

## Customer Service Report for Helix



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

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

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	Helix	Web	Other	DCS	Helix	Other	DCS	Helix	Other	To Close
<b>Accounts</b>											
Access/Login	3	0	0	0	0	0	0	1	1	1	9
Deactivate/Close	0	0	0	7	0	0	0	7	0	0	2
Password Reset	4	0	0	14	0	0	0	16	0	2	5
Password Self Service	1	0	0	0	0	0	0	1	0	0	10
Register/Open	2	0	0	10	1	0	0	11	0	0	11
<b>Email</b>											
Eudora	2	0	0	0	0	0	0	0	0	2	4
Helix Pine Mail	21	0	0	0	0	0	4	7	2	8	4
Helix Squirrel Mail	1	0	0	0	0	0	1	0	0	0	0
MS Outlook	2	0	0	0	0	0	1	1	0	0	2
<b>General Information</b>											
Inquiry	1	0	0	0	0	0	0	0	1	0	0
<b>Helix Support</b>											
Apps/Matlab/Mathemat ica	1	0	0	0	0	0	0	0	0	1	0
Apps/Other	2	0	0	0	0	0	0	0	1	1	2
Info/Biowulf	4	0	0	0	0	0	1	0	3	0	1
Info/General	6	0	0	0	0	0	0	2	2	2	4
Sequence Analysis/GCG	1	0	0	0	0	0	0	0	1	0	0
<b>Grand Total:</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>31</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>46</b>	<b>11</b>	<b>17</b>	<b>5</b>

Total Tickets Closed: 74

Total Tickets Assigned/Pending/Checked Out: 8

Total Tickets Created: 82