

# Customer Service Report for the ADB

for Wednesday, September 1, 2004 to Thursday, September 30, 2004



|                            | Created    |          |          |           | Assigned/Pending/<br>Checked Out |          |          | Closed     |           |           | Average<br>Minutes<br>to Close |
|----------------------------|------------|----------|----------|-----------|----------------------------------|----------|----------|------------|-----------|-----------|--------------------------------|
|                            | DCS        | ADB      | Web      | Other     | DCS                              | ADB      | Other    | DCS        | ADB       | Other     |                                |
| <b>Accounts</b>            |            |          |          |           |                                  |          |          |            |           |           |                                |
| Access/Login               | 4          | 0        | 0        | 0         | 0                                | 0        | 0        | 4          | 0         | 0         | 5                              |
| Billing                    | 1          | 0        | 0        | 0         | 0                                | 0        | 0        | 0          | 0         | 1         | 21                             |
| Deactivate/Close           | 0          | 0        | 0        | 2         | 0                                | 0        | 0        | 0          | 0         | 2         | 3                              |
| Password Reset             | 4          | 0        | 0        | 0         | 0                                | 0        | 0        | 4          | 0         | 0         | 4                              |
| Register/Open              | 0          | 0        | 0        | 2         | 0                                | 0        | 0        | 0          | 0         | 2         | 3                              |
| <b>ADB</b>                 |            |          |          |           |                                  |          |          |            |           |           |                                |
| Connectivity               | 31         | 0        | 0        | 3         | 0                                | 0        | 0        | 24         | 0         | 10        | 11                             |
| DELPRO                     | 93         | 0        | 0        | 4         | 0                                | 0        | 1        | 58         | 8         | 30        | 11                             |
| Fellowship Pmt Syst        | 17         | 0        | 0        | 0         | 0                                | 0        | 0        | 3          | 6         | 8         | 10                             |
| Finance                    | 3          | 0        | 0        | 1         | 0                                | 0        | 1        | 1          | 1         | 1         | 11                             |
| General Info               | 45         | 0        | 0        | 1         | 0                                | 0        | 0        | 23         | 11        | 12        | 10                             |
| ID Reactivation            | 46         | 0        | 0        | 0         | 0                                | 0        | 0        | 45         | 0         | 1         | 5                              |
| Keyword                    | 54         | 0        | 0        | 1         | 0                                | 0        | 1        | 53         | 1         | 0         | 7                              |
| On The Spot Awards         | 1          | 0        | 0        | 0         | 0                                | 0        | 0        | 0          | 1         | 0         | 3                              |
| Property                   | 7          | 0        | 0        | 0         | 0                                | 0        | 0        | 4          | 2         | 1         | 6                              |
| Purchase card              | 10         | 0        | 0        | 1         | 0                                | 0        | 0        | 7          | 0         | 4         | 9                              |
| Registration               | 6          | 0        | 0        | 0         | 0                                | 0        | 1        | 3          | 1         | 1         | 11                             |
| Reports                    | 4          | 0        | 0        | 0         | 0                                | 0        | 0        | 2          | 0         | 2         | 3                              |
| Security                   | 6          | 0        | 0        | 0         | 0                                | 0        | 0        | 6          | 0         | 0         | 9                              |
| SSF                        | 1          | 0        | 0        | 0         | 0                                | 0        | 0        | 1          | 0         | 0         | 22                             |
| Travel                     | 1          | 0        | 0        | 0         | 0                                | 0        | 0        | 0          | 0         | 1         | 9                              |
| <b>Application Support</b> |            |          |          |           |                                  |          |          |            |           |           |                                |
| Specialized Application    | 1          | 0        | 0        | 0         | 0                                | 0        | 0        | 0          | 0         | 1         | 9                              |
| <b>Local LAN</b>           |            |          |          |           |                                  |          |          |            |           |           |                                |
| LocalLAN/Connectivity      | 1          | 0        | 0        | 0         | 0                                | 0        | 0        | 0          | 0         | 1         | 8                              |
| <b>OS/390</b>              |            |          |          |           |                                  |          |          |            |           |           |                                |
| Printer/Other              | 1          | 0        | 0        | 0         | 0                                | 0        | 0        | 1          | 0         | 0         | 4                              |
| Printer/VPS                | 4          | 0        | 0        | 0         | 0                                | 0        | 0        | 3          | 0         | 1         | 19                             |
| <b>Grand Total:</b>        | <b>341</b> | <b>0</b> | <b>0</b> | <b>15</b> | <b>0</b>                         | <b>0</b> | <b>4</b> | <b>242</b> | <b>31</b> | <b>79</b> | <b>9</b>                       |

**Total Tickets Closed: 352**  
**Total Tickets Assigned/Pending/Checked Out: 4**  
**Total Tickets Created: 356**