

Technical Support Calls

Threshold 30 days

Incident Number	Date created	Last Name	Agent Name
878-43585	3/13/2021	Hale	Dodson
727-78890	2/15/2021	Watts	Dodson
247-70541	3/24/2021	Rodgers	Dodson
868-40830	5/5/2021	Griffin	Dodson
859-12568	3/18/2021	Soto	Hays
309-20285	2/20/2021	Coleman	Hays
751-81316	3/3/2021	Ramirez	Hays
179-51542	3/29/2021	Gray	Hays
657-68422	1/16/2021	Washington	Hays
614-70314	2/20/2021	Gutierrez	Leggett
683-70001	3/22/2021	Newman	Leggett
422-24141	2/18/2021	Carpenter	Leggett
164-64518	3/14/2021	Hines	Rousaux
218-35195	1/13/2021	Ross	Rousaux
556-31818	5/18/2021	Graham	Rousaux
816-11026	5/28/2021	Parks	Vong
859-45748	1/11/2021	Lee	Vong
131-31453	2/13/2021	Medina	Vong
399-98477	1/15/2021	King	Vong
398-79106	2/10/2021	Hardy	Vong
347-52802	3/5/2021	Larson	Vong
Total			

Computer ID	Description	Status	Date Resolved	Duration
2853	Virus	Closed	3/21/2021	8
4468	Printing Issues	Closed	2/28/2021	13
2340	Software Update	Closed	4/11/2021	18
7125	Forgotten Password	Closed	5/7/2021	2
8586	Will not power on	Closed	4/5/2021	18
3198	Will not power on	Closed	3/20/2021	28
9751	Virus	Closed	3/24/2021	21
1577	Software Update	Closed	4/9/2021	11
6405	Software Update	Closed	2/9/2021	24
3801	Software Update	Closed	3/3/2021	11
6580	Forgotten Password	Closed	3/26/2021	4
4978	Forgotten Password	Closed	2/26/2021	8
1675	Will not power on	Closed	6/12/2021	90
6735	Virus	Closed	1/27/2021	14
9795	Software Update	Closed	6/5/2021	18
6632	Will not power on	Closed	7/21/2021	54
5070	Virus	Closed	1/18/2021	7
5469	Printing Issues	Closed	2/18/2021	5
7426	Printing Issues	Closed	1/26/2021	11
4549	Printing Issues	Closed	2/23/2021	13
8874	Printing Issues	Closed	3/26/2021	21
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