



Essex Westford School District



SPC SUMMARY

Of the 36 copiers in your fleet with OSV, all had service calls on them, totalling 170 service calls, which included preventative maintenance as well as service issues. There were 104 corrective maintenance calls, and 50% of those were repaired within 4 hours. Out of 127 onsite visits, 82% were resolved in the first visit. Average response time was 4.12 hrs, slightly over the four-hour average response time allowed in your contract. Average uptime was 97.04%, which is very low for a fleet of this size. There were 9 copiers with more than 5 service calls with 4 of those having 10 or more calls. This is excessive considering the models in your fleet are primarily only around 5 years old.

Report run on: 8/19/2019 4:42:15 PM

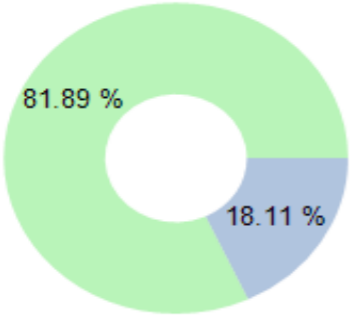
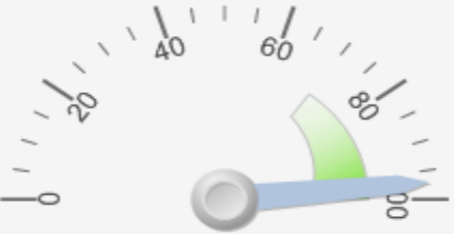
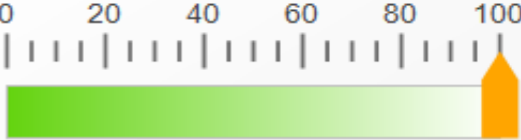
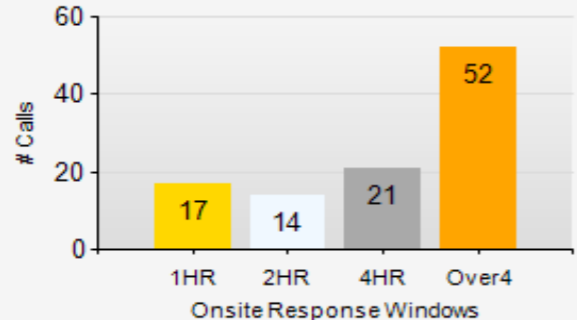
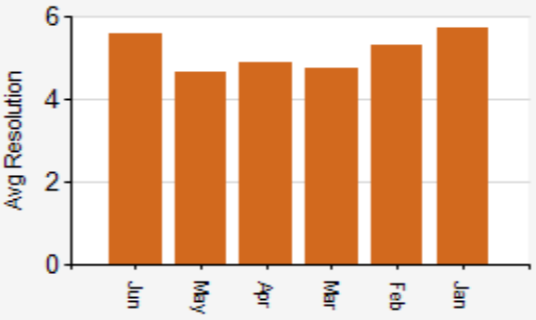
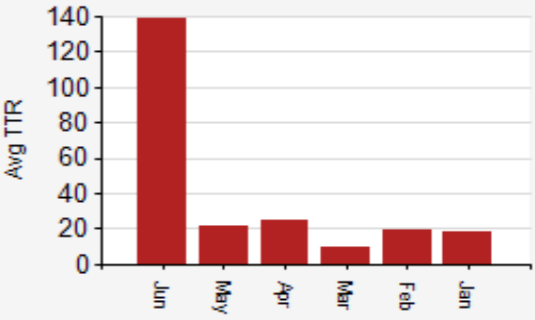
Report run from 7/1/2018 to 6/30/2019

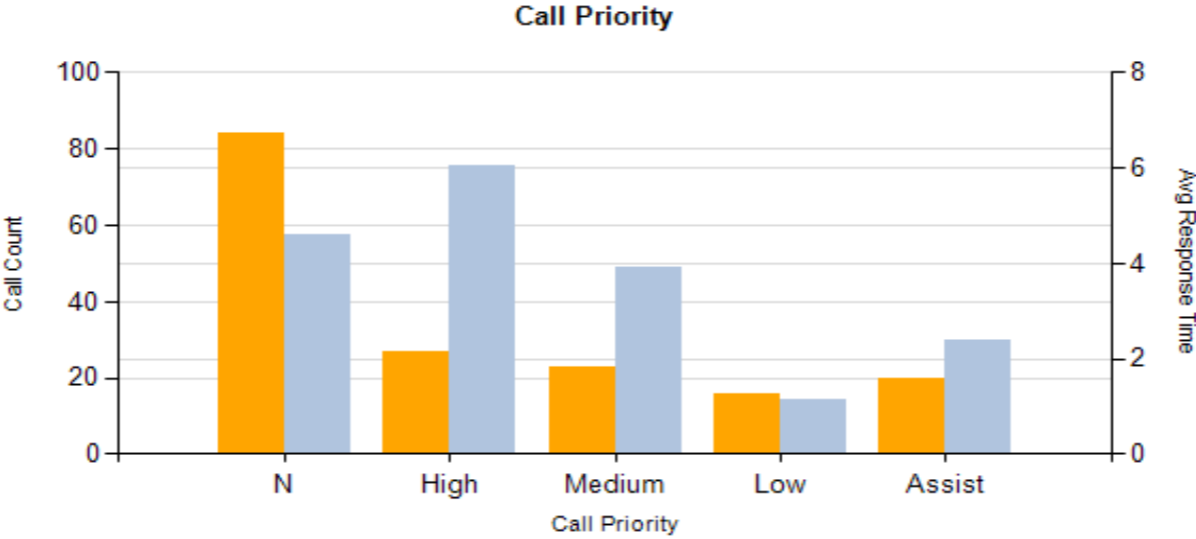
Equipment with greater than 5 calls for the reporting period July 1, 2018 to June 30, 2019	
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Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume	Actual machine age
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume	(based on model intro date)
Albert D Lawton Intermediate School : 104 Maple Street								
OSV-03381[Toshiba/E-Studio 5560c]	Room A4	CSHD13464	10/20/2014	6	364,085	3,551	10,973	5.4
					312,544	2,539	11,650	
OSV-03382[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13822	10/20/2014	3	1,505,369	18,076	32,456	5.2
OSV-03383[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13835	10/20/2014	3	1,247,469	18,076	26,132	5.2
OSV-03384[Toshiba/E-Studio 3055c]	Library	C7HD78629	10/20/2014	7	140,552	2,878	3,404	6.1
					160,370	1,218	3,559	
OSV-03386[Toshiba/TOSHES457]	Library (fr Founders Memorial)	CEHD28685	10/20/2014	2	166996	5,525	486	5.2
Center for Technology : 2 Educational Drive								
OSV-03389[Toshiba/E-Studio 4540cg]	Rm R124 - Cosmetology	SMI380670	10/20/2014	3	169,822	5,213	2,287	8.3
					10,411	1,339	532	
OSV-03390[Toshiba/Estudio 657]	Rm M127	CAHD14098	10/20/2014	1	592,273	12,529	10,724	5.2
OSV-03391[Toshiba/Estudio 657]	Administrative Office (Room E100)	CAHD14097	10/20/2014	2	374,214	12,529	4,070	5.2
OSV-03392[Toshiba/Estudio 657]	Rm E109 - Skill Tech & Co-op	CAHD14096	10/20/2014	1	235,853	12,529	5,274	5.2
OSV-03393[Toshiba/E-Studio 5560cT]	Rm D101 - Student Services	CSHD13646	10/20/2014	13	485,431	6,835	6,805	5.4
					145,799	2,919	2,818	
OSV-03395[Toshiba/TOSHES457]	Building Trades	CEHD28690	10/20/2014	2	104,398	5,525	1,897	5.2
Essex Elementary School : 1 Bixby Hill Road								
OSV-03781[Toshiba/Estudio 857]	Room 33/Teachers Room	CABF31366	3/31/2016	3	1,939,393	18,076	59,716	5.2
OSV-03786[Toshiba/E-Studio 6570c]	Office/ copy room	SSAF90726	3/31/2016	10	355,004	8,013	13,273	5.4
					211,071	7,933	10,277	
Essex High School : 2 Educational Drive								
OSV-03388[Toshiba/E-Studio 3055c]	Maintenance	C7HD78644	10/20/2014	2	75,952	2,878	2,084	6.1
					30,703	1,218	956	
OSV-03394[Toshiba/Estudio 207]	Room L101 - Library	CEHD29792	10/20/2014	2	38,206	1,020	1,306	5.2
OSV-03396[Toshiba/Estudio 757]	Room C130-A - Special Education	CAHD13768	10/20/2014	3	831,288	18,831	14,593	5.2
OSV-03397[Toshiba/Estudio 557]	Rm A99 - Guidance	CAHD14261	10/20/2014	1	300,516	7,630	3,412	5.2
OSV-03398[Toshiba/Estudio 657]	Main Office	CAHD14105	10/20/2014	3	537,390	12,529	9,677	5.2
OSV-04823[Toshiba/E-Studio 1057]	Room C238 Copy Room RIGHT - 2nd Floor	CBJE40118	8/23/2017	8	1,164,269	17,070	51,226	4.7
OSV-04824[Toshiba/E-Studio 1057]	Room C109B Copy Room LEFT - 1st Floor	CBAF40183	8/23/2017	9	1,495,966	17,070	61,396	4.7
OSV-04825[Toshiba/E-Studio 1057]	Room C109B Copy Room RIGHT - 1st Floor	CBJE40093	8/23/2017	10	1,844,538	17,070	74,138	4.7
OSV-04826[Toshiba/E-Studio 1057]	Room C238 Copy Room LEFT - 2nd Floor	CBJE40101	8/23/2017	9	1,186,196	17,070	56,597	4.7
Essex Middle School : 60 Founders Road								
OSV-03783[Toshiba/Estudio 857]	Room 258	CABF31362	3/31/2016	8	1,624,241	18,076	42,478	5.2
OSV-03787[Toshiba/E-Studio 6570c]	Room 103C	SSAF90713	3/31/2016	6	890,247	8,013	26,349	5.4
					268,187	7,933	8,685	
Essex Town School District : 58 Founders Road								
OSV-03784[Toshiba/E-Studio 5560cT]	Copier	CSBE17738	3/31/2016	1	235,760	6,835	6,591	5.4
					83,737	2,919	4,224	
Essex Westford School District : 51 Park Street								
OSV-03385[Toshiba/E-Studio 3055c]	Rm 206	C7HD78664	10/20/2014	1	131,176	2,878	898	6.1
					125,348	1,218	2,773	
OSV-03401[Toshiba/Estudio 857]	Rm 112	CAHD13841	10/20/2014	1	802,746	18,076	31,155	5.2
Founders Memorial School : 33 Founders Road								
OSV-03386[Toshiba/TOSHES457]	Library MOVED TO ADLIS	CEHD28685	10/20/2014	2	163,026	5,525	486	5.2
OSV-03782[Toshiba/Estudio 857]	Room C226	CABF31365	3/31/2016	12	2,023,134	18,076	45,111	5.2

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume	Actual machine age
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume	(based on model intro date)
OSV-03785[Toshiba/E-Studio 6570c]	Office Color Copier	SSAF90722	3/31/2016	15	1,260,346	8,013	31,820	5.4
					367,581	7,933	12,434	
Hiawatha Elementary School : 34 Hiawatha Avenue								
OSV-03400[Toshiba/Estudio 857]	Teachers Room	CAHD13828	10/20/2014	3	1,341,137	18,076	18,727	5.2
OSV-03751[Toshiba/TOSHES457]	RM28C	CEKE47064	1/28/2016	3	50,681	5,525	346	5.2
Thomas Fleming Elementary School : 21 Prospect Street								
OSV-03387[Toshiba/E-Studio 3055c]	Main Office	C7HD78665	10/20/2014	2	91,400	2,878	1,945	6.1
					204,284	1,218	3,211	
OSV-03402[Toshiba/Estudio 657]	Room 105 Hallway	CAHD14073	10/20/2014	3	627,149	12,529	8,408	5.2
OSV-03403[Toshiba/Estudio 657]	Room 213 Hallway	CAHD14100	10/20/2014	2	980,091	12,529	4,194	5.2
OSV-03404[Toshiba/ESTudio 557]	Main Office	CAHD14264	10/20/2014	4	216,593	7,630	3,895	5.2
Westford Elementary School : 146 Brookside Road								
OSV-03405[Toshiba/ESTudio 557]	Common Area	CAHD14259	10/20/2014	4	339,579	7,630	5,034	5.2

81.89%	First Call Effectiveness (OnSite)	97.04%	Machine Availability	100.00	NetPromoter Score
82% of 127 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 36864.00. The total # hours (call received until call completed) was 1092.55		8 survey responses for the period	
4.12 hrs	Average OnSite Reponse Time	5.1 hrs	First Call Fix Avg Resolution Time (On-Site)	24.6 hrs	Rescheduled Calls Avg TTR Time (first call received until final call closed)
50% of 104 corrective maintenance calls were responded to and completely resolved in under 4 hours		5.1 hrs was the average hours for first call fix from when call opened to problem resolution on 104 calls		24.6 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 23 rescheduled service calls.	



