

CIT Customer Service Report for the Telecommunications Branch



For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

Snapshot Date: 11/1/2009 7:30:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
Circuits	0	0	0	4	0	0	2	0	0	2	0
DELPRO	8	0	0	108	0	0	29	8	0	79	1
General Info	27	0	0	0	0	0	1	22	0	4	5
New Request/Termination	12	0	0	1	0	0	2	0	0	11	3
Phones/Accessories	11	0	0	4	0	0	1	6	0	8	4
Repair	5	0	0	0	0	0	0	0	0	5	5
Repairs	24	0	0	111	0	0	9	22	0	104	1
Residential Services	0	0	0	2	0	0	0	0	0	2	0
Training	9	0	0	0	0	0	0	8	0	1	6
TSR	40	0	0	210	0	0	18	40	0	192	1
Voice Mail	22	0	0	1	0	0	0	22	0	1	5
Grand Total:	158	0	0	441	0	0	62	128	0	409	2

Total Tickets Closed: 537

Total Tickets Assigned/Pending/Checked Out: 62

Total Tickets Created: 599