

Customer Service Report for the Cabling Infrastructure



For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007
11:59:59 PM

Snapshot : 10/1/2007 6:06:05 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	1	0	0	0	0	0	0	1	0	0	4
2-Way Radios	0	0	0	4	0	0	4	0	0	0	0
Cell Phones	1	0	0	3	0	0	0	0	0	4	61
Circuits	3	0	0	7	0	0	5	1	0	4	1
Conferencing	7	0	0	2	0	0	2	2	0	5	3
Coverage	1	0	0	0	0	0	0	0	0	1	5
DELPRO	6	0	0	211	0	37	106	4	20	50	0
General Info	32	0	0	14	0	1	14	11	0	20	5
New Request/Termination	8	0	0	1	0	0	1	0	0	8	13
NIH Directory	1	0	0	0	0	0	1	0	0	0	0
Operator Services	1	0	0	2	0	0	2	1	0	0	1
Phones/Accessories	35	0	0	107	0	13	8	14	84	23	1
Repair	13	0	0	1	0	0	2	0	0	12	4
Repairs	42	0	0	342	0	0	50	16	0	318	1
Toll Free Number	1	0	0	0	0	0	0	0	0	1	23
Training	0	0	0	2	0	0	1	0	0	1	0

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TSR	59	0	0	575	1	8	217	51	22	335	1
User Change	1	0	0	0	0	0	1	0	0	0	0
Voice Mail	48	0	0	6	0	0	4	39	0	11	5
Voicemail Transfer	1	0	0	0	0	0	0	1	0	0	10
Grand Total:	261	0	0	1277	1	59	418	141	126	793	1

Total Tickets Closed: 1060

Total Tickets Assigned/Pending/Checked Out: 478

Total Tickets Created: 1538