



CIT Customer Service Report for the ALW Branch

for Wednesday, January 1, 2003 to Friday, January 31, 2003

	Created				Assigned/Pending			Closed			Average
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	Minutes to Close
Accounts											
Deactivate/Close	0	0	4	0	0	0	0	4	0	0	2
General Info	1	0	0	0	0	0	0	0	1	0	4
Password Reset	3	0	1	0	0	0	0	0	4	0	3
General Information											
Inquiry	1	0	0	0	0	0	0	1	0	0	3
Grand Total:	5	0	5	0	0	0	0	5	5	0	3

Total Tickets Closed: 10
Total Tickets Assigned/Pending: 0
Total Tickets Created: 10