Caller	Call Count
-- --	1
Barbara Edwards	9
David Barr	2
Donna Sturgess	9
Emily	1
Ethan Kichura	2
IT DEPT SERVICE	62
Jane Olesen	13
Jean Lawrance	1
Jillian Aldrich	5
Kenny Madsen	7
Kim Connelly	9
Kim Maiberger	7
Laurie Wilcox	15
Paul Scharf	17
Pauline Perry	1
Rita Brown	3
Theresa Martin	1
Tim Scrbrner	1
Tim Scribner	1
Tom Haselton	1
Yvonne Wolfer	2
Total	170

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# OSV-04825 [Toshiba/E-Studio 1057] 2 Educational Drive, ESSEX JUNCTION	891855	148642
ID# OSV-04824 [Toshiba/E-Studio 1057] 2 Educational Drive, ESSEX JUNCTION	756728	126121
ID# OSV-04823 [Toshiba/E-Studio 1057] 2 Educational Drive, ESSEX JUNCTION	619126	103187
ID# OSV-04826 [Toshiba/E-Studio 1057] 2 Educational Drive, ESSEX JUNCTION	611172	101862
ID# OSV-03781 [Toshiba/Estudio 857] 1 Bixby Hill Road, ESSEX JUNCTION	510157	85026

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# OSV-03785 [Toshiba/E-Studio 6570c] 33 Founders Road, ESSEX JUNCTION	160777	26796
ID# OSV-03786 [Toshiba/E-Studio 6570c] 1 Bixby Hill Road, ESSEX JUNCTION	95683	15947
ID# OSV-03787 [Toshiba/E-Studio 6570c] 60 Founders Road, ESSEX JUNCTION	93502	15583
ID# OSV-03381 [Toshiba/E-Studio 5560c] 104 Maple Street, ESSEX JUNCTION	69577	11596
ID# OSV-03384 [Toshiba/E-Studio 3055c] 104 Maple Street, ESSEX JUNCTION	42939	7156

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Cleaned and Tested												
SC182751	Call	SC182751	NOISE [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	4.25	0	0			
		Assigned Tech: David Prior	Received: 2019/05/15 09:16	Response Hours:	3.53	Call Priority: N								
		Caller: Barbara Edwards	Dispatched: 2019/05/15 12:45	CM Response Hours:	3.53	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: It is making the most horrible noises and then basically froze and gave "call for service " It	Arrived: 2019/05/15 12:48	Travel Hours:	0.05									
			Completed 2019/05/15 13:31	Repair Hours:	0.72	Incompleted 1-Need Parts								
				Resolution Hours:	4.25									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC182851	NOISE [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	36.32	1	0				
		Assigned Tech: David Prior	Received: 2019/05/15 13:44	Response Hours:	3.17	Call Priority: N								
		Caller: Barbara Edwards	Dispatched: 2019/05/21 14:18	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: needs dv gears blk dv - It is making the most horrible noises and then basically froze and gave	Arrived: 2019/05/21 15:29	Travel Hours:	1.18									
			Departure 2019/05/21 16:03	Repair Hours:	0.57									
				Resolution Hours:	36.32									
SC182851														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
SC184396	Call	SC184396	Follow Up [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0.83	0	0			
		Assigned Tech: David Prior	Received: 2019/05/28 15:40	Response Hours:	0.83	Call Priority: Low								
		Caller: IT DEPT SERVICE	Dispatched: 2019/05/28 16:31	CM Response Hours:	0.83	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: Follow up	Arrived: 2019/05/28 16:45	Travel Hours:	0.23									
			Completed 2019/05/28 17:32	Repair Hours:	0									
				Resolution Hours:	0.83									
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Courtesy Call												
E-Studio 5560c [Toshiba]								3.55	3.30	0.9	2.9	0	0	
OSV-03381 sn:CSHD13464								3.55	3.30	0.9	2.9	0	0	
SC166288	Call	SC166288	Customer requests cleaning [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0	0	0			
		Assigned Tech: David Prior	Received: 2019/01/18 09:47	Response Hours:	0.72	Call Priority: down machine								
		Caller: IT DEPT SERVICE	Dispatched: 2019/01/18 10:29	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: cleaning	Arrived: 2019/01/18 10:30	Travel Hours:	0.02									
			Completed 2019/01/18 11:27	Repair Hours:	0.95									
				Resolution Hours:	0									
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC170643														
Call	SC170643	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			3.22	0	0
		Assigned Tech: David Prior		Received: 2019/02/18 16:06	Response Hours:	0.57		Call Priority:	N					
		Caller: Barbara Edwards		Dispatched: 2019/02/19 08:09	CM Response Hours:	0.57		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: The copier is making bad color copies and we have a large color project to do tomorrow		Arrived: 2019/02/19 08:10	Travel Hours:	0.02								
				Completed 2019/02/19 10:49	Repair Hours:	2.65								
					Resolution Hours:	3.22								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Parts												
	Resolution Code:	Cleaned and Testedd												
SC173304														
Call	SC173304	Follow Up [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.13	0	0
		Assigned Tech: David Prior		Received: 2019/03/07 15:22	Response Hours:	1.13		Call Priority:	Low					
		Caller: IT DEPT SERVICE		Dispatched: 2019/03/07 16:17	CM Response Hours:	1.13		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: foolow up on fuser		Arrived: 2019/03/07 16:38	Travel Hours:	0.35								
				Completed 2019/03/07 17:16	Repair Hours:	0								
					Resolution Hours:	1.13								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Courtesy Call												
SC174507														
Call	SC174507	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			12.07	0	0
		Assigned Tech: David Prior		Received: 2019/03/18 08:49	Response Hours:	11.05		Call Priority:	N					
		Caller: Barbara Edwards		Dispatched: 2019/03/19 10:50	CM Response Hours:	11.05		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: The machine says call for service and has a red wrench light and C&A00 in upper right corner		Arrived: 2019/03/19 11:22	Travel Hours:	0.53								
				Completed 2019/03/19 12:23	Repair Hours:	1.02								
					Resolution Hours:	12.07								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC180031														
Call	SC180031	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/04/25 08:51	Response Hours:	7.35		Call Priority:	High					
		Caller: IT DEPT SERVICE		Dispatched: 2019/04/25 16:11	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cleaning		Arrived: 2019/04/25 16:12	Travel Hours:	0.02								
				Completed 2019/04/25 16:52	Repair Hours:	0.3								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
SC182841														
Call	SC182841	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.05	0	0
		Assigned Tech: David Prior		Received: 2019/05/15 13:20	Response Hours:	0.45		Call Priority:	N					

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back		
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/15 13:46	CM Response Hours:	0.45		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Error message			Arrived: 2019/05/15 13:47	Travel Hours:	0.02									
				Completed 2019/05/15 14:23	Repair Hours:	0.6									
					Resolution Hours:	1.05									
	ProblemCodes														
	Problem Code:	Courtesy call													
	Resolution Code:	Cleaned and Testedd													
Estudio 857 [Toshiba]								3.14	3.50	0.8	3.0	0	0		
OSV-03382 sn:CAHD13822								4.51	5.43	0.8	4.3	0	0		
SC173158															
Call	SC173158	Stapler [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02					4.63	0	0
	Assigned Tech: David Prior			Received: 2019/03/07 10:10	Response Hours:	3.98		Call Priority: N							
	Caller: Barbara Edwards			Dispatched: 2019/03/07 13:31	CM Response Hours:	3.98		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: The stapler is not working. I tried to remove it to see what's hannening but it's stuck and I don't			Arrived: 2019/03/07 14:09	Travel Hours:	0.63									
				Completed 2019/03/07 14:48	Repair Hours:	0.65									
					Resolution Hours:	4.63									
	ProblemCodes														
	Problem Code:	STAPLER PROBLEM													
	Resolution Code:	Cleaned and Testedd													
	Resolution Code:	Repaired													
SC177315															
Call	SC177315	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02					8.13	0	0
	Assigned Tech: David Prior			Received: 2019/04/04 13:18	Response Hours:	6.88		Call Priority: Medium							
	Caller: Barbara Edwards			Dispatched: 2019/04/05 11:20	CM Response Hours:	6.88		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Jamming			Arrived: 2019/04/05 11:41	Travel Hours:	0.35									
				Completed 2019/04/05 12:56	Repair Hours:	1.25									
					Resolution Hours:	8.13									
	ProblemCodes														
	Problem Code:	Paper Jam													
	Resolution Code:	Cleaned and Testedd													
	Resolution Code:	Replaced Parts													
SC186880															
Call	SC186880	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02					0	0	0
	Assigned Tech: David Prior			Received: 2019/06/17 13:18	Response Hours:	2.68		Call Priority: N							
	Caller: IT DEPT SERVICE			Dispatched: 2019/06/17 15:58	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: summer cleaning inspection			Arrived: 2019/06/17 15:59	Travel Hours:	0.02									
				Completed 2019/06/17 16:54	Repair Hours:	0.52									
					Resolution Hours:	0									
	ProblemCodes														
	Problem Code:	Courtesy call													
	Resolution Code:	Cleaning													
OSV-03383 sn:CAHD13835								1.76	1.58	0.8	1.7	0	0		

