



## **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	s for the reporting	g period July 1	, 2018 to Jun	e 30, 2019				
				Annual	Annual					Average
			Serial	Volume FY	Volume FY	Black Meter	Color Meter	Expected	Total	Response
Building	Location	Equipment	Number	17-18	18-19	6/30/19	6/30/19	Life	Calls	Time
Center for Technology	Room D101 Student Services	E-Studio 5560cT eq# OSV-03393	CSHD13646	124,310	100,721	485,431	145,799	3,000,000	13	3.677
Essex Tn Founders Memorial	Room C226 - 2nd FI Work Room	E-Studio 857 eq# OSV-03782	CABF31365	598,136	454,238	2,023,134	N/A	5,000,000	12	3.527
Essex Tn Middle	Room 258	E-Studio 857 eq# OSV-03783	CABF31362	496,148	437,290	1,624,241	N/A	5,000,000	8	4.637
Essex Tn Founders Memorial	Office Color Copier	E-Studio 6570c eq# OSV-03785	SSAF90722	492,106	549,341	1,260,346	367,581	3,000,000	5	3.795
Essex Tn Elementary	Room 74 Office Copy Room	E-Studio 6570c eq# OSV-03786	SSAF90726	147,176	201,880	355,004	211,071	3,000,000	10	4.787
Essex Tn Middle	Room 103C - 1st Floor Copier	E-Studio 6570c eq# OSV-03787	SSAF90713	332,933	358,629	890,247	268,187	3,000,000	6	2.704
Essex High	Room C109B - Copy Room Left	E-Studio 1057 eq# OSV-04824	CBAF40183	739,732	756,234	1,495,966	N/A	5,000,000	9	4.02
Essex High	Room C109B - Copy Room Right	E-Studio 1057 eq# OSV-04825	CBJE40093	959,360	885,179	1,844,538	N/A	5,000,000	10	6.046
Essex High	Room C238 - Copy Room Left	E-Studio 1057 eq# OSV-04826	CBJE40101	579,504	606,692	1,186,196	N/A	5,000,000	9	7.008

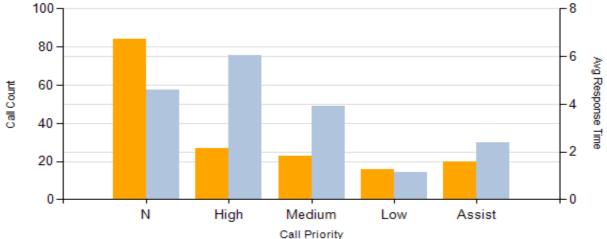
Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume	Actual machine age
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume	(based on model intro date)
Albert D Lawton 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		3,404	6.1
					160,370		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	Drs D404 Coorneteless	CM/200070	10/00/0011		400.000	5.042	0.007	
OSV-03389[ Toshiba/E-Studio 4540cg]	Rm R124 - Cosmetology	SMI380670	10/20/2014	3	169,822	· · ·	2,287	8.3
OSV-033001 Tochiba/Ectudia 6571	Rm M127	CAHD14098	10/20/2014	4	10,411	· · · ·	532 10,724	E 4
OSV-03390[ Toshiba/Estudio 657] OSV-03391[ Toshiba/Estudio 657]	Administrative Office (Room E100)	CAHD14098 CAHD14097	10/20/2014		592,273 374,214		4,070	5.2
	Rm E109 - Skill Tech & Co-op	CAHD14097	10/20/2014				5,274	5.2
OSV-03392[ Toshiba/Estudio 657]	Rm D101 - Student Services				235,853			5.2
OSV-03393[ Toshiba/E-Studio 5560cT]	Rind To T - Student Services	CSHD13646	10/20/2014	13	485,431	· · ·	6,805 2,818	5.4
OSV-03395[ Toshiba/TOSHES457]	Building Trades	CEHD28690	10/20/2014	2	104,398	· · ·	1,897	5.2
Essex Elementary School : 1 Bixby Hill Road		0211020000	10/20/2014		104,000	0,020	1,007	5.2
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	· · ·	6,591	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	· · · ·	2,773	0.1
OSV-03401[ Toshiba/Estudio 857]	Rm 112	CAHD13841	10/20/2014	1	802,746		31,155	5.2
Founders Memorial School : 33 Founders Road			10,20,2014		502,740	10,070	01,100	5.2
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

				6/30/19	Monthly Volume	Monthly Volume	machine age
				Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume	(based on model intro date)
Office Color Copier	SSAF90722	3/31/2016	15	1,260,346 367,581		31,820 12,434	5.4
Teachers Room	CAHD13828	10/20/2014	3	1,341,137	18,076	18,727	5.2
RM28C	CEKE47064	1/28/2016	3	50,681	5,525	346	5.2
Main Office	C7HD78665	10/20/2014	2	91,400	2,878	1,945	6.1
				204,284	1,218	3,211	
Room 105 Hallway	CAHD14073	10/20/2014	3	627,149	12,529	8,408	5.2
Room 213 Hallway	CAHD14100	10/20/2014	2	980,091	12,529	4,194	5.2
Main Office	CAHD14264	10/20/2014	4	216,593	7,630	3,895	5.2
Common Area	CAHD14259	10/20/2014	4	339,579	7,630	5,034	5.2
	Teachers Room RM28C Main Office Room 105 Hallway Room 213 Hallway Main Office	Teachers Room       CAHD13828         RM28C       CEKE47064         Main Office       C7HD78665         Room 105 Hallway       CAHD14073         Room 213 Hallway       CAHD14100         Main Office       CAHD14264	Image: Constraint of the second se	Image: Constraint of the constraint	Image: section of the section of th	Image: section of the section of th	Image: series of the series



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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 Scrbner	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

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
sex High School			% Calls in SLA	Total Calls	In SLA	A			4.72	4.12	1.0		4 2	25
pert D Lawton Intermediate School :			72.727%	11	8	3								
E-Studio 3055c [Toshiba]									4.13	3.95	0.7	7 9.	8	2
OSV-03384 sn:C7HD786	29								4.13	3.95	0.7	7 9.		2
SC165452														
		Lines on copy [O]		Call In SLA: N	1/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02					0
Call	30103432			Call III SEA. IN	//A	SLA Response nours.	4.00	Contract#.	0101304-037-02					0
	Assigned Tech:	David Prior		Received: 2	019/01/14 13:16	Response Hours:	2.03	Call Priority:	down machine					
	Caller:	IT DEPT SERVICE		Dispatched: 2	019/01/14 14:35	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	The library copier is leaved the copies. We think it no			019/01/14 15:18	Travel Hours:	0.72							
				Completed 2	019/01/14 15:53	Repair Hours:	0.58							
						Resolution Hours:	0							
	ProblemCodes													
		COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
SC165550														
		print issue [CM]			10		4.00	Contractil					<b>D</b>	0
Call	SC165550			Call In SLA: N	10	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.5	0	0
	Assigned Tech:	David Prior		Received: 2	019/01/15 08:42	Response Hours:	7.5	Call Priority:	High					
	Caller:	Barbara Edwards		Dispatched: 2	019/01/15 15:22	CM Response Hours:	7.50			Parts Labor Travel Toner				
		The library printer is strug	ggling with printing today.	Arrived: 2	019/01/15 16:12	Travel Hours:	0.83							
				Completed 2	019/01/15 16:32	Repair Hours:	0.3	Incompleted	1-Need Parts					
						Resolution Hours:	7.8							
	ProblemCodes													_
		COPY QUALITY												
		COLL GOVERN												
	Resolution Code:		Needs parts											
		print incurs [CM]	Neeus parts		1/4		1.00	0	0704504 001/00			10.0		
Cai	SC165756	print issue [CM]		Call In SLA: N	I/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			19.3	5	1
	Assigned Tech:	David Prior		Received: 2	019/01/15 16:35	Response Hours:	5.25	Call Priority:	High					
		Barbara Edwards		Dispatched: 2	019/01/18 07:57	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc:	needs drum blk epu asa	p - The library printer is	Arrived: 2	019/01/18 08:32	Travel Hours:	0.58							
			nav inanarie	Departure 2	019/01/18 10:23	Repair Hours:	1.85							
						Resolution Hours:	19.38							
SC165756														
	ProblemCodes													
		COPY QUALITY												
		JUNI QUALITI												
	Resolution Code:		REP DR DV KA FR											
SC180030														
Call	SC180030	Customer requests clear	ning [CC]	Call In SLA: N	I/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				D	0
	Assigned Tech:	David Prior		Received: 2	019/04/25 08:51	Response Hours:	6.6	Call Priority:	High					
	-	IT DEPT SERVICE			019/04/25 14:31		0.0			Parts Labor Traval Tapar				
	Caller:	II DEFT SERVICE		Dispatched: 2	019/04/20 14:31	CM Response Hours:		Diii Code:	Cov Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	cleaning		Arrived: 2	019/04/25 15:27	Travel Hours:	0.93							
				Completed 2	019/04/25 16:08	Repair Hours:	0.68							
						Resolution Hours:	0							
						Resolution Flours.	0							
	ProblemCodes													
		Courtesy call												

	Resolution Code:		Cleaned and Tested						Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Ca
SC182751														
Call	SC182751	NOISE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			4.25	5	0
	Assigned Tech	: David Prior		Received:	2019/05/15 09:16	Response Hours:	3.53	Call Priority:	Ν					-
	Caller	Barbara Edwards		Dispatched:	2019/05/15 12:45	CM Response Hours:	3.53			Parts Labor Travel Toner				-
		It is making the most ho	prrible noises and then	Arrived	2019/05/15 12:48	Travel Hours:	0.05							-
	Call Desc	hasically froze and save			2019/05/15 12:48	Repair Hours:	0.05	Incompleted	1-Need Parts					-
				Completed	2010/00/10 10:01	Resolution Hours:	4.25	incompleted						-
	ProblemCodes	3												
	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	2	1
	Assigned Tech	: David Prior		Received:	2019/05/15 13:44	Response Hours:	3.17	Call Priority:	Ν					
	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	Arrived:	2019/05/21 15:29	Travel Hours:	1.18							-
			hasically froze and save		2019/05/21 16:03	Repair Hours:	0.57							-
						Resolution Hours:	36.32							-
SC182851														
	ProblemCodes													4
	Problem Code:	Error Code												_
	Resolution Code:		Replaced Parts											4
SC184396														+
	SC184396	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0.83	 }	0
	Assisted Task	David Drive		Dessiond	2040/05/20 45:40		0.00		1					
	Assigned Tech	: David Prior : IT DEPT SERVICE			2019/05/28 15:40 2019/05/28 16:31	Response Hours: CM Response Hours:	0.83 0.83	Call Priority:		Parts Labor Travel Toner				
				Dispatched.	2019/03/20 10:31	Civi Response riburs.	0.00	Dill Code.						
	Call Desc	Follow up			2019/05/28 16:45	Travel Hours:	0.23							
				Completed	2019/05/28 17:32	Repair Hours:	0							
						Resolution Hours:	0.83							
	ProblemCodes	3												_
	Problem Code:	Courtesy call												+
		-												+
	Resolution Code:		Courtesy Call											1
lio 5560c [Toshiba]									3.55	5 3.30	) 0.9			0
OSV-03381 sn:CSHD134	464								3.55	5 3.30	) 0.9	9 2.9		0
00400000														4
SC166288	SC166288	Customer requests clea	aning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			ſ		0
Call												C	,	0
	Assigned Tech				2019/01/18 09:47	Response Hours:	0.72		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							
	2.1.2													4
	ProblemCodes	Courtesy call												4
	Problem Code:	Countesy Call												+

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
SC1706														
C	Call SC170643	COPY QUALITY POOR	[CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			3.2	2	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 Inc	I Parts Labor Travel Toner				
	Call Desc	The copier is making bac	d color copies and we	Arrived	2019/02/19 08:10	Travel Hours:	0.02							
		have a large color projec			2019/02/19 10:49	Repair Hours:	2.65							
				Completed		Resolution Hours:	3.22							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Replaced Parts											
	Resolution Code:		Cleaned and Tested											_
SC1733					X		1.00		0704504 0014 00					
Ĺ	Call SC173304	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			1.1	3	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 Inc	I Parts Labor Travel Toner				
	Call Desc	foolow up on fuser		Arrived:	2019/03/07 16:38	Travel Hours:	0.35							
		·			2019/03/07 17:16	Repair Hours:	0							
						Resolution Hours:	1.13							
	ProblemCodes	;												
	Problem Code:	Courtesy call												
	Resolution Code:		Courtesy Call											_
SC1745	507 Call SC174507	ERROR CODE [CM]		Call In SLA:	No		4.00	Contract#	: CT01504-OSV-02			10.0	7	0
Ĺ	Jan SC174507			Call In SLA:	NO	SLA Response Hours:	4.00	Contract#	: 0101504-057-02			12.0	/	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 Inc	I Parts Labor Travel Toner				
	Call Desc	The machine says call fo		Arrived:	2019/03/19 11:22	Travel Hours:	0.53							
		wrench light and CAOO in	unner right corner	Completed	2019/03/19 12:23	Repair Hours:	1.02							
						Resolution Hours:	12.07							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Trouble Shoot											_
SC1800														
	Call SC180031	Customer requests clear	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02				0	0
	Assigned Tech	David Prior		Poopier	2019/04/25 08:51	Response Hours:	7.35	Call Priority	High					
		IT DEPT SERVICE			2019/04/25 08:51 2019/04/25 16:11	CM Response Hours:	1.35			l Parts Labor Travel Toner				
								Din Code						
	Call Desc	cleaning			2019/04/25 16:12	Travel Hours:	0.02							
				Completed	2019/04/25 16:52	Repair Hours:	0.3							
						Resolution Hours:	0							
	ProblemCodes													
		Courtesy call												
	r tobicin Code.													
	Resolution Code:		Cleaned and Tested											
SC1828			Cleaned and Tested											
		ERROR CODE [CM]	Cleaned and Tested	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			1.0	5	0

	<b>•</b> "			D'autorité de la companya de la comp	0040/05/45 40 15	ON Data II	0.17			CMResponse Hours		Time		
	Caller	T: 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	3												
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
dio 857 [Toshiba]									3.14					0
OSV-03382 sn:CAH	HD13822								4.51	1 5.43	3 0.	8 4.3	3	0
SC17	73158							<b>6</b>						
	Call SC173158	Stapler [CM]		Call In SLA:	res	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			4.63	5	0
	Assigned Tech	: David Prior		Received:	2019/03/07 10:10	Response Hours:	3.98	Call Priority:	N					-
		r: Barbara Edwards		Dispatched:	2019/03/07 13:31	CM Response Hours:	3.98			Parts Labor Travel Toner				-
	0 " 5	The stepler is not well	ing I tried to remove it to	A	2010/02/07 11 22	Tanali	0.00							
	Call Desc		ing. I tried to remove it to		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 PROBLE												_
	i iobieni code.	STALLERTROBLE												_
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											_
SC17	77315													
	Call SC177315	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.13	3	0
	Assigned Tech				2019/04/04 13:18	Response Hours:	6.88	Call Priority:						
	Caller	r: 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	5												
	Problem Code:	Paper Jam												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC18	86880													
	Call SC186880	INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(	)	0
	Assigned Tech	: David Prior		Received:	2019/06/17 13:18	Response Hours:	2.68	Call Priority:	N					-
		IT DEPT SERVICE			2019/06/17 15:58	CM Response Hours:				Parts Labor Travel Toner				-
			ection		2019/06/17 15:59	Travel Hours:	0.02							
		: summer cleaning inspe		Completed	2019/06/17 16:54	Repair Hours:	0.52							
		: summer cleaning inspe		•••••			0							
		∑ summer cleaning insp∈				Resolution Hours:								
		∑ summer cleaning inspe				Resolution Hours:								
	Call Desc					Resolution Hours:								
	Call Desc Call Desc ProblemCodes	s				Resolution Hours:								
	Call Desc					Resolution Hours:								
	Call Desc Call Desc ProblemCode:	s				Resolution Hours:								
OSV-03383 sn:CAF	Call Desc Call Desc Call Desc ProblemCode: ProblemCode: Resolution Code:	s	Cleaning			Resolution Hours:			1.76	5 1.58	8 0.	8 1.7		0

								1	Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Back
SC173585												Time		
		Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: 0	CT01504-OSV-02			3.05	5	0
	Assigned Tech:	David Prior		Pocoivod:	2019/03/11 10:16	Response Hours:	2.05	Call Priority: I	Modium					
		Barbara Edwards			2019/03/11 10:18	CM Response Hours:	2.05			Parts Labor Travel Toner				
				Dispatence.	2013/03/11 11.20	om Response nours.		Din Oode.						
	Call Desc:	Copier keeps jamming.	We have tried everything		2019/03/11 12:19	Travel Hours:	0.98							
				Completed	2019/03/11 13:19	Repair Hours:	1							
						Resolution Hours:	3.05							
	ProblemCodes													
		JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		ADJUSTED											
	Resolution Code:		Replaced Parts											
SC182843														
Call	SC182843	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: 0	CT01504-OSV-02			1.9	)	0
	Assigned Tech:	David Prior		Received:	2019/05/15 13:20	Response Hours:	1.1	Call Priority: I	N					
	-	IT DEPT SERVICE			2019/05/15 14:25	CM Response Hours:	1.10			Parts Labor Travel Toner				
		error message		A print of the	2019/05/15 14:26	Travel Hours:	0.02							
	Call Desc:	enormessage			2019/05/15 14:26	Repair Hours:	0.02							
				Completed	2019/03/13 13.14	Resolution Hours:	1.9							
							1.0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
SC186879														
Call	SC186879	INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: 0	CT01504-OSV-02			(	)	0
	Assigned Tech:	David Prior		Received:	2019/06/17 13:16	Response Hours:	2.13	Call Priority: I	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							
	Gan Dese.	eannin namh oloannig			2019/06/17 15:54	Repair Hours:	0.5							
				Completed		Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaning											
TOSHES457 [Toshiba]			100.00%	1		1								
									0.70					0
OSV-03386 sn:CEHD286 SC170713									0.70	0.3	3 0.8	3 0.9		0
		Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			1.75	5	0
Cai												1.7		
	Assigned Tech:				2019/02/19 10:53	Response Hours:	0.33	Call Priority: I						
	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 Tested											
	Coordination Could.	1	Sicaneu anu i esteu								1	1	1	

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	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
	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 I	Parts Labor Travel Toner				
	Call Desc:	cleaning	Arrived: 2019/04/25 09:55	Travel Hours:	0.32							
	Call Desc.		Completed 2019/04/25 10:08	Repair Hours:	0.32							
				Resolution Hours:	0.22							
	ProblemCodes											
	Problem Code:	Courtesy call										
r for Technology : 2 Educational		66.667%	12	8								
E-Studio 4540cg [Toshiba]							5.07	4.22	2 0.	8 5	5.9	1
OSV-03389 sn:SMI38067	0						5.07	4.22	2 0.	8 5	5.9	1
SC177183												
Call	SC177183	Call Service Flashing [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.	62	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 I	Parts Labor Travel Toner				
		tryed to make copies and red wrench and call for	Arrived: 2019/04/04 14:12	Travel Hours:	0.42							
	Call Desc.	service nonned un	Completed 2019/04/04 14:12	Repair Hours:	0.42	Incompleted	1-Need Parts					
			Completed 2019/04/04 14:55	Resolution Hours:	6.62	incompleted	I-INEEU Faits					
					0.02							
	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
	Assigned Tech:	David Brier	Pageived: 2010/04/04 14:56	Response Hours:	6.77		Uiah					
	-	Yvonne Wolfer	Received: 2019/04/04 14:56 Dispatched: 2019/04/05 13:00	CM Response Hours:	0.77	Call Priority: I		Parts Labor Travel Toner				
	Caller.		Dispatched. 2019/04/03 13:00	Civi Response riours.		Dii Code.						
	Call Desc:	tryed to make copies and red wrench and call for	Arrived: 2019/04/05 13:12	Travel Hours:	0.2							
			Departure 2019/04/05 14:12	Repair Hours:	1							
				Resolution Hours:	7.77							
SC177349												
	Decklass Col											
	ProblemCodes	Error Code										
	Problem Code:											
	Resolution Code:	Cleaned and Tested										
	Resolution Code:	Replaced Parts										
SC179151												
	SC179151	Follow Up [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.	18	0
	Assigned Tech:		Received: 2019/04/18 14:07	Response Hours:	2.53	Call Priority: I		Dente Laboration I -				
	Caller:	Kim Connelly	Dispatched: 2019/04/19 08:08	CM Response Hours:	2.53	Bill Code: (	USV Copier Maint Incl I	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										
		Courtesy Call										

