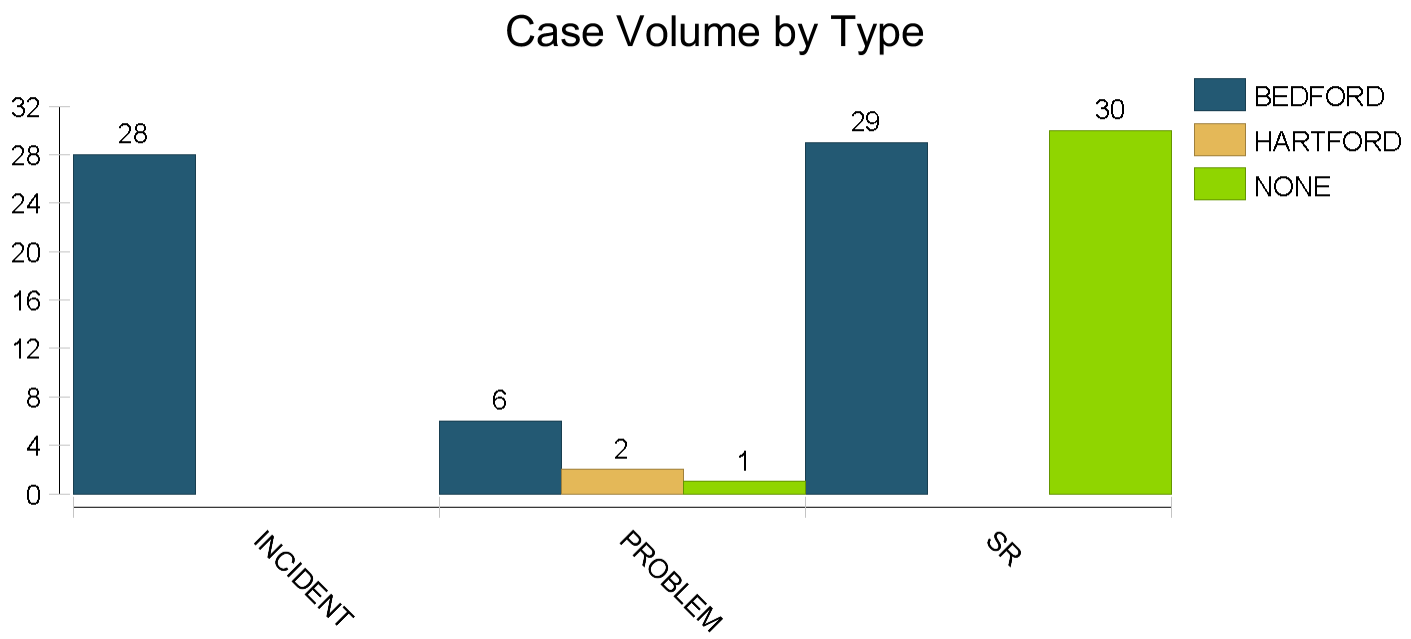
Service Desk Case Volume Summary

Start Date: 1/1/05
End Date: 1/1/11



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Service Desk Case Volume Summary

Start Date: 1/1/05
End Date: 1/1/11

Site:

Owner	Owner Group	Ticket Class	Ticket Status	Internal Priority	# of Tickets
MURTHY		SR	QUEUED	1	1
MURTHY		SR	CLOSED	2	1
REID		SR	QUEUED	1	2
REID		SR	QUEUED	2	1
REID		SR	QUEUED	3	4
REID		SR	QUEUED	4	1
SINCLAIR		SR	QUEUED	1	4
SINCLAIR		SR	QUEUED	2	1
SINCLAIR		SR	QUEUED	3	3
	ERP	PROBLEM	INPROG	1	1
	HR	SR	INPROG	1	1
	TIER1	SR	QUEUED	1	1
	TIER1	SR	CLOSED	2	1
		SR	RESOLVED	1	2
		SR	QUEUED	2	1
		SR	RESOLVED	2	1
		SR	RESOLVED	3	4
		SR	INPROG		1

Number of Records: 18

Site: BEDFORD

Owner	Owner Group	Ticket Class	Ticket Status	Internal Priority	# of Tickets
CALDONE		SR	QUEUED	4	1
DALEY		INCIDENT	QUEUED	2	1

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Start Date: 1/1/05
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Site: BEDFORD

Owner	Owner Group	Ticket Class	Ticket Status	Internal Priority	# of Tickets
RAMSDALE		INCIDENT	QUEUED	3	1
RAMSDALE		PROBLEM	QUEUED	2	1
REID		INCIDENT	QUEUED	1	2
REID		INCIDENT	RESOLVED	2	1
REID		SR	CLOSED	1	1
REID		SR	QUEUED	1	2
REID		SR	QUEUED	2	3
REID		SR	RESOLVED	2	1
REID		SR	QUEUED	3	6
REID		SR	QUEUED	4	1
REYNOLDS		INCIDENT	QUEUED	1	1
ROWLANDS		INCIDENT	QUEUED	2	1
SINCLAIR		INCIDENT	QUEUED	1	1
SINCLAIR		SR	QUEUED	1	1
SINCLAIR		SR	QUEUED	2	2
SINCLAIR		SR	RESOLVED	2	1
SINCLAIR		SR	QUEUED	3	5
	EMAIL	INCIDENT	QUEUED	1	2
	EMAIL	INCIDENT	QUEUED	2	1
	EMAIL	INCIDENT	QUEUED	3	1
	EMAIL	PROBLEM	QUEUED	1	1
	ENV	INCIDENT	QUEUED	2	1
	ERP	INCIDENT	INPROG	1	3
	FACILITY	INCIDENT	QUEUED	1	1

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Start Date: 1/1/05
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Site: BEDFORD

Owner	Owner Group	Ticket Class	Ticket Status	Internal Priority	# of Tickets
	HARDWARE	INCIDENT	PENDING	2	1
	HARDWARE	INCIDENT	RESOLVED	2	1
	HARDWARE	INCIDENT	QUEUED	3	1
	HARDWARE	INCIDENT	PENDING	4	1
	HARDWARE	PROBLEM	QUEUED	1	3
	MAINT	INCIDENT	QUEUED	2	1

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Site: BEDFORD

Owner	Owner Group	Ticket Class	Ticket Status	Internal Priority	# of Tickets
	MTGCOORD	INCIDENT	CLOSED	2	1
	NETWORK	INCIDENT	QUEUED	1	1
	NETWORK	INCIDENT	QUEUED	3	1
	OPERSYST	PROBLEM	QUEUED	1	1
	TIER1	SR	QUEUED	1	1
	TIER1	SR	CLOSED	3	1
	TIER1	SR	QUEUED	4	1
	TIER2	INCIDENT	QUEUED	2	1
	TIER2	INCIDENT	QUEUED	3	1
		INCIDENT	CLOSED	3	1
		SR	RESOLVED	2	1
		SR	CLOSED	3	1

Number of Records: 44

Site: HARTFORD

Owner	Owner Group	Ticket Class	Ticket Status	Internal Priority	# of Tickets
FAINTER		PROBLEM	INPROG	1	1
WILSON		PROBLEM	INPROG	1	1

Number of Records: 2