

# 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>
Software	00005195	SmithDearing, Renee	2000-05-18	Needs help with importing chart from Excel to PowerPoint.
Software	00005202	Rowe, Heidi	2000-05-19	Wanted a CD for Corel Draw.
Software	00005212	Rowe, Heidi	2000-05-23	Need help with Photoshop and scanning.
Software	00005215	Diaz del Castillo, Alfonso	2000-05-23	Need to view file create dates in WordPerfect.
Software	00005223	James, Richard	2000-05-24	Please find file comparison utility for Rjames (norton or McAfee would be my first guess)
Software	00005225	James, Larry	2000-05-24	Needs assistance exporting a WP file to Power Point
Software	00005230	Carter, Timothea	2000-05-24	Heat software problems.
Software	00005233	Hodge, Larry	2000-05-25	Needs Heat software connection repaired.
Software	00005234	Carter, Timothea	2000-05-25	Heat software needs repair
Software	00005236	Mack, James	2000-05-25	Needs Heat software repaired.
Software	00005244	Smith, Elizabeth	2000-05-25	Requested that I make a copy of her Photo Draw CD.
Software	00005245	Hammond, Andre	2000-05-25	Requested copies of FontPage CD's.
Software	00005246	Johnson, Carolyn	2000-05-25	Needs help creating a document.
Software	00005260	Heymann, Roger	2000-05-25	Needs help with moving graphics from Corel Presentations to WordPerfect.
Software	00005261	Johnson, Carolyn	2000-05-25	Needs help with Informs. Saving records.
Software	00005262	James, Larry	2000-05-25	Editing presentation and saving file to be forward to tiffany in Silver Spring.
Software	00005265	James, Larry	2000-05-26	System not shutting down properly.
Software	00005289	Solomon, Nicole	2000-05-10	Needs the T&A software installed on her system
Software	00005301	Reynolds, Richard	2000-05-30	Needed assistance with Informs; database location was not found
<b>Total for Call Type</b>	<b>Software</b>	<b>= 41</b>	<b>( 19.43 % )</b>	
Training	00005303	McKenzie, Keith	2000-05-31	Meet the PV Wave trainer to take to the Annex.
<b>Total for Call Type</b>	<b>Training</b>	<b>= 1</b>	<b>( 0.47 % )</b>	