

Call Type Breakdown for May 2000

OSO/OSD HelpDesk

RGII Technologies, Inc.

Date: 06/04/2000

Page: 1

<u>Call Type</u>	<u>Call Ref #</u>	<u>Caller's Name</u>	<u>RecvdDate</u>	<u>Description</u>
Email	00005071	Diaz del Castillo, Alfonso	2000-04-26	Wants instructions emailed to him on how to open archived mail from a zip drive, transfer file to zip disk, and scan more than 1 doc to be faxed.
Email	00005100	Reynolds, Richard	2000-05-03	Problems with sending e-mail.
Email	00005107	Warren, Mike	2000-05-04	Problem with e-mail. Receiving another Miheal Warren's em
Email	00005114	Laughlin, Maggie	2000-05-04	User received "I Love You" e-mail virus but does not know if she opened it or not.
Email	00005116	James, Larry	2000-05-05	Having problems with his e-mail. Looking for a graphic attachment that the system can't find, therefore stop all other e-mail from be sent.
Email	00005127	Morgan, Turner	2000-05-05	Getting error on e-mail. Server not responding.
Email	00005130	Penn, Ronald	2000-05-08	Call has an e-mail from a Gordon Anderson that says "I Love You".
Email	00005139	Mccoy, Robert	2000-05-08	Block email being sent from BIGMONEYMAKER@FORBES.COM in his Eudora client
Email	00005143	Finson, Bob	2000-05-08	Hving problems receiving email.
Email	00005146	Simpson, Mike	2000-05-09	Problems receiving e-mail.
Email	00005149	Dittberner, Gerald	2000-05-09	Not receiving email.
Email	00005150	Carter, William	2000-05-09	Wants to know if the mail server is down and if so how long.
Email	00005152	Goddard, Brent	2000-05-10	Password for e-mail not working.
Email	00005161	Vyas, Sudhir	2000-05-11	Requested an e-mail account.
Email	00005200	Simpson, Mike	2000-05-19	Concerned about new virus. Received an e-mail from unknow source.
Email	00005208	Ellickson, James	2000-05-23	Needs assistance setting up outlook on the road so email would be left on the server
Email	00005273	Reynolds, Richard	2000-05-03	Can't send email timing out
Email	00005277	Bryant, Charles	2000-05-05	Font in Outlook is very large needs help correcting the font si
Email	00005278	James, Larry	2000-05-05	Getting error when sending out email
Email	00005286	NETWORK, OSO/OSD	2000-05-09	Mail server still messing up and users can't send or receive m
Total for Call Type	Email	= 20	(9.48 %)	