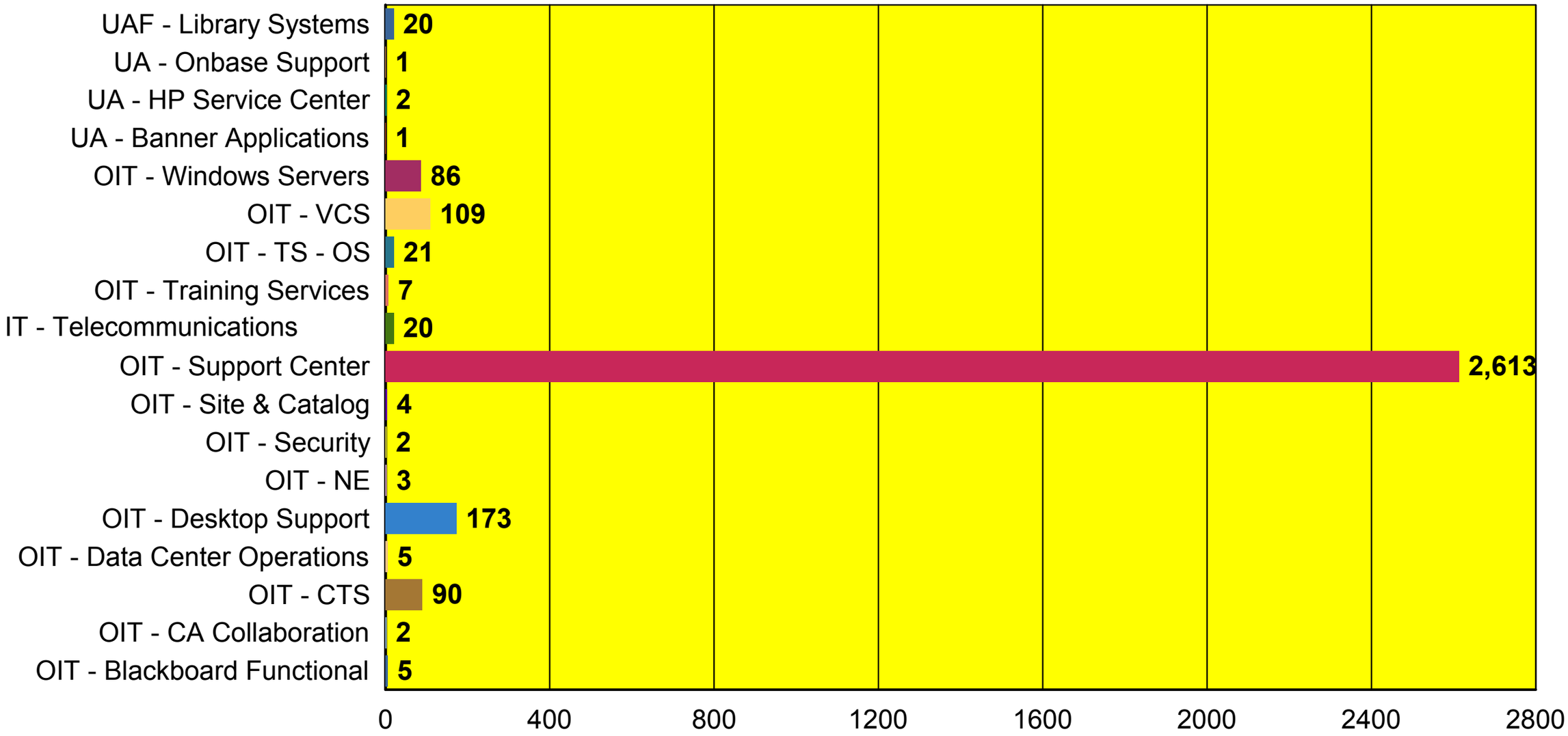
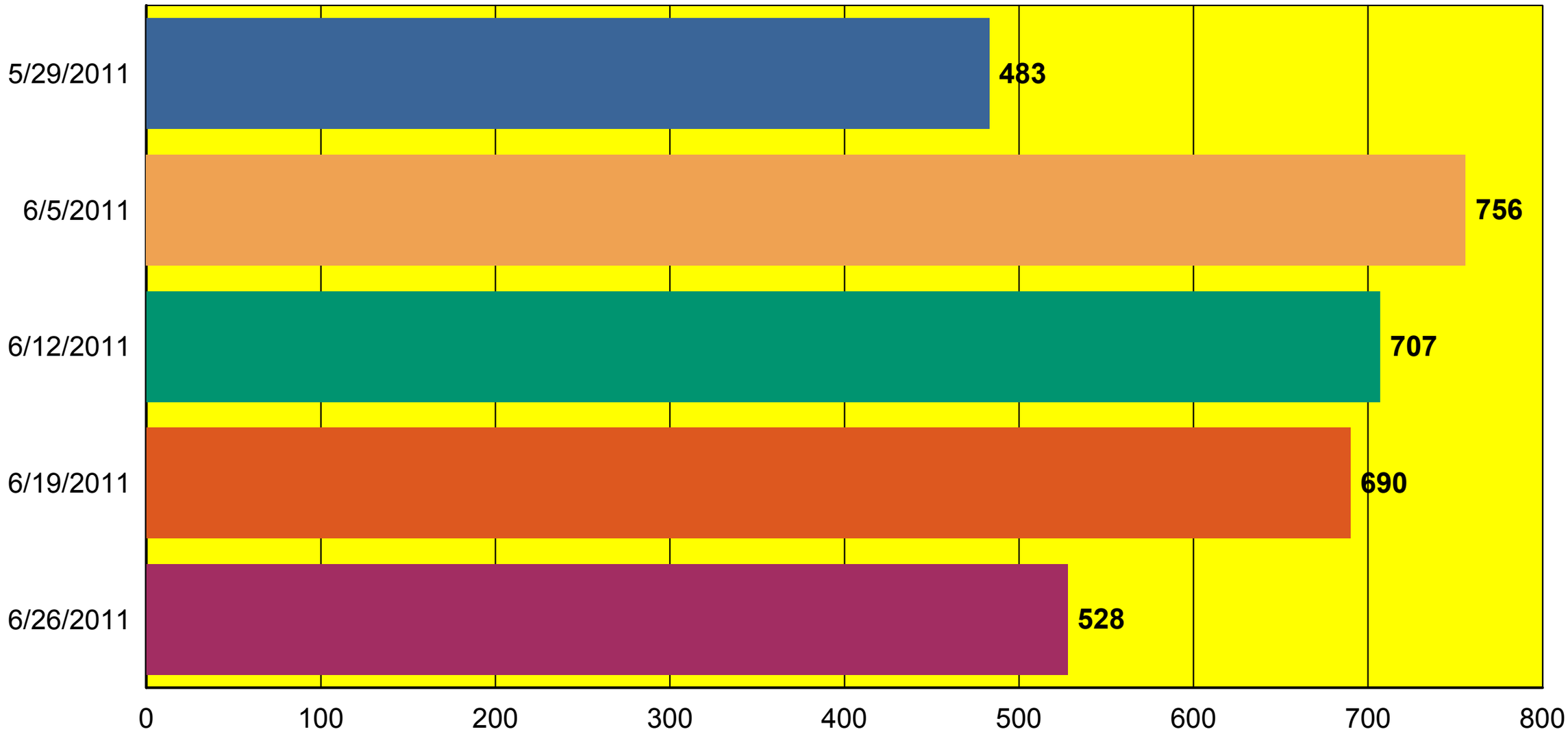
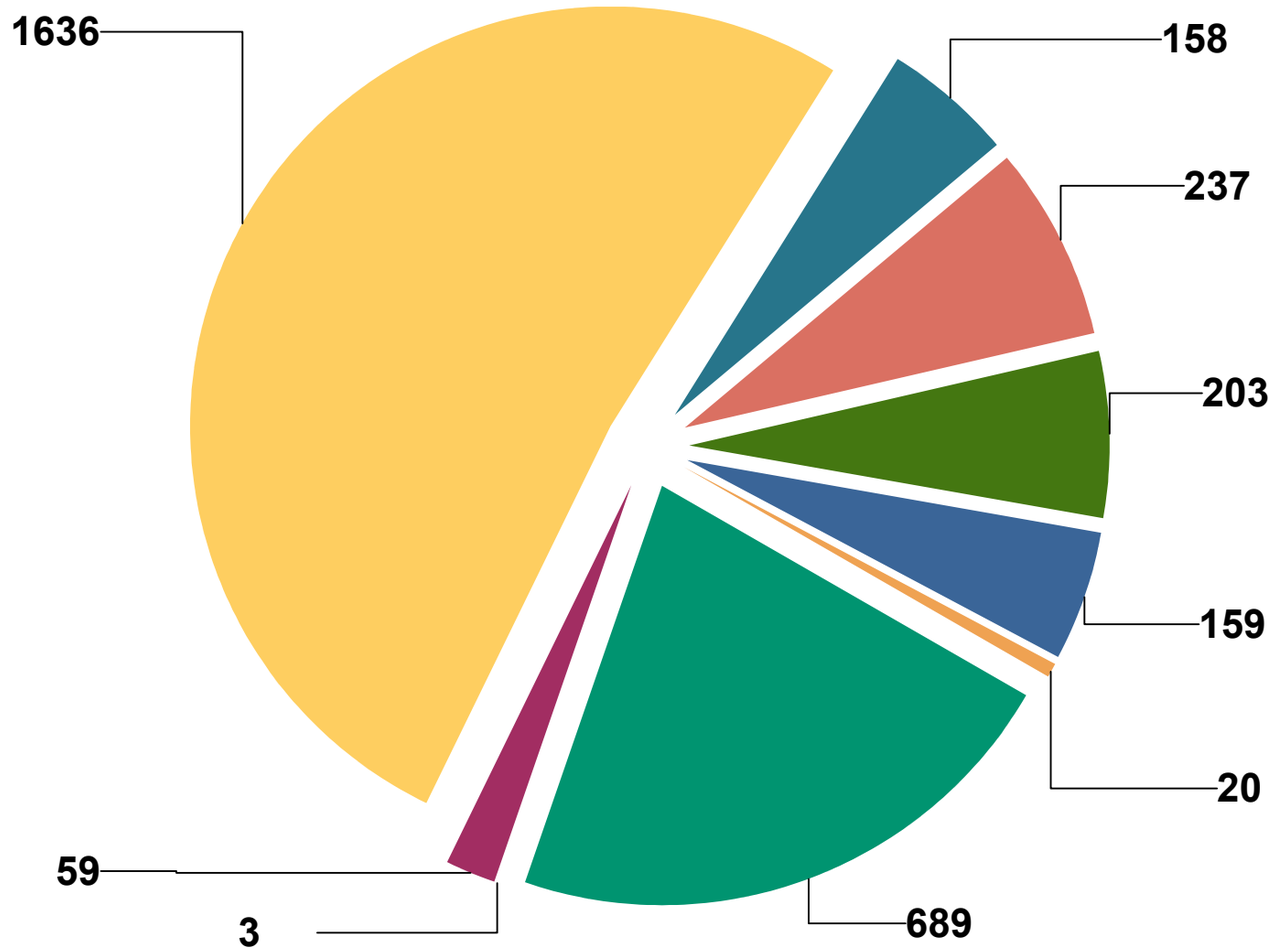
