

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>
Quick Call	00005192	Love, John	2000-05-17	User had general question. Open up the annex to move the Copier
Quick Call	00005199	Carter, William	2000-05-18	Meeting in FB4 with Bill carter over phone
Quick Call	00005203	Webber, William	2000-05-19	User had general question. Whether we can setup the TEST Socc workstations onto the TCS network connected to Wallops
Quick Call	00005206	Simpson, Mike	2000-05-19	User had general question regarding the email virus was nervous that he may have recieved it
Quick Call	00005219	Multiple Users, Mitretek	2000-05-23	Meeting in 3312 with CSC and Mitretek and Keith
Quick Call	00005241	NETWORK, OSO/OSD	2000-05-25	Meeting in 3309 w/ all of OSD
Quick Call	00005264	Knowles, Mike	2000-05-25	User had general question. On how to save PDF files once they are on the Browser using the DAPS website
Quick Call	00005270	Wilkinson, George	2000-05-03	User had general question. Looking for the DNS IP address for nesdis
Quick Call	00005274	Dorsey, Warren	2000-05-03	User had general question. Would like to know if we could scan a manual for him and OCR it
Quick Call	00005276	NETWORK, OSO/OSD	2000-05-05	Interview with David NGO for web position
Quick Call	00005284	Simpson, Mike	2000-05-08	User had general question. How to prevent the email outages for the shift supervisor whe Mail server is down
Quick Call	00005287	Carter, William	2000-05-09	Meeting in SOCC with Bill Carter
Quick Call	00005288	Brown, Dan	2000-05-09	User had general question. Regarding the NESDIS and NOAA email account addresses
Quick Call	00005294	Webber, William	2000-05-16	Meeting in Annex with Bill webber, Herald, James
Quick Call	00005296	Sonde, Rikki	2000-05-30	User had general question. How to defrag a NT server
Quick Call	00005299	Leftwood, Verna	2000-05-30	Meeting in 3318 with Verna, Jerald and Larry
Quick Call	00005302	Brown, Linda	2000-05-31	User had general question. Wanted to know who had been on her system Hpearsall was i the username block
total for Call Type	Quick Call	= 26	(12.32 %)	