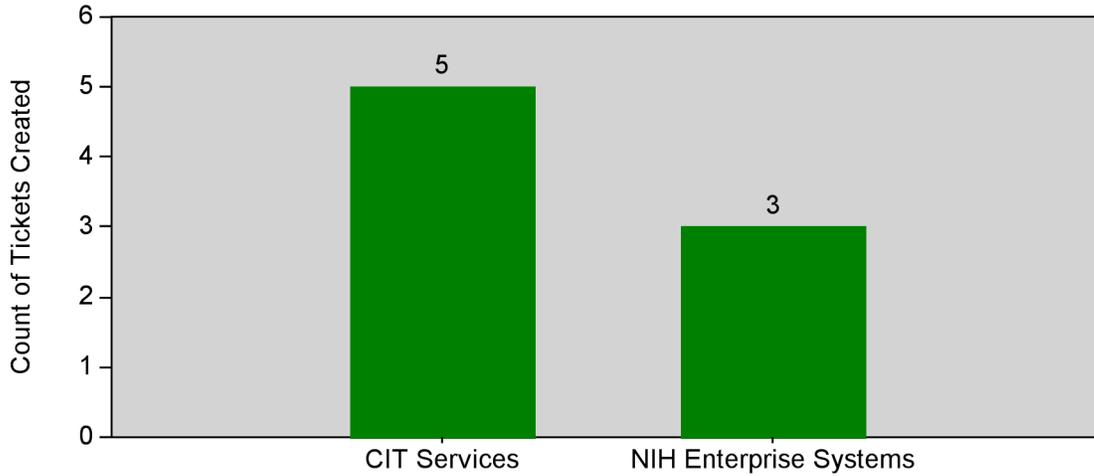
Note: Data presented is for Period listed. This Report displays the date for the first day of the week containing data.

**For Week of: 1/25/2009**

**Calls Received: 124**

**Tickets Created: 91**

**Tickets Created By Category Summary**



<b>GRAND TOTAL:</b>	
<b>Calls Received:</b>	<b>585</b>
<b>Tickets Created:</b>	<b>504</b>