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC173585														
Call	SC173585	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				3.05	0	0
		Assigned Tech: David Prior		Received: 2019/03/11 10:16	Response Hours:	2.05		Call Priority: Medium						
		Caller: Barbara Edwards		Dispatched: 2019/03/11 11:20	CM Response Hours:	2.05		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Copier keeps jamming. We have tried everything to stop but unsuccessful		Arrived: 2019/03/11 12:19	Travel Hours:	0.98								
				Completed 2019/03/11 13:19	Repair Hours:	1								
					Resolution Hours:	3.05								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	ADJUSTED												
	Resolution Code:	Replaced Parts												
SC182843														
Call	SC182843	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				1.9	0	0
		Assigned Tech: David Prior		Received: 2019/05/15 13:20	Response Hours:	1.1		Call Priority: N						
		Caller: IT DEPT SERVICE		Dispatched: 2019/05/15 14:25	CM Response Hours:	1.10		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: error message		Arrived: 2019/05/15 14:26	Travel Hours:	0.02								
				Completed 2019/05/15 15:14	Repair Hours:	0.8								
					Resolution Hours:	1.9								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
SC186879														
Call	SC186879	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/06/17 13:16	Response Hours:	2.13		Call Priority: N						
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/17 13:45	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Summer Maint cleaning inspection		Arrived: 2019/06/17 15:24	Travel Hours:	1.65								
				Completed 2019/06/17 15:54	Repair Hours:	0.5								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaning												
Albert D Lawton Intermediate School : 225 1st St TOSHES457 [Toshiba]			100.00%	1	1				0.70	0.33	0.8	0.9	0	0
OSV-03386 sn:CEHD28685									0.70	0.33	0.8	0.9	0	0
SC170713														
Call	SC170713	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				1.75	0	0
		Assigned Tech: David Prior		Received: 2019/02/19 10:53	Response Hours:	0.33		Call Priority: Medium						
		Caller: IT DEPT SERVICE		Dispatched: 2019/02/19 11:01	CM Response Hours:	0.33		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming		Arrived: 2019/02/19 11:13	Travel Hours:	0.2								
				Completed 2019/02/19 12:38	Repair Hours:	1.42								
					Resolution Hours:	1.75								
	ProblemCodes													
	Problem Code:	Paper Jam												
	Resolution Code:	Cleaned and Testedd												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Trouble Shoot												
SC180029														
Call	SC180029	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior		Received: 2019/04/25 08:51		Response Hours: 1.07		Call Priority: down machine							
	Caller: IT DEPT SERVICE		Dispatched: 2019/04/25 09:36		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: cleaning		Arrived: 2019/04/25 09:55		Travel Hours: 0.32									
			Completed 2019/04/25 10:08		Repair Hours: 0.22									
					Resolution Hours: 0									
	ProblemCodes													
	Problem Code:	Courtesy call												
Center for Technology : 2 Educational			66.667%	12	8									
E-Studio 4540cg [Toshiba]									5.07	4.22	0.8	5.9	1	0
OSV-03389 sn:SMI380670									5.07	4.22	0.8	5.9	1	0
SC177183														
Call	SC177183	Call Service Flashing [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				6.62	0	0
	Assigned Tech: David Prior		Received: 2019/04/04 08:18		Response Hours: 5.9		Call Priority: High							
	Caller: Yvonne Wolfer		Dispatched: 2019/04/04 13:47		CM Response Hours: 5.90		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: tried to make copies and red wrench and call for service named up		Arrived: 2019/04/04 14:12		Travel Hours: 0.42									
			Completed 2019/04/04 14:55		Repair Hours: 0.72		Incompleted 1-Need Parts							
					Resolution Hours: 6.62									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC177349	Call Service Flashing [CM]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				7.77	1	0
	Assigned Tech: David Prior		Received: 2019/04/04 14:56		Response Hours: 6.77		Call Priority: High							
	Caller: Yvonne Wolfer		Dispatched: 2019/04/05 13:00		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: tried to make copies and red wrench and call for service named up		Arrived: 2019/04/05 13:12		Travel Hours: 0.2									
			Departure 2019/04/05 14:12		Repair Hours: 1									
					Resolution Hours: 7.77									
SC177349														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC179151														
Call	SC179151	Follow Up [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				3.18	0	0
	Assigned Tech: David Prior		Received: 2019/04/18 14:07		Response Hours: 2.53		Call Priority: Low							
	Caller: Kim Connelly		Dispatched: 2019/04/19 08:08		CM Response Hours: 2.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: follow up		Arrived: 2019/04/19 08:09		Travel Hours: 0.02									
			Completed 2019/04/19 08:48		Repair Hours: 0.65									
					Resolution Hours: 3.18									
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Courtesy Call												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
E-Studio 5560cT [Toshiba]									6.95	3.68	0.9	10.7	4	0
OSV-03393 sn:CSHD13646									6.95	3.68	0.9	10.7	4	0
SC168447														
Call	SC168447	Fusing Unit Replacement [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			7.12	0	0
	Assigned Tech:	David Prior		Received:	2019/02/01 09:23	Response Hours:	6.42	Call Priority:	High					
	Caller:	Kenny Madsen		Dispatched:	2019/02/01 15:12	CM Response Hours:	6.42	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Toner lines are not accurate. fuser issue maybe		Arrived:	2019/02/01 15:48	Travel Hours:	0.6							
				Completed	2019/02/01 16:44	Repair Hours:	0.7							
						Resolution Hours:	7.12							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Calibrated											
	Resolution Code:		Cleaned and Tested											
SC169855														
Call	SC169855	Call Service light [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			3.63	0	0
	Assigned Tech:	David Prior		Received:	2019/02/12 08:25	Response Hours:	2.37	Call Priority:	down machine					
	Caller:	Kenny Madsen		Dispatched:	2019/02/12 10:07	CM Response Hours:	2.37	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	call for service		Arrived:	2019/02/12 10:47	Travel Hours:	0.67							
				Completed	2019/02/12 12:03	Repair Hours:	1.27	Incompleted 1-Need Parts						
						Resolution Hours:	3.63							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
Call	SC169952	Call Service light [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			44.68	1	0
	Assigned Tech:	David Prior		Received:	2019/02/12 12:07	Response Hours:	0.48	Call Priority:	N					
	Caller:	Kenny Madsen		Dispatched:	2019/02/19 13:02	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	itb belt cleaning bld - call for service		Arrived:	2019/02/19 13:23	Travel Hours:	0.35							
				Departure	2019/02/19 14:18	Repair Hours:	0.92							
						Resolution Hours:	44.68							
SC169952														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Replaced Parts											
SC173657														
Call	SC173657	SMUDGES COPIES [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
	Assigned Tech:	David Prior		Received:	2019/03/11 12:53	Response Hours:	6.45	Call Priority:	N					
	Caller:	Paul Scharf		Dispatched:	2019/03/12 10:29	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	PRINTING SMUDGES		Arrived:	2019/03/12 10:50	Travel Hours:	0.35							
				Completed	2019/03/12 12:22	Repair Hours:	1.53							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Replaced Parts											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Trouble Shoot												
SC173894	Call	SC173894	print issue [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	2.5	0	0			
		Assigned Tech: David Prior		Received: 2019/03/12 15:00	Response Hours:	2.5	Call Priority:	Assist						
		Caller: Paul Scharf		Dispatched: 2019/03/12 17:16	CM Response Hours:	2.50	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: printing all yellow		Arrived: 2019/03/12 17:49	Travel Hours:	0.55								
				Completed 2019/03/12 18:05	Repair Hours:	0	Incompleted	1-Need Parts						
					Resolution Hours:	2.5								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call	SC173955	print issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.77	1	0				
		Assigned Tech: David Prior		Received: 2019/03/12 17:08	Response Hours:	2.37	Call Priority:	N						
		Caller: Paul Scharf		Dispatched: 2019/03/13 11:49	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: going to see if can take of shop copier charge unit - printing all yellow		Arrived: 2019/03/13 14:11	Travel Hours:	2.37								
				Departure 2019/03/13 14:46	Repair Hours:	0.58								
					Resolution Hours:	6.77								
SC173955														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
SC175156	Call	SC175156	Follow Up [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0.9	0	0			
		Assigned Tech: David Prior		Received: 2019/03/21 09:51	Response Hours:	0.48	Call Priority:	Low						
		Caller: Kim Connelly		Dispatched: 2019/03/21 10:02	CM Response Hours:	0.48	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: follow up		Arrived: 2019/03/21 10:20	Travel Hours:	0.3								
				Completed 2019/03/21 10:45	Repair Hours:	0.42								
					Resolution Hours:	0.9								
	ProblemCodes													
	Problem Code:	FOLLOW UP												
	Resolution Code:	COURTESY CALL												
SC177222	Call	SC177222	Streaks [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.98	0	0			
		Assigned Tech: David Prior		Received: 2019/04/04 09:31	Response Hours:	6.12	Call Priority:	High						
		Caller: Paul Scharf		Dispatched: 2019/04/04 14:58	CM Response Hours:	6.12	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: color is slightly off and streaking		Arrived: 2019/04/04 15:38	Travel Hours:	0.67								
				Completed 2019/04/04 16:43	Repair Hours:	0.87	Incompleted	1-Need Parts						
					Resolution Hours:	6.98								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call	SC177386	Streaks [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	51	1	0				
		Assigned Tech: David Prior		Received: 2019/04/04 16:47	Response Hours:	49.83	Call Priority:	High						
		Caller: Paul Scharf		Dispatched: 2019/04/12 14:40	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	SC177386	Call Desc: color is slightly off and streaking		Arrived: 2019/04/12 15:20		Travel Hours: 0.67								
				Departure 2019/04/12 16:36		Repair Hours: 1.17								
						Resolution Hours: 51								
	ProblemCodes													
	Problem Code: COPY QUALITY													
	Resolution Code: Replaced Parts													
	SC178565													
	Call	SC178565	ERROR CODE [CM]	Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				8.35	0	0
		Assigned Tech: David Prior		Received: 2019/04/15 09:14		Response Hours: 7.32		Call Priority: N						
		Caller: Paul Scharf		Dispatched: 2019/04/16 08:01		CM Response Hours: 7.32		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: error code CA00 call for service		Arrived: 2019/04/16 08:03		Travel Hours: 0.03								
				Completed 2019/04/16 09:05		Repair Hours: 1.03								
						Resolution Hours: 8.35								
	ProblemCodes													
	Problem Code: Error Code													
	Resolution Code: Trouble Shoot													
	SC179012													
	Call	SC179012	Follow Up [CM]	Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				0.92	0	0
		Assigned Tech: David Prior		Received: 2019/04/17 14:29		Response Hours: 0.53		Call Priority: Low						
		Caller: Kim Connelly		Dispatched: 2019/04/17 14:35		CM Response Hours: 0.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: follow up		Arrived: 2019/04/17 15:01		Travel Hours: 0.43								
				Completed 2019/04/17 15:24		Repair Hours: 0.38		Incompleted 1-Need Parts						
						Resolution Hours: 0.92								
	ProblemCodes													
	Problem Code: Courtesy call													
	Resolution Code: Needs parts													
	Call	SC179027	Follow Up [CM]	Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				5.93	1	0
		Assigned Tech: David Prior		Received: 2019/04/17 15:28		Response Hours: 4.78		Call Priority: Low						
		Caller: Kim Connelly		Dispatched: 2019/04/18 10:35		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: getting epu from shop - follow up		Arrived: 2019/04/18 11:45		Travel Hours: 1.17								
				Departure 2019/04/18 12:54		Repair Hours: 1.15								
						Resolution Hours: 5.93								
	SC179027													
	ProblemCodes													
	Problem Code: Error Code													
	Resolution Code: Replaced Parts													
	SC188416													
	Call	SC188416	INSPECTION [O]	Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/06/28 09:50		Response Hours: 0.75		Call Priority: N						
		Caller: Kim Connelly		Dispatched: 2019/06/28 10:17		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: inspect and clean for the summer		Arrived: 2019/06/28 10:35		Travel Hours: 0.3								
				Completed 2019/06/28 11:43		Repair Hours: 1.13								
						Resolution Hours: 0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaning												
Estudio 657 [Toshiba]									1.98	1.13	0.4	0.7	0	0
OSV-03390 sn:CAHD14098									3.62		0.9	0.0	0	0
SC185454														
Call	SC185454	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
	Assigned Tech: David Prior			Received: 2019/06/05 12:53	Response Hours:	3.62		Call Priority:	N					
	Caller: Kim Connelly			Dispatched: 2019/06/06 07:59	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: inspect			Arrived: 2019/06/06 08:00	Travel Hours:	0.02								
				Completed 2019/06/06 08:56	Repair Hours:	0.93								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
OSV-03391 sn:CAHD14097									1.81	1.58	0.0	0.8	0	0
SC170508														
Call	SC170508	Paper Tray Issue [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.58	0	0
	Assigned Tech: David Prior			Received: 2019/02/15 14:55	Response Hours:	1.58		Call Priority:	N					
	Caller: Kim Connelly			Dispatched: 2019/02/15 15:57	CM Response Hours:	1.58		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Noise in the LCT			Arrived: 2019/02/15 16:47	Travel Hours:	0.83								
				Completed 2019/02/15 16:55	Repair Hours:	0								
					Resolution Hours:	1.58								
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:	Instructed												
	Resolution Code:	Cleaned and Testedd												
SC185128														
Call	SC185128	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
	Assigned Tech: David Prior			Received: 2019/06/03 14:28	Response Hours:	2.03		Call Priority:	Medium					
	Caller: Kim Connelly			Dispatched: 2019/06/03 15:22	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: inspect for summer cleaning			Arrived: 2019/06/03 16:45	Travel Hours:	1.38								
				Completed 2019/06/03 16:59	Repair Hours:	0								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Courtesy Call												
OSV-03392 sn:CAHD14096									0.68	0.68	0.5	1.2	0	0
SC169473														
Call	SC169473	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.2	0	0
	Assigned Tech: David Prior			Received: 2019/02/07 15:18	Response Hours:	0.68		Call Priority:	N					

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back		
	Caller: Kim Connelly			Dispatched: 2019/02/07 15:23	CM Response Hours:	0.68	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Error code			Arrived: 2019/02/07 15:59	Travel Hours:	0.6									
				Completed 2019/02/07 17:01	Repair Hours:	0.52									
					Resolution Hours:	1.2									
	ProblemCodes														
	Problem Code:	Error Code													
	Resolution Code:	Cleaned and Testedd													
	Resolution Code:	Trouble Shoot													
TOSHES457 [Toshiba]							0.74	0.77	1.3	1.2	0	0			
OSV-03395 sn:CEHD28690							0.74	0.77	1.3	1.2	0	0			
SC165928															
Call	SC165928	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02						2.33	0	0
	Assigned Tech: David Prior			Received: 2019/01/16 13:03	Response Hours:	0.77	Call Priority: N								
	Caller: Kenny Madsen			Dispatched: 2019/01/16 13:14	CM Response Hours:	0.77	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: call f01 call for service			Arrived: 2019/01/16 13:49	Travel Hours:	0.58									
				Completed 2019/01/16 15:23	Repair Hours:	1.57									
					Resolution Hours:	2.33									
	ProblemCodes														
	Problem Code:	Error Code													
	Resolution Code:	Replaced Parts													
	Resolution Code:	Cleaned and Testedd													
SC179200															
Call	SC179200	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02						0	0	0
	Assigned Tech: David Prior			Received: 2019/04/19 08:52	Response Hours:	0.7	Call Priority: N								
	Caller: -- --			Dispatched: 2019/04/19 09:08	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: cleaning			Arrived: 2019/04/19 09:34	Travel Hours:	0.43									
				Completed 2019/04/19 10:40	Repair Hours:	1.1									
					Resolution Hours:	0									
	ProblemCodes														
	Problem Code:	Courtesy call													
	Resolution Code:	Cleaned and Testedd													
Essex Elementary School : 1 Bixby Hill		37.50%	8	3											
E-Studio 6570c [Toshiba]							6.04	4.79	0.8	9.9	2	0			
OSV-03786 sn:SSAF90726							6.04	4.79	0.8	9.9	2	0			
SC163680															
Call	SC163680	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02						3.12	0	0
	Assigned Tech: David Prior			Received: 2019/01/02 15:15	Response Hours:	2.32	Call Priority: N								
	Caller: Donna Sturgess			Dispatched: 2019/01/03 08:53	CM Response Hours:	2.32	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: Error code CD71 call for service			Arrived: 2019/01/03 09:04	Travel Hours:	0.18									
				Completed 2019/01/03 09:52	Repair Hours:	0.8									
					Resolution Hours:	3.12									
	ProblemCodes														
	Problem Code:	Error Code													

[illegible]

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Trouble Shoot												
Call	SC180383	Jamming [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	32.92	1	0				
	Assigned Tech: David Prior	Received: 2019/04/26 15:50	Response Hours:	0.52	Call Priority: Medium									
	Caller: IT DEPT SERVICE	Dispatched: 2019/05/02 13:31	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: needs overnight - jamming on both print and fax	Arrived: 2019/05/02 14:00	Travel Hours:	0.48										
	inhe also they are not able to cancel and delete	Departure 2019/05/02 14:45	Repair Hours:	0.75										
			Resolution Hours:	32.92										
SC180383														
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Replaced Parts												
SC181336														
Call	SC181336	Follow Up [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	1.6	0	0				
	Assigned Tech: David Prior	Received: 2019/05/03 14:49	Response Hours:	1.02	Call Priority: Low									
	Caller: IT DEPT SERVICE	Dispatched: 2019/05/03 15:06	CM Response Hours:	1.02	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: follow up	Arrived: 2019/05/03 15:50	Travel Hours:	0.73										
		Completed 2019/05/03 16:25	Repair Hours:	0.58										
			Resolution Hours:	1.6										
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Courtesy Call												
SC182384														
Call	SC182384	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	3.25	0	0				
	Assigned Tech: David Prior	Received: 2019/05/13 09:31	Response Hours:	2.45	Call Priority: N									
	Caller: Donna Sturgess	Dispatched: 2019/05/13 11:57	CM Response Hours:	2.45	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Copies are faded	Arrived: 2019/05/13 11:58	Travel Hours:	0.02										
		Completed 2019/05/13 12:46	Repair Hours:	0.8										
			Resolution Hours:	3.25										
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Calibrated												
SC183240														
Call	SC183240	Service Code [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	8.43	0	0				
	Assigned Tech: David Prior	Received: 2019/05/20 08:04	Response Hours:	7.87	Call Priority: High									
	Caller: Donna Sturgess	Dispatched: 2019/05/20 14:42	CM Response Hours:	7.87	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Red wrench and call for service with a code of	Arrived: 2019/05/20 15:56	Travel Hours:	1.23										
	can	Completed 2019/05/20 16:30	Repair Hours:	0.57	Incompleted 1-Need Parts									
			Resolution Hours:	8.43										
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Trouble Shoot												
	Resolution Code:	Cleaned and Testedd												
Call	SC183448	Service Code [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	27	1	0				
	Assigned Tech: David Prior	Received: 2019/05/20 16:32	Response Hours:	25.52	Call Priority: High									