									CMResponse Hours		Time	Rescheduled	Call E
Studio 5560cT [Toshiba]								6.95					4
OSV-03393 sn:CSHD13	646							6.95	3.68	3 0.9	10.7		4
SC168447													
Cal	SC168447	Fusing Unit Replacement [CM]	Call In SLA: I	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.12		0
	Assigned Tech:	David Prior	Received:	2019/02/01 09:23	Response Hours:	6.42	Call Priority:	High					
	-	Kenny Madsen		2019/02/01 15:12	CM Response Hours:	6.42			Parts Labor Travel Toner				
	Call Desc:	Toner lines are not accuriate. fusier issue mayb	e Arrived: 2	2019/02/01 15:48	Travel Hours:	0.6							
			Completed 2	2019/02/01 16:44	Repair Hours:	0.7							
					Resolution Hours:	7.12							
	ProblemCodes												
	Problem Code:	COPY QUALITY											
	Resolution Code:	Calibrat	ed										
	Resolution Code:	Cleaned and Test	ed										
SC169855			· · · · · ·										
Cal	SC169855	Call Service light [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.63		0
	Assigned	David Brian	Decision	2010/02/10 00:05	Desperarelle	0.07		down machine					
	Assigned Tech:			2019/02/12 08:25	Response Hours:	2.37 2.37		down machine	Porto Lobor Troug Trans				
	Caller:	Kenny Madsen	Dispatched:	2019/02/12 10:07	CM Response Hours:	2.37	Bill Code:	USV Copier Maint Inci F	Parts Labor Travel Toner				
	Call Desc:	call for service	Arrived: 2	2019/02/12 10:47	Travel Hours:	0.67							
			Completed 2	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 pa	rts										_
Cal		Call Service light [CM]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			44.68	 	1
	Assigned Tech:			2019/02/12 12:07	Response Hours:	0.48	Call Priority:						
	Caller:	Kenny Madsen	Dispatched: 2	2019/02/19 13:02	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	itb belt cleaning bld - call for service	Arrived:	2019/02/19 13:23	Travel Hours:	0.35							
		-		2019/02/19 14:18	Repair Hours:	0.92							
			2 opartare -	2010/02/10 1110	Resolution Hours:	44.68							
SC169952													
00100302													
	ProblemCodes												_
		COPY QUALITY											
	Resolution Code:	Replaced Pa	rts										
SC173657													
		SMUDGES COPIES [PM]	Call In SLA: I	NI/A		4.00	Controatt	CT01504-OSV-02			ſ		0
Cal	00170007		Call III SLA:	IN/A	SLA Response Hours:	4.00	Contract#:	0101004-037-02			l		0
	Assigned Tech:	David Prior	Received:	2019/03/11 12:53	Response Hours:	6.45	Call Priority:	Ν					
	Caller:	Paul Scharf	Dispatched:	2019/03/12 10:29	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	0.115			0040/00/40 40	<b>-</b>								
	Call Desc:	PRINTING SMUDGES		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:	Trouble Shoot						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
SC1738	394												
C	Call SC173894	print issue [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.	.5	0
	Assigned Tech			2019/03/12 15:00	Response Hours:	2.5	Call Priority:						
	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							
					Repair Hours:		Incompleted	1 Nood Dorto					
			Completed	2019/03/12 18:05		0	incompleted	1-Need Parts					
					Resolution Hours:	2.5							
	ProblemCodes												
	Problem Code:	COPY QUALITY											
	Resolution Code:	Needs parts											
C	Call SC173955	print issue [CM]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.7	7	1
	Assigned Tesh	· Douid Drive	Dessived	2019/03/12 17:08	Deepense Heure	0.07		N					
	Assigned Tech				Response Hours:	2.37	Call Priority:						
	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	Arrived:	2019/03/13 14:11	Travel Hours:	2.37							
		unit - nrinting all vellow		2019/03/13 14:46	Repair Hours:	0.58							
					Resolution Hours:	6.77							
						0							
SC1739	055												_
001703	,55												
	Drahlars Cada												
	ProblemCodes												_
	Problem Code:	Error Code											
	Resolution Code:	Replaced Parts											
SC1751													
С	Call SC175156	Follow Up [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0.	.9	0
	Assigned Tech	· David Prior	Received:	2019/03/21 09:51	Response Hours:	0.48	Call Priority:	Low					
		: Kim Connelly		2019/03/21 10:02	CM Response Hours:	0.48			Parts Labor Travel Toner				
	Culler		Dispatoriou.	2010/00/21 10:02		0.40	Din Code.						
	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	3											
	Problem Code:	FOLLOW UP											
	Flobletti Code.	FOLLOW UP											
	Floblem Code.												
SC1772	Resolution Code:	COURTESY CALL											
SC1772	Resolution Code:	COURTESY CALL	Call In SI A.	No	SI A Response Hours:	4.00	Contract#•	CT01504-OSV-02			6.0	8	0
	Resolution Code:		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.9	8	0
	Resolution Code:	COURTESY CALL Streaks [CM]		No 2019/04/04 09:31	SLA Response Hours: Response Hours:	4.00	Contract#: Call Priority:				6.9	8	0
	222 Call SC177222 Assigned Tech	COURTESY CALL Streaks [CM]	Received:				Call Priority:	High	Parts Labor Travel Toner		6.9	8	0
	Call SC177222 Assigned Tech Caller	COURTESY CALL Streaks [CM] : David Prior : Paul Scharf	Received: Dispatched:	2019/04/04 09:31 2019/04/04 14:58	Response Hours: CM Response Hours:	6.12 6.12	Call Priority:	High	Parts Labor Travel Toner		6.9	8	0
	Call SC177222 Assigned Tech Caller	COURTESY CALL Streaks [CM] David Prior	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours:	6.12 6.12 0.67	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9	8	0
	Call SC177222 Assigned Tech Caller	COURTESY CALL Streaks [CM] : David Prior : Paul Scharf	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.12 6.12 0.67 0.87	Call Priority: Bill Code:	High	Parts Labor Travel Toner		6.9	8	0
	Call SC177222 Assigned Tech Caller	COURTESY CALL Streaks [CM] : David Prior : Paul Scharf	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours:	6.12 6.12 0.67	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9	8	0
	Call SC177222 Assigned Tech Caller	COURTESY CALL Streaks [CM] : David Prior : Paul Scharf	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.12 6.12 0.67 0.87	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9	8	0
	Call SC177222 Assigned Tech Caller	COURTESY CALL Streaks [CM] : David Prior : Paul Scharf	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.12 6.12 0.67 0.87	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9	8	0
	Call SC177222 Assigned Tech Caller	COURTESY CALL CO	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.12 6.12 0.67 0.87	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9	8	
	Resolution Code: 222 Call SC177222 Assigned Tech Caller Call Desc Call Desc ProblemCodes	COURTESY CALL CO	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.12 6.12 0.67 0.87	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9		
	Resolution Code: 222 Call SC177222 Assigned Tech Caller Call Desc Call Desc ProblemCodes	COURTESY CALL CO	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.12 6.12 0.67 0.87	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9		
	Resolution Code: 222 Call SC177222 Assigned Tech Caller Call Desc Call Desc ProblemCodes	COURTESY CALL CO	Received: Dispatched: Arrived:	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.12 6.12 0.67 0.87	Call Priority: Bill Code:	High OSV Copier Maint Incl	Parts Labor Travel Toner		6.9		
C	Resolution Code: 222 Call SC177222 Assigned Tech Caller Call Desc Call Desc Problem Code: Problem Code:	COURTESY CALL CO	Received: Dispatched: Arrived: Completed	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38 2019/04/04 16:43	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0	6.12 6.12 0.67 0.87 6.98	Call Priority: Bill Code: Incompleted	High OSV Copier Maint Incl 1-Need Parts	Parts Labor Travel Toner		6.9		
C	Resolution Code: 222 Call SC177222 Assigned Tech Caller Call Desc Problem Code: Problem Code: Resolution Code: Call SC177386	Image: Courtesy call       Image: Courtesy call         Streaks [CM]       Image: Courtesy call         David Prior       Image: Courtesy call         Paul Scharf       Image: Coor is slightly off and streaking         color is slightly off and streaking       Image: Courtesy call         Streaks [CM]       Image: Courtesy call         Streaks [CM]       Image: Courtesy call         Streaks [CM]       Image: Courtesy call	Received: Dispatched: Arrived: Completed	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38 2019/04/04 16:43	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6.12 6.12 0.67 0.87 6.98	Call Priority: Bill Code: Incompleted	High OSV Copier Maint Incl 1-Need Parts	Parts Labor Travel Toner				
C	Resolution Code: 222 Call SC177222 Assigned Tech Caller Call Desc Call Desc Problem Code: Problem Code:	Image: Courtesy call       Image: Courtesy call         Streaks [CM]       Image: Courtesy call         David Prior       Image: Courtesy call         Paul Scharf       Image: Coor is slightly off and streaking         color is slightly off and streaking       Image: Courtesy call         Streaks [CM]       Image: Courtesy call         Streaks [CM]       Image: Courtesy call         Streaks [CM]       Image: Courtesy call	Received: Dispatched: Arrived: Completed	2019/04/04 09:31 2019/04/04 14:58 2019/04/04 15:38 2019/04/04 16:43	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0	6.12 6.12 0.67 0.87 6.98	Call Priority: Bill Code: Incompleted	High OSV Copier Maint Incl 1-Need Parts	Parts Labor Travel Toner				

	Call Desc:	color is slightly off and s	streaking	Arrived:	2019/04/12 15:20	Travel Hours:	0.67			CMResponse Hours	Repair Hours	Time	
					2019/04/12 16:36	Repair Hours:	1.17						
						Resolution Hours:	51						
SC177386	6												
50177380	6												
	ProblemCodes												
	Problem Code:	COPY QUALITY											
SC178565	Resolution Code:		Replaced Parts										
		ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.3	5
		David Drian			2019/04/15 09:14								
	Assigned Tech: Caller:	Paul Scharf			2019/04/16 08:01	Response Hours: CM Response Hours:	7.32 7.32	Call Priority: Bill Code:		Parts Labor Travel Toner			
								2					
	Call Desc:	error code CA00 call fo	r service		2019/04/16 08:03 2019/04/16 09:05	Travel Hours: Repair Hours:	0.03 1.03						
	_			Completed	2019/04/10 09:03	Resolution Hours:	8.35						
	_												
	ProblemCodes												
	Problem Code:	Error Code											
	Resolution Code:		Trouble Shoot										
SC179012	2				I				1				
Cal	II SC179012	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0.92	2
	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		N1/A		1.00	0	0704504 0014 00				2
Cal	II SC179027	Follow Up [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			5.93	3
	Assigned Tech:				2019/04/17 15:28	Response Hours:	4.78	Call Priority:					
	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		2019/04/18 11:45	Travel Hours:	1.17						
				Departure	2019/04/18 12:54	Repair Hours: Resolution Hours:	1.15 5.93						
							0.00						
SC179027	7												
	ProblemCodes Problem Code:	Error Code											
	Resolution Code:		Replaced Parts										
SC188416	II SC188416	INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(	0
				Received:	2019/06/28 09:50	Response Hours:	0.75	Call Priority:	Ν				
	Assigned Tech:	David Prior				CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner			
		David Prior Kim Connelly		Dispatched:	2019/06/28 10:17	e in recipence i reciei							
	Caller:		e summer		2019/06/28 10:17 2019/06/28 10:35	Travel Hours:	0.3						
	Caller:	Kim Connelly	e summer	Arrived:			0.3 1.13						

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call
	ProblemCodes	6												
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaning											
studio 657 [Toshiba]									1.98	1.13	0.4	0.7		0
OSV-03390 sn:CAHD140	98								3.62		0.9	0.0		0
SC185454														
Call	SC185454	INSPECTION [O]		Call In SLA: N	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0	(	0
	Assigned Tech:	David Prior		Received: 2	2019/06/05 12:53	Response Hours:	3.62	Call Priority:	N					
		Kim Connelly			2019/06/06 07:59	CM Response Hours:	0.02			Parts Labor Travel Toner				
	Call Desc:	inspect			2019/06/06 08:00	Travel Hours:	0.02							
				Completed 2	2019/06/06 08:56	Repair Hours:	0.93							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Popolution Orde		Clooped and Tests 1											
	Resolution Code:		Cleaned and Tested						1.01	1 50	0.0	0.8		0
OSV-03391 sn:CAHD140	197								1.81	1.58	0.0	0.8		0
SC170508														
	SC170508	Paper Tray Issue [CM]		Call In SLA: Y	Vas	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.58		0
Odi							4.00	Contract#.	0101304 000 02			1.50		0
	Assigned Tech:	David Prior		Received: 2	2019/02/15 14:55	Response Hours:	1.58	Call Priority:	Ν					
	Caller:	Kim Connelly		Dispatched: 2	2019/02/15 15:57	CM Response Hours:	1.58	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	Noise in the LCT		Arrived: 2	2019/02/15 16:47	Travel Hours:	0.83							-
					2019/02/15 16:55	Repair Hours:	0							
						Resolution Hours:	1.58							
	ProblemCodes	5												
	Problem Code:	NOISE												
	Resolution Code:		Instructed											
	Resolution Code:		Cleaned and Tested											
SC185128														
Call	SC185128	Customer requests clear	ning [CC]	Call In SLA: N	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0		0
	Assigned Tech:	David Prior		Received: 2	2019/06/03 14:28	Response Hours:	2.03	Call Priority:	Medium					
		Kim Connelly			2019/06/03 14:28 2019/06/03 15:22	CM Response Hours:	2.03			Parts Labor Travel Toner				
								Dir Code.						
	Call Desc:	inspect for summer clear	aning		2019/06/03 16:45	Travel Hours:	1.38							
				Completed 2	2019/06/03 16:59	Repair Hours:	0							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Courtesy Call											
OSV-03392 sn:CAHD140	996								0.68	0.68	0.5	1.2	(	0
SC169473				<b>A H H H</b>		01.4.5		~	0704504 0 0 0 0					0
	SC169473	ERROR CODE [CM]		Call In SLA: Y	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.2		0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	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							
	Call Desc.				2019/02/07 17:01	Repair Hours:	0.52							
				Completed	2010/02/01 11:01	Resolution Hours:	1.2							
							1.2							
	ProblemCodes	8												-
		Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Trouble Shoot											
TOSHES457 [Toshiba]									0.74	4 0.77	7 1.3	3 1.2	2	0
OSV-03395 sn:CEHD28	3690								0.74	4 0.77	7 1.3	3 1.2	2	0
SC16592	8													
Ca	II SC165928	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.33	3	0
	Assigned Tech:	: David Prior		Received	2019/01/16 13:03	Response Hours:	0.77	Call Priority:	Ν					
		: Kenny Madsen			2019/01/16 13:14	CM Response Hours:	0.77			Parts Labor Travel Toner				
								Din oode.						
	Call Desc:	call f01 call for service			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												
	Desch fins Or de		Durila e d Derte											_
	Resolution Code: Resolution Code:		Replaced Parts Cleaned and Tested											_
SC17920			Cleaned and Tested											_
		Customer requests clea	aning [CC]	Call In SLA:	N/Δ	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(		0
00	1 00173200			Can in OLA.	N/A		4.00	Contractif.	0101304-001-02				,	0
	Assigned Tech:	: David Prior		Received:	2019/04/19 08:52	Response Hours:	0.7	Call Priority:						
	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							
	-				2019/04/19 10:40	Repair Hours:	1.1							
						Resolution Hours:	0							
	ProblemCodes	3												
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
Elementary School : 1 Bixby Hil			37.50%	8		3								
E-Studio 6570c [Toshiba]									6.04	4 4.79	9.0	9.9	)	2
OSV-03786 sn:SSAF90	726								6.04	4 4.79	.0.8	9.9	)	2
SC16368	D													
Ca	II SC163680	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.12	2	0
	Assigned Tech:	David Prior		Received	2019/01/02 15:15	Response Hours:	2.32	Call Priority:	Ν					
		: David Prior : Donna Sturgess			2019/01/02 15:15	CM Response Hours:	2.32			Parts Labor Travel Toner				
		Ē						Din Code.						
	Call Desc:	Error code CD71 call fo	or service		2019/01/03 09:04	Travel Hours:	0.18							
				Completed	2019/01/03 09:52	Repair Hours:	0.8							
						Resolution Hours:	3.12							
	ProblemCodes	3												