Service Requests Recorded: By IT Department

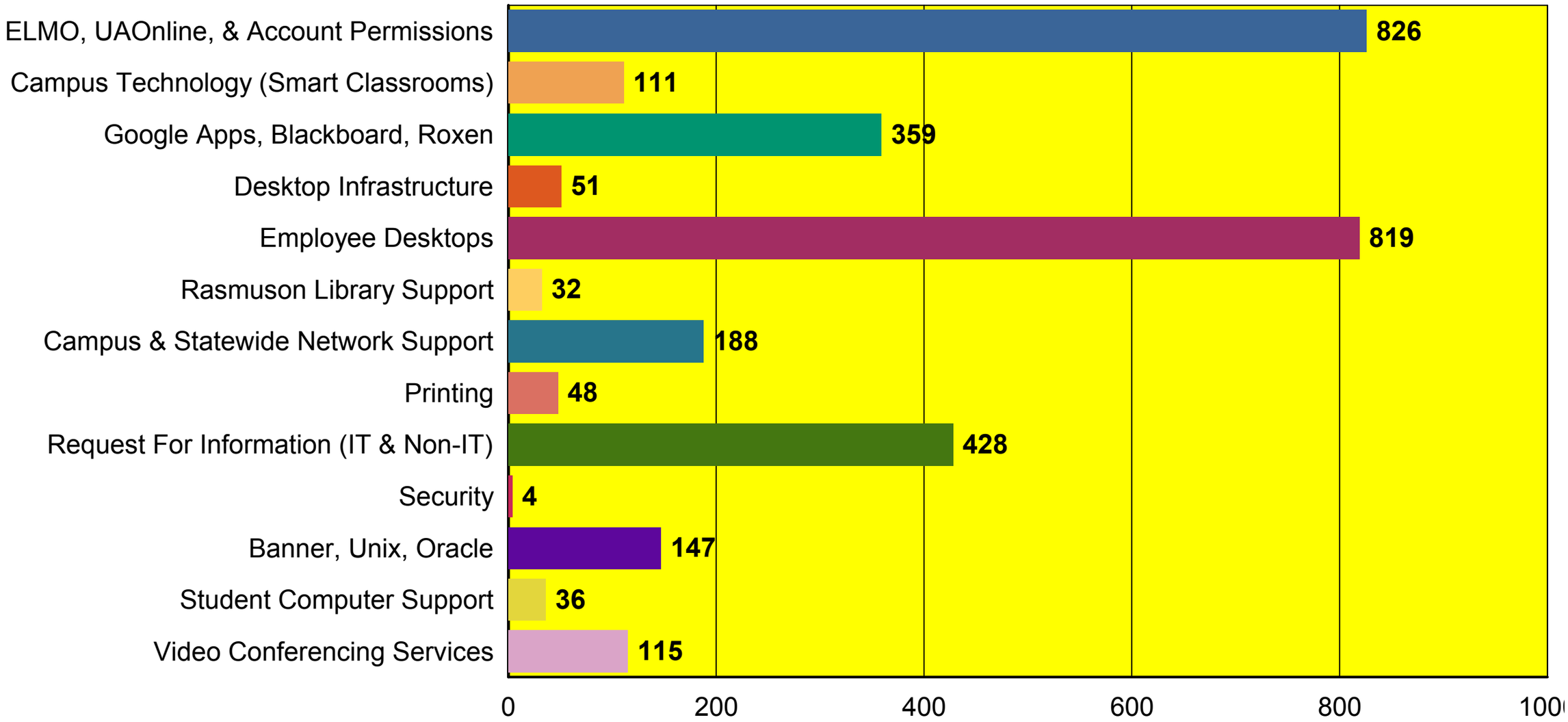


Service Requests Opened: By Week



Customer Contact Method



Account Form	5.0%
Video Bridge	0.6%
Email	21.8%
IP intercom	0.1%
Self Service	1.9%
Telephone	51.7%
Voicemail	5.0%
Walk-in	7.5%
Written/Verbal	6.4%
Total:	100.0%

Service Request Categories