

Customer Service Report for ALW



for Tuesday, August 1, 2006 to Thursday, August 31, 2006

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	
Accounts											
Deactivate/Close	0	0	0	1	0	0	0	1	0	0	3
Edit Account	0	0	0	39	0	0	3	0	0	36	0
NED Record	1	0	0	0	0	0	0	1	0	0	13
Connectivity											
Connect Direct	0	0	0	1	0	0	0	0	0	1	0
eRA-COMMONS											
Accts Other	0	0	0	1	0	0	0	0	0	1	0
Grand Total:	1	0	0	42	0	0	3	2	0	38	0

Total Tickets Closed: 40
 Total Tickets Assigned/Pending/Checked Out: 3
 Total Tickets Created: 43