

Customer Service Report for Helix



For the period: Thursday, March 01, 2007 12:00:00 AM to Saturday, March 31, 2007 11:59:59 PM

Snapshot Date: 4/1/2007 6:12:05 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	Helix	Web	Other	DCS	Helix	Other	DCS	Helix	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	1	0	0	10
Deactivate/Close	0	0	0	14	0	0	0	14	0	0	2
Edit Account	1	0	0	0	0	0	0	1	0	0	12
Password Reset	5	0	0	29	0	0	0	33	0	1	4
Register/Open	0	0	0	12	1	0	0	11	0	0	10
Conference Room Support-Equipment Setup											
Equipment Setup	0	0	0	1	0	0	1	0	0	0	0
Email											
Helix Pine Mail	2	0	0	0	0	0	0	2	0	0	10
Helix Squirrel Mail	2	0	0	0	1	0	0	1	0	0	8
Helix Support											
Apps/Other	1	0	0	0	0	1	0	0	0	0	0
Info/Biowulf	5	0	0	0	0	0	0	1	4	0	1
Info/General	3	0	0	1	0	0	0	1	1	2	8
Unix Support											
Unix Support	1	0	0	0	0	0	0	1	0	0	9
Grand Total:	21	0	0	57	2	1	1	66	5	3	5

Total Tickets Closed: 74
Total Tickets Assigned/Pending/Checked Out: 4
Total Tickets Created: 78