



CIT Customer Service Report for the Telecommunications Branch

for Thursday, August 1, 2002 to Saturday, August 31, 2002

	Created				Assigned/Pending			Closed			Average Minutes to Close
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	
Telecommunications											
Billing	1	0	0	0	0	0	0	1	0	0	7
Circuits	5	3	0	2	0	0	0	5	3	2	30
Conferencing	9	0	0	0	0	0	0	9	0	0	7
DELPRO	10	436	0	2	0	135	86	9	135	83	0
General Info	37	4	0	0	0	4	0	34	3	0	5
NIH Directory	2	0	0	0	0	0	0	2	0	0	7
Operator Services	0	838	0	1	0	8	0	1	829	1	0
Pagers	7	0	0	0	0	0	0	7	0	0	6
Phones/Accessories	34	3	0	0	0	5	0	29	3	0	7
Repairs (611)	54	0	0	0	0	2	0	52	0	0	5
Residential Services	2	3	0	0	0	1	0	2	2	0	8
TSR	76	233	0	1	4	72	19	71	139	5	2
Verizon Phone Book	1	0	0	0	0	0	0	1	0	0	3
Voice Mail	71	1	0	0	1	0	0	69	2	0	7
Web Work	0	34	0	0	0	9	0	0	25	0	0
Grand Total:	309	1,555	0	6	5	236	105	292	1,141	91	1

Total Tickets Closed: 1,524
Total Tickets Assigned/Pending: 346
Total Tickets Created: 1,870