



# CIT Customer Service Report for the Telecom Video/Cable Branch

for Monday, July 1, 2002 to Wednesday, July 31, 2002

	Created				Assigned/Pending			Closed			Average Minutes to Close
	DCS	VCM	Web	Other	DCS	VCM	Other	DCS	VCM	Other	
<b>Telecommunications</b>											
2-Way Radios	1	5	0	0	0	1	0	1	4	0	2
Cable Infra/Other	2	0	0	0	0	0	0	2	0	0	5
Calling Card	4	0	0	0	0	0	0	2	2	0	6
Cell Phones	4	0	0	0	0	0	0	4	0	0	7
NIH-104 Pagers	4	0	0	0	0	0	0	3	1	0	7
Videocast	21	1	0	0	0	3	0	19	0	0	10
<b>Grand Total:</b>	<b>36</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>31</b>	<b>7</b>	<b>0</b>	<b>8</b>

**Total Tickets Closed:** 38  
**Total Tickets Assigned/Pending:** 4  
**Total Tickets Created:** 42