

Customer Service Report for Helix



For the period: Monday, October 01, 2007 12:00:00 AM to Wednesday, October 31, 2007 11:59:59 PM

Snapshot Date: 11/1/2007 7:12:11 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	0	0	1	25
Deactivate/Close	0	0	0	8	0	0	0	8	0	0	2
Password Reset	6	0	0	41	0	0	0	45	0	2	4
Register/Open	0	0	0	17	0	0	0	17	0	0	8
CIT Categories											
General Info	1	0	0	0	0	0	0	1	0	0	23
Email											
Dir Suppt/Email Fwdng	1	0	0	0	0	0	0	0	0	1	3
Eudora	2	0	0	0	0	0	0	1	0	1	9
General Info	1	0	0	0	0	0	0	0	0	1	2
Helix Pine Mail	2	0	0	0	0	0	0	2	0	0	12
Helix Squirrel Mail	1	0	0	0	0	0	0	0	0	1	5
MS Outlook	1	0	0	0	0	0	0	0	0	1	5
Helix Support											
Apps/FTP/Anon FTP	1	0	0	0	0	0	0	0	0	1	11
Apps/Other	4	0	0	0	0	0	0	0	0	4	6
Info/Biowulf	3	0	0	0	0	0	0	1	0	2	8
Quota/Restore	1	0	0	0	0	0	0	1	0	0	10
Grand Total:	25	0	0	66	0	0	0	76	0	15	5

Total Tickets Closed: 91
Total Tickets Assigned/Pending/Checked Out: 0
Total Tickets Created: 91