							F	Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call B
											Time		
	Resolution Code:	Cleaned and Tested											-
	Resolution Code:	Repaired											
SC170404													
		Customer requests cleaning [CC]	Call In SLA: N//	A	SLA Response Hours:	4.00	Contract#: (	CT01504-OSV-02			0		0
	Assigned Tech:	David Prior	Received: 20	19/02/15 09:19	Response Hours:	0.88	Call Priority: I	Ν					
	Caller	Donna Sturgess	Dispatched: 20	19/02/15 09:38	CM Response Hours:		Bill Code: (	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Cleaning	Arrived: 20	19/02/15 10:12	Travel Hours:	0.57							
	Call Desc.	Cical III Ig											
	_		Completed 20	19/02/15 10:53	Repair Hours:	0.68							
	_				Resolution Hours:	0							
	_												
													_
	ProblemCodes												_
	Problem Code:	Courtesy call											
	Resolution Code:	Cleaned and Tested											
SC17757													
Ca	all SC177575	Jamming [CM]	Call In SLA: No	)	SLA Response Hours:	4.00	Contract#: 0	CT01504-OSV-02			6.93		0
	Assigned Tech:	David Prior	Received: 20	19/04/08 08:16	Response Hours:	5.95	Call Priority: I	Vedium					
		Donna Sturgess	Dispatched: 20		CM Response Hours:	5.95			Parts Labor Travel Toner				
	Galler		Dispatence. 20	13/04/00 13.30		0.00	Din Oode. V						
	Call Desc:	jamming	Arrived: 20	19/04/08 14:13	Travel Hours:	0.38							
			Completed 20	19/04/08 15:12	Repair Hours:	0.98							
					Resolution Hours:	6.93							
	ProblemCodes												
	Problem Code:	JAMMING											
	Resolution Code:	Cleaned and Tested											
	Resolution Code:	Replaced Parts											
	Resolution Code:	Trouble Shoot											
SC17797	70												
Ca	all SC177970	ERROR CODE [CM]	Call In SLA: No	)	SLA Response Hours:	4.00	Contract#: (	CT01504-OSV-02			8.23		0
	Assigned Tech:			19/04/10 08:15	Response Hours:	7.27	Call Priority: 1						
	Caller	Tim Scribner	Dispatched: 20	19/04/10 15:02	CM Response Hours:	7.27	Bill Code: 0	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	not grabbing the papers keeps stating code E010	Arrived: 20	19/04/10 15:31	Travel Hours:	0.48							
			Completed 20		Repair Hours:	0.97							
	_		Completed 20	13/04/10 10.23	Resolution Hours:	8.23							
					Resolution Hours.	0.23							
	Deskie of t												
	ProblemCodes												_
	Problem Code:	FOLLOW UP											
										[			
	Resolution Code:	Replaced Misc. Parts											
SC180229	29										7.15		0
	29	Replaced Misc. Parts	Call In SLA: No	)	SLA Response Hours:	4.00	Contract#: 0	CT01504-OSV-02			7.10		
	29 all SC180229	Jamming [CM]	Call In SLA: No	19/04/26 08:33							1110		
	29 all SC180229 Assigned Tech:	Jamming [CM] David Prior	Call In SLA: No Received: 20	19/04/26 08:33	Response Hours:	6.63	Call Priority: I	Medium	Parts Labor Travel Toner		1.10		
	29 all SC180229 Assigned Tech: Caller:	Jamming [CM] David Prior IT DEPT SERVICE	Call In SLA: No Received: 20 Dispatched: 20	19/04/26 08:33 19/04/26 13:46	Response Hours: CM Response Hours:	6.63 6.63	Call Priority: I	Medium	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller:	Jamming [CM] David Prior	Call In SLA: No Received: 20 Dispatched: 20 Arrived: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours: Travel Hours:	6.63 6.63 1.42	Call Priority: I Bill Code: (	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller:	Jamming [CM] David Prior IT DEPT SERVICE jamming on both print and fax jobs also they are	Call In SLA: No Received: 20 Dispatched: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours:	6.63 6.63	Call Priority: I	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller:	Jamming [CM] David Prior IT DEPT SERVICE jamming on both print and fax jobs also they are	Call In SLA: No Received: 20 Dispatched: 20 Arrived: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours: Travel Hours:	6.63 6.63 1.42	Call Priority: I Bill Code: (	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller:	Jamming [CM] David Prior IT DEPT SERVICE jamming on both print and fax jobs also they are	Call In SLA: No Received: 20 Dispatched: 20 Arrived: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.63 6.63 1.42 0.52	Call Priority: I Bill Code: (	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller:	Jamming [CM] David Prior IT DEPT SERVICE jamming on both print and fax jobs also they are	Call In SLA: No Received: 20 Dispatched: 20 Arrived: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.63 6.63 1.42 0.52	Call Priority: I Bill Code: (	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller:	Jamming [CM] David Prior IT DEPT SERVICE jamming on both print and fax jobs also they are not able to cancel and delete fay jobs	Call In SLA: No Received: 20 Dispatched: 20 Arrived: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.63 6.63 1.42 0.52	Call Priority: I Bill Code: (	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller: Call Desc: ProblemCodes	Jamming [CM] David Prior IT DEPT SERVICE jamming on both print and fax jobs also they are not able to cancel and delete fay jobs	Call In SLA: No Received: 20 Dispatched: 20 Arrived: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.63 6.63 1.42 0.52	Call Priority: I Bill Code: (	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				
	29 all SC180229 Assigned Tech: Caller: Call Desc: ProblemCodes	Jamming [CM] David Prior IT DEPT SERVICE jamming on both print and fax jobs also they are not able to cancel and delete fay jobs	Call In SLA: No Received: 20 Dispatched: 20 Arrived: 20	19/04/26 08:33 19/04/26 13:46 19/04/26 15:11	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.63 6.63 1.42 0.52	Call Priority: I Bill Code: (	Medium OSV Copier Maint Incl	Parts Labor Travel Toner				

	Resolution Code:		Trouble Shoot					ĸ	esponse Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	•
	SC180383	Jamming [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: C	T01504-OSV-02			32.92	2	1
Cui												02.02		
	Assigned Tech				2019/04/26 15:50	Response Hours:	0.52	Call Priority: N						
	Caller	T: IT DEPT SERVICE		Dispatched:	2019/05/02 13:31	CM Response Hours:		Bill Code: C	SV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Dece	: needs overnight - jamming	g on both print and fax	Arrived	2019/05/02 14:00	Travel Hours:	0.48							
	Can Desc	inhe also they are not able			2019/05/02 14:45	Repair Hours:	0.48							
				Departure	2019/03/02 14:43	Repair Hours:	32.92							
							52.92							-
SC180383														
50100303														4
	ProblemCodes	9												
	Problem Code:	JAMMING												4
	Resolution Code:		Replaced Parts											-
SC181336														
	SC181336	Follow Up [CM]		Call In SLA:	Ves	SLA Response Hours:	4.00	Controot#: C	T01504-OSV-02			1.6		0
Call	00101000	. onon ob fomil		Call III SLA:	100	OLA Response nouis:	4.00	Contract#: C	101004-030-02			1.0	,	0
	Assigned Tech	a: David Prior		Received:	2019/05/03 14:49	Response Hours:	1.02	Call Priority: L	ow					
	Caller	T: IT DEPT SERVICE		Dispatched:	2019/05/03 15:06	CM Response Hours:	1.02	Bill Code: C	SV Copier Maint Incl I	Parts Labor Travel Toner				
		s. follow up		A	2010/05/02 45/50	Traval User	0.70							-
	Call Desc				2019/05/03 15:50	Travel Hours:	0.73							-
				Completed	2019/05/03 16:25	Repair Hours: Resolution Hours:	0.58							-
						Resolution Hours:	1.6							
	ProblemCodes	6												4
	Problem Code:	s Courtesy call												
		oounesy call												
	Resolution Code:		Courtesy Call											4
SC182384			Councesy Call											
	SC182384	COPY QUALITY POOR [0	CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract# C	T01504-OSV-02			3.25	5	0
Call							4.00					5.20		0
	Assigned Tech				2019/05/13 09:31	Response Hours:	2.45	Call Priority: N						
	Caller	r: Donna Sturgess		Dispatched:	2019/05/13 11:57	CM Response Hours:	2.45	Bill Code: C	SV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc	: Copies are faded		Arrived	2019/05/13 11:58	Travel Hours:	0.02							-
					2019/05/13 12:46	Repair Hours:	0.8							-
				Completed	_0.0,00,10 12.10	Resolution Hours:	3.25							-
							0.20							-
	ProblemCodes	S												
	Problem Code:	COPY QUALITY												4
	Resolution Code:		Cleaned and Tested											4
	Resolution Code:		Calibrated											+
SC183240											1			-
	SC183240	Service Code [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#: C	T01504-OSV-02			8.43	3	0
	Assigned Tech				2019/05/20 08:04	Response Hours:	7.87	Call Priority: H						
	Caller	r: Donna Sturgess		Dispatched:	2019/05/20 14:42	CM Response Hours:	7.87	Bill Code: C	SV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc	: Red wrench and call for se	ervice with a code of	Arrived:	2019/05/20 15:56	Travel Hours:	1.23							
		C400			2019/05/20 16:30	Repair Hours:	0.57	Incompleted 1	-Need Parts					
						Resolution Hours:	8.43							
	ProblemCodes	s												-
	Problem Code:	Error Code												4
			Trouble Shoot											- L
	Resolution Code:		Trouble Shoot Cleaned and Tested											+
		Service Code [CM]	Trouble Shoot Cleaned and Tested	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract# 0	T01504-OSV-02			27	7	1

					0010/07/0101	0115			-		Repair Hours	Time	Rescheduled	Call Ba
	Caller:	Donna Sturgess		Dispatched:	2019/05/24 08:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	fr-kit - Red wrench and ca	all for service with a	Arrived:	2019/05/24 08:01	Travel Hours:	0.02							
		and and $C\Delta\Omega\Omega$		Departure	2019/05/24 09:30	Repair Hours:	1.48							
						Resolution Hours:	27							
SC183448	6													
														_
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Replaced Parts											
studio 857 [Toshiba]			· .						6.40	6.30	) 1.1	11.0	)	1
OSV-03781 sn:CABF313	366								6.40					1
														_
SC163472	)													_
		Multiple Issues [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			7	,	0
Cal	00103472			Gail III SLA:		OLA RESPONSE HOURS:	4.00	Contract#:	0101304-039-02			1		U
	Assigned Tech:	David Prior		Received:	2019/01/02 08:38	Response Hours:	6.3	Call Priority:	Ν					
	Caller:	Donna Sturgess		Dispatched:	2019/01/02 14:42	CM Response Hours:	6.30	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	Machine is printing faded	copies also light		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											
Cal	SC163702	Multiple Issues [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			25.98	}	1
		D 1151			0040/01/05									
	Assigned Tech:				2019/01/02 16:01	Response Hours:	11.07	Call Priority:						
	Caller:	Donna Sturgess		Dispatched:	2019/01/07 14:24	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	asap fr-kit - Machine is pr	rinting faded copies also	Arrived:	2019/01/07 14:35	Travel Hours:	0.18							
		light flashing for maintaing	2		2019/01/07 16:52	Repair Hours:	1.92							
				2 opanaro	2010/01/01 10:02	Resolution Hours:	25.98							
							20.00							
SC163702	3													
30103702														_
	Dark la se O a da a													_
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Prev	ventative Maintenance											
SC170405														
Cal	SC170405	Customer requests clean	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			C	)	0
	Assigned Tech:	David Prior		Received	2019/02/15 09:22	Response Hours:	1.82	Call Priority	down machine					
		Donna Sturgess			2019/02/15 10:57	CM Response Hours:	1.02			Parts Labor Travel Toner				
	Caller:	Donna Sturgess		Dispatched:	2010/02/10 10.07			Dill Coue:		and Labor Haver 101101				
	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													
		Courtesy call												
	Population Code		COURTESY CALL											
	Resolution Code:													
	Decolution Orde		Cleaned and The stall											- I
	Resolution Code:		Cleaned and Tested			44								_
gh School : 2 Educational Studio 1057 [Toshiba]	Resolution Code:		Cleaned and Tested 37.931%	29		11			6.98	5.28	3 1.1	9.5		6

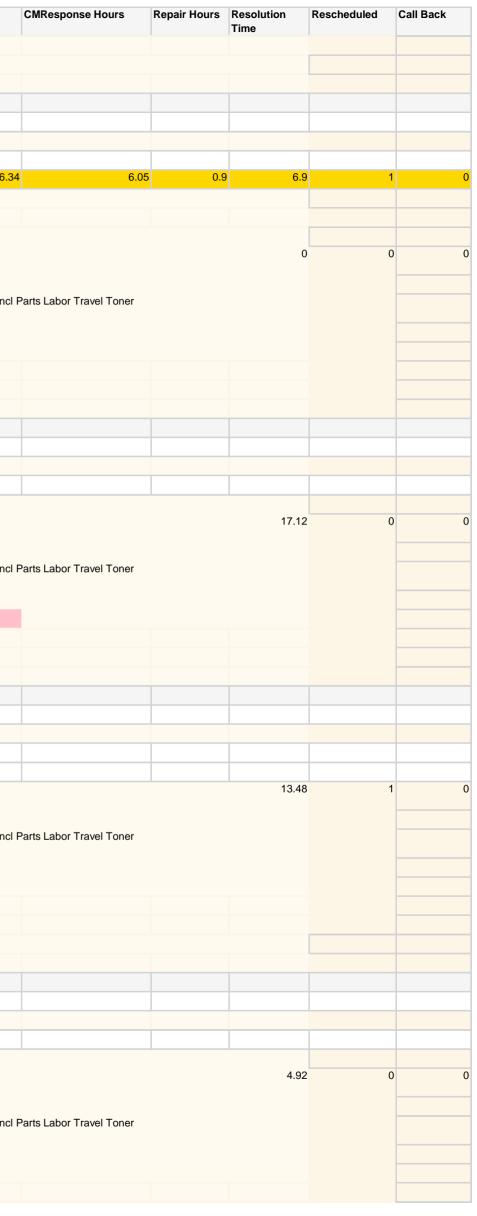
								Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	C
													1
SC1665	74												-
		Lines on copy [O]	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(	)	0
	Assigned Tech	: David Prior	Received	: 2019/01/22 09:15	Response Hours:	2.03	Call Priority:	Assist					-
		: Kenny Madsen		: 2019/01/22 11:16	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc	Lines on the copies	Arrived	: 2019/01/22 11:17	Travel Hours:	0.02							-
				2019/01/22 11:49	Repair Hours:	0.53							-
					Resolution Hours:	0							-
	DroblemCoder												
	ProblemCodes Problem Code:	COPY QUALITY											-
	Resolution Code:	Cleaned and T	ested										Т
SC1744													
C	all SC174491	COPY QUALITY POOR [CM]	Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			9.13	3	0
	Assigned Tech		Received	: 2019/03/18 08:14	Response Hours:	8.28	Call Priority:						
	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 pap	ers he Arrived	: 2019/03/19 08:01	Travel Hours:	0.05							
		וא מחממת אין איינער איינער איין איינער איין איינער איינער איי	Completed	2019/03/19 08:52	Repair Hours:	0.85							
					Resolution Hours:	9.13							
													-
	ProblemCodes	8											+
	Problem Code:	COPY QUALITY											Т
004740	Resolution Code:	Cleaned and T	ested										_
SC1749	98 all SC174998	Service Code [CM]	Call In SLA	· No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			6.5	7	0
-													
	Assigned Tech	: Paul Scharf		: 2019/03/20 11:06 : 2019/03/21 07:50	Response Hours: CM Response Hours:	5.4 5.40	Call Priority: Bill Code:		Parts Labor Travel Toner				-
							Din Couc.						
	Call Desc	service FK3 code		: 2019/03/21 08:00 2019/03/21 09:10	Travel Hours: Repair Hours:	0.17 1.17							
			Completee	2013/03/21 03:10	Resolution Hours:	6.57							-
	ProblemCodes												4
	Problem Code:	Error Code											+
	Resolution Code:	Replaced	Parts										4
SC1807					1	1							
C	all SC180795	COPY QUALITY POOR [CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.32	2	0
	Assigned Tech	: David Prior	Received	: 2019/04/30 15:27	Response Hours:	1.08	Call Priority:	Ν					
	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	3											4
		COPY QUALITY											1
	Resolution Code:	Cleaned and T	ested										
SC1810	78 all SC181078	Multiple Problems [CM]	Call In SLA	Yes	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			3.0	7	0
			Our III OLA		e a recoporise riburs.	4.00	Jonuaci#.	0101004 001 02			5.0		~

												Time		
	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	5												
	Problem Code:	Message												
	Resolution Code:		Needs parts											
	Resolution Code:		Trouble Shoot											
Ca	SC181150	Multiple Problems [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			24.07		1
	Assigned Tech	: David Prior		Received:	2019/05/02 13:16	Response Hours:	15.22	Call Priority:	Medium					
		IT DEPT SERVICE			2019/05/07 08:59	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc	needs simm board asap	o down - machine is	Arrived:	2019/05/07 10:23	Travel Hours:	1.4							
		locked un			2019/05/07 11:50	Repair Hours:	1.45							
						Resolution Hours:	24.07							
SC181150														
	ProblemCodes	3												
		Error Code												
	Resolution Code:		Cleaned and Tested											
SC186958	Resolution Code:		Replaced Parts											
	3 II SC186958	INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			C		0
					2019/06/18 08:45		5.08	Call Priority:						
	Assigned Tech Caller	IT DEPT SERVICE			2019/06/18 13:24	Response Hours: CM Response Hours:	5.06			Parts Labor Travel Toner				
		summer cleaning and in					0.40							
	Call Desc	summer cleaning and in	speci		2019/06/18 13:50 2019/06/18 15:03	Travel Hours: Repair Hours:	0.43		1-Need Parts					
						Resolution Hours:	0							
	ProblemCodes Problem Code:	Courtesy call												_
	Resolution Code:		COURTESY CALL											-
Cal	II SC187105	INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			C	)	1
	Assigned Tech	: David Prior		Received:	2019/06/18 15:08	Response Hours:	15.45	Call Priority:	Ν					
	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 in	spect	Arrived:	2019/07/08 08:00	Travel Hours:	0							
	_			Departure	2019/07/08 10:08	Repair Hours:	2.13							
						Resolution Hours:	0							
SC187105	5													
3010/10														
	ProblemCodes	6												
	Problem Code:	PART BROKE OFF												
	Popplution On L		Clooped and Tests 4											
	Resolution Code: Resolution Code:		Cleaned and Tested Replaced Parts											
OSV-04824 sn:CBAF40									5.46	<b>3</b> 4.02	2 1.2	2 20.0		1
													-	
SC163468														

	mad Test P. C.	Drice	D 1 1 7		Dura II	<b>F</b> 10		Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled
Assię	gned Tech: David			019/01/02 08:34	Response Hours:	5.42	Call Priority: I					
	Caller: Paul S	Scharf	Dispatched: 2	019/01/02 13:07	CM Response Hours:	5.42	Bill Code: 0	OSV Copier Maint Incl I	Parts Labor Travel Toner			
	Call Desc: Twice it	t did a big jam pulled like 20 pages in and	Arrived: 2	019/01/02 13:59	Travel Hours:	0.87						
	iamme			2019/01/02 14:39	Repair Hours:	0.67						
			Completed 2	.013/01/02 14.03	Resolution Hours:	6.08						
						0.08						
Prot	blemCodes											
Problem C		ING										
Resolution	n Code:	Remove Paper Jam										
SC166552		•										
Call SC166552	2 Multiple	e Issues [CM]	Call In SLA: Y	′es	SLA Response Hours:	4.00	Contract#: (	CT01504-OSV-02			2.8	
Assi	gned Tech: David			019/01/22 08:24	Response Hours:	2.03	Call Priority: I					
	Caller: Tom H	laselton	Dispatched: 2	019/01/22 10:25	CM Response Hours:	2.03	Bill Code: 0	OSV Copier Maint Incl I	Parts Labor Travel Toner			
		ng out put with staples or hole punching is	Arrived: 2	2019/01/22 10:26	Travel Hours:	0.02						
		om now and names are dettind folded		2019/01/22 11:12	Repair Hours:	0.77						
					Resolution Hours:	2.8						
Prot	blemCodes											
Problem C		ING										
	5, 1,11											
Resolutior	n Code:	Cleaned and Tested										
Resolution		Trouble Shoot										
SC168868												
Call SC168868	8 Multiple	e Issues [CM]	Call In SLA: N	10	SLA Response Hours:	4.00	Contract#: (	CT01504-OSV-02			7.98	
Assi	gned Tech: David			2019/02/05 08:31	Response Hours:	6.52	Call Priority: I					
	Caller: Paul S	Scharf	Dispatched: 2	019/02/05 14:05	CM Response Hours:	6.52	Bill Code: 0	OSV Copier Maint Incl I	Parts Labor Travel Toner			
		opies and now they have it completly shut	Arrived: 2	019/02/05 15:02	Travel Hours:	0.95						
		and it had some sort of error message		2019/02/05 16:33	Repair Hours:	1.47						
					Resolution Hours:	7.98						
Prot	blemCodes											
Problem C	Code: COPY	QUALITY										
Resolution	n Code:	Cleaned and Tested										
SC174662												
Call SC174662	2 Multiple	e Issues [CM]	Call In SLA: Y	/es	SLA Response Hours:	4.00	Contract#: 0	CT01504-OSV-02			3.47	
A :-	aned Tooks David	Prior	Poosition 0	019/03/18 14:47	Doppongo Hours	0.70	Call Driarity	N				
ASSI	gned Tech: David				Response Hours:	2.78	Call Priority: I		Darte Labor Travel Targe			
	Caller: IT DE	FISERVICE	Dispatched: 2	2019/03/19 09:04	CM Response Hours:	2.78	BIII Code: (	USV Copier iviaint Incl I	Parts Labor Travel Toner			
		that this machine keeps jamming but now	Arrived: 2	2019/03/19 09:04	Travel Hours:	0						
	there is	the call for service light with code H501	Completed 2	2019/03/19 09:45	Repair Hours:	0.68						
					Resolution Hours:	3.47						
Prob	blemCodes											
Problem C	Code: Messa	ige										
Resolution	n Code:	Cleaned and Tested										
Resolution	n Code:	Trouble Shoot										
SC180966												
Call SC180966	6 ERROR	R CODE [CM]	Call In SLA: N	10	SLA Response Hours:	4.00	Contract#: (	CT01504-OSV-02			5.95	
				040/07/07								
Assi	gned Tech: David			2019/05/01 14:04	Response Hours:	4.67	Call Priority: I					
	<b>A</b>						D'IL O L L L		Anote I also a Tassard Tassar			
	Caller: IT DEI	PT SERVICE	Dispatched: 2	019/05/02 10:05	CM Response Hours:	4.67	Bill Code: 0	OSV Copier Maint Incl I	Parts Labor Travel Toner			

