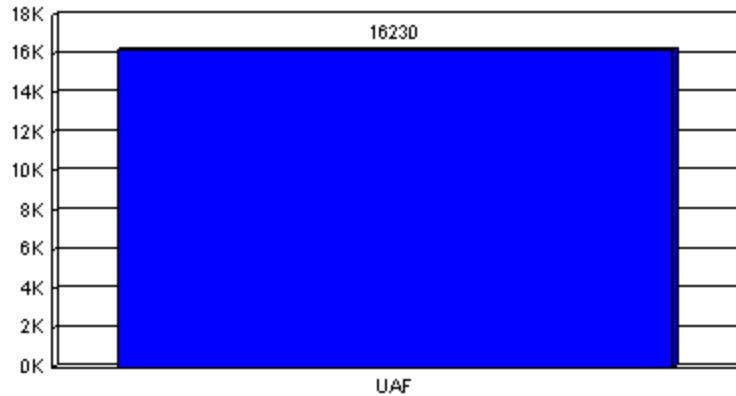


Help Desk Peregrine Report 2005 - UAF

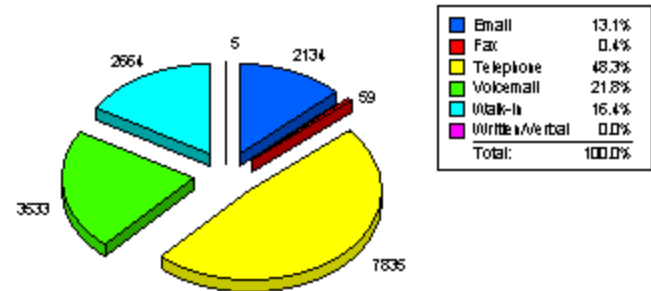
Printed on: 1/18/2006



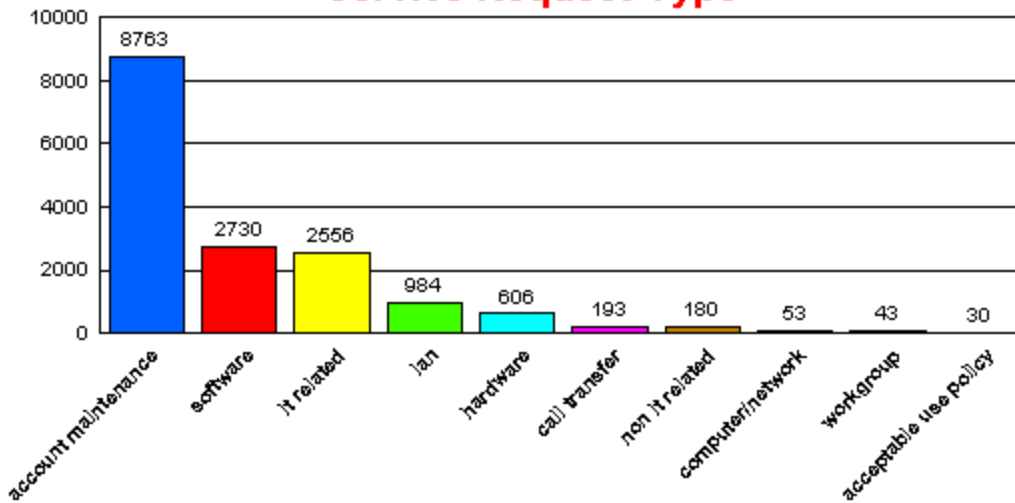
Total Service Requests



Service Requests: Incoming Type



Service Request Type



Grand Total Calls: 16,230

Grand Total Problems/Changes: 3,472

First Line Resolution: 78.61 %

Avg. Handle Time @ Help Desk: 8 min 54 sec

Avg. Resolution Time (2nd Line): 12 days 33 hours 14 min