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back		
	Caller: Donna Sturgess			Dispatched: 2019/05/24 08:00		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: fr-kit - Red wrench and call for service with a code of CANN			Arrived: 2019/05/24 08:01		Travel Hours:	0.02								
				Departure 2019/05/24 09:30		Repair Hours:	1.48								
						Resolution Hours:	27								
SC183448															
	ProblemCodes														
	Problem Code:	COPY QUALITY													
	Resolution Code:	Replaced Parts													
Estudio 857 [Toshiba]								6.40	6.30	1.1	11.0	1	0		
OSV-03781 sn:CABF31366								6.40	6.30	1.1	11.0	1	0		
SC163472															
Call	SC163472	Multiple Issues [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02					7	0	0
	Assigned Tech: David Prior			Received: 2019/01/02 08:38		Response Hours:	6.3	Call Priority: N							
	Caller: Donna Sturgess			Dispatched: 2019/01/02 14:42		CM Response Hours:	6.30	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Machine is printing faded copies also light flashing for maintenance			Arrived: 2019/01/02 14:56		Travel Hours:	0.23								
				Completed 2019/01/02 15:38		Repair Hours:	0.7	Incompleted 1-Need Parts							
						Resolution Hours:	7								
	ProblemCodes														
	Problem Code:	Multiple Issues													
	Resolution Code:	Needs parts													
Call	SC163702	Multiple Issues [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02					25.98	1	0
	Assigned Tech: David Prior			Received: 2019/01/02 16:01		Response Hours:	11.07	Call Priority: N							
	Caller: Donna Sturgess			Dispatched: 2019/01/07 14:24		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: asap fr-kit - Machine is printing faded copies also light flashing for maintenance			Arrived: 2019/01/07 14:35		Travel Hours:	0.18								
				Departure 2019/01/07 16:52		Repair Hours:	1.92								
						Resolution Hours:	25.98								
SC163702															
	ProblemCodes														
	Problem Code:	Multiple Issues													
	Resolution Code:	Preventative Maintenance													
SC170405															
Call	SC170405	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02					0	0	0
	Assigned Tech: David Prior			Received: 2019/02/15 09:22		Response Hours:	1.82	Call Priority: down machine							
	Caller: Donna Sturgess			Dispatched: 2019/02/15 10:57		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Cleaning			Arrived: 2019/02/15 11:11		Travel Hours:	0.23								
				Completed 2019/02/15 11:57		Repair Hours:	0.77								
						Resolution Hours:	0								
	ProblemCodes														
	Problem Code:	Courtesy call													
	Resolution Code:	COURTESY CALL													
	Resolution Code:	Cleaned and Tested													
Essex High School : 2 Educational		37.931%	29	11											
E-Studio 1057 [Toshiba]								6.98	5.28	1.1	9.5	6	0		
OSV-04823 sn:CBJE40118								6.79	4.14	1.2	5.6	2	0		

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	SC166574													
	Call	SC166574	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0	0	0			
		Assigned Tech:	David Prior	Received: 2019/01/22 09:15	Response Hours:	2.03	Call Priority:	Assist						
		Caller:	Kenny Madsen	Dispatched: 2019/01/22 11:16	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc:	Lines on the copies	Arrived: 2019/01/22 11:17	Travel Hours:	0.02								
				Completed 2019/01/22 11:49	Repair Hours:	0.53								
					Resolution Hours:	0								
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	Cleaned and Testedd											
	SC174491													
	Call	SC174491	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	9.13	0	0			
		Assigned Tech:	David Prior	Received: 2019/03/18 08:14	Response Hours:	8.28	Call Priority:	N						
		Caller:	Kenny Madsen	Dispatched: 2019/03/19 07:58	CM Response Hours:	8.28	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc:	Per Kenny-there is a shadow colum on papers he is nutting the machine down till smoeone comes	Arrived: 2019/03/19 08:01	Travel Hours:	0.05								
				Completed 2019/03/19 08:52	Repair Hours:	0.85								
					Resolution Hours:	9.13								
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	Cleaned and Testedd											
	SC174998													
	Call	SC174998	Service Code [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.57	0	0			
		Assigned Tech:	David Prior	Received: 2019/03/20 11:06	Response Hours:	5.4	Call Priority:	High						
		Caller:	Paul Scharf	Dispatched: 2019/03/21 07:50	CM Response Hours:	5.40	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc:	service FK3 code	Arrived: 2019/03/21 08:00	Travel Hours:	0.17								
				Completed 2019/03/21 09:10	Repair Hours:	1.17								
					Resolution Hours:	6.57								
		ProblemCodes												
		Problem Code:	Error Code											
		Resolution Code:	Replaced Parts											
	SC180795													
	Call	SC180795	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	2.32	0	0			
		Assigned Tech:	David Prior	Received: 2019/04/30 15:27	Response Hours:	1.08	Call Priority:	N						
		Caller:	IT DEPT SERVICE	Dispatched: 2019/05/01 08:00	CM Response Hours:	1.08	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc:	ghosting imaging	Arrived: 2019/05/01 08:02	Travel Hours:	0.03								
				Completed 2019/05/01 09:16	Repair Hours:	1.23								
					Resolution Hours:	2.32								
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	Cleaned and Testedd											
	SC181078													
	Call	SC181078	Multiple Problems [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	3.07	0	0			
		Assigned Tech:	David Prior	Received: 2019/05/02 10:10	Response Hours:	1.78	Call Priority:	down machine						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/02 11:42		CM Response Hours:	1.78		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: machine is locked up			Arrived: 2019/05/02 11:57		Travel Hours:	0.25							
				Completed 2019/05/02 13:14		Repair Hours:	1.28	Incompleted 1-Need Parts						
						Resolution Hours:	3.07							
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:		Needs parts											
	Resolution Code:		Trouble Shoot											
Call	SC181150	Multiple Problems [CM]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			24.07	1	0
	Assigned Tech: David Prior			Received: 2019/05/02 13:16		Response Hours:	15.22		Call Priority: Medium					
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/07 08:59		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: needs simm board asap down - machine is locked in			Arrived: 2019/05/07 10:23		Travel Hours:	1.4							
				Departure 2019/05/07 11:50		Repair Hours:	1.45							
						Resolution Hours:	24.07							
SC181150														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Testedd											
	Resolution Code:		Replaced Parts											
SC186958														
Call	SC186958	INSPECTION [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			0	0	0
	Assigned Tech: David Prior			Received: 2019/06/18 08:45		Response Hours:	5.08		Call Priority: N					
	Caller: IT DEPT SERVICE			Dispatched: 2019/06/18 13:24		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: summer cleaning and inspect			Arrived: 2019/06/18 13:50		Travel Hours:	0.43							
				Completed 2019/06/18 15:03		Repair Hours:	1.22	1-Need Parts						
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		COURTESY CALL											
Call	SC187105	INSPECTION [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			0	1	0
	Assigned Tech: David Prior			Received: 2019/06/18 15:08		Response Hours:	15.45		Call Priority: N					
	Caller: IT DEPT SERVICE			Dispatched: 2019/07/08 08:00		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: summer cleaning and inspect			Arrived: 2019/07/08 08:00		Travel Hours:	0							
				Departure 2019/07/08 10:08		Repair Hours:	2.13							
						Resolution Hours:	0							
SC187105														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Cleaned and Testedd											
	Resolution Code:		Replaced Parts											
OSV-04824 sn:CBAF40183									5.46	4.02	1.2	20.0	1	0
SC163468														
Call	SC163468	Jamming [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			6.08	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: David Prior			Received: 2019/01/02 08:34		Response Hours: 5.42		Call Priority: Medium						
	Caller: Paul Scharf			Dispatched: 2019/01/02 13:07		CM Response Hours: 5.42		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Twice it did a big jam pulled like 20 pages in and jammed			Arrived: 2019/01/02 13:59		Travel Hours: 0.87								
				Completed 2019/01/02 14:39		Repair Hours: 0.67								
						Resolution Hours: 6.08								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Remove Paper Jam												
SC166552	Call SC166552	Multiple Issues [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				2.8	0	0
	Assigned Tech: David Prior			Received: 2019/01/22 08:24		Response Hours: 2.03		Call Priority: N						
	Caller: Tom Haselton			Dispatched: 2019/01/22 10:25		CM Response Hours: 2.03		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming out put with staples or hole punching is all random now and pages are getting folded			Arrived: 2019/01/22 10:26		Travel Hours: 0.02								
				Completed 2019/01/22 11:12		Repair Hours: 0.77								
						Resolution Hours: 2.8								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC168868	Call SC168868	Multiple Issues [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				7.98	0	0
	Assigned Tech: David Prior			Received: 2019/02/05 08:31		Response Hours: 6.52		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2019/02/05 14:05		CM Response Hours: 6.52		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: ghost copies and now they have it completly shut down and it had some sort of error message			Arrived: 2019/02/05 15:02		Travel Hours: 0.95								
				Completed 2019/02/05 16:33		Repair Hours: 1.47								
						Resolution Hours: 7.98								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC174662	Call SC174662	Multiple Issues [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				3.47	0	0
	Assigned Tech: David Prior			Received: 2019/03/18 14:47		Response Hours: 2.78		Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/03/19 09:04		CM Response Hours: 2.78		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: states that this machine keeps jamming but now there is the call for service light with code H501			Arrived: 2019/03/19 09:04		Travel Hours: 0								
				Completed 2019/03/19 09:45		Repair Hours: 0.68								
						Resolution Hours: 3.47								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC180966	Call SC180966	ERROR CODE [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				5.95	0	0
	Assigned Tech: David Prior			Received: 2019/05/01 14:04		Response Hours: 4.67		Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/02 10:05		CM Response Hours: 4.67		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Faital Error F034			Arrived: 2019/05/02 10:14		Travel Hours: 0.15								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2019/05/02 11:31		Repair Hours:		1.28						
						Resolution Hours:		5.95						
	ProblemCodes													
	Problem Code:	ELECTRICAL												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC181571														
Call	SC181571	Part Broke off [CM]		Call In SLA: No		SLA Response Hours:		4.00		Contract#: CT01504-OSV-02		5.27	0	0
		Assigned Tech: David Prior		Received: 2019/05/07 08:05		Response Hours:		4.42		Call Priority: N				
		Caller: IT DEPT SERVICE		Dispatched: 2019/05/07 12:09		CM Response Hours:		4.42		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: Part of the metal guide has broke off the drawer		Arrived: 2019/05/07 12:30		Travel Hours:		0.35						
				Completed 2019/05/07 13:21		Repair Hours:		0.85						
						Resolution Hours:		5.27						
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC181873														
Call	SC181873	Service Code [CM]		Call In SLA: Yes		SLA Response Hours:		4.00		Contract#: CT01504-OSV-02		3.03	0	0
		Assigned Tech: David Prior		Received: 2019/05/08 10:53		Response Hours:		1.15		Call Priority: down machine				
		Caller: IT DEPT SERVICE		Dispatched: 2019/05/08 11:37		CM Response Hours:		1.15		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: Service code L448		Arrived: 2019/05/08 12:02		Travel Hours:		0.42						
				Completed 2019/05/08 13:55		Repair Hours:		1.88						
						Resolution Hours:		3.03						
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Reset code												
	Resolution Code:	Cleaned and Testedd												
SC185200														
Call	SC185200	ERROR CODE [CM]		Call In SLA: No		SLA Response Hours:		4.00		Contract#: CT01504-OSV-02		6.3	0	0
		Assigned Tech: David Prior		Received: 2019/06/04 09:13		Response Hours:		5.17		Call Priority: N				
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/04 12:51		CM Response Hours:		5.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: error code F034		Arrived: 2019/06/04 14:23		Travel Hours:		1.53						
				Completed 2019/06/04 15:31		Repair Hours:		1.13	Incompleted 1-Need Parts					
						Resolution Hours:		6.3						
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Trouble Shoot												
	Resolution Code:	Needs parts												
Call	SC185320	ERROR CODE [CM]		Call In SLA: N/A		SLA Response Hours:		4.00		Contract#: CT01504-OSV-02		138.8	1	0
		Assigned Tech: David Prior		Received: 2019/06/04 15:36		Response Hours:		17		Call Priority: N				
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/27 08:00		CM Response Hours:				Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: need asap - error code F034		Arrived: 2019/06/27 08:01		Travel Hours:		0.02						
				Departure 2019/06/27 09:54		Repair Hours:		1.88						
						Resolution Hours:		138.8						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC185320														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
OSV-04825 sn:CBJE40093									6.34	6.05	0.9	6.9	1	0
SC166517														
Call	SC166517	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/01/21 15:11	Response Hours:	3.1		Call Priority: Assist						
	Caller: David Barr			Dispatched: 2019/01/22 09:47	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Lines on copies			Arrived: 2019/01/22 09:47	Travel Hours:	0								
				Completed 2019/01/22 10:17	Repair Hours:	0.5								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC169893														
Call	SC169893	Multiple Issues [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				17.12	0	0
	Assigned Tech: David Prior			Received: 2019/02/12 09:43	Response Hours:	15.53		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2019/02/14 07:59	CM Response Hours:	15.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: ghosting copies and a TA code			Arrived: 2019/02/14 08:15	Travel Hours:	0.27								
				Completed 2019/02/14 09:50	Repair Hours:	1.58	Incompleted 1-Need Parts							
					Resolution Hours:	17.12								
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:	Needs parts												
	Resolution Code:	Trouble Shoot												
Call	SC170254	Multiple Issues [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				13.48	1	0
	Assigned Tech: David Prior			Received: 2019/02/14 09:59	Response Hours:	11.9		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2019/02/15 12:28	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: needs stapler - ghosting copies and a TA code			Arrived: 2019/02/15 13:23	Travel Hours:	0.92								
				Departure 2019/02/15 14:58	Repair Hours:	1.58								
					Resolution Hours:	13.48								
SC170254														
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Repaired												
SC174651														
Call	SC174651	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				4.92	0	0
	Assigned Tech: David Prior			Received: 2019/03/18 14:18	Response Hours:	4.17		Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/03/19 09:49	CM Response Hours:	4.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: call for service code c1-01			Arrived: 2019/03/19 09:58	Travel Hours:	0.15								
				Completed 2019/03/19 10:43	Repair Hours:	0.75								
					Resolution Hours:	4.92								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Reset code												
	Resolution Code:	Trouble Shoot												
SC175880														
Call	SC175880	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			2.32	0	0
	Assigned Tech: David Prior			Received: 2019/03/26 14:00	Response Hours:	2.28		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2019/03/26 15:39	CM Response Hours:	2.28		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Error code FK3 needs service			Arrived: 2019/03/26 16:17	Travel Hours:	0.63								
				Completed 2019/03/26 16:19	Repair Hours:	0.03								
					Resolution Hours:	2.32								
	ProblemCodes													
	Problem Code:	MAIN LITE												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC180895														
Call	SC180895	Multiple Issues [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			7.85	0	0
	Assigned Tech: David Prior			Received: 2019/05/01 10:36	Response Hours:	7.18		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2019/05/02 08:49	CM Response Hours:	7.18		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: finisher issues staples will not staple either and there is noise in the operations of the machine			Arrived: 2019/05/02 09:17	Travel Hours:	0.47								
				Completed 2019/05/02 09:57	Repair Hours:	0.67								
					Resolution Hours:	7.85								
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC181940														
Call	SC181940	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.87	0	0
	Assigned Tech: David Prior			Received: 2019/05/08 13:58	Response Hours:	0.38		Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/08 14:21	CM Response Hours:	0.38		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Message error			Arrived: 2019/05/08 14:21	Travel Hours:	0								
				Completed 2019/05/08 15:50	Repair Hours:	1.48								
					Resolution Hours:	1.87								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
SC184815														
Call	SC184815	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.95	0	0
	Assigned Tech: David Prior			Received: 2019/05/31 09:28	Response Hours:	5.85		Call Priority: N						
	Caller: Paul Scharf			Dispatched: 2019/05/31 14:41	CM Response Hours:	5.85		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Error F003			Arrived: 2019/05/31 15:19	Travel Hours:	0.63								
				Completed 2019/05/31 16:25	Repair Hours:	1.1								
					Resolution Hours:	6.95								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Reset code												
SC185201	Call	SC185201	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	7.27	0	0			
		Assigned Tech: David Prior	Received: 2019/06/04 09:14	Response Hours:	6.45	Call Priority: N								
		Caller: IT DEPT SERVICE	Dispatched: 2019/06/04 15:41	CM Response Hours:	6.45	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: error code H300	Arrived: 2019/06/04 15:41	Travel Hours:	0									
			Completed 2019/06/04 16:32	Repair Hours:	0.82									
				Resolution Hours:	7.27									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Reset code												
SC185380	Call	SC185380	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	7.23	0	0			
		Assigned Tech: David Prior	Received: 2019/06/05 09:16	Response Hours:	6.53	Call Priority: N								
		Caller: IT DEPT SERVICE	Dispatched: 2019/06/05 15:37	CM Response Hours:	6.53	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: error message H302 is back and acting up again	Arrived: 2019/06/05 15:48	Travel Hours:	0.18									
			Completed 2019/06/05 16:42	Repair Hours:	0.7									
				Resolution Hours:	7.23									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Trouble Shoot												
OSV-04826 sn:CBJE40101									9.36	7.01	1.0	5.3	2	0
SC163770	Call	SC163770	print issue [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.62	0	0			
		Assigned Tech: David Prior	Received: 2019/01/03 09:53	Response Hours:	6.62	Call Priority: High								
		Caller: David Barr	Dispatched: 2019/01/03 16:09	CM Response Hours:	6.62	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: Ghost images on duplexing	Arrived: 2019/01/03 16:36	Travel Hours:	0.45									
			Completed 2019/01/03 20:00	Repair Hours:	0									
				Resolution Hours:	6.62									
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC166575	Call	SC166575	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0	0	0			
		Assigned Tech: David Prior	Received: 2019/01/22 09:16	Response Hours:	2.87	Call Priority: Assist								
		Caller: Kenny Madsen	Dispatched: 2019/01/22 11:55	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: Lines on copies	Arrived: 2019/01/22 12:08	Travel Hours:	0.22									
			Completed 2019/01/22 12:50	Repair Hours:	0.7									
				Resolution Hours:	0									
	ProblemCodes													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Tested												
SC169504	Call	SC169504	Multiple Issues [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	16.07	0	0			
		Assigned Tech: David Prior		Received: 2019/02/08 08:56	Response Hours:	15.23	Call Priority: N							
		Caller: Paul Scharf		Dispatched: 2019/02/11 15:31	CM Response Hours:	15.23	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: jamming becasue there is domething wrong with the fincher for the stanlar		Arrived: 2019/02/11 15:40	Travel Hours:	0.15								
				Completed 2019/02/11 16:57	Repair Hours:	0.83	Incompleted 6-RAN OUT OF TIME							
					Resolution Hours:	16.07								
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:	Trouble Shoot												
Call	SC169839	Multiple Issues [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	8.5	1	0				
		Assigned Tech: David Prior		Received: 2019/02/11 16:58	Response Hours:	7.27	Call Priority: N							
		Caller: Paul Scharf		Dispatched: 2019/02/12 14:29	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: stapler jamming - jamming becasue there is domething wrong with the fincher for the stanlar		Arrived: 2019/02/12 15:16	Travel Hours:	0.78								
				Departure 2019/02/12 16:32	Repair Hours:	1.23								
					Resolution Hours:	8.5								
SC169839														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC170463	Call	SC170463	Stapler [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	3.77	0	0			
		Assigned Tech: David Prior		Received: 2019/02/15 12:06	Response Hours:	2.92	Call Priority: N							
		Caller: Rita Brown		Dispatched: 2019/02/15 15:01	CM Response Hours:	2.92	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Stapler Problem		Arrived: 2019/02/15 15:01	Travel Hours:	0								
				Completed 2019/02/15 15:52	Repair Hours:	0.85								
					Resolution Hours:	3.77								
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:	Repaired												
SC175756	Call	SC175756	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.08	0	0			
		Assigned Tech: David Prior		Received: 2019/03/26 08:32	Response Hours:	5.15	Call Priority: N							
		Caller: Emily		Dispatched: 2019/03/26 13:07	CM Response Hours:	5.15	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: FK1 Maintenance error code comes up when you select "copy"		Arrived: 2019/03/26 13:41	Travel Hours:	0.57								
				Completed 2019/03/26 14:37	Repair Hours:	0.93								
					Resolution Hours:	6.08								
	ProblemCodes													
	Problem Code:	MAIN LITE												
	Resolution Code:	Reset												
SC177476	Call	SC177476	Jamming [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.35	0	0			

