

Customer Service Report for ALW



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

	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	2	1	0	0	0	3	0	0	2
Edit Account	0	0	0	1	0	0	0	1	0	0	2
Password Reset	1	0	0	0	0	0	0	1	0	0	5
Register/Open	0	0	0	3	0	0	0	3	0	0	8
Application Support											
Specialized Application	1	0	0	0	0	0	0	0	1	0	6
Back Office Support											
Permissions/Shares	1	0	0	0	0	0	0	0	1	0	5
Unix Support											
Unix Support	1	0	0	0	0	0	0	0	1	0	3
Grand Total:	4	0	2	5	0	0	0	8	3	0	5

Total Tickets Closed:	11
Total Tickets Assigned/Pending/Checked Out:	0
Total Tickets Created:	11