

Summary:

Number of tickets opened:	46
Number of tickets closed:	41

Tickets by Service Category:

Category	Opened SRs	Closed SRs	Total (Opened - Closed)
Hardware	12	8	4
Internet Access	5	2	3
Other	6	6	0
Software	4	6	-2
Super-Secret Tickets	1	1	0
User Accounts	9	8	1
Voice	9	10	-1

Time of Service by Category:

Category	SR Count	Time to Repair (Operating hours)
Hardware	8	3.4
Internet Access	5	19.2
Other	6	3.3
Software	4	11.9
Super-Secret Tickets	1	0.7
User Accounts	8	5.2
Voice	9	4.4

Tickets open more than 24 hours:

Request time	Close time	Status	#	Title	Time to Repair
4/18/2017	4/24/2017	Closed	1,579	Conference Phone Assistance	26.00
4/17/2017	4/25/2017	Closed	1,563	DEFAULT	45.97
4/17/2017	4/20/2017	Closed	1,564	Ktaylor email is not functioning	26.20
4/17/2017	4/25/2017	Closed	1,566	Lamert 201 Wifi - Slow	42.81
4/17/2017	4/25/2017	Closed	1,567	Blum Wi-Fi	41.66

Reclamation Tickets: 4 Closed Records

Request time	Close time	Status	#	Title
4/19/2017	4/19/2017	Closed	1,581	Phone help
4/21/2017	4/21/2017	Closed	1,610	Temporary 888 number redirect
4/17/2017	4/17/2017	Closed	1,560	new employee phone display
4/17/2017	4/18/2017	Closed	1,565	New Email

Reclamation Tickets: 1 Pending Record

Request time	Close time	Status	#	Title
4/19/2017		Pending	1,594	Security Camera MAC Addresses