

RSU 14 - WINDHAM FY20



SPC SUMMARY

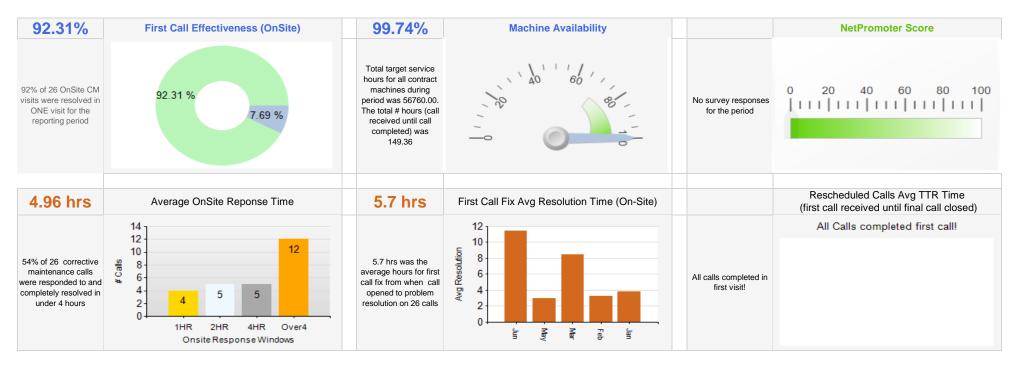
Of the 54 copies being serviced under contract with A-Copi, there were 45 service calls on 31 machines, with 26 of those calls handled on site. Only one copier had 5 service calls; the others had 1 or 2. Uptime was excellent at 99.74%, and 92% of the onsite service calls were resolved within the first visit. Average response time was 4.96 hours. All vendors count their response time differently, but all but 12 calls were responded to within 1 to 4 hours, well within the four-hour average response time outlined in your bid specs.

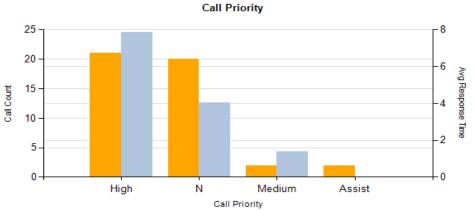
Your equipment is beginning to show age, and though reliability does not seem to be a problem, parts become harder to find as machines reach 7 years from model intro date. You may want to consider having SPC review your fleet and consider upgrading in the near future.

