

# Customer Service Report for NED



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 6:22:06 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Helix	Web	Other	DCS	Helix	Other	DCS	Helix	Other	To Close
<b>Accounts</b>											
Edit Account	1	0	0	0	0	0	0	0	0	1	0
<b>Email</b>											
Dir Suppt/Change Entry	12	0	0	4	1	0	2	9	0	4	8
Dir Suppt/Email Fwdng	2	0	0	1	1	0	0	2	0	0	14
Dir Suppt/Info	6	0	0	0	0	0	2	2	0	2	1
<b>Grand Total:</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>13</b>	<b>0</b>	<b>7</b>	<b>7</b>

**Total Tickets Closed: 20**  
**Total Tickets Assigned/Pending/Checked Out: 6**  
**Total Tickets Created: 26**