

Overview

















EASE




Batch Account Provisioning

CCM Automation Service

Email Trigger

Last Month Overview:

	Current Status	Availability (before)	Service Usage(before)	Customers(before)
EASE		95%(93%) 	6000(5000) 	30(27) 
Batch Account Provisioning		97%(95%) 	7000(7500) 	40(35) 
CCM Automation		98%(97%) 	8000(7500) 	50(41) 
Email Trigger		95% (94%) 	6000(4800) 	30(29) 

 Normal  Partial impact  Full impact

Overview

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Availability



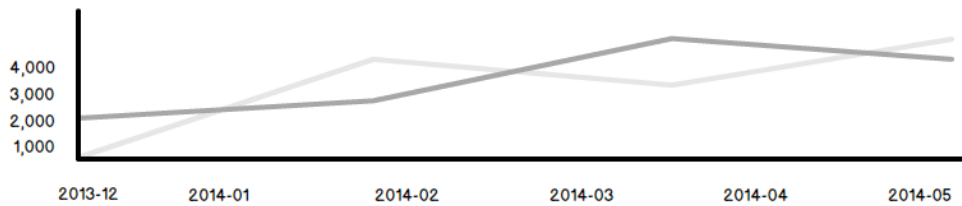
Normal
Partial impact
Full impact

Issues:

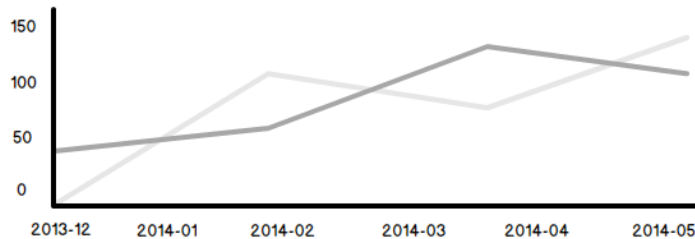
Open Date	Description	Status
2014/1/2	VLS maintenance	Open
2014/3/5	VLS maintenance	Fixed

Last 1 month
Last 2 months
Last 3 months
Last 6 months
Last 12 months
Custom

Usage



Customer



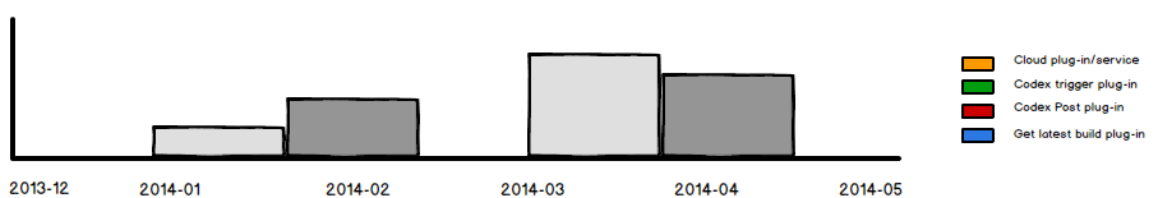
Last 1 Month Top Customers (2014-05)

Team Name	Total	Component1	Component2	...
Muse	5000	1000	500	...
CCM Automation	3000	2000	1000	...
CorSync	2000	400	1200	...
IQE	1000	400	200	...

Last 1 Month New Customers (2014-05)

Team Name	Use Which Component?
Reader	Cloud plug-in
Illustrator	Codex post plug-in

Usage by Component



Feedbacks

Reported Issues:

Date	Description	Status
2014/1/2	xxxxxxxxxxxxxxxxxxxxxxxxxxxx	Open
2014/3/5	xxxxxxxxxxxxxxxxxxxxxxxxxxxx	Fixed




New Requests:

Date	Description	Status
2014/1/2	xxxxxxxxxxxxxxxxxxxxxxxxxxxx	Open
2014/3/5	xxxxxxxxxxxxxxxxxxxxxxxxxxxx	Fixed

- | |
|----------------------------|
| Overview |
| EASE |
| Batch Account Provisioning |
| CCM Automation Service |
| Email Trigger |

Availability



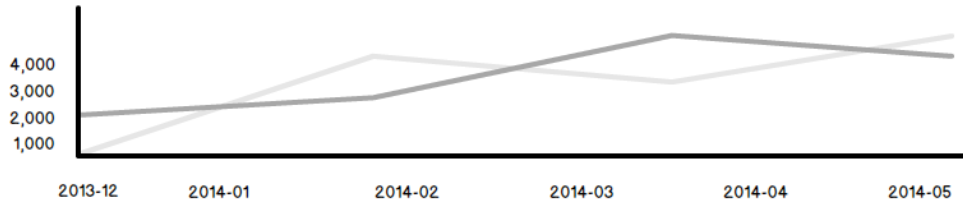
 Normal
 Partial impact
 Full impact

Issues:

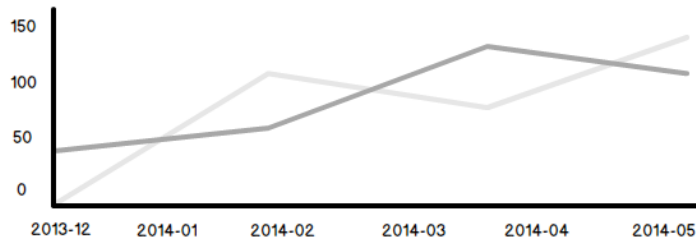
Open Date	Description
2014/1/2	JEM API Change
2014/3/5	Backend in maintenance

- Last 1 month
- Last 2 months
- Last 3 months
- Last 6 months
- Last 12 months
- Custom

Usage



Customer



Last 1 Month Top Customers (2014-05)

User Name	Total	Component1	Component2	...
yangyang	5000	1000	500	...
lma	3000	2000	1000	...
gmwang	2000	400	1200	...
kzhao	1000	400	200	...

Last 1 Month New Customers (2014-05)

Team Name	Use Which Component?
xxxx	Cloud plug-in
xxxx	Codex post plug-in

Feedbacks

Reported Issues:

Date	Description	Status
2014/1/2	xxxxxxxxxxxxxxxxxxxxxxx	Open
2014/3/5	xxxxxxxxxxxxxxxxxxxxxxx	Fixed

New Requests:

[illegible]