			Completed	2019/05/02 11:31	Repair Hours:	1.28				Time	
			Completed		Resolution Hours:	5.95					
						0.00					
ProblemCod	es										
Problem Code:	ELECTRICAL										
Resolution Code: Resolution Code:	(	Cleaned and Tested Trouble Shoot								 	
SC181571											
Call SC181571	Part Broke off [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02		5.27	
Assigned Tec				2019/05/07 08:05	Response Hours:	4.42	Call Priority:		Dente Labor Traval Tonon		
Calle	er: 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 Des	c: Part of the metal guide has	s 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					
_											
ProblemCod											
Problem Code:	PART BROKE OFF										
Resolution Code:		Cleaned and Tested									
Resolution Code:		Repaired									
SC181873		Repaired									
Call SC181873	Service Code [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02		3.03	
Assigned Tec				2019/05/08 10:53	Response Hours:	1.15		down machine			
Calle	er: 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 Des	C: 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					
ProblemCod											
Problem Code:	Error Code										
Resolution Code:		Reset code									
Resolution Code:		Cleaned and Tested									
SC185200											
Call SC185200	ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02		6.3	
										0.0	
Assigned Tec				2019/06/04 09:13	Response Hours:	5.17	Call Priority:				
Calle	er: 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 Des	c: 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					
ProblemCod											
Problem Code:	Error Code										
		T II A									
Resolution Code:		Trouble Shoot									
Resolution Code: Call SC185320	ERROR CODE [CM]	Needs parts	Call In SLA:	NI/A	SI & Pospones Hours	4.00	Controct	CT01504-OSV-02		138.8	
Call 5C185320			Call IN SLA:	IN/A	SLA Response Hours:	4.00				138.8	
Assigned Tec				2019/06/04 15:36	Response Hours:	17	Call Priority:				
Calle	er: IT DEPT SERVICE		Dispatched:	2019/06/27 08:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner		
Call Des	c: need asap - error code F0	34	Arrived:	2019/06/27 08:01	Travel Hours:	0.02					
				2019/06/27 09:54	Repair Hours:	1.88					

									Response Hours
SC185320									
	ProblemCodes								
	Problem Code:	Error Code							
	Resolution Code:		Replaced Parts						
OSV-04825 sn:CBJE400	93								6.34
SC166517									
Call	SC166517	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02
	Assigned Tech:	David Prior		Received:	2019/01/21 15:11	Response Hours:	3.1	Call Priority:	Assist
		David Barr		Dispatched:	2019/01/22 09:47	CM Response Hours:			OSV Copier Maint Incl
	Call Desc:	Lines on copies			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							
		UNI QUALITI							
	Resolution Code:		Cleaned and Tested						
SC169893			Sicurica and Tested						
		Multiple Issues [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02
	Assigned Tech:				2019/02/12 09:43	Response Hours:	15.53		
	Caller:	Paul Scharf		Dispatched:	2019/02/14 07:59	CM Response Hours:	15.53	Bill Code:	OSV Copier Maint Incl
	Call Desc:	ghosting copies and a Tr	A code	Arrived:	2019/02/14 08:15	Travel Hours:	0.27		
					2019/02/14 09:50	Repair Hours:	1.58	Incompleted	1-Need Parts
						Resolution Hours:	17.12		
	ProblemCodes								
	Problem Code:	STAPLER PROBLEM	Л						
	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
	Assigned Tech:	David Prior		Received:	2019/02/14 09:59	Response Hours:	11.9	Call Priority:	N
		Paul Scharf			2019/02/15 12:28	CM Response Hours:			OSV Copier Maint Incl
	Call Desc:	needs stapler - ghosting	copies and a TA code		2019/02/15 13:23	Travel Hours:	0.92		
				Departure	2019/02/15 14:58	Repair Hours:	1.58		
						Resolution Hours:	13.48		
SC170254									
	Desklassi								
	ProblemCodes								
	Problem Code:	Multiple Issues							
	Resolution Code:		Dopoired						
SC174651			Repaired						
		ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02
Call	00174001			Call III SLA.		OLA NESPONSE HOUIS.	4.00	Contract#.	0101004-000-02
	Assigned Tech:	David Prior		Received:	2019/03/18 14:18	Response Hours:	4.17	Call Priority:	Ν
	Caller:	IT DEPT SERVICE		Dispatched:	2019/03/19 09:49	CM Response Hours:	4.17	Bill Code:	OSV Copier Maint Incl
	Call Desc.	call for service code c1-0	01	Arrived	2019/03/19 09:58	Travel Hours:	0.15		
	Can Dest.				2019/03/19 09:58	Repair Hours:	0.75		
				Completed	_010,00,10,10,40	Resolution Hours:	4.92		
						Resolution nouls.	4.32		



									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	С
	ProblemCodes													
Proble	lem Code:	Error Code												T
														+
Resol	olution Code:		Cleaned and Tested										1	-
	olution Code:		Reset code											+
	olution Code:		Trouble Shoot											+
SC175880														
Call SC175	75880	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			2.32	2	0
	0000				100			Contraction.	010100100102			2.01	-	Ŭ
1	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 se	ervice	Arrived	2019/03/26 16:17	Travel Hours:	0.63							
	Gan Dese.				2019/03/26 16:19	Repair Hours:	0.03							
				Completed	2013/03/20 10:13	Resolution Hours:	2.32							
							2.32							
														-
	ProblemCodes													4
														-
Proble	lem Code:	MAIN LITE												_
	Jution Casts		Clooped and Tested											4
	olution Code:		Cleaned and Tested											_
	olution Code:		Replaced Parts											
SC180895	00005	Multiple less			N.				0704504 0014			_		
Call SC180	0895	Multiple Issues [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.85	5	0
	Assigned Tech:	David Prior		Received:	2019/05/01 10:36	Response Hours:	7.18	Call Priority:	N					
		Paul Scharf			2019/05/02 08:49	CM Response Hours:	7.18			Parts Labor Travel Toner				
									·					
	Call Desc:	finisher issues staples wi			2019/05/02 09:17	Travel Hours:	0.47							
				Completed	2019/05/02 09:57	Repair Hours:	0.67							
						Resolution Hours:	7.85							
	ProblemCodes													
Proble	lem Code:	STAPLER PROBLEM	1											
	olution Code:		Cleaned and Tested											
Resol	olution Code:		Repaired											
SC181940														
Call SC18	31940	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.87	7	0
Call SC18												1.87	7	0
Call SC18	Assigned Tech:	David Prior		Received:	2019/05/08 13:58	Response Hours:	0.38	Call Priority:	N	Parts Labor Travel Topor		1.87	7	0
Call SC18	Assigned Tech:			Received:				Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller:	David Prior		Received: Dispatched:	2019/05/08 13:58	Response Hours:	0.38	Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller:	David Prior		Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21	Response Hours: CM Response Hours:	0.38 0.38	Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller:	David Prior		Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours: CM Response Hours: Travel Hours:	0.38 0.38 0	Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller:	David Prior		Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours:         CM Response Hours:         Travel Hours:         Repair Hours:	0.38 0.38 0 1.48	Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller:	David Prior		Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours:         CM Response Hours:         Travel Hours:         Repair Hours:	0.38 0.38 0 1.48	Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller:	David Prior IT DEPT SERVICE Message error		Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours:         CM Response Hours:         Travel Hours:         Repair Hours:	0.38 0.38 0 1.48	Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior IT DEPT SERVICE Message error		Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours:         CM Response Hours:         Travel Hours:         Repair Hours:	0.38 0.38 0 1.48	Call Priority:	N	Parts Labor Travel Toner		1.87	.7	0
Call SC18	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior IT DEPT SERVICE Message error		Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours:         CM Response Hours:         Travel Hours:         Repair Hours:	0.38 0.38 0 1.48	Call Priority:	N	Parts Labor Travel Toner		1.87	7	0
Call SC18	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior IT DEPT SERVICE Message error	Replaced Parts	Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours:         CM Response Hours:         Travel Hours:         Repair Hours:	0.38 0.38 0 1.48	Call Priority:	N	Parts Labor Travel Toner		1.87	7	
Call SC18 Call SC18 A A A A A A A A A A A A A	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code:	David Prior IT DEPT SERVICE Message error	Replaced Parts	Received: Dispatched: Arrived:	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21	Response Hours:         CM Response Hours:         Travel Hours:         Repair Hours:	0.38 0.38 0 1.48	Call Priority:	N	Parts Labor Travel Toner		1.87	7	
Call SC18 	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code:	David Prior IT DEPT SERVICE Message error	Replaced Parts	Received: Dispatched: Arrived: Completed	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21 2019/05/08 15:50	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 2 2 3 3 4 4 5 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	0.38 0.38 0 1.48 1.87	Call Priority: Bill Code:	N OSV Copier Maint Incl	Parts Labor Travel Toner				0
Call SC18 	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code: olution Code:	David Prior TDEPT SERVICE Message error Error Code	Replaced Parts	Received: Dispatched: Arrived: Completed	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21 2019/05/08 15:50	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0.38 0.38 0 1.48 1.87 4.00	Call Priority: Bill Code:	N OSV Copier Maint Incl	Parts Labor Travel Toner		6.95		
Call SC18 	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code:	David Prior TDEPT SERVICE Message error Error Code	Replaced Parts	Received: Dispatched: Arrived: Completed	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21 2019/05/08 15:50	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0.38 0.38 0 1.48 1.87 4.00 5.85	Call Priority: Bill Code: Contract#: Call Priority:	N OSV Copier Maint Incl					
Call SC18 	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code: olution Code: 84815 Assigned Tech:	David Prior TDEPT SERVICE Message error Error Code	Replaced Parts	Received: Dispatched: Arrived: Completed	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21 2019/05/08 15:50	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0.38 0.38 0 1.48 1.87 4.00	Call Priority: Bill Code: Contract#: Call Priority:	N OSV Copier Maint Incl	Parts Labor Travel Toner				
Call SC18 	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code: olution Code: 84815 Assigned Tech: Caller:	David Prior IT DEPT SERVICE Message error Error Code Error Code ERROR CODE [CM] David Prior Paul Scharf	Replaced Parts	Received: Dispatched: Arrived: Completed	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21 2019/05/08 15:50	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	0.38 0.38 0 1.48 1.87 4.00 5.85 5.85	Call Priority: Bill Code: Contract#: Call Priority:	N OSV Copier Maint Incl					
Call SC18 	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code: olution Code: 84815 Assigned Tech:	David Prior IT DEPT SERVICE Message error Error Code Error Code ERROR CODE [CM] David Prior Paul Scharf	Replaced Parts	Received: Dispatched: Arrived: Completed	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21 2019/05/08 15:50 No 2019/05/31 09:28 2019/05/31 14:41 2019/05/31 15:19	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: CM Response Hours: SLA Response Hours: CM Response Hours: CM Response Hours:	0.38 0.38 0 1.48 1.87 4.00 5.85 5.85 0.63	Call Priority: Bill Code: Contract#: Call Priority:	N OSV Copier Maint Incl					
Call SC18 	Assigned Tech: Caller: Call Desc: ProblemCodes lem Code: olution Code: 84815 Assigned Tech: Caller:	David Prior IT DEPT SERVICE Message error Error Code Error Code ERROR CODE [CM] David Prior Paul Scharf	Replaced Parts	Received: Dispatched: Arrived: Completed	2019/05/08 13:58 2019/05/08 14:21 2019/05/08 14:21 2019/05/08 15:50	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	0.38 0.38 0 1.48 1.87 4.00 5.85 5.85	Call Priority: Bill Code: Contract#: Call Priority:	N OSV Copier Maint Incl					

								Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled
ProblemCode	s											
Problem Code:	Error Code											
Resolution Code:		Reset code										
SC185201		Reset code										
Call SC185201	ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.27	7
Assigned Tech	n: David Prior		Received:	2019/06/04 09:14	Response Hours:	6.45	Call Priority:	N				
-	IT DEPT SERVICE			2019/06/04 15:41	CM Response Hours:	6.45			Parts Labor Travel Toner			
Call Des	: error code H300		Arrived:	2019/06/04 15:41	Travel Hours:	0						
	-			2019/06/04 16:32	Repair Hours:	0.82						
					Resolution Hours:	7.27						
ProblemCode	e											
Problem Code:	Error Code											
Resolution Code:		Reset code										
SC185380 Call SC185380	ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Controot	CT01504-OSV-02			7.23	3
											1.23	,
Assigned Tech				2019/06/05 09:16	Response Hours:	6.53	Call Priority:		Dorto Lobor Troval Topor			
	r: IT DEPT SERVICE		Dispatched:	2019/06/05 15:37	CM Response Hours:	6.53	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner			
Call Desc	: error message H302 is bac	ick and acting up again		2019/06/05 15:48	Travel Hours:	0.18						
			Completed	2019/06/05 16:42	Repair Hours: Resolution Hours:	0.7 7.23						
						1.20						
ProblemCode												
Problem Code:	Error Code											
Resolution Code:		Trouble Shoot										
								9.36	7.0	1 1.0	5.3	3
511.CDJE40101												
SILCEJE40101												
6 sn:CBJE40101 SC163770												
	print issue [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.62	2
SC163770 Call SC163770				No 2019/01/03 09:53							6.62	2
SC163770 Call SC163770 Assigned Tech			Received:		SLA Response Hours: Response Hours: CM Response Hours:	4.00 6.62 6.62	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller	n: David Prior r: David Barr	g	Received: Dispatched:	2019/01/03 09:53	Response Hours:	6.62 6.62	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller	n: David Prior	g	Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09	Response Hours: CM Response Hours:	6.62	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller	n: David Prior r: David Barr	9	Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36	Response Hours: CM Response Hours: Travel Hours:	6.62 6.62 0.45	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller	n: David Prior r: David Barr	g 	Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36	CM Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.62 6.62 0.45 0	Call Priority:	High	Parts Labor Travel Toner		6.62	2
Call SC163770 Assigned Tech Caller	n: David Prior r: David Barr p: Ghost images on duplexing	g 	Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36	CM Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.62 6.62 0.45 0	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller Call Desc	n: David Prior r: David Barr p: Ghost images on duplexing	g 	Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36	CM Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.62 6.62 0.45 0	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller Call Desc Call Desc ProblemCode: Problem Code:	<ul> <li>avid Prior</li> <li>David Barr</li> <li>Ghost images on duplexing</li> <li>COPY QUALITY</li> </ul>		Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36	CM Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.62 6.62 0.45 0	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller Caller Call Desc Call Desc ProblemCode: ProblemCode: Problem Code:	<ul> <li>avid Prior</li> <li>David Barr</li> <li>Ghost images on duplexing</li> <li>COPY QUALITY</li> </ul>	g Cleaned and Tested	Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36	CM Response Hours: CM Response Hours: Travel Hours: Repair Hours:	6.62 6.62 0.45 0	Call Priority:	High	Parts Labor Travel Toner		6.62	2
SC163770 Call SC163770 Assigned Tech Caller Call Call Call Call Call Call Call Cal	<ul> <li>avid Prior</li> <li>David Barr</li> <li>Ghost images on duplexing</li> <li>Gopy QUALITY</li> </ul>		Received: Dispatched: Arrived: Completed	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6.62 6.62 0.45 0 6.62	Call Priority: Bill Code:	High OSV Copier Maint Incl F	Parts Labor Travel Toner		6.62	
SC163770         SC163770           Call         SC163770           Assigned Tech         Caller           Call         Caller	<ul> <li>a.: David Prior</li> <li>c.: David Barr</li> <li>c.: Ghost images on duplexing</li> <li>a.: Ghost images on duplexing</li> <li>a.: Ghost images on duplexing</li> <li>b.: Ghost images on duplexing</li> <li>c.: Ghost images on duplexing</li> <li< td=""><td></td><td>Received: Dispatched: Arrived: Completed</td><td>2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00</td><td>Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 3 3 4 4 5 5 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1</td><td>6.62 6.62 0.45 0 6.62</td><td>Call Priority: Bill Code:</td><td>High OSV Copier Maint Incl F</td><td>Parts Labor Travel Toner</td><td></td><td></td><td></td></li<></ul>		Received: Dispatched: Arrived: Completed	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 3 3 4 4 5 5 5 1 5 1 5 1 5 1 5 1 5 1 5 1 5 1	6.62 6.62 0.45 0 6.62	Call Priority: Bill Code:	High OSV Copier Maint Incl F	Parts Labor Travel Toner			
SC163770 Call SC163770 Assigned Tech Caller Call Desc Call Desc Call Desc Problem Code: Problem Code: Resolution Code: SC166575 Call SC166575 Assigned Tech	<ul> <li>a.: David Prior</li> <li>c.: David Barr</li> <li>c.: Ghost images on duplexing</li> <li>s.: COPY QUALITY</li> <li>d.: COPY QUALITY</li> <li>d.: Lines on copy [O]</li> <li>a.: David Prior</li> </ul>		Received: Dispatched: Arrived: Completed	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6.62 6.62 0.45 0 6.62	Call Priority: Bill Code:	High OSV Copier Maint Incl F				
SC163770 Call SC163770 Assigned Tech Caller Call Call Call Call ProblemCode: ProblemCode: Problem Code: SC166575 Call SC166575 Call SC166575 Call	<ul> <li>a.: David Prior</li> <li>c.: David Barr</li> <li>c.: Ghost images on duplexing</li> <li>d.: Ghost images on duplexing</li> <li< td=""><td></td><td>Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:</td><td>2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00 N/A 2019/01/22 09:16 2019/01/22 11:55</td><td>Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: SLA Response Hours: Response Hours:</td><td>6.62 6.62 0.45 0 6.62 4.00 2.87</td><td>Call Priority: Bill Code:</td><td>High OSV Copier Maint Incl F</td><td>Parts Labor Travel Toner</td><td></td><td></td><td></td></li<></ul>		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00 N/A 2019/01/22 09:16 2019/01/22 11:55	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: SLA Response Hours: Response Hours:	6.62 6.62 0.45 0 6.62 4.00 2.87	Call Priority: Bill Code:	High OSV Copier Maint Incl F	Parts Labor Travel Toner			
SC163770 Call SC163770 Assigned Tech Caller Call Call Call ProblemCode: ProblemCode: ProblemCode: SC166575 Call SC166575 Call	<ul> <li>a.: David Prior</li> <li>c.: David Barr</li> <li>c.: Ghost images on duplexing</li> <li>s.: COPY QUALITY</li> <li>d.: COPY QUALITY</li> <li>d.: Lines on copy [O]</li> <li>a.: David Prior</li> </ul>		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00 N/A 2019/01/22 09:16 2019/01/22 11:55 2019/01/22 12:08	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: StA Response Hours: Response Hours: CM Response Hours: CM Response Hours:	6.62 6.62 0.45 0 6.62 4.00 2.87	Call Priority: Bill Code:	High OSV Copier Maint Incl F				
SC163770 Call SC163770 Assigned Tech Caller Call Call Call ProblemCode: ProblemCode: SC166575 Call SC166575 Call SC166575 Call	<ul> <li>a.: David Prior</li> <li>c.: David Barr</li> <li>c.: Ghost images on duplexing</li> <li>d.: Ghost images on duplexing</li> <li< td=""><td></td><td>Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:</td><td>2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00 N/A 2019/01/22 09:16 2019/01/22 11:55</td><td>Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: Resolution Hours: Response Hours: CM Response Hours: CM Response Hours: CM Response Hours: Response Hours:</td><td>6.62 6.62 0.45 0 6.62 4.00 2.87 0.22 0.7</td><td>Call Priority: Bill Code:</td><td>High OSV Copier Maint Incl F</td><td></td><td></td><td></td><td></td></li<></ul>		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00 N/A 2019/01/22 09:16 2019/01/22 11:55	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: Resolution Hours: Response Hours: CM Response Hours: CM Response Hours: CM Response Hours: Response Hours:	6.62 6.62 0.45 0 6.62 4.00 2.87 0.22 0.7	Call Priority: Bill Code:	High OSV Copier Maint Incl F				
SC163770 Call SC163770 Assigned Tech Caller Call Call Call ProblemCode: ProblemCode: SC166575 Call SC166575 Call SC166575 Call	<ul> <li>a.: David Prior</li> <li>c.: David Barr</li> <li>c.: Ghost images on duplexing</li> <li>d.: Ghost images on duplexing</li> <li< td=""><td></td><td>Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:</td><td>2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00 N/A 2019/01/22 09:16 2019/01/22 11:55 2019/01/22 12:08</td><td>Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: StA Response Hours: Response Hours: CM Response Hours: CM Response Hours:</td><td>6.62 6.62 0.45 0 6.62 4.00 2.87</td><td>Call Priority: Bill Code:</td><td>High OSV Copier Maint Incl F</td><td></td><td></td><td></td><td></td></li<></ul>		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/01/03 09:53 2019/01/03 16:09 2019/01/03 16:36 2019/01/03 20:00 N/A 2019/01/22 09:16 2019/01/22 11:55 2019/01/22 12:08	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: Resolution Hours: StA Response Hours: Response Hours: CM Response Hours: CM Response Hours:	6.62 6.62 0.45 0 6.62 4.00 2.87	Call Priority: Bill Code:	High OSV Copier Maint Incl F				

