

Customer Service Report for ALW



for Wednesday, February 1, 2006 to Tuesday, February 28, 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	3	0	0	0	3	0	0	2
Register/Open	0	0	0	1	0	0	0	1	0	0	8
Back Office Support											
Permissions/Shares	1	0	0	0	0	0	0	0	0	1	1
Unix Support											
Unix Support	1	0	0	0	0	0	1	0	0	0	0
Grand Total:	2	0	0	4	0	0	1	4	0	1	2

Total Tickets Closed:	5
Total Tickets Assigned/Pending/Checked Out:	1
Total Tickets Created:	6