

Call Type Breakdown for May 2000

OSO/OSD HelpDesk

RGII Technologies, Inc.

Date: 06/04/2000

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<u>Call Type</u>	<u>Call Ref #</u>	<u>Caller's Name</u>	<u>RecvdDate</u>	<u>Description</u>
Printing	00005147	Reynolds, Richard	2000-05-09	Needs toner cartridge(4157) for lp4 in room 3308.
Printing	00005148	Webber, William	2000-05-09	Needs help w/printer in trailer(b/w) not working. Thinks it may need to be config'd. See him or Charly Bryant ASAP.
Printing	00005162	Ferguson, Angela	2000-05-11	4500 hpl Color printer jammed.
Printing	00005163	Mulligan, Patricia	2000-05-11	Problems printing presentation.
Printing	00005164	Ferguson, Angela	2000-05-12	Needs help printing a watermark in color on the HP4500 . Please assist. Pink color showing up as green.
Printing	00005170	Ferguson, Angela	2000-05-12	Needs color cartridge on 4500 printer changed.
Printing	00005171	Silva, Jim	2000-05-12	Printer problems.
Printing	00005178	Dorsey, Warren	2000-05-15	Needs new cartridge for HPL4.
Printing	00005189	Anderson, Donna	2000-05-17	My printer is not allowing me to print my documents.
Printing	00005214	Danielson, Peggy	2000-05-23	Can't print to printer.
Printing	00005216	Smith, Elizabeth	2000-05-23	My 1120C printer is having trouble printing. Can someone please take a look at it ASAP?
Printing	00005279	Anderson, Donna	2000-05-30	Needs assistance printing from Travel manager works in WP ASAP
Total for Call Type	Printing	= 17	(8.06 %)	
Quick Call	00005085	James, Frank	2000-05-01	The Northrop Grumman office would like an IP address for their laptop. No e-mail account is required for this address.
Quick Call	00005086	McKenzie, Keith	2000-05-01	Need inventory on Dell Poweredge 4300 for loan to Mitretek for 2 months.
Quick Call	00005093	Bryant, Charles	2000-05-02	User had general question.
Quick Call	00005094	Simpson, Mike	2000-05-02	User had general question.
Quick Call	00005133	Bajpai, Shyam	2000-05-08	User needs PC hardware inventoried.
Quick Call	00005144	Reynolds, Richard	2000-05-08	User had general question about workstations replacements for OSD.
Quick Call	00005154	HelpDesk, OSO/OSD	2000-05-10	Meeting in room 3318 with Andre.
Quick Call	00005156	Webber, William	2000-05-10	User had general question.
Quick Call	00005167	Wade, Angelo	2000-05-12	User needs to know what his IP Address is.