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call E
	Problem Code:	COPY QUALITY										Time		-
	Resolution Code:		Cleaned and Tested											
SC16950														
Са	II SC169504	Multiple Issues [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			16.07		0
	Assigned Tech				: 2019/02/08 08:56	Response Hours:	15.23	Call Priority:						
	Calle	er: Paul Scharf		Dispatched	: 2019/02/11 15:31	CM Response Hours:	15.23	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Des	c: jamming becasue there	e is domething wrong with	Arrived	: 2019/02/11 15:40	Travel Hours:	0.15							
	_	the fincher for the stank	ar		3 2019/02/11 16:57	Repair Hours:	0.83	Incompleted	6-RAN OUT OF TIME					
	_					Resolution Hours:	16.07	•						
	_													
	_													
	ProblemCode	26												
	Problem Code:	STAPLER PROBLE	M											
	Resolution Code:		Trouble Shoot										1	
<u> </u>	II SC169839	Multiple Issues [CM]		Call In SLA	· N/A	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			8.5		1
Ca						oer response nouis.	4.00	Contract#.	0101007 001-02			0.0		
	Assigned Tech	1: David Prior		Received	: 2019/02/11 16:58	Response Hours:	7.27	Call Priority:	Ν					
	Calle	er: Paul Scharf		Dispatched	: 2019/02/12 14:29	CM Response Hours:		Bill Code:	OSV Copier Maint Incl R	Parts Labor Travel Toner				
		c: stapler jamming - jamm	ning becasue there is	م منبع ا	2010/02/12 15:10	Travel Hours:	0.70							
			the fincher for the stanler		: 2019/02/12 15:16		0.78							
				Departure	e 2019/02/12 16:32	Repair Hours: Resolution Hours:	1.23							
						Resolution Hours:	8.5							
0040000	0													
SC16983	9													
	Duble v Oude													
	ProblemCode													
	Problem Code:	COPY QUALITY												
00/	Resolution Code:		Cleaned and Tested											
SC17046								<b>6</b>						
Ca	II SC170463	Stapler [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.77		0
	Assigned Tech	n: David Prior		Received	: 2019/02/15 12:06	Response Hours:	2.92	Call Priority:	Ν					
	Calle	er: Rita Brown		Dispatched	: 2019/02/15 15:01	CM Response Hours:	2.92	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Des	c: Stapler Problem			: 2019/02/15 15:01	Travel Hours:	0							
				Completed	2019/02/15 15:52	Repair Hours:	0.85							
						Resolution Hours:	3.77							
	ProblemCode													
	Problem Code:	STAPLER PROBLE	M											
	Resolution Code:		Repaired											
SC17575														
Ca	II SC175756	ERROR CODE [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.08		0
	Assigned Tech	h: David Prior		Received	: 2019/03/26 08:32	Response Hours:	5.15	Call Priority:	N					
		r: Emily			: 2019/03/26 13:07	CM Response Hours:	5.15			Parts Labor Travel Toner				
	Calle	y		Dispatched	. 2010/00/20 10.0/	Om Response Hours.	5.15	bill Code.						
	Call Des		r code comes up when you	Arrived	: 2019/03/26 13:41	Travel Hours:	0.57							
		salact "conv"		Completed	2019/03/26 14:37	Repair Hours:	0.93							
						Resolution Hours:	6.08							
	ProblemCode	is and the second se												
		MAIN LITE												
	Problem Code:													
	Problem Code:													
	Problem Code: Resolution Code:		Reset											
SC17747	Resolution Code:		Reset											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Assigned Tech:	David Prior		Received:	: 2019/04/05 11:23	Response Hours:	5.12	Call Priority:	Medium			1 mile		
		IT DEPT SERVICE			2019/04/08 08:00	CM Response Hours:	5.12			Parts Labor Travel Toner				
	Caller.	II DEFT SERVICE		Dispatcheu.	. 2019/04/06 06.00	Civi Response Hours.	5.12	Bill Code.		Faits Labor Traver Toner				
	Call Desc:	jamming for 3 days now	thinks the rollers are the	Arrived:	: 2019/04/08 08:00	Travel Hours:	0							
	-	iee110e			2019/04/08 09:14	Repair Hours:	1.23							
				Completed	2013/04/00 03.14									
						Resolution Hours:	6.35							
	ProblemCodes													
	Problem Code:	JAMMING												-
		-												
														_
	Resolution Code:		Cleaned and Tested											_
	Resolution Code:		Replaced Parts											
	Resolution Code:		Trouble Shoot											
SC186959														
Cal	SC186959	INSPECTION [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(	0	0
	Assigned Tech:	David Prior		Received:	2019/06/18 08:45	Response Hours:	6.62	Call Priority:	N					
	Caller:	IT DEPT SERVICE		Dispatched:	: 2019/06/18 15:10	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	summer cleaning inspect	t	Arrived:	: 2019/06/18 15:22	Travel Hours:	0.2							
				Completed	I 2019/06/18 16:52	Repair Hours:	1.13		1-Need Parts					
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Needs parts											
		INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02			(	0	1
34								Contractory.				,		
	Assigned Tech:	David Prior		Received:	2019/06/18 16:57	Response Hours:	32.45	Call Priority:	N					
	Caller:	IT DEPT SERVICE		Dispatched:	: 2019/07/10 08:01	CM Response Hours:				Parts Labor Travel Toner				
	Cullor.			Dispatoriou	2010/01/10 00:01			Din Couo.						
	Call Desc:	summer cleaning inspect	t	Arrived:	: 2019/07/10 08:01	Travel Hours:	0							
				Departure	2019/07/10 10:20	Repair Hours:	2.32							
						Resolution Hours:	0							
							Ū							
SC187133														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
dio 207 [Toshiba]	-								0.9	4 0.5	2 0.9	0.0	6	0
OSV-03394 sn:CEHD29	792								0.9					0
SC165985														
Cal	SC165985	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.28	8	0
	A	Devid Drive		D	0010/01/10 15 10	Dresser	0.50		Madium					
	Assigned Tech:				: 2019/01/16 15:13	Response Hours:	0.52	Call Priority:						
	Caller:	Rita Brown		Dispatched:	: 2019/01/16 15:25	CM Response Hours:	0.52	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	iamming		Arrived	: 2019/01/16 15:44	Travel Hours:	0.32							
	Can Desc.	Janning												
				Completed	2019/01/16 16:46	Repair Hours:	0.77							
						Resolution Hours:	1.28							
	ProblemCodes													
		Paper Feed Issue												
	Problem Code:	rapei reeu issue												
	Resolution Code:		Cleaned and Tested											

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call B
С	all SC184925	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			Time	0	0
	Assigned Tech				2019/05/31 15:11	Response Hours:	1.35		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	3												_
	Problem Code:	COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
Studio 3055c [Toshiba]									4.33	3 4.33	3 0.6	6 4.	9	0
OSV-03388 sn:C7HD7	78644								4.33	3 4.33	3 0.6	6 4.	9	0
SC1818	30													
	all SC181830	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8	5	0
	Assigned Tech				2019/05/08 08:56	Response Hours:	7.62	Call Priority:						
	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 drawe	96	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	8												
	Problem Code:	MECHANICAL												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
SC1831	95													
С	all SC183195	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.3	2	0
	Assigned Tech	David Prior		Received:	2019/05/17 14:24	Response Hours:	1.03	Call Priority:	Low					
	-	IT DEPT SERVICE			2019/05/17 15:04	CM Response Hours:	1.03			Parts Labor Travel Toner				
	Canor			Dispatoriou.	2010/00/11 10:04		1.00	Din Oode.						
	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							-		-		-
tudio 557 [Toshiba]									0.85		0.9			0
OSV-03397 sn:CAHD1	14261								0.85		0.8	5 0.	U	0
SC1856	56													
	all SC185656	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	CT01504-OSV-02				0	0
C	an 00100000			Call III SLA.		OLA Response Hours.	4.00	Contract#.	0101304-039-02				0	0
	Assigned Tech	: David Prior		Received:	2019/06/06 14:06	Response Hours:	0.85	Call Priority:	Ν					
	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 lacht		Arrived	2019/06/06 14:57	Travel Hours:	0.65							
		. main agrit			2019/06/06 14:57 2019/06/06 15:27	Repair Hours:	0.5							
				Completed	2010/00/00 10.27	Repair Hours: Resolution Hours:	0.5							
							0							

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Problem Code:	MAIN LITE											
	Resolution Code: Resolution Code:		Cleaned and Tested Reset code										
studio 657 [Toshiba]								1.99		1.0	0.0		0
OSV-03398 sn:CAHD141	105							1.99		1.0			C
SC173307													
Call	SC173307	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: (	CT01504-OSV-02			C	(	C
	Assigned Tech			Received: 2019/03/07 15:42	Response Hours:	3.22	Call Priority: I	Ν					
	Caller	: Paul Scharf		Dispatched: 2019/03/08 09:26	CM Response Hours:		Bill Code:	OSV Copier Maint Incl P	Parts Labor Travel Toner				
	Call Desc	time for maintance fuse	r 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 Tested										
SC180866													
Call	SC180866	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			C		C
	Assigned Tech	David Prior		Received: 2019/05/01 09:26	Response Hours:	0.42	Call Priority: I	Ν					
	Caller	: IT DEPT SERVICE		Dispatched: 2019/05/01 09:38	CM Response Hours:		Bill Code: 0	OSV Copier Maint Incl P	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 Tested										
SC185828													
Call	SC185828	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			C	(	C
	Assigned Tech	: David Prior		Received: 2019/06/07 14:11	Response Hours:	2.33	Call Priority: I	N					
	Caller	: IT DEPT SERVICE		Dispatched: 2019/06/10 08:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl P	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							
					Resolution Hours:	0							
	ProblemCodes				Resolution Hours:	0							
	ProblemCodes Problem Code:	s Courtesy call			Resolution Hours:	0							
					Resolution Hours:	0							
			Courtesy Call		Resolution Hours:								
Studio 757 [Toshiba]	Problem Code: Resolution Code:		Courtesy Call		Resolution Hours:			0.77					0
	Problem Code: Resolution Code:		Courtesy Call		Resolution Hours:			0.77 0.77					D D
Studio 757 [Toshiba]	Problem Code: Resolution Code:		Courtesy Call		Resolution Hours:								
Studio 757 [Toshiba]	Problem Code: Resolution Code:		Courtesy Call		Resolution Hours:								
Studio 757 [Toshiba] OSV-03396 sn:CAHD137 SC169033	Problem Code: Resolution Code:		Image: Courtesy Call         Image: Courtesy Call	Call In SLA: N/A	Resolution Hours:	0 	Contract#:						
Studio 757 [Toshiba] OSV-03396 sn:CAHD137 SC169033	Problem Code: Resolution Code: 768 SC169033	Courtesy call	Courtesy Call		SLA Response Hours:	4.00		0.77 CT01504-OSV-02			0.7		
Studio 757 [Toshiba] OSV-03396 sn:CAHD137 SC169033	Problem Code: Resolution Code: 768 SC169033 Assigned Tech	Courtesy call	Courtesy Call	Call In SLA: N/A Received: 2019/02/05 15:54 Dispatched: 2019/02/06 07:59			Call Priority:	0.77 CT01504-OSV-02 N			0.7		

									Response Hours	CMP concercing	Repair Hours	Posolution	Rescheduled	Call Back
									Response nours	CMResponse Hours	Repair nours	Time	Rescheduled	
				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 Tested											
SC179150														
Call	SC179150	Cleaning Web [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.22	(	ס
	Assigned Tech:	David Prior		Received	: 2019/04/18 14:07	Response Hours:	1.25	Call Priority:	High					
		IT DEPT SERVICE		Dispatched	: 2019/04/18 14:52	CM Response Hours:	1.25			Parts Labor Travel Toner				
	Call Desc:	cleaning			: 2019/04/18 15:22	Travel Hours:	0.5							
				Completed	2019/04/18 16:20	Repair Hours:	0.97							
						Resolution Hours:	2.22							
	ProblemCodes													
		Courtesy call												
SC185827		NODEOTION			- NI/A			0	0704504 0014 00					
Call	SC185827	INSPECTION [O]		Call In SLA	. IN/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0	(	J
	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 I	Parts Labor Travel Toner				
		Inspect and clean		Arrivad	. 2010/06/07 11:00	Trough Hours	0.0							
	Call Desc:	Inspect and clean			: 2019/06/07 14:28	Travel Hours:	0.2							
				Completed	2019/06/07 15:16	Repair Hours:	0.8							
						Decelution Houses	0							
						Resolution Hours:	0							
Sesay Middle School : 60 Foundars			50.00%	12	>		0							
			50.00%	12	2	6	0		5 37	2.70		1 68		1
Essex Middle School : 60 Founders E-Studio 6570c [Toshiba]	13		50.00%	12	2		0		5.37					1
	13		50.00%	12	2		0		5.37 5.37					1 1
E-Studio 6570c [Toshiba]	13		50.00%	12	2		0							1 1 1
E-Studio 6570c [Toshiba]			50.00%	12	2		0							
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601		Multiple Issues [CM]	50.00%	12 Call In SLA:			4.00	Contract#:					1	-         -           1         -
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF907 SC173601	SC173601		50.00%	Call In SLA:	: No	6 SLA Response Hours:	4.00		5.37 CT01504-OSV-02			4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF907 SC173601	SC173601 Assigned Tech:	David Prior	50.00%	Call In SLA: Received	: No : 2019/03/11 10:43	6 SLA Response Hours: Response Hours:	4.00 4.43	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF907 SC173601	SC173601 Assigned Tech:		50.00%	Call In SLA: Received	: No	6 SLA Response Hours:	4.00	Call Priority:	5.37 CT01504-OSV-02 N			4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF907 SC173601	SC173601 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan	nming in the finishing unit	Call In SLA: Received: Dispatched:	: No : 2019/03/11 10:43	6 SLA Response Hours: Response Hours:	4.00 4.43	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601	SC173601 Assigned Tech: Caller:	David Prior Kim Maiberger	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08	6 SLA Response Hours: Response Hours: CM Response Hours:	4.00 4.43 4.43	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601	SC173601 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours:	4.00 4.43 4.43 0.02	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF907 SC173601	SC173601 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601	SC173601 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601	SC173601 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	Image: Constraint of the sector of
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit v bave reset it also	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	Image: section of the section of t
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Desc: Call Desc: Resolution Code: Resolution Code: Resolution Code:	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit v have reset it also	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority:	5.37 CT01504-OSV-02 N	2.70		4 6.8	1	
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code:	David Prior Kim Maiberger They think there is a jan they cant see it and they	nming in the finishing unit v have reset it also	Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 3 2019/03/11 16:53	6 SLA Response Hours: Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.00 4.43 4.43 0.02 1.35	Call Priority: Bill Code:	5.37 CT01504-OSV-02 N	2.70		4 6.8		
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Call Desc: Call Call Desc: Call Call Desc: Call Call Desc: Call Call Desc: Call Call Call Call Call Call Call Call	David Prior Kim Maiberger They think there is a jan they cant see it and they JAMMING	nming in the finishing unit v have reset it also	Call In SLA: Received: Dispatched: Arrived: Completed	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 2019/03/11 16:53 : 2019/03/11 16:53	6       1         6       1         8       1         SLA Response Hours:       1         CM Response Hours:       1         CM Response Hours:       1         Repair Hours:       1         Resolution Hours:       1         1       1         2       1         3       1         4       1         5       1         5       1         5       1         5       1         5       1         5       1	4.00 4.43 4.43 0.02 1.35 5.78	Contract#:	CT01504-OSV-02 N OSV Copier Maint Incl F	2.70		<ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul>		
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Call Desc: Call Call Call Call Call Call Call Call	David Prior Kim Maiberger They think there is a jan they cant see it and they JAMMING	nming in the finishing unit v have reset it also	Call In SLA: Received: Dispatched: Arrived: Completed	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 : 2019/03/11 16:53 : 2019/03/11 16:53 : No : No : 2019/04/05 11:21	6       1         6       1         8       1         SLA Response Hours:       1         CM Response Hours:       1         CM Response Hours:       1         CM Response Hours:       1         Repair Hours:       1         Resolution Hours:       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         19       1         10       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         19       1         10       1         10       1         11       1         12       1	4.00 4.43 4.43 0.02 1.35 5.78 4.00 4.00 4.00 4.48	Call Priority: Bill Code:	CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium	Parts Labor Travel Toner		<ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul>		
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Call Desc: Call Call Call Call Call Call Call Call	David Prior Kim Maiberger They think there is a jan they cant see it and they JAMMING	nming in the finishing unit v have reset it also	Call In SLA: Received: Dispatched: Arrived: Completed	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 2019/03/11 16:53 : 2019/03/11 16:53	6       1         6       1         8       1         SLA Response Hours:       1         CM Response Hours:       1         CM Response Hours:       1         Repair Hours:       1         Resolution Hours:       1         1       1         2       1         3       1         4       1         5       1         5       1         5       1         5       1         5       1         5       1	4.00 4.43 4.43 0.02 1.35 5.78	Call Priority: Bill Code:	CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium	2.70		<ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul>		
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Desc: Call Desc: Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: SC177475 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan they cant see it and they JAMMING JAMMING Jamming [CM] David Prior Kim Maiberger jamming and think there	nming in the finishing unit whave reset it also Repositioned Cleaned and Tested Trouble Shoot	Call In SLA: Received: Dispatched: Completed Completed Call In SLA: Received: Dispatched:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 : 2019/03/11 16:53 : 2019/03/11 16:53 : No : No : 2019/04/05 11:21	6       1         6       1         8       1         SLA Response Hours:       1         CM Response Hours:       1         CM Response Hours:       1         CM Response Hours:       1         Repair Hours:       1         Resolution Hours:       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         19       1         10       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         19       1         10       1         10       1         11       1         12       1	4.00 4.43 4.43 0.02 1.35 5.78 4.00 4.00 4.00 4.48	Call Priority: Bill Code:	CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium	Parts Labor Travel Toner		<ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul>		
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Desc: Call Desc: Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: SC177475 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan they cant see it and they JAMMING	nming in the finishing unit whave reset it also Repositioned Cleaned and Tested Trouble Shoot	Call In SLA: Received: Dispatched: Completed Completed Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 : 2019/03/11 16:53 : 2019/03/11 16:53 : No : No : 2019/04/05 11:21 : 2019/04/05 15:22	6       1         6       1         SLA Response Hours:       1         Response Hours:       1         CM Response Hours:       1         CM Response Hours:       1         Repair Hours:       1         Resolution Hours:       1         1       1         2       1         2       1         3       1         4       1         5       1         4       1         5       1         6       1         6       1         7       1         8       1         9       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         10       1         10       1         11       1         12       1         13       1 <t< td=""><td>4.00 4.43 4.43 0.02 1.35 5.78 5.78</td><td>Call Priority: Bill Code:</td><td>CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium</td><td>Parts Labor Travel Toner</td><td></td><td><ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul></td></t<>	4.00 4.43 4.43 0.02 1.35 5.78 5.78	Call Priority: Bill Code:	CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium	Parts Labor Travel Toner		<ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul>		
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Desc: Call Desc: Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: SC177475 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan they cant see it and they JAMMING JAMMING Jamming [CM] David Prior Kim Maiberger jamming and think there	nming in the finishing unit whave reset it also Repositioned Cleaned and Tested Trouble Shoot	Call In SLA: Received: Dispatched: Completed Completed Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 : 2019/03/11 16:53 : 2019/03/11 16:53 : No : No : 2019/04/05 11:21 : 2019/04/05 15:22 : 2019/04/05 15:50	6       1         6       1         1	4.00 4.43 4.43 0.02 1.35 5.78 5.78	Call Priority: Bill Code:	CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium	Parts Labor Travel Toner		<ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul>		
E-Studio 6570c [Toshiba] OSV-03787 sn:SSAF9071 SC173601 Call	SC173601 Assigned Tech: Caller: Call Desc: Call Desc: Call Desc: Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: SC177475 Assigned Tech: Caller:	David Prior Kim Maiberger They think there is a jan they cant see it and they JAMMING JAMMING Jamming [CM] David Prior Kim Maiberger jamming and think there	nming in the finishing unit whave reset it also Repositioned Cleaned and Tested Trouble Shoot	Call In SLA: Received: Dispatched: Completed Completed Call In SLA: Received: Dispatched: Arrived:	: No : 2019/03/11 10:43 : 2019/03/11 15:08 : 2019/03/11 15:09 : 2019/03/11 16:53 : 2019/03/11 16:53 : No : No : 2019/04/05 11:21 : 2019/04/05 15:22 : 2019/04/05 15:50	6       1         6       1         8       1         8       1         9       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         10       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         10       1         11       1         12       1         13       1         14       1         15       1         16       1         17       1         18       1         19       1         19       1         10       1 <td>4.00 4.43 4.43 0.02 1.35 5.78 5.78 4.00 4.48 4.48 4.48 4.48 4.48</td> <td>Call Priority: Bill Code:</td> <td>CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium</td> <td>Parts Labor Travel Toner</td> <td></td> <td><ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul></td>	4.00 4.43 4.43 0.02 1.35 5.78 5.78 4.00 4.48 4.48 4.48 4.48 4.48	Call Priority: Bill Code:	CT01504-OSV-02 N OSV Copier Maint Incl F CT01504-OSV-02 Medium	Parts Labor Travel Toner		<ul> <li>6.8</li> <li>5.78</li> <li>9</li> <li>9<!--</td--><td></td><td></td></li></ul>		