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: David Prior Caller: IT DEPT SERVICE Call Desc: jamming for 3 days now thinks the rollers are the issue			Received: 2019/04/05 11:23 Dispatched: 2019/04/08 08:00 Arrived: 2019/04/08 08:00 Completed 2019/04/08 09:14	Response Hours: 5.12 CM Response Hours: 5.12 Travel Hours: 0 Repair Hours: 1.23 Resolution Hours: 6.35				Call Priority: Medium Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
	Resolution Code:	Trouble Shoot												
SC186959														
Call	SC186959	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours: 4.00				Contract#: CT01504-OSV-02				0	0
	Assigned Tech: David Prior Caller: IT DEPT SERVICE Call Desc: summer cleaning inspect			Received: 2019/06/18 08:45 Dispatched: 2019/06/18 15:10 Arrived: 2019/06/18 15:22 Completed 2019/06/18 16:52	Response Hours: 6.62 CM Response Hours: Travel Hours: 0.2 Repair Hours: 1.13 Resolution Hours: 0				Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner 1-Need Parts					
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Needs parts												
Call	SC187133	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours: 4.00				Contract#: CT01504-OSV-02				0	1
	Assigned Tech: David Prior Caller: IT DEPT SERVICE Call Desc: summer cleaning inspect			Received: 2019/06/18 16:57 Dispatched: 2019/07/10 08:01 Arrived: 2019/07/10 08:01 Departure 2019/07/10 10:20	Response Hours: 32.45 CM Response Hours: Travel Hours: 0 Repair Hours: 2.32 Resolution Hours: 0				Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
SC187133														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
EStudio 207 [Toshiba]									0.94	0.52	0.9	0.6	0	0
OSV-03394 sn:CEHD29792									0.94	0.52	0.9	0.6	0	0
SC165985														
Call	SC165985	Jamming [CM]		Call In SLA: Yes	SLA Response Hours: 4.00				Contract#: CT01504-OSV-02				1.28	0
	Assigned Tech: David Prior Caller: Rita Brown Call Desc: jamming			Received: 2019/01/16 15:13 Dispatched: 2019/01/16 15:25 Arrived: 2019/01/16 15:44 Completed 2019/01/16 16:46	Response Hours: 0.52 CM Response Hours: 0.52 Travel Hours: 0.32 Repair Hours: 0.77 Resolution Hours: 1.28				Call Priority: Medium Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	ProblemCodes													
	Problem Code:	Paper Feed Issue												
	Resolution Code:	Cleaned and Testedd												
SC184925														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call SC184925	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/05/31 15:11	Response Hours:	1.35		Call Priority: 4HR Response						
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/03 08:01	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: lines		Arrived: 2019/06/03 08:02	Travel Hours:	0.02								
				Completed 2019/06/03 09:00	Repair Hours:	0.97								
					Resolution Hours:	0								
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	Cleaned and Testedd											
	E-Studio 3055c [Toshiba]							4.33	4.33	0.6	4.9	0	0	
	OSV-03388 sn:C7HD78644							4.33	4.33	0.6	4.9	0	0	
	SC181830													
	Call SC181830	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				8.5	0	0
		Assigned Tech: David Prior		Received: 2019/05/08 08:56	Response Hours:	7.62		Call Priority: High						
		Caller: IT DEPT SERVICE		Dispatched: 2019/05/09 08:01	CM Response Hours:	7.62		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: issues with paper drawer		Arrived: 2019/05/09 08:03	Travel Hours:	0.03								
				Completed 2019/05/09 08:56	Repair Hours:	0.88								
					Resolution Hours:	8.5								
		ProblemCodes												
		Problem Code:	MECHANICAL											
		Resolution Code:	Cleaned and Testedd											
		Resolution Code:	Repaired											
	SC183195													
	Call SC183195	Follow Up [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				1.32	0	0
		Assigned Tech: David Prior		Received: 2019/05/17 14:24	Response Hours:	1.03		Call Priority: Low						
		Caller: IT DEPT SERVICE		Dispatched: 2019/05/17 15:04	CM Response Hours:	1.03		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: follow up		Arrived: 2019/05/17 15:26	Travel Hours:	0.37								
				Completed 2019/05/17 15:43	Repair Hours:	0.28								
					Resolution Hours:	1.32								
		ProblemCodes												
		Problem Code:	FOLLOW UP											
		Resolution Code:	Courtesy Call											
	EStudio 557 [Toshiba]							0.85		0.5	0.0	0	0	
	OSV-03397 sn:CAHD14261							0.85		0.5	0.0	0	0	
	SC185656													
	Call SC185656	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/06/06 14:06	Response Hours:	0.85		Call Priority: N						
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/06 14:18	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: main laght		Arrived: 2019/06/06 14:57	Travel Hours:	0.65								
				Completed 2019/06/06 15:27	Repair Hours:	0.5								
					Resolution Hours:	0								
		ProblemCodes												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	MAIN LITE												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Reset code												
Estudio 657 [Toshiba]									1.99		1.0	0.0	0	0
OSV-03398 sn:CAHD14105									1.99		1.0	0.0	0	0
SC173307														
Call	SC173307	MAINT LITE [PM]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior		Received: 2019/03/07 15:42		Response Hours: 3.22		Call Priority: N							
	Caller: Paul Scharf		Dispatched: 2019/03/08 09:26		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: time for maintance fuser cleaning web		Arrived: 2019/03/08 10:25		Travel Hours: 0.98									
			Completed 2019/03/08 11:37		Repair Hours: 1.2									
					Resolution Hours: 0									
	ProblemCodes													
	Problem Code:	MAIN CALL												
	Resolution Code:	Replaced Parts												
	Resolution Code:	Cleaned and Testedd												
SC180866														
Call	SC180866	MAINT LITE [PM]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior		Received: 2019/05/01 09:26		Response Hours: 0.42		Call Priority: N							
	Caller: IT DEPT SERVICE		Dispatched: 2019/05/01 09:38		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: maint light		Arrived: 2019/05/01 09:51		Travel Hours: 0.22									
			Completed 2019/05/01 10:47		Repair Hours: 0.93									
					Resolution Hours: 0									
	ProblemCodes													
	Problem Code:	MAIN LITE												
	Resolution Code:	Cleaned and Testedd												
SC185828														
Call	SC185828	INSPECTION [O]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior		Received: 2019/06/07 14:11		Response Hours: 2.33		Call Priority: N							
	Caller: IT DEPT SERVICE		Dispatched: 2019/06/10 08:00		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: insoection and clean		Arrived: 2019/06/10 08:01		Travel Hours: 0.02									
			Completed 2019/06/10 08:47		Repair Hours: 0.77									
					Resolution Hours: 0									
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Courtesy Call												
EStudio 757 [Toshiba]									0.77	1.25	0.9	0.7	0	0
OSV-03396 sn:CAHD13768									0.77	1.25	0.9	0.7	0	0
SC169033														
Call	SC169033	Courtesy Call [CC]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior		Received: 2019/02/05 15:54		Response Hours: 0.75		Call Priority: N							
	Caller: Rita Brown		Dispatched: 2019/02/06 07:59		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: custoemr ask for a quick look courtsey		Arrived: 2019/02/06 08:09		Travel Hours: 0.17									

