

Customer Service Report for the Cabling Infrastructure



For the period: Tuesday, January 01, 2008 12:00:00 AM to Thursday, January 31, 2008 11:59:59 PM

SnapShot : 2/1/2008 7:06:01 AM

	CREATED				ASSIGNED/PENDING/ CHECKED-OUT			CLOSED			AVG MIN
	DCS	VCM	Web	Other	DCS	VCM	Other	DCS	VCM	Other	To Close
Telecommunications											
10 Digit Dialing	5	0	0	0	0	0	0	3	0	2	8
2-Way Radios	0	0	0	8	0	0	6	0	0	2	0
Billing	1	0	0	0	0	0	0	0	0	1	5
Calling Card	1	0	0	0	0	0	0	1	0	0	5
Cell Phones	1	0	0	1	0	0	0	1	0	1	4
Circuits	4	0	0	16	0	0	2	2	0	16	2
Conferencing	7	0	0	2	1	1	3	2	0	2	3
Coverage	2	0	0	0	0	0	0	1	0	1	4
DELPRO	9	0	0	223	0	32	121	7	3	69	0
General Info	32	0	0	12	0	0	10	13	0	21	7
New Request/Termination	5	0	0	0	0	0	0	2	0	3	4
NIH Directory	1	0	0	0	0	0	0	1	0	0	8
Operator Services	2	0	0	3	0	0	3	1	0	1	2
Phones/Accessories	52	0	0	28	0	2	7	13	0	58	3
Repair	12	0	0	0	0	0	2	4	0	6	5
Repairs	42	0	0	435	1	0	14	25	0	437	0

Customer Service Report for the Cabling Infrastructure



For the period: Tuesday, January 01, 2008 12:00:00 AM to Thursday, January 31, 2008 11:59:59 PM

Snapshot : 2/1/2008 7:06:01 AM

TSR	63	0	0	533	1	8	222	53	2	310	1
User Change	2	0	0	0	0	0	0	0	0	2	4
Voice Mail	50	0	0	6	2	0	3	37	0	14	6
Grand Total:	291	0	0	1267	5	43	393	166	5	946	1

Total Tickets Closed: 1117

Total Tickets Assigned/Pending/Checked Out: 441

Total Tickets Created: 1558