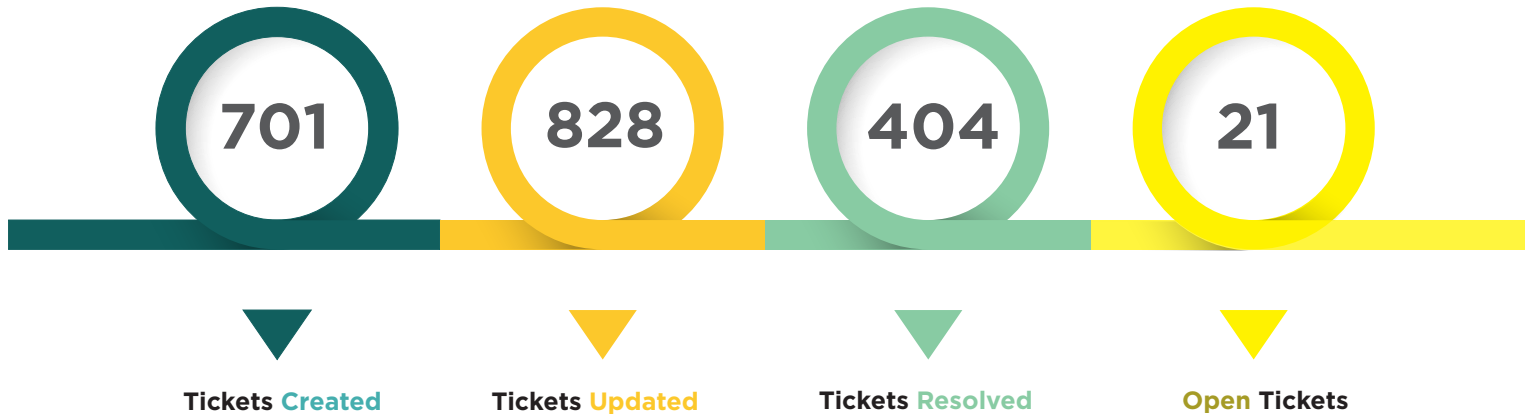


iCER SERVICE REPORT

OCT 2018

TICKET ACTIVITY SUMMARY



TICKET MESSAGE SUMMARY



1343

Total Users' Messages

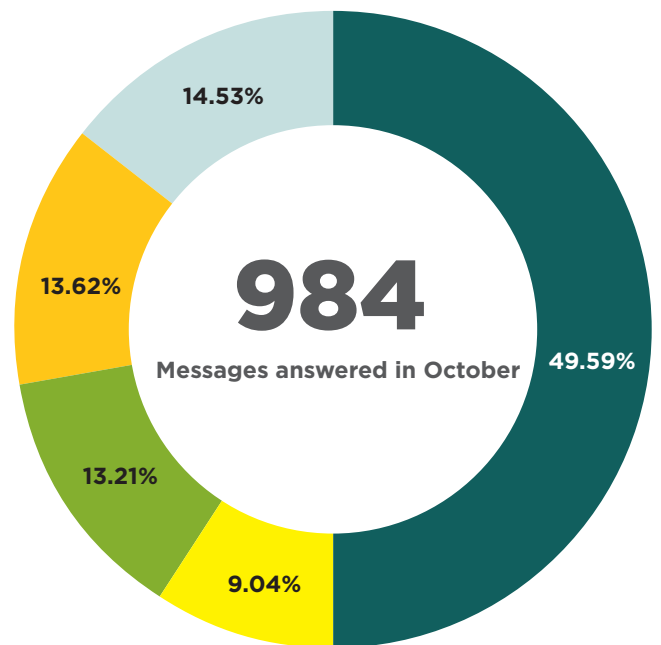


1447

Total iCER's Messages

We apologize for the data loss for most of the infographics for October 2018 due to Intel 14 and Intel 16 migration

TICKET RESOLUTION STATISTIC



80

New User Accounts created
in OCT