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2019/02/06 08:58		Repair Hours:	0.82							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Instructed												
	Resolution Code:	Cleaned and Testedd												
SC179150														
Call	SC179150	Cleaning Web [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			2.22	0	0
		Assigned Tech: David Prior		Received: 2019/04/18 14:07		Response Hours:	1.25		Call Priority: High					
		Caller: IT DEPT SERVICE		Dispatched: 2019/04/18 14:52		CM Response Hours:	1.25		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cleaning		Arrived: 2019/04/18 15:22		Travel Hours:	0.5							
				Completed 2019/04/18 16:20		Repair Hours:	0.97							
						Resolution Hours:	2.22							
	ProblemCodes													
	Problem Code:	Courtesy call												
SC185827														
Call	SC185827	INSPECTION [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/06/07 14:10		Response Hours:	0.3		Call Priority: N					
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/07 14:16		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Inspect and clean		Arrived: 2019/06/07 14:28		Travel Hours:	0.2							
				Completed 2019/06/07 15:16		Repair Hours:	0.8							
						Resolution Hours:	0							
Essex Middle School : 60 Founders			50.00%	12	6									
E-Studio 6570c [Toshiba]									5.37	2.70	1.4	6.8	1	0
OSV-03787 sn:SSAF90713									5.37	2.70	1.4	6.8	1	0
SC173601														
Call	SC173601	Multiple Issues [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			5.78	0	0
		Assigned Tech: David Prior		Received: 2019/03/11 10:43		Response Hours:	4.43		Call Priority: N					
		Caller: Kim Maiberger		Dispatched: 2019/03/11 15:08		CM Response Hours:	4.43		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: They think there is a jamming in the finishing unit		Arrived: 2019/03/11 15:09		Travel Hours:	0.02							
		they cant see it and they have reset it. also		Completed 2019/03/11 16:53		Repair Hours:	1.35							
						Resolution Hours:	5.78							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Repositioned												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC177475														
Call	SC177475	Jamming [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			5.15	0	0
		Assigned Tech: David Prior		Received: 2019/04/05 11:21		Response Hours:	4.48		Call Priority: Medium					
		Caller: Kim Maiberger		Dispatched: 2019/04/05 15:22		CM Response Hours:	4.48		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: jamming and think there might be a little peice		Arrived: 2019/04/05 15:50		Travel Hours:	0.47							
		that is stuck there		Completed 2019/04/05 16:38		Repair Hours:	0.67							
						Resolution Hours:	5.15							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC177935														
Call	SC177935	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.32	0	0
	Assigned Tech: David Prior			Received: 2019/04/09 16:11	Response Hours:	0.8		Call Priority: Medium						
	Caller: IT DEPT SERVICE			Dispatched: 2019/04/09 16:58	CM Response Hours:	0.80		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming			Arrived: 2019/04/09 16:59	Travel Hours:	0.02								
				Completed 2019/04/09 17:32	Repair Hours:	0.52								
					Resolution Hours:	1.32								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
SC182649														
Call	SC182649	TONER ISSUE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			7.78	0	0
	Assigned Tech: David Prior			Received: 2019/05/14 13:13	Response Hours:	3.28		Call Priority: High						
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/15 08:00	CM Response Hours:	3.28		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: the copies have alot of extra toner on them and it feels raised			Arrived: 2019/05/15 08:00	Travel Hours:	0								
				Completed 2019/05/15 12:30	Repair Hours:	4.5	Incompleted 1-Need Parts							
					Resolution Hours:	7.78								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Needs parts												
	Resolution Code:	Replaced Parts												
Call	SC182828	TONER ISSUE [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			19.32	1	0
	Assigned Tech: David Prior			Received: 2019/05/15 12:35	Response Hours:	18.68		Call Priority: High						
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/17 14:16	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: needs epu kits - the copies have alot of extra toner on them and it feels raised			Arrived: 2019/05/17 14:16	Travel Hours:	0								
				Departure 2019/05/17 14:54	Repair Hours:	0.63								
					Resolution Hours:	19.32								
SC182828														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Trouble Shoot												
	Resolution Code:	Reform Parts												
SC185197														
Call	SC185197	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.48	0	0
	Assigned Tech: David Prior			Received: 2019/06/04 09:12	Response Hours:	0.53		Call Priority: Medium						
	Caller: Kim Maiberger			Dispatched: 2019/06/04 09:27	CM Response Hours:	0.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: jammed			Arrived: 2019/06/04 09:44	Travel Hours:	0.28								
				Completed 2019/06/04 10:41	Repair Hours:	0.95								
					Resolution Hours:	1.48								
	ProblemCodes													
	Problem Code:	JAMMING												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Cleaned and Tested											
Estudio 857 [Toshiba]									4.28	4.64	1.0	4.8	0	0
OSV-03783 sn:CABF31362									4.28	4.64	1.0	4.8	0	0
SC169112														
Call	SC169112	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/02/06 10:16	Response Hours:	1.77		Call Priority:	N					
		Caller: Kim Maiberger		Dispatched: 2019/02/06 10:55	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: staff is saying there are grey lines on the copies		Arrived: 2019/02/06 12:02	Travel Hours:	1.12								
				Completed 2019/02/06 13:52	Repair Hours:	1.83								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Preventative Maintenance											
	Resolution Code:		Cleaned and Tested											
SC169630														
Call	SC169630	Multiple Issues [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			5.43	0	0
		Assigned Tech: David Prior		Received: 2019/02/11 09:32	Response Hours:	4.08		Call Priority:	N					
		Caller: Kim Maiberger		Dispatched: 2019/02/11 13:13	CM Response Hours:	4.08		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: States to plug the cable in back and reboot C471 error code		Arrived: 2019/02/11 13:37	Travel Hours:	0.4								
				Completed 2019/02/11 14:58	Repair Hours:	1.35								
					Resolution Hours:	5.43								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Repaired											
	Resolution Code:		Trouble Shoot											
SC173706														
Call	SC173706	Service Code [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			2.3	0	0
		Assigned Tech: David Prior		Received: 2019/03/11 15:18	Response Hours:	1.23		Call Priority:	down machine					
		Caller: Kim Maiberger		Dispatched: 2019/03/12 08:00	CM Response Hours:	1.23		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: needs service		Arrived: 2019/03/12 08:02	Travel Hours:	0.03								
				Completed 2019/03/12 09:06	Repair Hours:	1.07								
					Resolution Hours:	2.3								
	ProblemCodes													
	Problem Code:	MAIN CALL												
	Resolution Code:		Replaced Parts											
	Resolution Code:		Cleaned and Testedd											
SC174458														
Call	SC174458	Web needs to be replaced [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.28	0	0
		Assigned Tech: David Prior		Received: 2019/03/15 16:13	Response Hours:	1.23		Call Priority:	N					
		Caller: IT DEPT SERVICE		Dispatched: 2019/03/15 16:50	CM Response Hours:	1.23		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: neds web		Arrived: 2019/03/15 17:27	Travel Hours:	0.62								
				Completed 2019/03/15 18:08	Repair Hours:	0.05								
					Resolution Hours:	1.28								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	MAIN LITE												
	Resolution Code:	Replaced Parts												
SC177791	Call SC177791	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	7.27	0	0				
	Assigned Tech: David Prior	Received: 2019/04/09 08:36	Response Hours:	6.55	Call Priority: N									
	Caller: Tim Scrbrner	Dispatched: 2019/04/09 14:12	CM Response Hours:	6.55	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: call for service error code c471	Arrived: 2019/04/09 15:09	Travel Hours:	0.95										
		Completed 2019/04/09 15:52	Repair Hours:	0.72										
			Resolution Hours:	7.27										
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC180995	Call SC180995	Paper Tray Issue [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	1.8	0	0				
	Assigned Tech: David Prior	Received: 2019/05/01 15:26	Response Hours:	1.07	Call Priority: down machine									
	Caller: IT DEPT SERVICE	Dispatched: 2019/05/02 08:00	CM Response Hours:	1.07	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: add paper but there is paper	Arrived: 2019/05/02 08:00	Travel Hours:	0										
		Completed 2019/05/02 08:44	Repair Hours:	0.73										
			Resolution Hours:	1.8										
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC182910	Call SC182910	DUPLEX JAM [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	14.42	0	0				
	Assigned Tech: David Prior	Received: 2019/05/16 08:01	Response Hours:	13.08	Call Priority: High									
	Caller: IT DEPT SERVICE	Dispatched: 2019/05/17 12:12	CM Response Hours:	13.08	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Not duplexing when told to	Arrived: 2019/05/17 12:36	Travel Hours:	0.4										
		Completed 2019/05/17 13:56	Repair Hours:	1.33										
			Resolution Hours:	14.42										
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC184504	Call SC184504	Skewed Copies [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.28	0	0				
	Assigned Tech: David Prior	Received: 2019/05/29 11:17	Response Hours:	5.22	Call Priority: High									
	Caller: Kim Maiberger	Dispatched: 2019/05/30 08:00	CM Response Hours:	5.22	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: papers are coming out sideways skewed	Arrived: 2019/05/30 08:00	Travel Hours:	0										
		Completed 2019/05/30 09:04	Repair Hours:	1.07										
			Resolution Hours:	6.28										
	ProblemCodes													
	Problem Code:	COPY QUALITY												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		No Problem Found											
Essex Town School District : 58			#DIV/0!	0	0									
E-Studio 5560cT [Toshiba]									0.40		0.7	0.0	0	0
OSV-03784 sn:CSBE17738									0.40		0.7	0.0	0	0
SC180571														
Call	SC180571	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/04/29 15:17	Response Hours:	0.4		Call Priority:	N					
		Caller: IT DEPT SERVICE		Dispatched: 2019/04/29 15:26	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cleaning		Arrived: 2019/04/29 15:41	Travel Hours:	0.25								
				Completed 2019/04/29 16:22	Repair Hours:	0.68								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
Essex Westford School District : 51			0.00%	1	0									
E-Studio 3055c [Toshiba]									4.05	4.05	1.2	5.3	0	0
OSV-03385 sn:C7HD78664									4.05	4.05	1.2	5.3	0	0
SC180623														
Call	SC180623	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			5.25	0	0
		Assigned Tech: David Prior		Received: 2019/04/30 08:47	Response Hours:	4.05		Call Priority:	N					
		Caller: IT DEPT SERVICE		Dispatched: 2019/04/30 11:10	CM Response Hours:	4.05		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Faital error		Arrived: 2019/04/30 12:50	Travel Hours:	1.67								
				Completed 2019/04/30 14:02	Repair Hours:	1.2								
					Resolution Hours:	5.25								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		REPL DEV											
	Resolution Code:		Calibrated											
Estudio 857 [Toshiba]									0.12		0.8	0.0	0	0
OSV-03401 sn:CAHD13841									0.12		0.8	0.0	0	0
SC180763														
Call	SC180763	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/04/30 14:03	Response Hours:	0.12		Call Priority:	N					
		Caller: IT DEPT SERVICE		Dispatched: 2019/04/30 14:10	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cleaning		Arrived: 2019/04/30 14:10	Travel Hours:	0								
				Completed 2019/04/30 14:57	Repair Hours:	0.78								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Founders Memorial School : 33			55.00%	20	11									
E-Studio 6570c [Toshiba]									4.65	3.80	1.3	7.3	3	0
OSV-03785 sn:SSAF90722									4.65	3.80	1.3	7.3	3	0
SC163495														
Call	SC163495	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			7.2	0	0
		Assigned Tech: David Prior		Received: 2019/01/02 09:18	Response Hours:	7.2		Call Priority: High						
		Caller: Laurie Wilcox		Dispatched: 2019/01/02 16:42	CM Response Hours:	7.20		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: keeps saying to add paper but the trays are full seems to think there was a part ordered for the		Arrived: 2019/01/02 16:44	Travel Hours:	0.03								
				Completed 2019/01/02 17:21	Repair Hours:	0								
					Resolution Hours:	7.2								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Instructed												
SC163965														
Call	SC163965	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			5.5	0	0
		Assigned Tech: David Prior		Received: 2019/01/04 08:47	Response Hours:	4.13		Call Priority: High						
		Caller: Jane Olesen		Dispatched: 2019/01/04 12:33	CM Response Hours:	4.13		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Larger feeder is not working		Arrived: 2019/01/04 12:55	Travel Hours:	0.37								
				Completed 2019/01/04 14:17	Repair Hours:	1.37	Incompleted 1-Need Parts							
					Resolution Hours:	5.5								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Needs parts												
Call	SC164146	Paper Tray Issue [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			17.82	1	0
		Assigned Tech: David Prior		Received: 2019/01/04 15:41	Response Hours:	16		Call Priority: High						
		Caller: Jane Olesen		Dispatched: 2019/01/08 14:32	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: needs drums - Larger feeder is not working		Arrived: 2019/01/08 14:41	Travel Hours:	0.15								
				Departure 2019/01/08 17:09	Repair Hours:	1.82								
					Resolution Hours:	17.82								
SC164146														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Parts												
SC165535														
Call	SC165535	Call Service Flashing [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			5.15	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/01/15 08:10	Response Hours:	4.28		Call Priority: Assist						
		Caller: Jane Olesen		Dispatched: 2019/01/15 11:05	CM Response Hours:	4.28		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: red light with wrench call for service		Arrived: 2019/01/15 12:27	Travel Hours:	1.37								
				Completed 2019/01/15 13:19	Repair Hours:	0.87	Incompleted 1-Need Parts							
					Resolution Hours:	5.15								
	ProblemCodes													
	Problem Code:	Error Code												
	Problem Code:	Machine Down												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Needs parts												
Call	SC165690	Call Service Flashing [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			11.72	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/01/15 13:21	Response Hours:	4.67		Call Priority:	Assist					
		Caller: Jane Olesen		Dispatched: 2019/01/17 06:29	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Needs yellow developer asap please. They are down - red light with wrench call for service		Arrived: 2019/01/17 07:09	Travel Hours:	0.67								
				Departure 2019/01/17 08:04	Repair Hours:	0.07								
					Resolution Hours:	11.72								
SC165690														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Developer												
SC166793														
Call	SC166793	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			7.63	0	0
		Assigned Tech: David Prior		Received: 2019/01/23 07:59	Response Hours:	7.07		Call Priority:	Medium					
		Caller: Jane Olesen		Dispatched: 2019/01/23 14:37	CM Response Hours:	7.07		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: jamming in the same spot		Arrived: 2019/01/23 15:04	Travel Hours:	0.45								
				Completed 2019/01/23 15:38	Repair Hours:	0.57								
					Resolution Hours:	7.63								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Repositioned												
SC167300														
Call	SC167300	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			5.75	0	0
		Assigned Tech: David Prior		Received: 2019/01/25 10:45	Response Hours:	4.55		Call Priority:	Medium					
		Caller: Laurie Wilcox		Dispatched: 2019/01/25 14:38	CM Response Hours:	4.55		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Jamming		Arrived: 2019/01/25 15:18	Travel Hours:	0.67								
				Completed 2019/01/25 16:34	Repair Hours:	1.2								
					Resolution Hours:	5.75								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Replaced Parts												
SC169286														
Call	SC169286	Noisy Operation [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			7.27	0	0
		Assigned Tech: David Prior		Received: 2019/02/07 07:59	Response Hours:	3.13		Call Priority:	Assist					
		Caller: Laurie Wilcox		Dispatched: 2019/02/07 10:04	CM Response Hours:	3.13		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Making strange noises and needs service		Arrived: 2019/02/07 11:08	Travel Hours:	1.07								
				Completed 2019/02/07 15:16	Repair Hours:	4.13								
					Resolution Hours:	7.27								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
SC170226														
Call	SC170226	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			3.35	0	0
		Assigned Tech: David Prior		Received: 2019/02/14 08:29	Response Hours:	1.97		Call Priority:	down machine					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Laurie Wilcox			Dispatched: 2019/02/14 10:01		CM Response Hours:	1.97		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: wrench flashing call for service			Arrived: 2019/02/14 10:27		Travel Hours:	0.43							
				Completed 2019/02/14 11:50		Repair Hours:	1.38							
						Resolution Hours:	3.35							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
SC170794														
Call	SC170794	Follow Up [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			1.65	0	0
	Assigned Tech: David Prior Caller: Laurie Wilcox			Received: 2019/02/19 14:30		Response Hours:	0.53		Call Priority: Low					
				Dispatched: 2019/02/19 14:55		CM Response Hours:	0.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: follow up			Arrived: 2019/02/19 15:02		Travel Hours:	0.12							
				Completed 2019/02/19 16:09		Repair Hours:	1.12	Incompleted 1-Need Parts						
						Resolution Hours:	1.65							
	ProblemCodes													
	Problem Code:	FOLLOW UP												
Call	SC170823	Follow Up [CM]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			19.85	1	0
	Assigned Tech: David Prior Caller: Laurie Wilcox			Received: 2019/02/19 16:14		Response Hours:	3.57		Call Priority: Low					
				Dispatched: 2019/02/22 07:57		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: follow up			Arrived: 2019/02/22 08:09		Travel Hours:	0.2							
				Departure 2019/02/22 10:35		Repair Hours:	2.43							
						Resolution Hours:	19.85							
SC170823														
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Replaced Parts												
SC178194														
Call	SC178194	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			3.12	0	0
	Assigned Tech: David Prior Caller: Jane Olesen			Received: 2019/04/11 08:36		Response Hours:	3		Call Priority: N					
				Dispatched: 2019/04/11 11:36		CM Response Hours:	3.00		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Error code 0108 time for maintaince			Arrived: 2019/04/11 11:36		Travel Hours:	0							
				Completed 2019/04/11 11:43		Repair Hours:	0.12							
						Resolution Hours:	3.12							
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Reset code												
SC178924														
Call	SC178924	Multiple Issues [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			3.92	0	0
	Assigned Tech: David Prior Caller: Jane Olesen			Received: 2019/04/17 10:32		Response Hours:	2.95		Call Priority: N					
				Dispatched: 2019/04/17 12:47		CM Response Hours:	2.95		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Seems to be shocking people more and more they are fixing the outlet its grounded they would			Arrived: 2019/04/17 13:29		Travel Hours:	0.7							
				Completed 2019/04/17 14:27		Repair Hours:	0.97							
						Resolution Hours:	3.92							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	ELECTRICAL												
	Resolution Code:	Trouble Shoot												
	Resolution Code:	NO PROB FOUND												
SC186951														
Call	SC186951	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			3.28	0	0
		Assigned Tech: David Prior		Received: 2019/06/18 08:23	Response Hours:	1.73		Call Priority:	Medium					
		Caller: Jean Lawrance		Dispatched: 2019/06/18 09:47	CM Response Hours:	1.73		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Error message to clean machine ther was no jam but when they went to print it jamed again		Arrived: 2019/06/18 10:07	Travel Hours:	0.33								
				Completed 2019/06/18 11:40	Repair Hours:	1.55								
					Resolution Hours:	3.28								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC188231														
Call	SC188231	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.23	0	0
		Assigned Tech: David Prior		Received: 2019/06/27 09:08	Response Hours:	5		Call Priority:	Medium					
		Caller: Jane Olesen		Dispatched: 2019/06/27 13:22	CM Response Hours:	5.00		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Jamming and looks like the paper is skewing Closed FRIDAY and only there till 4 pm today		Arrived: 2019/06/27 14:08	Travel Hours:	0.77								
				Completed 2019/06/27 15:22	Repair Hours:	1.23								
					Resolution Hours:	6.23								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
Estudio 857 [Toshiba]									3.80	3.53	1.1	5.4	3	0
OSV-03782 sn:CABF31365									3.80	3.53	1.1	5.4	3	0
SC166334														
Call	SC166334	Multiple Issues [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			2.38	0	0
		Assigned Tech: David Prior		Received: 2019/01/18 11:16	Response Hours:	0.93		Call Priority:	N					
		Caller: Laurie Wilcox		Dispatched: 2019/01/18 11:43	CM Response Hours:	0.93		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: needs a kit and drum		Arrived: 2019/01/18 12:12	Travel Hours:	0.48								
				Completed 2019/01/18 13:39	Repair Hours:	1.45								
					Resolution Hours:	2.38								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Preventative Maintenance												
SC166837														
Call	SC166837	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			7.13	0	0
		Assigned Tech: David Prior		Received: 2019/01/23 09:21	Response Hours:	6.53		Call Priority:	Medium					
		Caller: Jane Olesen		Dispatched: 2019/01/23 15:41	CM Response Hours:	6.53		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: document feeder is jamming and not working on about every other inh seems like sensor is		Arrived: 2019/01/23 15:53	Travel Hours:	0.2								
				Completed 2019/01/23 16:29	Repair Hours:	0.6								
					Resolution Hours:	7.13								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:	Replaced Parts												
SC167093	Call	SC167093	Part Broke off [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.28	0	0			
		Assigned Tech: David Prior	Received: 2019/01/24 10:13	Response Hours:	5.58	Call Priority: N								
		Caller: Jane Olesen	Dispatched: 2019/01/24 15:11	CM Response Hours:	5.58	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: Door broke off she has it taped on for now	Arrived: 2019/01/24 15:48	Travel Hours:	0.62									
			Completed 2019/01/24 16:56	Repair Hours:	0.7									
				Resolution Hours:	6.28									
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Repaired												
SC168619	Call	SC168619	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.9	0	0			
		Assigned Tech: David Prior	Received: 2019/02/04 08:09	Response Hours:	5.13	Call Priority: N								
		Caller: Jane Olesen	Dispatched: 2019/02/04 11:42	CM Response Hours:	5.13	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: Keeps jamming	Arrived: 2019/02/04 13:17	Travel Hours:	1.58									
			Completed 2019/02/04 15:03	Repair Hours:	1.77									
				Resolution Hours:	6.9									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	NO PROB FOUND												
	Resolution Code:	Trouble Shoot												
SC170818	Call	SC170818	Follow Up [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0.5	0	0			
		Assigned Tech: David Prior	Received: 2019/02/19 16:00	Response Hours:	0.42	Call Priority: Low								
		Caller: Laurie Wilcox	Dispatched: 2019/02/19 16:23	CM Response Hours:	0.42	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: follow up	Arrived: 2019/02/19 16:25	Travel Hours:	0.03									
			Completed 2019/02/19 16:51	Repair Hours:	0.08	Incompleted 1-Need Parts								
				Resolution Hours:	0.5									
	ProblemCodes													
	Problem Code:	Courtesy call												
Call	SC170833	Follow Up [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	12.35	1	0				
		Assigned Tech: David Prior	Received: 2019/02/19 16:54	Response Hours:	0.45	Call Priority: Low								
		Caller: Laurie Wilcox	Dispatched: 2019/02/21 09:57	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: asap - follow up	Arrived: 2019/02/21 10:12	Travel Hours:	0.25									
			Departure 2019/02/21 11:51	Repair Hours:	1.65									
				Resolution Hours:	12.35									
SC173401	Call	SC173401	Follow Up [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	5.53	0	0			
		Assigned Tech: David Prior	Received: 2019/03/08 10:56	Response Hours:	4	Call Priority: Low								
		Caller: Laurie Wilcox	Dispatched: 2019/03/08 13:44	CM Response Hours:	4.00	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: Doing follow up	Arrived: 2019/03/08 14:56	Travel Hours:	1.2									

