

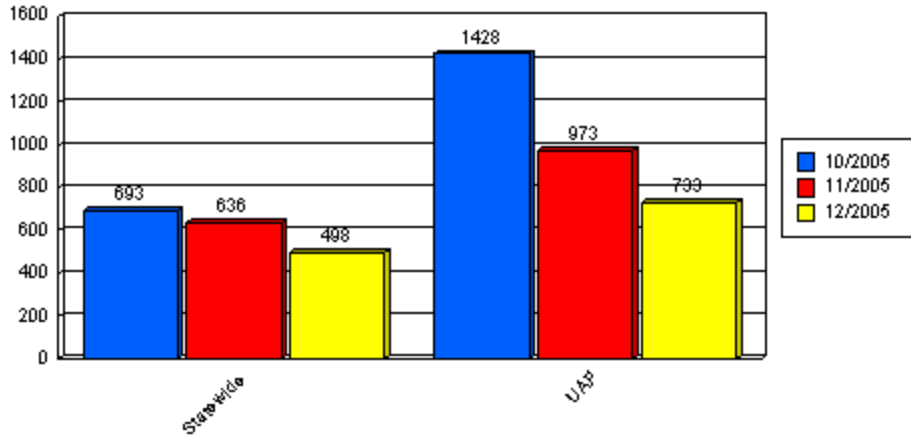
Help Desk Peregrine Report

4th Quarter 2005

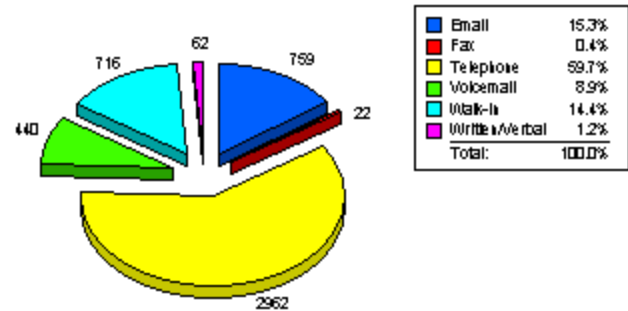
Printed on: 1/9/2005



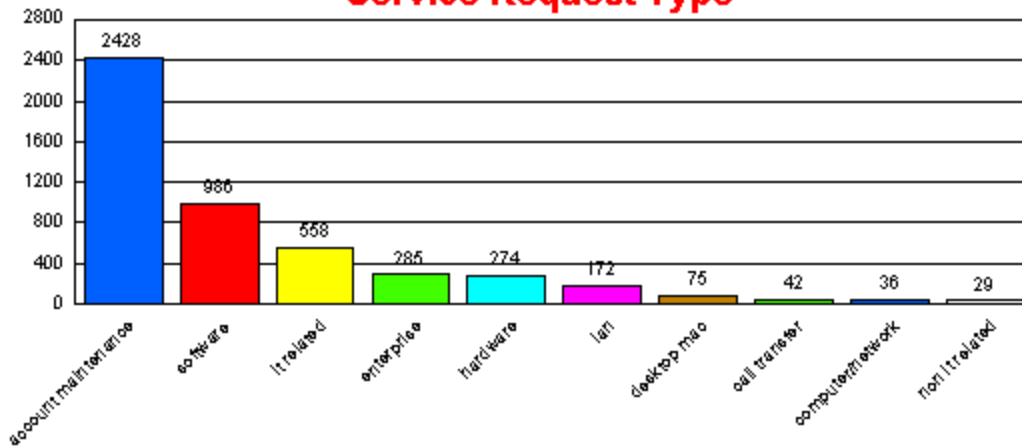
Total Service Requests: by month



Service Requests: Incoming Type



Service Request Type



Grand Total Calls: 4,961

Grand Total Problems/Changes: 1,318

First Line Resolution: 73.43 %

Avg. Handle Time @ Help Desk: 9 min 48 sec

Avg. Resolution Time (2nd Line): 6 days 3 hour 22 min