

Customer Service Report for ALW



for Saturday, May 1, 2004 to Monday, May 31, 2004

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	
Accounts											
Password Reset	1	0	0	0	0	0	0	0	1	0	11
CIT Categories											
General Info	1	0	0	0	0	0	0	0	1	0	9
Connectivity											
General Info	1	0	0	0	0	0	0	0	1	0	20
Project Work											
Other	1	0	0	0	0	0	0	1	0	0	2
Pubs/Software Distribution											
Doc Request	0	0	1	0	0	0	0	1	0	0	1
Unix Support											
Unix Support	1	0	0	0	0	0	0	0	1	0	5
Grand Total:	5	0	1	0	0	0	0	2	4	0	8

Total Tickets Closed: 6
Total Tickets Assigned/Pending/Checked Out: 0
Total Tickets Created: 6