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2019/03/08 16:28		Repair Hours:	1.53	Incompleted 3-TECH ASSIST						
						Resolution Hours:	5.53							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Trouble Shoot												
Call	SC173504	Follow Up [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				7.1	1	0
		Assigned Tech: David Prior		Received: 2019/03/08 16:30		Response Hours:	6.2	Call Priority: Low						
		Caller: Laurie Wilcox		Dispatched: 2019/03/11 13:33		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Doing follow up		Arrived: 2019/03/11 14:12		Travel Hours:	0.65							
				Departure 2019/03/11 15:06		Repair Hours:	0.9	Incompleted 3-TECH ASSIST						
						Resolution Hours:	7.1							
Call	SC173702	Follow Up [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				13.48	1	0
		Assigned Tech: David Prior		Received: 2019/03/11 15:07		Response Hours:	12.27	Call Priority: Low						
		Caller: Laurie Wilcox		Dispatched: 2019/03/13 09:49		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Doing follow up		Arrived: 2019/03/13 10:23		Travel Hours:	0.57							
				Departure 2019/03/13 11:36		Repair Hours:	1.22							
						Resolution Hours:	13.48							
SC173504														
	ProblemCodes													
	Problem Code:	FOLLOW UP												
	Resolution Code:	Trouble Shoot												
SC173702														
	ProblemCodes													
	Problem Code:	FOLLOW UP												
	Resolution Code:	Replaced Parts												
SC177120														
Call	SC177120	duplex not working [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				3.53	0	0
		Assigned Tech: David Prior		Received: 2019/04/03 14:25		Response Hours:	2.1	Call Priority: N						
		Caller: Jane Olesen		Dispatched: 2019/04/04 08:00		CM Response Hours:	2.10	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: duplexer is acting odd copies come out wrinkled		Arrived: 2019/04/04 08:01		Travel Hours:	0.02							
				Completed 2019/04/04 09:27		Repair Hours:	1.43							
						Resolution Hours:	3.53							
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC182482														
Call	SC182482	Courtesy Call [CC]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/05/13 14:58		Response Hours:	0.85	Call Priority: N						
		Caller: Laurie Wilcox		Dispatched: 2019/05/13 15:47		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Curt call		Arrived: 2019/05/13 15:49		Travel Hours:	0.03							
				Completed 2019/05/13 16:51		Repair Hours:	0.68							
						Resolution Hours:	0							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC188332														
Call	SC188332	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/06/27 14:19	Response Hours:	1.13		Call Priority: Medium						
	Caller: Laurie Wilcox			Dispatched: 2019/06/27 15:25	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: lines			Arrived: 2019/06/27 15:27	Travel Hours:	0.03								
				Completed 2019/06/27 16:41	Repair Hours:	1.05								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
TOSHES457 [Toshiba]								1.81	3.18	1.2	2.2	0	0	
OSV-03386 sn:CEHD28685								1.81	3.18	1.2	2.2	0	0	
SC182434														
Call	SC182434	Paper Tray Issue [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				4.37	0	0
	Assigned Tech: David Prior			Received: 2019/05/13 11:13	Response Hours:	3.18		Call Priority: down machine						
	Caller: Jane Olesen			Dispatched: 2019/05/13 13:57	CM Response Hours:	3.18		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Stating it needs paper but the machine is full and is clunky			Arrived: 2019/05/13 14:24	Travel Hours:	0.45								
				Completed 2019/05/13 15:35	Repair Hours:	1.18								
					Resolution Hours:	4.37								
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC187044														
Call	SC187044	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/06/18 11:43	Response Hours:	0.43		Call Priority: N						
	Caller: Laurie Wilcox			Dispatched: 2019/06/18 11:55	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: summer inspect			Arrived: 2019/06/18 12:09	Travel Hours:	0.23								
				Completed 2019/06/18 13:21	Repair Hours:	1.2								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaning												
Hiawatha Elementary School : 34		50.00%	2	1										
Estudio 857 [Toshiba]								1.16		1.2	0.0	0	0	
OSV-03400 sn:CAHD13828								1.16		1.2	0.0	0	0	
SC164738														
Call	SC164738	CLEANING [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/01/09 12:16	Response Hours:	0.53		Call Priority: N						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: IT DEPT SERVICE			Dispatched: 2019/01/09 12:33	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: CLEANING			Arrived: 2019/01/09 12:48	Travel Hours:	0.25								
				Completed 2019/01/09 13:49	Repair Hours:	1.02								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
SC179240														
Call	SC179240	Needs Part [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/04/19 10:50	Response Hours:	2.58		Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/04/19 13:03	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: FR Kit			Arrived: 2019/04/19 13:25	Travel Hours:	0.37								
				Completed 2019/04/19 14:56	Repair Hours:	1.52								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	PM												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC182571														
Call	SC182571	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/05/14 09:56	Response Hours:	0.38		Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/05/14 10:03	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: maintiance Light			Arrived: 2019/05/14 10:19	Travel Hours:	0.27								
				Completed 2019/05/14 11:15	Repair Hours:	0.93								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	MAIN LITE												
	Resolution Code:	Cleaned and Testedd												
TOSHES457 [Toshiba]								2.19	2.98	0.6	2.3	0	0	
OSV-03751 sn:CEKE47064								2.19	2.98	0.6	2.3	0	0	
SC164774														
Call	SC164774	CLEANING [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/01/09 13:50	Response Hours:	0.62		Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/01/09 14:27	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Cleaning			Arrived: 2019/01/09 14:27	Travel Hours:	0								
				Completed 2019/01/09 15:17	Repair Hours:	0.83								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
SC174330														
Call	SC174330	Power Surge [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				6.63	0	0
	Assigned Tech: David Prior			Received: 2019/03/15 08:12	Response Hours:	5.85		Call Priority: High						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
	Caller: IT DEPT SERVICE			Dispatched: 2019/03/15 13:11		CM Response Hours:	5.85	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Rebooting on its own shuts down and turns its self on red wrench			Arrived: 2019/03/15 14:03		Travel Hours:	0.87							
				Completed 2019/03/15 14:50		Repair Hours:	0.78							
						Resolution Hours:	6.63							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Repaired												
SC179567														
Call	SC179567	Follow Up [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				0.33	0	0
	Assigned Tech: David Prior			Received: 2019/04/22 15:42		Response Hours:	0.1	Call Priority: Low						
	Caller: IT DEPT SERVICE			Dispatched: 2019/04/22 15:47		CM Response Hours:	0.10	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: follow up			Arrived: 2019/04/22 15:48		Travel Hours:	0.02							
				Completed 2019/04/22 16:02		Repair Hours:	0.23							
						Resolution Hours:	0.33							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	COURTESY CALL												
Thomas Fleming Elementary School : 3450 E-Studio 3055c [Toshiba]		33.333%	6	2				4.48	7.78	0.7	4.4	0	0	
OSV-03387 sn:C7HD78665								4.48	7.78	0.7	4.4	0	0	
SC164215														
Call	SC164215	NOISE [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				8.83	0	0
	Assigned Tech: David Prior			Received: 2019/01/07 09:08		Response Hours:	7.78	Call Priority: N						
	Caller: Jillian Aldrich			Dispatched: 2019/01/08 07:54		CM Response Hours:	7.78	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Making noise			Arrived: 2019/01/08 08:25		Travel Hours:	0.52							
				Completed 2019/01/08 09:28		Repair Hours:	1.05							
						Resolution Hours:	8.83							
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:	Trouble Shoot												
SC185453														
Call	SC185453	INSPECTION [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/06/05 12:53		Response Hours:	1.18	Call Priority: N						
	Caller: IT DEPT SERVICE			Dispatched: 2019/06/05 13:27		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: inspect			Arrived: 2019/06/05 14:04		Travel Hours:	0.62							
				Completed 2019/06/05 14:29		Repair Hours:	0.42							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Tested												
EStudio 557 [Toshiba]								7.71	6.20	1.5	8.7	1	0	
OSV-03404 sn:CAHD14264								7.71	6.20	1.5	8.7	1	0	