ProblemCodes								Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled
	JAMMING											
Resolution Code:		Cleaned and Tested										
Resolution Code:		Replaced Parts										
SC177935												
Call SC177935	Jamming [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			1.32	
Assigned Tech:	David Prior		Received	1: 2019/04/09 16:11	Response Hours:	0.8	Call Priority:	Medium				
	IT DEPT SERVICE			l: 2019/04/09 16:58	CM Response Hours:	0.80			Parts Labor Travel Toner			
Call Desc:	Jamming			1: 2019/04/09 16:59	Travel Hours:	0.02						
			Completed	d 2019/04/09 17:32	Repair Hours:	0.52						
					Resolution Hours:	1.32						
ProblemCodes												1
	JAMMING											
Resolution Code:		Cleaned and Tested										
SC182649												
	TONER ISSUE [CM]		Call In SLA	.: Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			7.78	
Assigned Tech:	Dovid Drion		Dessived	1: 2019/05/14 13:13	Response Hours:	3.28	Call Priority:	llich				
	IT DEPT SERVICE			1: 2019/05/15 08:00	CM Response Hours:	3.28			Parts Labor Travel Toner			
						0.20	2					
Call Desc:	the copies have alot of ex	xtra toner on them and it		1: 2019/05/15 08:00	Travel Hours:	0						
			Completed	d 2019/05/15 12:30	Repair Hours:	4.5	Incompleted	1 1-Need Parts				
					Resolution Hours:	7.78						
ProblemCodes												
	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	
Assigned Tech:	David Prior		Received	1: 2019/05/15 12:35	Response Hours:	18.68	Call Priority:	: High				
Caller	IT DEPT SERVICE		Dispatched	1: 2019/05/17 14:16	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner			
Call Desc	needs epu kits - the copi	es have alot of extra	Arrived	1: 2019/05/17 14:16	Travel Hours:	0						
	toner on them and it feel			e 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								I		1		
Call SC185197	Jamming [CM]		Call In SLA	.: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.48	
Assigned Tech:	David Prior		Received	1: 2019/06/04 09:12	Response Hours:	0.53	Call Priority:	Medium				
	Kim Maiberger			l: 2019/06/04 09:12	CM Response Hours:	0.53			Parts Labor Travel Toner			
	-						<b>D</b> iii 0000.					
Call Desc:	jammed			1: 2019/06/04 09:44	Travel Hours:	0.28						
			Completee	d 2019/06/04 10:41	Repair Hours: Resolution Hours:	0.95						
					Resolution Hours:	1.48						
ProblemCodes	5											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call
	Resolution Code:		Cleaned and Tested											
udio 857 [Toshiba]									4.28	3 4.64	4 1.0	4.8	6	0
OSV-03783 sn:CABF313	362								4.28	4.64	4 1.0	4.8		0
00400440														
SC169112		Lines on copy [O]		Call In SLA:	NI/A	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			0		0
Call	30109112			Gail III SLA.	N/A	SLA Response hours.	4.00	Contract#.	. 0101304-030-02			U		0
	Assigned Tech:			Received:	2019/02/06 10:16	Response Hours:	1.77	Call Priority:						
	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 g	rey 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:	Brow	entative Maintenance											_
	Resolution Code:		Cleaned and Tested											_
SC169630														
		Multiple Issues [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			5.43		0
					2242/22/44 22 22									
	Assigned Tech:				2019/02/11 09:32	Response Hours:	4.08	Call Priority:						
	Caller.	Kim Maiberger		Dispatched:	2019/02/11 13:13	CM Response Hours:	4.08	Bill Code:	05V Copier Maint Incl	Parts Labor Travel Toner				
		States to plug the cable in	n back and reboot C471		2019/02/11 13:37	Travel Hours:	0.4							
				Completed	2019/02/11 14:58	Repair Hours:	1.35							
						Resolution Hours:	5.43							
	ProblemCodes													_
		Error Code												
	Resolution Code:		Repaired											
	Resolution Code:		Trouble Shoot											
SC173706	5								1					
Call	SC173706	Service Code [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			2.3		0
	Assigned Tech:	David Prior		Received:	2019/03/11 15:18	Response Hours:	1.23	Call Priority:	: down machine					
		Kim Maiberger			2019/03/12 08:00	CM Response Hours:	1.23			Parts Labor Travel Toner				
		-							·					
	Call Desc:	needs service			2019/03/12 08:02	Travel Hours:	0.03							
				Completed	2019/03/12 09:06	Repair Hours: Resolution Hours:	1.07							
							2.3							
	ProblemCodes													
		MAIN CALL												
	Resolution Code:		Replaced Parts											
	Resolution Code:		Cleaned and Tested											
SC174458														
Call	SC174458	Web needs to be replace	ed [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			1.28		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			Parts Labor Travel Toner				
	Call Desc:	neds web		Arrived	2019/03/15 17:27	Travel Hours:	0.62							
	Call Desc:				2019/03/15 17:27 2019/03/15 18:08	Repair Hours:	0.62							
				Completed		Resolution Hours:	1.28							

ProblemCod	es							Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	С
Problem Code:	MAIN LITE												4
													+
Resolution Code:		Replaced Parts											+
SC177791													
Call SC177791	ERROR CODE [CM]		Call In SLA: I	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.27		0
	De la Dia		Destind		Description	0.55							
	ch: David Prior er: Tim Scrbner			2019/04/09 08:36 2019/04/09 14:12	Response Hours:	6.55 6.55	Call Priority:		Parts Labor Travel Toner				
Call			Dispatched. 2	2019/04/09 14.12	CM Response Hours:	0.00	Bill Code.	OSV Copier Maint Inci	Faits Labor Traver Toner				
Call De	sc: call for service error code	e c471	Arrived: 2	2019/04/09 15:09	Travel Hours:	0.95							
			Completed 2	2019/04/09 15:52	Repair Hours:	0.72							
					Resolution Hours:	7.27							
													4
ProblemCod													_
Problem Code:	Error Code												+
Resolution Code:		Cleaned and Tested											4
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
	he Dovid Drive												-
	ch: David Prior er: IT DEPT SERVICE			2019/05/01 15:26 2019/05/02 08:00	Response Hours: CM Response Hours:	1.07 1.07		down machine	Parts Labor Travel Toner				-
Call			Dispatched.	2019/03/02 00.00	Civi Response riburs.	1.07	Dill Code.						
Call De	sc: add paper but there is pa	aper		2019/05/02 08:00	Travel Hours:	0							
			Completed 2	2019/05/02 08:44	Repair Hours:	0.73							
					Resolution Hours:	1.8							
ProblemCod	96												_
Problem Code:	Message												-
	Message												+
Resolution Code:		Cleaned and Tested											+
Resolution Code:		Repaired											+
SC182910													
Call SC182910	DUPLEX JAM [CM]		Call In SLA: I	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			14.42		0
Assigned Teo	ch: David Prior		Received: 2	2019/05/16 08:01	Response Hours:	13.08	Call Priority:	High					-
· · · · · · · · · · · · · · · · · · ·	er: IT DEPT SERVICE			2019/05/17 12:12	CM Response Hours:	13.08			Parts Labor Travel Toner				-
	N . I I . I												
Call De	SC: Not duplexing when told t	10		2019/05/17 12:36 2019/05/17 13:56	Travel Hours: Repair Hours:	0.4 1.33							
			Completed	2019/05/17 13.56	Resolution Hours:	14.42							-
						17.72							-
													-
ProblemCod	es												+
Problem Code:	PART BROKE OFF												T
Resolution Code:		Cleaned and Tested											
Resolution Code:		Repaired											
SC184504								0704504 0014					
Call SC184504	Skewed Copies [CM]		Call In SLA: I	NO	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.28		0
Assigned Tec	ch: David Prior		Received: 2	2019/05/29 11:17	Response Hours:	5.22	Call Priority:	High					
Call	er: Kim Maiberger		Dispatched:	2019/05/30 08:00	CM Response Hours:	5.22	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
Call De	SC: papers are coming out si	ideways skewed	Arrived:	2019/05/30 08:00	Travel Hours:	0							-
				2019/05/30 09:04	Repair Hours:	1.07							-
					Resolution Hours:	6.28							-
ProblemCod	es												T
Problem Code:	COPY QUALITY												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		No Problem Found											
sex Town School District : 58			#DIV/0!	0		0								0
E-Studio 5560cT [Toshiba]									0.40		0.7			0
OSV-03784 sn:CSBE177	38								0.40		0.7	7 0.0		0
														_
SC180571														
Call	SC180571	Customer requests clear	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(	0	0
	Assigned Tech:	David Prior		Received:	2019/04/29 15:17	Response Hours:	0.4	Call Priority:	Ν					
	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:	alaaning		Arrivad	2019/04/29 15:41	Travel Hours:	0.25							
	Call Desc.	clearning			2019/04/29 15:41 2019/04/29 16:22	Repair Hours:	0.25							
				Completed	2019/04/29 10.22	Resolution Hours:	0.88							
						Resolution Hours.	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
sex Westford School District : 51			0.00%	1	<u> </u>	0								_
E-Studio 3055c [Toshiba]									4.05	4.05	1.2	2 5.3	3	0
OSV-03385 sn:C7HD786	64								4.05	4.05	1.2	2 5.3	3	0
SC180623														_
		ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			5.25	5	0
Can	00100023			Gair in OEA.			4.00	Contract#.	0101304 000 02			0.20	, ,	Ū
	Assigned Tech:	David Prior		Received:	2019/04/30 08:47	Response Hours:	4.05	Call Priority:	Ν					
	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							
	Gui Bess.				2019/04/30 14:02	Repair Hours:	1.2							
				Completed	2010/04/00 14:02	Resolution Hours:	5.25							
							0.20							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		REPL DEV											
	Resolution Code:		Calibrated											-
Estudio 857 [Toshiba]									0.12		3.0			0
OSV-03401 sn:CAHD138	341								0.12		0.8	3 0.0	)	0
SC180763														
Call	SC180763	Customer requests clear	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(	0	0
	Assigned Tech:	David Prior		Received	2019/04/30 14:03	Response Hours:	0.12	Call Priority:	Ν					
		IT DEPT SERVICE			2019/04/30 14:10	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc:	cleaning		A price of	2019/04/30 14:10	Travel Hours:	0							
	Call Desc:	oldanning			2019/04/30 14:10 2019/04/30 14:57	Repair Hours:	0 0.78							
				Completed	2019/04/30 14:37	Repair Hours: Resolution Hours:	0.78							
							Ŭ							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:													
	Resolution Code.		Cleaned and Tested		1					1			1	

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Bac
nders Memorial School : 33			55.00%	20	)	11								
E-Studio 6570c [Toshiba]									4.65					3
OSV-03785 sn:SSAF9072	22								4.65	3.80	1.3	7.3	3	3
SC462405														
SC163495	SC163495	Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.2	2	0
Call	00100490			Call III SEA.	. 110	OLA Response nours.	4.00	Contract#.	0101304-031-02			1.2	-	0
	Assigned Tech:	David Prior			: 2019/01/02 09:18	Response Hours:	7.2	Call Priority:						
	Caller:	Laurie Wilcox		Dispatched:	: 2019/01/02 16:42	CM Response Hours:	7.20	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	keeps saying to add pape		Arrived:	: 2019/01/02 16:44	Travel Hours:	0.03							
		seems to think there was	anart ordered for the	Completed	1 2019/01/02 17:21	Repair Hours:	0							
						Resolution Hours:	7.2							
	ProblemCodes													
	Problem Code:	Message												
	Desclution Code:													
	Resolution Code: Resolution Code:		Cleaned and Tested Instructed											
SC163965			instructed											
	SC163965	Paper Tray Issue [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			5.5	5	0
Juli												5.0		
	Assigned Tech:				2019/01/04 08:47	Response Hours:	4.13	Call Priority:	-					
	Caller:	Jane Olesen		Dispatched:	: 2019/01/04 12:33	CM Response Hours:	4.13	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	Larger feeder is not worki	king	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							
	Decklere October													
	ProblemCodes Problem Code:	Multiple Issues												
	Floblem Code.	Multiple issues												
	Resolution Code:		Needs parts											
	SC164146	Paper Tray Issue [CM]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			17.82	2	1
	Assigned Tech:				2019/01/04 15:41	Response Hours:	16	Call Priority:		Darta Labor Troval Tanar				
	Caller	Jane Olesen		Dispatched.	: 2019/01/08 14:32	CM Response Hours:		Bill Code.	USV Copier Maint Inci i	Parts Labor Travel Toner				
	Call Desc:	needs drums - Larger fee	eder 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													_
		COPY QUALITY												
			Replaced Parts											
	Resolution Code:		Replaced Fails		1					1				
SC165535								<b>A</b>	0704504 0014 00			5.15	5	0
SC165535		Call Service Flashing [CM		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02					
SC165535	SC165535													
SC165535	SC165535 Assigned Tech:	Brian Sheehan		Received:	: 2019/01/15 08:10	Response Hours:	4.28	Call Priority:	Assist	Parts Labor Travel Toner				
SC165535	SC165535 Assigned Tech: Caller:	Brian Sheehan Jane Olesen	<b>/</b> ]	Received: Dispatched:	: 2019/01/15 08:10 : 2019/01/15 11:05	Response Hours: CM Response Hours:	4.28 4.28	Call Priority:	Assist	Parts Labor Travel Toner				
SC165535	SC165535 Assigned Tech: Caller:	Brian Sheehan	<b>/</b> ]	Received: Dispatched: Arrived:	: 2019/01/15 08:10 : 2019/01/15 11:05 : 2019/01/15 12:27	Response Hours: CM Response Hours: Travel Hours:	4.28 4.28 1.37	Call Priority: Bill Code:	Assist OSV Copier Maint Incl F	Parts Labor Travel Toner				
SC165535	SC165535 Assigned Tech: Caller:	Brian Sheehan Jane Olesen	<b>/</b> ]	Received: Dispatched: Arrived:	: 2019/01/15 08:10 : 2019/01/15 11:05	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.28 4.28 1.37 0.87	Call Priority: Bill Code:	Assist	Parts Labor Travel Toner				
SC165535	SC165535 Assigned Tech: Caller:	Brian Sheehan Jane Olesen	<b>/</b> ]	Received: Dispatched: Arrived:	: 2019/01/15 08:10 : 2019/01/15 11:05 : 2019/01/15 12:27	Response Hours: CM Response Hours: Travel Hours:	4.28 4.28 1.37	Call Priority: Bill Code:	Assist OSV Copier Maint Incl F	Parts Labor Travel Toner				
SC165535	SC165535 Assigned Tech: Caller:	Brian Sheehan Jane Olesen	<b>/</b> ]	Received: Dispatched: Arrived:	: 2019/01/15 08:10 : 2019/01/15 11:05 : 2019/01/15 12:27	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.28 4.28 1.37 0.87	Call Priority: Bill Code:	Assist OSV Copier Maint Incl F	Parts Labor Travel Toner				
SC165535	SC165535 Assigned Tech: Caller: Call Desc:	Brian Sheehan Jane Olesen red light with wrench call f	<b>/</b> ]	Received: Dispatched: Arrived:	: 2019/01/15 08:10 : 2019/01/15 11:05 : 2019/01/15 12:27	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.28 4.28 1.37 0.87	Call Priority: Bill Code:	Assist OSV Copier Maint Incl F	Parts Labor Travel Toner				
SC165535 Call	SC165535 Assigned Tech: Caller: Call Desc: ProblemCodes	Brian Sheehan Jane Olesen red light with wrench call f	<b>/</b> ]	Received: Dispatched: Arrived:	: 2019/01/15 08:10 : 2019/01/15 11:05 : 2019/01/15 12:27	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	4.28 4.28 1.37 0.87	Call Priority: Bill Code:	Assist OSV Copier Maint Incl F	Parts Labor Travel Toner				

							Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled
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	2
Assigned Tec	h: Brian Sheehan	Received	: 2019/01/15 13:21	Response Hours:	4.67	Call Priority	: Assist				
Calle	r: Jane Olesen	Dispatched	: 2019/01/17 06:29	CM Response Hours:		Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner			
Call Des	c: Needs yellow developer asap please. They are		: 2019/01/17 07:09	Travel Hours:	0.67						
		Departure	e 2019/01/17 08:04	Repair Hours:	0.07						
				Resolution Hours:	11.72						
SC165690											
ProblemCod	95										
Problem Code:	PARTS IN										
Resolution Code:	Replaced Developer										
	Replaced Developer										
SC166793	Jamming (CM)	0-111-014	· No		4.00	0	0704504 001/ 00			7.07	
Call SC166793	Jamming [CM]	Call In SLA	.: NO	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			7.63	5
Assigned Tec	h: David Prior	Received	: 2019/01/23 07:59	Response Hours:	7.07	Call Priority	: Medium				
	r: Jane Olesen		: 2019/01/23 14:37	CM Response Hours:	7.07			Parts Labor Travel Toner			
		Dispatoriou				2					
Call Des	c: jamming in the same spot	Arrived	: 2019/01/23 15:04	Travel Hours:	0.45						
		Completed	d 2019/01/23 15:38	Repair Hours:	0.57						
				Resolution Hours:	7.63						
ProblemCod	es										
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	
	camming [em]			OLA Response riours.	4.00	Contract#	. 0101304 007 02			0.70	,
Assigned Tec	h: David Prior	Received	: 2019/01/25 10:45	Response Hours:	4.55	Call Priority	: Medium				
Calle	er: Laurie Wilcox	Dispatched	: 2019/01/25 14:38	CM Response Hours:	4.55	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner			
Call Des	c: Jamming		: 2019/01/25 15:18	Travel Hours:	0.67						
		Completed	d 2019/01/25 16:34	Repair Hours:	1.2						
				Resolution Hours:	5.75						
ProblemCod	95										
Problem Code:	JAMMING										
Resolution Code:	Replaced Parts										
SC169286			I						1		
Call SC169286	Noisy Operation [CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			7.27	,
					4.00	Contract#				1.21	
Assigned Tec	h: David Prior	Received	: 2019/02/07 07:59	Response Hours:	3.13	Call Priority	: Assist				
Calle	r: Laurie Wilcox	Dispatched	: 2019/02/07 10:04	CM Response Hours:	3.13	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner			
Call Des	c: Making strange noises and needs service		: 2019/02/07 11:08	Travel Hours:	1.07						
		Completed	d 2019/02/07 15:16	Repair Hours:	4.13						
				Resolution Hours:	7.27						
ProblemCod	95										
Problem Code:	Error Code										
Resolution Code:	Replaced Parts										
	· ·		I				1	1			
SC170226											
SC170226 Call SC170226	Call Service Flashing [CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			3.35	5
	Call Service Flashing [CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#	: CT01504-OSV-02			3.35	

	Collor	: Laurie Wilcox		Dispatabody	2019/02/14 10:01	CM Response Hours:	1.97	Rill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner		Time	
								DIII COOE:		TAILS LADUL TRAVEL LONER			
	Call Desc	wrench flashing call for s	service		2019/02/14 10:27	Travel Hours:	0.43						
				Completed	2019/02/14 11:50	Repair Hours:	1.38						
						Resolution Hours:	3.35						
	ProblemCodes	6											
		Error Code											
	Resolution Code:		Cleaned and Tested										
SC170794							1.00						
Call	SC170794	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			1.65	,
	Assigned Tech				2019/02/19 14:30	Response Hours:	0.53	Call Priority:					
	Caller	: Laurie Wilcox		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						
	1			Completed	2019/02/19 16:09	Repair Hours:	1.12	Incompleted	1-Need Parts				
						Resolution Hours:	1.65						
	ProblemCodes												
		FOLLOW UP											
		Follow Up [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			19.85	5
	Assigned Tech	David Prior		Received	2019/02/19 16:14	Response Hours:	3.57	Call Priority:	Low				
		: Laurie Wilcox			2019/02/22 07:57	CM Response Hours:	0.01			Parts Labor Travel Toner			
	Call Desc	: tollow up			2019/02/22 08:09 2019/02/22 10:35	Travel Hours: Repair Hours:	0.2 2.43						
				Departure	2019/02/22 10:55	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	2
	Assigned Tech:	: David Prior		Received:	2019/04/11 08:36	Response Hours:	3	Call Priority:	: N				
		: Jane Olesen			2019/04/11 11:36	CM Response Hours:	3.00			Parts Labor Travel Toner			
	Call Deco	: Error code 0108 time fo	or maintaince	Arrived	2019/04/11 11:36	Travel Hours:	0						
	Can Desc.				2019/04/11 11:43	Repair Hours:	0.12						
						Resolution Hours:	3.12						
	ProblemCodes												
	Problem Code:	Message											
	Resolution Code:		Cleaned and Tested										
	Resolution Code:		Reset code										
SC178924											1	1	
Call	SC178924	Multiple Issues [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.92	2
	Assigned Tech:	: David Prior		Received:	2019/04/17 10:32	Response Hours:	2.95	Call Priority:	N				
		: Jane Olesen			2019/04/17 12:47	CM Response Hours:	2.95			Parts Labor Travel Toner			
	Call Desc	: Seems to be shocking p	eople more and more	Arrived	2019/04/17 13:29	Travel Hours:	0.7						
	Call Dest.		its arounded they would		2019/04/17 13:29	Repair Hours:	0.97						
	1			Completen	2010/04/11 14.21	Repair nours.	0.01						
				Completed	2010/04/11 14.21	Resolution Hours:	3.92						

	ProblemCodes								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
		ELECTRICAL												
	Resolution Code:		Trouble Shoot											
	Resolution Code:		NO PROB FOUND											
SC186951							I							
Cal	I SC186951	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.28	(	0
	Assigned Tech:	David Prior		Received	2019/06/18 08:23	Response Hours:	1.73	Call Priority:	Medium					
		Jean Lawrance			2019/06/18 09:47	CM Response Hours:	1.73			Parts Labor Travel Toner				
								2						
	Call Desc:	Error message to clean			2019/06/18 10:07	Travel Hours:	0.33							
				Completed	2019/06/18 11:40	Repair Hours:	1.55							
	_					Resolution Hours:	3.28							
	ProblemCodes													
		Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Trouble Shoot											
SC188231					1						1			
Cal	I SC188231	Multiple Problems [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.23	(	0
	Assigned Tech:	David Prior		Received	2019/06/27 09:08	Response Hours:	5	Call Priority:	Medium					
		Jane Olesen			2019/06/27 13:22	CM Response Hours:	5.00			Parts Labor Travel Toner				
				Dispatoriou				Din Codo.						
	Call Desc:	Jamming and looks like	e the paper is skewing		2019/06/27 14:08	Travel Hours:	0.77							
				Completed	2019/06/27 15:22	Repair Hours:	1.23							
						Resolution Hours:	6.23							
	ProblemCodes													
		JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
studio 857 [Toshiba]									3.8	0 3.5	3 1.	1 5.4		3
OSV-03782 sn:CABF313	365								3.8	0 3.5	3 1.	1 5.4		3
SC166334														
Cal	I SC166334	Multiple Issues [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.38	(	0
	Assigned Tech:	David Prior		Received:	2019/01/18 11:16	Response Hours:	0.93	Call Priority:	N					
	_	Laurie Wilcox			2019/01/18 11:43	CM Response Hours:	0.93			Parts Labor Travel Toner				
	Call Desc:	needs a kit and drum			2019/01/18 12:12	Travel Hours:	0.48							
				Completed	2019/01/18 13:39	Repair Hours: Resolution Hours:	1.45 2.38							
							2.30							
	ProblemCodes													
		COPY QUALITY												
	Resolution Code:	Pre	ventative Maintenance											
SC166837	7													
Cal	I SC166837	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.13	(	0
	Assigned Tech:	David Prior		Received	2019/01/23 09:21	Response Hours:	6.53	Call Priority:	Medium					
		Jane Olesen			2019/01/23 15:41	CM Response Hours:	6.53			Parts Labor Travel Toner				
				Disputoriou.	_0.0,0,120 10.11			Dii Oode.						
	0.11 D	document feeder is jam	ming and not working on	Arrived	2019/01/23 15:53	Travel Hours:	0.2							
	Call Desc:	about every other inh s	aame lika sansor is											
	Call Desc:		oome liko eoneor ie	Completed	2019/01/23 16:29	Repair Hours: Resolution Hours:	0.6 7.13							

								Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	C
													-
ProblemCod	es												
Problem Code:	ADF PROB												T
Resolution Code:		Replaced Parts											T
SC167093											1		
Call SC167093	Part Broke off [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.28	3	0
Assigned To	ch: David Prior		Dessived	2010/01/24 10:12	Deepense Heure	5 50		N					
				2019/01/24 10:13	Response Hours:	5.58	Call Priority:		Dente Labor Trevel Terror				
Call	er: Jane Olesen		Dispatched:	2019/01/24 15:11	CM Response Hours:	5.58	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
Call De	sc: Door broke off she has it ta	aped 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							
ProblemCod	es												
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	9	0
Assigned Te	ch: David Prior		Received:	2019/02/04 08:09	Response Hours:	5.13	Call Priority:	N					-
	er: Jane Olesen			2019/02/04 11:42	CM Response Hours:	5.13			Parts Labor Travel Toner				-
			Disputorica.	2010/02/04 11.42		0.10	Din Codo.						
Call De:	SC: 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							
ProblemCod													
Problem Code:	JAMMING												
Resolution Code:		NO PROB FOUND											
		Trouble Shoot											
Resolution Code:													
SC170818				×.		1.00	0 1 1	0704504 0014 00					
	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0.5	5	0
SC170818 Call SC170818	Follow Up [CM] ch: David Prior			Yes 2019/02/19 16:00	SLA Response Hours: Response Hours:	4.00	Contract#: Call Priority:				0.5	5	0
SC170818 Call SC170818 Assigned Tec			Received:				Call Priority:	Low	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Tec Call	ch: David Prior er: Laurie Wilcox		Received: Dispatched:	2019/02/19 16:00 2019/02/19 16:23	Response Hours: CM Response Hours:	0.42 0.42	Call Priority:	Low	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Tec Call	ch: David Prior		Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25	Response Hours: CM Response Hours: Travel Hours:	0.42 0.42 0.03	Call Priority: Bill Code:	Low OSV Copier Maint Incl	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Tec Call	ch: David Prior er: Laurie Wilcox		Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.42 0.42 0.03 0.08	Call Priority:	Low OSV Copier Maint Incl	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Tec Call	ch: David Prior er: Laurie Wilcox		Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25	Response Hours: CM Response Hours: Travel Hours:	0.42 0.42 0.03	Call Priority: Bill Code:	Low OSV Copier Maint Incl	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Tec Call	ch: David Prior er: Laurie Wilcox		Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.42 0.42 0.03 0.08	Call Priority: Bill Code:	Low OSV Copier Maint Incl	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Tec Call Call Call Call Call Call Call Cal	ch: David Prior er: Laurie Wilcox sc: follow up		Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.42 0.42 0.03 0.08	Call Priority: Bill Code:	Low OSV Copier Maint Incl	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Teo Call Call Call Des Call Call ProblemCod	ch: David Prior er: Laurie Wilcox sc: follow up		Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.42 0.42 0.03 0.08	Call Priority: Bill Code:	Low OSV Copier Maint Incl	Parts Labor Travel Toner		0.5	5	0
SC170818 Call SC170818 Assigned Teo Call Call Call Call Call Call Call Cal	ch: David Prior er: Laurie Wilcox sc: follow up		Received: Dispatched: Arrived: Completed	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.42 0.42 0.03 0.08 0.5	Call Priority: Bill Code: Incompleted	Low OSV Copier Maint Incl 1-Need Parts	Parts Labor Travel Toner				0
SC170818 Call SC170818 Assigned Teo Call Call Call Des Call Call ProblemCod	ch: David Prior er: Laurie Wilcox sc: follow up		Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.42 0.42 0.03 0.08	Call Priority: Bill Code: Incompleted	Low OSV Copier Maint Incl	Parts Labor Travel Toner		0.5		
SC170818 Call Call Call Call Call Call Call Cal	ch: David Prior er: Laurie Wilcox sc: follow up		Received: Dispatched: Arrived: Completed	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.42 0.42 0.03 0.08 0.5	Call Priority: Bill Code: Incompleted	Low OSV Copier Maint Incl 1-Need Parts CT01504-OSV-02	Parts Labor Travel Toner				
SC170818 Call SC170818 Assigned Teo Call Call Call Call Call Call ProblemCod ProblemCode: Call SC170833 Assigned Teo	ch: David Prior er: Laurie Wilcox sc: follow up es Courtesy call Follow Up [CM]		Received: Dispatched: Arrived: Completed Call In SLA: Received:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours:	0.42 0.42 0.03 0.08 0.5 4.00	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	Low OSV Copier Maint Incl 1-Need Parts CT01504-OSV-02 Low	Parts Labor Travel Toner				
SC170818 Call SC170818 Assigned Tec Call Call Call ProblemCode ProblemCode SC170833 Assigned Tec Call	ch: David Prior er: Laurie Wilcox sc: follow up es Courtesy call Follow Up [CM] ch: David Prior er: Laurie Wilcox		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51 N/A 2019/02/19 16:54 2019/02/21 09:57	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	0.42 0.42 0.03 0.08 0.5 4.00 0.45	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	Low OSV Copier Maint Incl 1-Need Parts CT01504-OSV-02 Low					
SC170818 Call SC170818 Assigned Tec Call Call Call ProblemCode ProblemCode SC170833 Assigned Tec Call	ch: David Prior er: Laurie Wilcox sc: follow up es Courtesy call Follow Up [CM]		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51 N/A 2019/02/19 16:54 2019/02/21 09:57 2019/02/21 10:12	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: CM Response Hours:	0.42 0.42 0.03 0.08 0.5 4.00 0.45 0.25	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	Low OSV Copier Maint Incl 1-Need Parts CT01504-OSV-02 Low					
SC170818 Call SC170818 Assigned Tec Call Call Call ProblemCode ProblemCode SC170833 Assigned Tec Call	ch: David Prior er: Laurie Wilcox sc: follow up es Courtesy call Follow Up [CM] ch: David Prior er: Laurie Wilcox		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51 N/A 2019/02/19 16:54 2019/02/21 09:57	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: CM Response Hours: CM Response Hours: Repair Hours:	0.42 0.42 0.03 0.08 0.5 4.00 0.45 0.25 1.65	Call Priority: Bill Code: Incompleted Contract#: Call Priority:	Low OSV Copier Maint Incl 1-Need Parts CT01504-OSV-02 Low					
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SC170818         SC170818           Call         Assigned Tec           Call         Call           Problem Code:         Call           Problem Code:         Call           Call         Call           SC170833         Assigned Tec           Call         Call           SC170818         Call           SC170813         Call           SC170814         SC173401	ch: David Prior er: Laurie Wilcox sc: follow up es Courtesy call Follow Up [CM] ch: David Prior er: Laurie Wilcox sc: asap - follow up		Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Dispatched: Departure Call In SLA:	2019/02/19 16:00 2019/02/19 16:23 2019/02/19 16:25 2019/02/19 16:51 N/A 2019/02/19 16:54 2019/02/21 09:57 2019/02/21 10:12 2019/02/21 11:51	Response Hours: CM Response Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: CM Response Hours: Repair Hours: Repair Hours: Repair Hours:	0.42 0.42 0.03 0.08 0.5 4.00 0.45 0.25 1.65 12.35	Call Priority: Bill Code: Incompleted Contract#: Call Priority: Bill Code:	Low OSV Copier Maint Incl 1-Need Parts CT01504-OSV-02 Low OSV Copier Maint Incl CT01504-OSV-02			12.35		
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					Completed	2019/03/08 16:28	Repair Hours: Resolution Hours:	1.53 5.53	incompleted	9-1 ECH 499191					-
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Adde:     Date:     In Carbon 2000 (allow 1000 (allow 100 (allow 100 (allow 1000 (allow 100 (allow 100 (allow 1000 (allow 10000 (allow 1000 (allow 1000 (allow 1000	Call	SC173504	Follow Up [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			7.1		1
Alone		Assigned Tech:	David Prior		Received:	2019/03/08 16:30	Response Hours:	6.2	Call Priority:	Low					
Image: set of the set		Caller:	Laurie Wilcox		Dispatched:	2019/03/11 13:33	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
Algo and the set of the se		Call Desc:	Doing follow up		Arrived:	2019/03/11 14:12	Travel Hours:	0.65							┢
Accord     Accord <td></td> <td></td> <td></td> <td></td> <td>Departure</td> <td>2019/03/11 15:06</td> <td>Repair Hours:</td> <td>0.9</td> <td>Incompleted</td> <td>3-TECH ASSIST</td> <td></td> <td></td> <td></td> <td></td> <td></td>					Departure	2019/03/11 15:06	Repair Hours:	0.9	Incompleted	3-TECH ASSIST					
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Argund Tet: Brain Normal Later Normal Yorks Withow States       Provide Normal Yorks Withow States	0"	00470700			0-111-014	N1/A		4.00	0	0704504 001/ 00			10.10		
Able:     Law Wates     Departed: 201903/1004     Old Persone hous     Bill club:     COV Cover house here is labor Travel Travel Travel Travel     Image house       Coll Image Persone     Anisel 201803/1002     Anisel 201803/1002     Travel House     Display     Displa	Call	50173702			Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			13.48		1
Image: Second		-						12.27							
Appendix     Appen		Caller:	Laurie Wilcox		Dispatched:	2019/03/13 09:49	CM Response Hours:		Bill Code:	USV Copier Maint Incl	Parts Labor Travel Toner				
Shifty and shift		Call Desc:	Doing follow up												
SC17364     Protein Code:     Protein Co					Departure	2019/03/13 11:36									
modera     modera <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Resolution Hours:</td> <td>13.48</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>-</td>							Resolution Hours:	13.48							-
Public Code     FOLLOW UP     Image: Code of the code o	SC173504														
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Problem Cude:     PolL/W UP     Image: Regrine Code:     R															-
Problem Cude:     PolL/W UP     Image: Regrine Code:     R															
S0177120     apter not working (2M)     Call in SLA: Yis     SLA Response Hours:     4.00     Contract#: C101504-05V-02     3.53     0       Assigned Tech:: David Prior     Caller: June Olesen     Despatched:: 20190404 08:00     CM Response Hours:     2.1     Call Priority: N     Bill Code:: OSV Copier Maint Ind Parts Labor Travel Toner     5.1     5.1       Caller: June Olesen     Caller: June Olesen     Arrhed: 20190404 08:02     Travel Hours:     0.02     5.1 <td< td=""><td></td><td>Problem Code:</td><td>FOLLOW UP</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>_</td></td<>		Problem Code:	FOLLOW UP												_
S0177120     Applies in twinking [CM]     Call in SLA' vis     SLA Response Hours     4.00     Contract#: C101504-05V-02'     3.53     0       Assigned Tech: David Prior     Caller: Jane Olesen     Dispatched: 2019040314-25     Response Hours     2.11     Call Priority: N     Bill Code: OV Copier Maint Ind Parts Labor Travel Toner     3.53       Call     Call Disc: Jane Olesen     Arrhed: 20190404 08:02     Travel Hours     0.00		Resolution Code:	F	Replaced Parts											_
Assigned Tex:       Dwit Pror       Receive::       Dispatche::				.,											-
Caller: Jane Olesen       Dispatched: 2019/04/04.08:00       CM Response Hours:       2.10       Bill Code: OSV Copier Maint Ind Parts Labor Travel Toner       Image: Call Desc: daplexer is acting odd copies come out winkled         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Repair Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Repair Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Resolution Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Resolution Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Resolution Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Resolution Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Resolution Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Resolution Hours:       1.43         Call Desc: daplexer is acting odd copies come out winkled       Arrived: 2019/04/04.09:27       Resolution Hours:       1.43         Call Desc: daplexer is acting odd copies come	Call	SC177120	duplex not working [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			3.53		0
Analysis       Dispatched: 2019/04/04/08/00       CMR Response Hours:       2.10       Bill Code: 0SV Copier Maint In Parts Labor Travel Toner       Image: Parts Hours:		Assigned Tech:	David Prior		Received:	2019/04/03 14:25	Response Hours:	2.1	Call Priority:	N					-
index       index <td< td=""><td></td><td>-</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Parts Labor Travel Toner</td><td></td><td></td><td></td><td>_</td></td<>		-									Parts Labor Travel Toner				_
indication       indication <td></td> <td>Call Desc:</td> <td>duplexer is acting odd copies co</td> <td>me out wrinkled</td> <td>Arrived:</td> <td>2019/04/04 08:01</td> <td>Travel Hours:</td> <td>0.02</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		Call Desc:	duplexer is acting odd copies co	me out wrinkled	Arrived:	2019/04/04 08:01	Travel Hours:	0.02							
index       index <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>-</td></td<>															-
Problem Code:       Multiple Issues       Inclusion       Inclu							Resolution Hours:	3.53							
Problem Code:       Multiple Issues       Antiple Issues       Antip															
Problem Code:       Multiple Issues       Antiple Issues       Antip		ProblemCodes													
Assigned Tech:       David Piror       Call Desc:       Curtesy Call       Completed       2019/05/13 15:49       Response Hours:       0.05       Call Priority:       0.05 </td <td></td>															
Resolution Code:       Resolution:       Resolution Code:       Reso															
SC182482       Courtesy Call [CC]       Call In SLA: N/A       SLA Response Hours:       4.00       Contract#: CT01504-OSV-02       0			Clean												
Call       SC182482       Courtesy Call [CC]       Call In SLA: N/A       SLA Response Hours:       4.00       Contract#: CT01504-OSV-02       0				Repaired											
Assigned Tech: David Prior       Received: 2019/05/13 14:58       Response Hours:       0.85       Call Priority: N         Calle:       Laurie Wilcox       Dispatched:       2019/05/13 15:47       CM Response Hours:       0.03         Call Desc:       Cut call       Arrived:       2019/05/13 15:49       Travel Hours:       0.03         Completed:       2019/05/13 16:51       Repair Hours:       0.03       Explane       0.03			Courtesy Call [CC]			N/A		4.00	Contract	CT01504 OSV 02			0		0
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	Call												0		0
Call Desc: Curt call     Arrived: 2019/05/13 15:49     Travel Hours:     0.03       Completed 2019/05/13 16:51     Repair Hours:     0.68		-						0.85			Derte Labor Transfer				
Completed 2019/05/13 16:51 Repair Hours: 0.68					Dispatched:	2019/05/13 15:47	CM Response Hours:		Bill Code:	USV Copier Maint Incl	Parts Labor Travel Toner				
		Call Desc:	Curt call												
					Completed	2019/05/13 16:51									_
							Resolution Hours:	0							

