

Call Type Breakdown for May 2000

OSO/OSD HelpDesk

RGII Technologies, Inc.

Date: 06/04/2000

Page: 5

| <u>Call Type</u> | <u>Call Ref #</u> | <u>Caller's Name</u> | <u>RecvdDate</u> | <u>Description</u> |
|----------------------------|---------------------|----------------------|--------------------|--|
| Installation | 00005250 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC3 in the Annex trailer for upcoming training session. |
| Installation | 00005251 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC4 in the Annex trailer for upcoming training session. |
| Installation | 00005252 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC5 in the Annex trailer for upcoming training session. |
| Installation | 00005253 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC6 in the Annex trailer for upcoming training session. |
| Installation | 00005254 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC7 in the Annex trailer for upcoming training session. |
| Installation | 00005255 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC8 in the Annex trailer for upcoming training session. |
| Installation | 00005256 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC9 in the Annex trailer for upcoming training session. |
| Installation | 00005257 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC10 in the Annex trailer for upcoming training session. |
| Installation | 00005258 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC11 in the Annex trailer for upcoming training session. |
| Installation | 00005259 | McKenzie, Keith | 2000-05-25 | Request that I install PV Wave software on PC12 in the Annex trailer for upcoming training session. |
| Installation | 00005267 | Supervisor, Shift | 2000-05-26 | Could someone please replace the monitor on the e-mail PC with a spare 17" monitor? |
| Installation | 00005268 | Reynolds, Richard | 2000-05-26 | New Floppy drive has come in and needs to be installed on his workstation. |
| Installation | 00005269 | Comey, Gustave | 2000-05-26 | New power supply has arrived and needs to be installed. |
| Total for Call Type | Installation | = 28 | (13.27 %) | |
| Internet | 00005129 | Supervisor, Shift | 2000-05-08 | NOAA Internet connection went down this weekend and the Mail server was having some trouble. The Shift Supervisor called me on Sunday and I told him someone would be down check the Shift Supervisors PC on Monday morning. Can the first person to get in the office this morning go down to check this PC out? Andre |
| Internet | 00005271 | Wood, Harold | 2000-05-03 | Problem with downloading Zip files from the web in Netscap |