

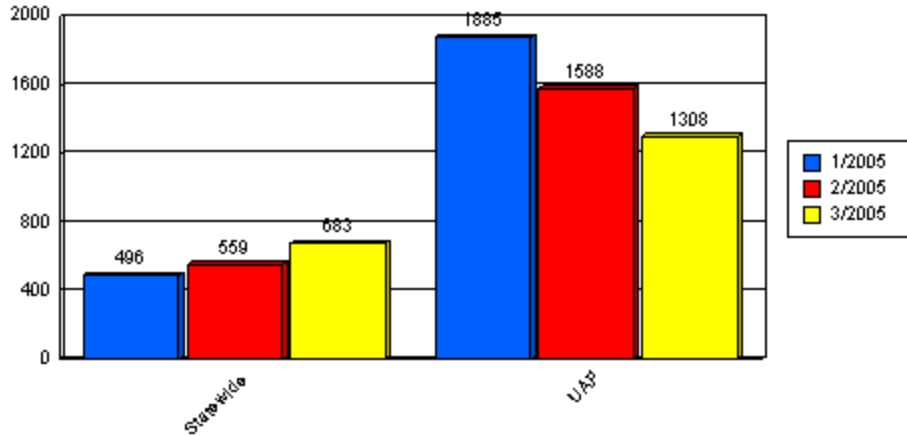
# Help Desk Peregrine Report

## 1st Quarter 2005

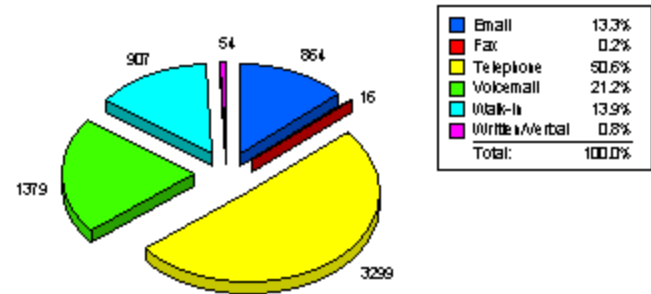
Printed on: 10/10/2005



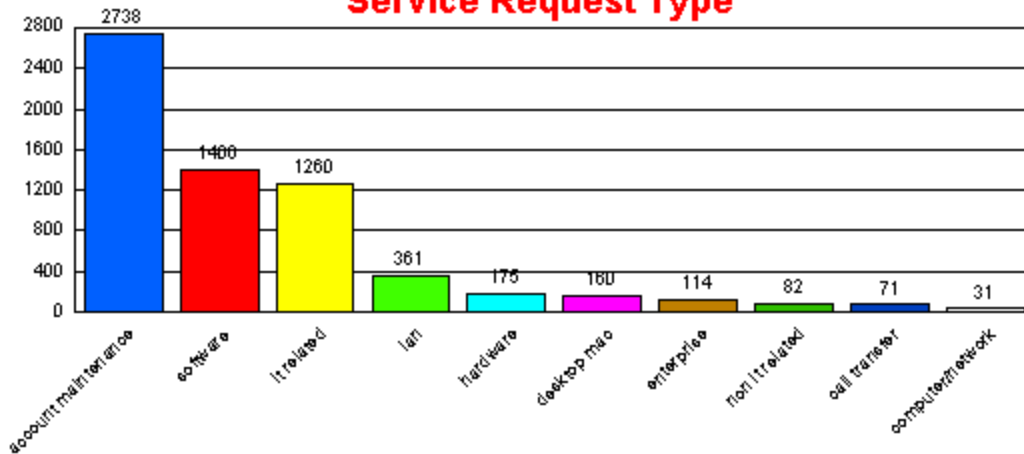
### Total Service Requests: 1Q



### Service Requests: Incoming Type



### Service Request Type



Grand Total Calls: 6,519

Grand Total Problems/Changes: 1,490

First Line Resolution: 77.14 %

Avg. Handle Time @ Help Desk: 9 min 45 sec

Avg. Resolution Time (2nd Line): 5 days 11 hours 57 min