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	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
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SC188332		Lines on early [O]			N1/A		1.00	0	0704504 001/ 00					0
Call	SC188332	Lines on copy [O]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0 (	0
	Assigned Tech	: David Prior		Received	: 2019/06/27 14:19	Response Hours:	1.13	Call Priority:	Medium					
	Caller	r: 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							
	Call Desc	, 11103			2019/06/27 15:27	Repair Hours:	1.05							
				Completee	2013/00/27 10.41	Resolution Hours:	0							
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	ProblemCodes	s												
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	Resolution Code:		Cleaned and Tested											
TOSHES457 [Toshiba]	1								1.8	1 3.4	8 1.2	2.2	2 (	0
OSV-03386 sn:CEHD286	85								1.8	1 3.4	8 1.2	2.	2 (	0
SC182434														
Call	SC182434	Paper Tray Issue [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			4.3	7 (	0
	Assigned Tech	: David Prior		Received	: 2019/05/13 11:13	Response Hours:	3.18	Call Priority:	down machine					
		r: Jane Olesen			: 2019/05/13 13:57	CM Response Hours:	3.18			Parts Labor Travel Toner				
	Call Desc	: Stating it needs paper	but the machine is full and		: 2019/05/13 14:24	Travel Hours:	0.45							
				Completed	2019/05/13 15:35	Repair Hours:	1.18							
						Resolution Hours:	4.37							
	ProblemCodes	e												
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	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC187044			•											
	SC187044	INSPECTION [O]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0	0
		Dovid Drier		Dessived	2010/06/19 11:42	Deeperse Hours	0.42		N					
	Assigned Tech	: Laurie Wilcox			: 2019/06/18 11:43 : 2019/06/18 11:55	Response Hours: CM Response Hours:	0.43	Call Priority:		Parts Labor Travel Toner				
	Caller			Dispatemen	. 2019/00/10 11.33	Civi Response riours.		Din Code.						
	Call Desc	: summer inspect		Arrived	: 2019/06/18 12:09	Travel Hours:	0.23							
				Completed	2019/06/18 13:21	Repair Hours:	1.2							
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	Problem Code:	Courtesy call												
	Popolistics On the		Olassia											
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atha Elementary School : 34			50.00%	2	-	1			1.16	8	1.2			0
Estudio 857 [Toshiba] OSV-03400 sn:CAHD138	228								1.10		1.2			0
03v-03400 sn:CAHD138	020								1.10		1.2	. 0.1		0
SC164738														
	SC164738	CLEANING [PM]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0 (	0
Call														
Call					: 2019/01/09 12:16	Response Hours:								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Caller	IT DEPT SERVICE		Dispatched:	2019/01/09 12:33	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
		: CLEANING		Arrived	2019/01/09 12:48	Travel Hours:	0.25							
					2019/01/09 13:49	Repair Hours:	1.02							
				Completed	2010/01/00 10:10	Resolution Hours:	0							
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SC17924														_
Ca	II SC179240	Needs Part [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0	0
	Assigned Tech	: David Prior		Received:	2019/04/19 10:50	Response Hours:	2.58	Call Priority:	N					
	Caller	TIT 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							
					2019/04/19 13:25	Repair Hours:	1.52							
				Completed	2010/04/10 14:00	Resolution Hours:	0							
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	ProblemCodes	S												
	Problem Code:	PM												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC18257														
Ca	II SC182571	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02				0	0
	Assigned Tech	: David Prior		Received:	2019/05/14 09:56	Response Hours:	0.38	Call Priority:	N					
	Caller	TIT DEPT SERVICE		Dispatched:	2019/05/14 10:03	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
		: maintiance Light		Arrivadu	2019/05/14 10:19	Travel Hours:	0.27							
		, maintiance Light			2019/05/14 10:19	Repair Hours:	0.93							
	_			Completed	2013/03/14 11:13	Resolution Hours:	0.95							
	ProblemCodes	S												
	Problem Code:	MAIN LITE												
	Resolution Code:		Cleaned and Tested											
SHES457 [Toshiba]									2.19					0
OSV-03751 sn:CEKE47	064								2.19	2.9	0.6	5 2.5	3	0
00/0/	1													
SC16477	4 II SC164774	CLEANING [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract	CT01504-OSV-02				0	0
Ca	11 30 104/74			Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	0101504-050-02				J	0
	Assigned Tech	: David Prior		Received:	2019/01/09 13:50	Response Hours:	0.62	Call Priority:	Ν					
	Caller	TIT 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							
					2019/01/09 15:17	Repair Hours:	0.83							
						Resolution Hours:	0							
	ProblemCodes	s												
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
SC17433														
	0 II SC174330	Power Surge [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			6.6	3	0

									-		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 I	Parts Labor Travel Toner				
	Call Desc:	Rebooting on its own si	huts down and turns its	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											
SC17956	7													
Ca	II SC179567	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0.33		0
	Assigned Tech:	David Prior		Received:	2019/04/22 15:42	Response Hours:	0.1	Call Priority:	Low					
		IT DEPT SERVICE			2019/04/22 15:47	CM Response Hours:	0.10			Parts Labor Travel Toner				
		follow up					0.02							
	Call Desc:				2019/04/22 15:48 2019/04/22 16:02	Travel Hours: Repair Hours:	0.02 0.23							
				Completed	_010/07/22 10.02	Resolution Hours:	0.23							
							0.00							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		COURTESY CALL			2								
E-Studio 3055c [Toshiba]			33.333%	6		2			4.48	7.78	0.7			0
E-Studio 3055C [Toshiba] OSV-03387 sn:C7HD78									4.40					0
000-00007 31.071070	5005								7.70	1.10	0.1			Ũ
SC16421	5													
Са	II SC164215	NOISE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			8.83		0
	Assigned Tech:	Dovid Brier		Pagainad	2019/01/07 09:08	Response Hours:	7.78	Call Priority:	N					
		Jillian Aldrich			2019/01/08 07:54	CM Response Hours:	7.78			Parts Labor Travel Toner				
								Din oode.						
	Call Desc:	Making noise			2019/01/08 08:25	Travel Hours:	0.52							
				Completed	2019/01/08 09:28	Repair Hours:	1.05							
						Resolution Hours:	8.83							
	ProblemCodes													_
		NOISE												
	Resolution Code:		Trouble Shoot											
SC18545	3													
	III SC185453	INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			0		0
Ca		David Prior		Received:	2019/06/05 12:53	Response Hours:	1.18	Call Priority:	N					
Ca	Assigned Tech				2010/00/00 12:00					Parts Labor Travel Toner				
Ca	Assigned Tech: Caller:				2019/06/05 13:27	CM Response Hours:								
Ca	Caller	IT DEPT SERVICE		Dispatched:	2019/06/05 13:27	CM Response Hours:								
Ca		IT DEPT SERVICE		Dispatched: Arrived:	2019/06/05 14:04	Travel Hours:	0.62							
Ca	Caller	IT DEPT SERVICE		Dispatched: Arrived:		Travel Hours: Repair Hours:	0.42							
Ca	Caller	IT DEPT SERVICE		Dispatched: Arrived:	2019/06/05 14:04	Travel Hours:								
Са	Caller	IT DEPT SERVICE		Dispatched: Arrived:	2019/06/05 14:04	Travel Hours: Repair Hours:	0.42							
Са	Caller: Call Desc:	IT DEPT SERVICE		Dispatched: Arrived:	2019/06/05 14:04	Travel Hours: Repair Hours:	0.42							
Ca	Caller: Call Desc:	IT DEPT SERVICE		Dispatched: Arrived:	2019/06/05 14:04	Travel Hours: Repair Hours:	0.42							
Ca	Caller: Call Desc:	IT DEPT SERVICE		Dispatched: Arrived:	2019/06/05 14:04	Travel Hours: Repair Hours:	0.42							
Ca	Caller: Call Desc:	IT DEPT SERVICE	Cleaned and Tested	Dispatched: Arrived:	2019/06/05 14:04	Travel Hours: Repair Hours:	0.42							
Ca EStudio 557 [Toshiba]	Caller: Call Desc: ProblemCodes Problem Code:	IT DEPT SERVICE	Cleaned and Tested	Dispatched: Arrived:	2019/06/05 14:04	Travel Hours: Repair Hours:	0.42		7.71	6.20	1.5	8.7		1

									Response Hours	CMResponse Hours	Repair Hours	Time		Ca
SC164214														
	SC164214	print issue [CM]		Call In SLA: N	lo	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			9.72	2	0
	Assigned Tech	n: David Prior		Received: 2	019/01/07 09:07	Response Hours:	8.92	Call Priority:	: High					
		r: Jillian Aldrich			019/01/08 09:30	CM Response Hours:	8.92			Parts Labor Travel Toner				
	Call Des	: Papers are shaded grey	,	Arrived: 2	019/01/08 09:32	Travel Hours:	0.03							-
					019/01/08 10:20	Repair Hours:	0.8							-
						Resolution Hours:	9.72							
	DroblemCode													
	ProblemCode Problem Code:	COPY QUALITY												
														_
	Resolution Code:		No Problem Found											
SC170568														
Call	SC170568	Black Line On Image [C	M]	Call In SLA: Y	es	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			5.73	3	0
	Assigned Tech	n: David Prior		Received: 2	019/02/18 09:57	Response Hours:	3.48	Call Priority:	: Assist					
	Calle	r: Jillian Aldrich		Dispatched: 2	019/02/18 11:58	CM Response Hours:	3.48	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: making black copies		Arrived: 2	019/02/18 13:26	Travel Hours:	1.47							-
				Completed 2	019/02/18 15:41	Repair Hours:	2.25	Incompleted	3-TECH ASSIST					
						Resolution Hours:	5.73							
														_
	ProblemCode	s												_
	Problem Code:	Multiple Issues												_
	Resolution Code:		Trouble Shoot											
Call	SC170640	Black Line On Image [C	M]	Call In SLA: N	//A	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			19.42	2	1
	Assigned Tech				019/02/18 15:41	Response Hours:	17.82	Call Priority:	-					
	Calle	r: Jillian Aldrich		Dispatched: 2	019/02/20 15:51	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: making black copies		Arrived: 2	019/02/21 08:00	Travel Hours:	16.15							
				Departure 2	019/02/21 09:36	Repair Hours:	1.6							
						Resolution Hours:	19.42							
SC170640														_
	ProblemCode	s												
	Problem Code:	FOLLOW UP												
	Decelution Codes		Missellereeus											
SC185407	Resolution Code:		Miscellaneous											
	SC185407	INSPECTION [O]		Call In SLA: N	//A	SLA Response Hours:	4.00	Contract#:	: CT01504-OSV-02			(	)	0
	Assigned Tech			Pacaivad: 2	019/06/05 10:32	Response Hours:	0.6	Call Priority:	• N					
	-	r: IT DEPT SERVICE			019/06/05 11:05	CM Response Hours:	0.0			Parts Labor Travel Toner				_
							0.05		·					_
	Call Desc	c: inspect for summer main	nuance		019/06/05 11:08 019/06/05 12:29	Travel Hours: Repair Hours:	0.05 1.35							_
				Completeu 2	010/00/00 12.23	Resolution Hours:	0							-
														-
	ProblemCode													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											-
lio 657 [Toshiba]									3.5	0 4.4	.9 0.7	3.0	)	0
OSV-03402 sn:CAHD140	073								3.5					0

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
SC17063	37											
Ca	all SC170637	Cleaning Web [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02			1.2	2	0
	Assigned Tech	. David Prior		Received: 2019/02/18 15:17	Response Hours:	0.62	Call Priority: High					
		r: IT DEPT SERVICE		Dispatched: 2019/02/18 15:45	CM Response Hours:	0.62	Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Galici					0.02						
	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						
	ProblemCode	s										
	Problem Code:	Courtesy call										
	Resolution Code:		Cleaned and Tested									
SC18531	0											
Ca	all SC185310	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				0	0
	Assigned Tech	. David Prior		Received: 2019/06/04 15:15	Response Hours:	2.77	Call Priority: N					
		r: IT DEPT SERVICE		Dispatched: 2019/06/05 09:12	CM Response Hours:	2.11	Bill Code: OSV Copier Maint Incl	Parts Labor Traval Tapar				
	Caller	I. II DEFT SERVICE		Dispatcheu. 2019/00/05 09:12	Givi Response Hours:		Din Code. Oov Copier Maint Incl					
	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						
	ProblemCode	s										
	Problem Code:	Courtesy call										
	Resolution Code:		Cleaned and Tested									
SC18608	39											
Ca	all SC186089	COPY QUALITY POOR	R [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02			7.2	8	0
	Assigned Tech	. David Prior		Received: 2019/06/11 09:13	Response Hours:	7.13	Call Priority: N					
		r: IT DEPT SERVICE		Dispatched: 2019/06/11 15:58	CM Response Hours:	7.13	Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Guildi					1.10						
	Call Desc	: light to very faint prints a	and copies just replaced	Arrived: 2019/06/11 16:21	Travel Hours:	0.38						
				Completed 2019/06/11 17:01	Repair Hours:	0.15						
					Resolution Hours:	7.28						
	ProblemCode											
	Problem Code:	COPY QUALITY										
	Resolution Code:		CLEAN OPTICS									
OSV-03403 sn:CAHD14	4100						3.4	9 5.7	3 0.9	3.	3	0
SC17266												
Ca	all SC172668	Black Line On Image [C	CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02			6.5	8	0
	Assigned Tech	. David Prior		Received: 2019/03/05 09:54	Response Hours:	5.73	Call Priority: High					
		r: Jillian Aldrich		Dispatched: 2019/03/05 15:22	CM Response Hours:	5.73	Bill Code: OSV Copier Maint Incl	Parts Labor Travel Toper				
				Dispatonou. 2019/09/09 19.22	Cin Response riburs.	0.10						
	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						
	ProblemCode	s										
	Problem Code:	COPY QUALITY										
	Floblein Code.											-
SC18530												
		INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bad
	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							
					2019/06/05 08:54	Repair Hours:	0.9							
				Completed	2010/00/00 00:01	Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Courtesy Call											
ford Elementary School : 146			50.00%	2		1								
EStudio 557 [Toshiba]									2.13	3.28	3 0.8	8 2.	5	1
OSV-03405 sn:CAHD14	259								2.13	3 3.28	3 0.8	B 2.	5	1
SC165365														
Cal	SC165365	SMUDGES COPIES [PI	M]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			(	)	0
	Assigned Tech:	David Prior		Received:	2019/01/14 10:41	Response Hours:	0.48	Call Priority:	N					
		Pauline Perry			2019/01/14 10:46	CM Response Hours:	5110			Parts Labor Travel Toner				
	Call Desc:	smudging			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												
	Decelution Code:		Densired											
SC176266	Resolution Code:		Repaired											_
		Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			5.2	,	0
Ca	00170200	ourning [Ow]		Gair in SEA.		SEA Response riours.	4.00	Contract#.	0101304-030-02			5.2		U
	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							
		,			2019/03/28 16:44	Repair Hours:	0.88							
						Resolution Hours:	5.27							
	ProblemCodes													
		JAMMING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts									_		
SC182376	6													
Cal	SC182376	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.18	3	0
	Acciment Test	Brian Chacher		Deschart	2010/05/12 00:11	Boonenee Lieure	0.47		Modium					
	Assigned Tech:	Brian Sheehan Ethan Kichura			2019/05/13 09:11	Response Hours:	2.17 2.17	Call Priority:		Parts Labor Travel Toner				
	Caller:			Dispatched:	2019/05/13 11:21	CM Response Hours:	2.17	Dill Code:	Cov Copier iviaint incl	i ans Labor i laver l'oner				
	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							
Cal	SC182439	Jamming [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02			2.3	7	1
	Assigned Tech:	David Prior		Received	2019/05/13 11:31	Response Hours:	1.47	Call Priority:	Medium					
	-	Ethan Kichura			2019/05/13 12:59	CM Response Hours:	1.41			Parts Labor Travel Toner				
								Din Ooue.						
		lamming		Arrived:	2019/05/13 12:59	Travel Hours:	0							
	Call Desc:	Jamming												
	Call Desc:	Jamming		Departure	2019/05/13 13:53	Repair Hours: Resolution Hours:	0.9 2.37							

						Response Hours	CMResponse Hours		Resolution Time	Rescheduled	Call Back
SC18	32439										
	ProblemCodes										
	Problem Code:	JAMMING									
	Resolution Code:	Cleaned and Tes	ed								
	Resolution Code:	Instruc	ed								
otal						4.7	2 4.1	166.68	1092.5	5 2	25

(No Survey Responses For Period)