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC164214														
Call	SC164214	print issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			9.72	0	0
		Assigned Tech: David Prior		Received: 2019/01/07 09:07	Response Hours:	8.92		Call Priority:	High					
		Caller: Jillian Aldrich		Dispatched: 2019/01/08 09:30	CM Response Hours:	8.92		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Papers are shaded grey		Arrived: 2019/01/08 09:32	Travel Hours:	0.03								
				Completed 2019/01/08 10:20	Repair Hours:	0.8								
					Resolution Hours:	9.72								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	No Problem Found												
SC170568														
Call	SC170568	Black Line On Image [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			5.73	0	0
		Assigned Tech: David Prior		Received: 2019/02/18 09:57	Response Hours:	3.48		Call Priority:	Assist					
		Caller: Jillian Aldrich		Dispatched: 2019/02/18 11:58	CM Response Hours:	3.48		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: making black copies		Arrived: 2019/02/18 13:26	Travel Hours:	1.47								
				Completed 2019/02/18 15:41	Repair Hours:	2.25		Incompleted 3-TECH ASSIST						
					Resolution Hours:	5.73								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Trouble Shoot												
Call	SC170640	Black Line On Image [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			19.42	1	0
		Assigned Tech: David Prior		Received: 2019/02/18 15:41	Response Hours:	17.82		Call Priority:	High					
		Caller: Jillian Aldrich		Dispatched: 2019/02/20 15:51	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: making black copies		Arrived: 2019/02/21 08:00	Travel Hours:	16.15								
				Departure 2019/02/21 09:36	Repair Hours:	1.6								
					Resolution Hours:	19.42								
SC170640														
	ProblemCodes													
	Problem Code:	FOLLOW UP												
	Resolution Code:	Miscellaneous												
SC185407														
Call	SC185407	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/06/05 10:32	Response Hours:	0.6		Call Priority:	N					
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/05 11:05	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: inspect for summer maintiance		Arrived: 2019/06/05 11:08	Travel Hours:	0.05								
				Completed 2019/06/05 12:29	Repair Hours:	1.35								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
Estudio 657 [Toshiba]									3.50	4.49	0.7	3.0	0	0
OSV-03402 sn:CAHD14073									3.51	3.88	0.6	2.8	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC170637														
Call	SC170637	Cleaning Web [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				1.22	0	0
		Assigned Tech: David Prior		Received: 2019/02/18 15:17	Response Hours:	0.62		Call Priority: High						
		Caller: IT DEPT SERVICE		Dispatched: 2019/02/18 15:45	CM Response Hours:	0.62		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: cleaning		Arrived: 2019/02/18 15:54	Travel Hours:	0.15								
				Completed 2019/02/18 16:40	Repair Hours:	0.6								
					Resolution Hours:	1.22								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
SC185310														
Call	SC185310	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/06/04 15:15	Response Hours:	2.77		Call Priority: N						
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/05 09:12	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: summer inspoection		Arrived: 2019/06/05 09:31	Travel Hours:	0.32								
				Completed 2019/06/05 10:31	Repair Hours:	1								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
SC186089														
Call	SC186089	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				7.28	0	0
		Assigned Tech: David Prior		Received: 2019/06/11 09:13	Response Hours:	7.13		Call Priority: N						
		Caller: IT DEPT SERVICE		Dispatched: 2019/06/11 15:58	CM Response Hours:	7.13		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: light to very faint prints and copies just replaced the toner		Arrived: 2019/06/11 16:21	Travel Hours:	0.38								
				Completed 2019/06/11 17:01	Repair Hours:	0.15								
					Resolution Hours:	7.28								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	CLEAN OPTICS												
OSV-03403 sn:CAHD14100									3.49	5.73	0.9	3.3	0	0
SC172668														
Call	SC172668	Black Line On Image [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				6.58	0	0
		Assigned Tech: David Prior		Received: 2019/03/05 09:54	Response Hours:	5.73		Call Priority: High						
		Caller: Jillian Aldrich		Dispatched: 2019/03/05 15:22	CM Response Hours:	5.73		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: black lines		Arrived: 2019/03/05 15:38	Travel Hours:	0.27								
				Completed 2019/03/05 16:29	Repair Hours:	0.85								
					Resolution Hours:	6.58								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
SC185308														
Call	SC185308	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/06/04 15:15	Response Hours:	1.25		Call Priority: N						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
	Caller: IT DEPT SERVICE			Dispatched: 2019/06/05 08:00	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Inspect for summer			Arrived: 2019/06/05 08:00	Travel Hours:	0								
				Completed 2019/06/05 08:54	Repair Hours:	0.9								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Courtesy Call												
Westford Elementary School : 146			50.00%	2	1									
EStudio 557 [Toshiba]								2.13	3.28	0.8	2.5	1	0	
OSV-03405 sn:CAHD14259								2.13	3.28	0.8	2.5	1	0	
SC165365														
Call	SC165365	SMUDGES COPIES [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02					0	0
	Assigned Tech: David Prior			Received: 2019/01/14 10:41	Response Hours:	0.48		Call Priority: N						
	Caller: Pauline Perry			Dispatched: 2019/01/14 10:46	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: smudging			Arrived: 2019/01/14 11:10	Travel Hours:	0.4								
				Completed 2019/01/14 12:32	Repair Hours:	1.37								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Repaired												
SC176266														
Call	SC176266	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02					5.27	0
	Assigned Tech: David Prior			Received: 2019/03/28 11:14	Response Hours:	4.38		Call Priority: Medium						
	Caller: Theresa Martin			Dispatched: 2019/03/28 15:02	CM Response Hours:	4.38		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: jAMMING OFTIN			Arrived: 2019/03/28 15:37	Travel Hours:	0.58								
				Completed 2019/03/28 16:44	Repair Hours:	0.88								
					Resolution Hours:	5.27								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC182376														
Call	SC182376	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02					2.18	0
	Assigned Tech: Brian Sheehan			Received: 2019/05/13 09:11	Response Hours:	2.17		Call Priority: Medium						
	Caller: Ethan Kichura			Dispatched: 2019/05/13 11:21	CM Response Hours:	2.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming			Arrived: 2019/05/13 11:21	Travel Hours:	0								
				Completed 2019/05/13 11:22	Repair Hours:	0.02	Incompleted 2-FOLLOW UP							
					Resolution Hours:	2.18								
	Call	SC182439	Jamming [CM]	Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02					2.37	1
	Assigned Tech: David Prior			Received: 2019/05/13 11:31	Response Hours:	1.47		Call Priority: Medium						
	Caller: Ethan Kichura			Dispatched: 2019/05/13 12:59	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming			Arrived: 2019/05/13 12:59	Travel Hours:	0								
				Departure 2019/05/13 13:53	Repair Hours:	0.9								
					Resolution Hours:	2.37								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC182439														
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Instructed												
Total									4.72	4.12	166.68	1092.55	25	0

(No Survey Responses For Period)