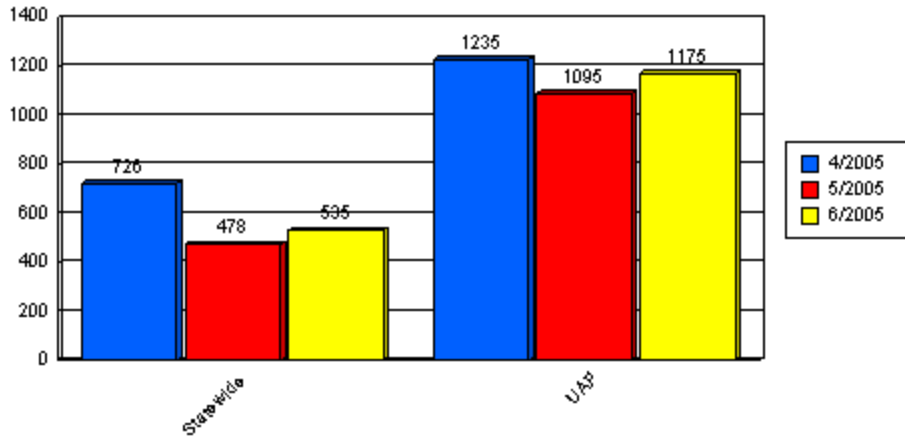


# Help Desk Peregrine Report 2nd Quarter 2005

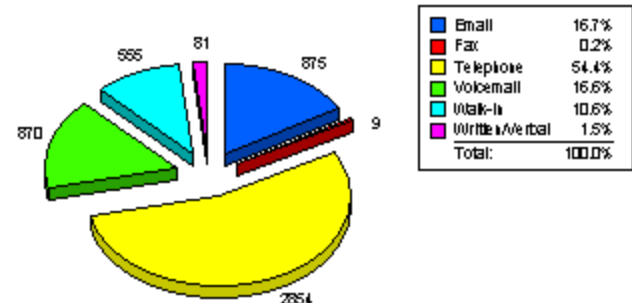
Printed on: 10/10/2005



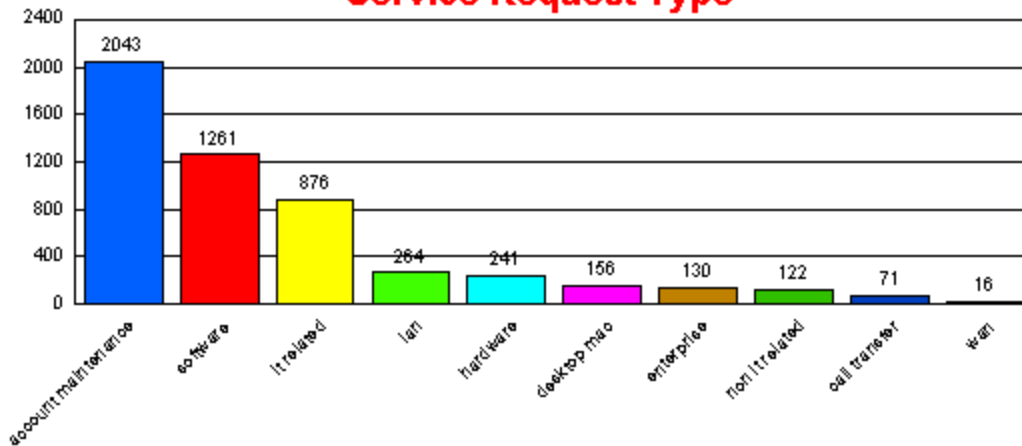
## Total Service Requests: 2Q



## Service Requests: Incoming Type



## Service Request Type



Grand Total Calls: 5,244

Grand Total Problems/Changes: 1,427

First Line Resolution: 72.79 %

Avg. Handle Time @ Help Desk: 11 min 12 sec

Avg. Resolution Time (2nd Line): 7 days 1 hour 40 min