		No equip	oment had more than 5	calls for the	reporting	period 7/1/1	9 to 6/30/20		
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro	Model Age (years)
Jordan-Small Middle School : 423 Webb's Mills Road		Jonai Ramboi	motan Dato	Guile	Totallio Black	7 0141110 00101	Volumo Black	70141110 00101	Duto	(300.0)
API-3091[Toshiba/TOSHES456]	Room A-103	C2D236055	7/9/2012	0	1,532	0	1,150	0	2/1/2012	8.5
API-5247[Toshiba/EStudio 757]	Teacher's Room	CAHD13764	10/24/2014	1	3,755	0	4,259	0	6/1/2014	6
API-6576[Toshiba/TOSHES7508A]	Jordan-Small Middle School / C126	CIHF11097	11/21/2016	0	5,561	0	4,137	0	7/1/2016	4
API-6591[Toshiba/E-Studio 6506AC]	Jordan-Small Middle School / Main Office	CHHF11124	11/21/2016	0	5,761	3,668	5,737	2,789	7/1/2016	4
API-3101[Toshiba/E-Studio 4540c]	Main Office	CMD218320	7/9/2012	1	3,241	3,209	1,079	3,532	5/1/2011	9
API-6532[Toshiba/TOSHES8508A]	Manchester School / Copy Room	CIHF11740	11/21/2016	0	30,061	0	18,132	0	7/1/2016	4
API-6537[Toshiba/TOSHES5506ACT]	Manchester School / Main Office Work Room	CHHF11007	11/21/2016	4	2,425	2,684	1,892	2,512	7/1/2016	4
API-6538[Toshiba/TOSHES8508A]	Manchester School / Copy Room	CIIF12145	11/21/2016	0	24,789	0	16,318	0	7/1/2016	4
API-6546[Toshiba/TOSHES8508A]	Manchester School / Copy Room Center	CIHF11765	11/21/2016	2	21,580	0	12,426	0	7/1/2016	4
Raymond Elementary School: 434 Webb's Mills Road		_								
API-5233[Toshiba/TOSHES457]	Main Office	CEHD28550	10/24/2014	1	2,919	0	1,011	0	6/1/2014	6
API-6531[Toshiba/TOSHES287CSL]	Raymond Elementary / Work Room	TJGF12996	11/21/2016	2	72	2,858	83	2,857	7/1/2014	6
API-6533[Toshiba/TOSHES8508A]	Raymond Elementary / Work Room	CIHF11767	11/21/2016	2	23,222	0	17,332	0	7/1/2016	4
API-6536[Toshiba/TOSHES5506ACT]	Raymond Elementary / Main Office	CHIF11286	11/21/2016	3	5,380	5,784	2,656	4,235	7/1/2016	4
API-6545[Toshiba/TOSHES7508A]	Raymond Elementary / 2nd Floor Copy Room	CIHF11037	11/21/2016	0	6,519	0	6,867	0	7/1/2016	4
RSU # 14 : 228 Windham Center Road										
API-5256[Toshiba/E-Studio 3055c]	2nd Floor	C7IC23506	10/24/2014	2	0	0	851	473	7/1/2013	7
API-6580[Toshiba/TOSHES7508A]	Central Office / Left Copy Room	CIHF11074	11/22/2016	1	10,758	0	7,392	0	7/1/2016	4
API-6590[Toshiba/TOSHES5506ACT]	Central Office / Superintendent Wing Copy Room	CHHF11244	11/22/2016	1	3,007	3,363	2,504	2,976	7/1/2016	4
RSU # 14 - Bus Garage : 185 Windham Center Road										
API-6187[Toshiba/E-Studio 3040c]	Bus Garage 185 Windham Center Road	CNB326928	11/21/2016	0	929	122	893	129	5/1/2011	9
Windham High School : 406 Gray Road		+								
API-3033[Toshiba/EStudio 856]	Library	CRD210777	7/9/2012	0	6,125	0	5,684	0	2/1/2012	8.5
API-3114[Toshiba/EStudio 756]	Windham High School - Faculty Office E	CKE210656	7/30/2012	0	7,139	0	1,744	0	2/1/2012	8.5
API-4718[Toshiba/TOSHES456]	Library	C2LC11196	9/21/2018	0	1,036	0	1,514	0	2/1/2012	8.5
API-5241[Toshiba/E-Studio 3055c]	Katahdin Program Office	C7IC23480	10/24/2014	0	567	517	721	1,564	7/1/2013	7
API-6223[Toshiba/E-Studio 3555c]	Windham High School / Athletic's Office	C7CF58856	11/22/2016	0	2,016	225	1,450	190		7
API-6449[Toshiba/E-Studio 4505AC]	Adult Education Lobby	CFGF44639	11/22/2016	2	2,873	1,956	1,553	1,923	7/1/2016	4
API-6459[Toshiba/E-Studio 3555c]	Windham High School / Faculty Office	C7CF58845	11/22/2016	1	3,850	4,164	1,512	2,284	7/1/2013	7
API-6460[Toshiba/E-Studio 3555c]	Windham High School / Library	C7CF58791	11/22/2016	1	1,337	2,119	1,101	2,082	7/1/2013	7
API-6463[Toshiba/E-Studio 3555c]	Windham High School / Room 313	C7CF59028	11/22/2016	0	3,457	664	2,822	527	7/1/2013	7
API-6468[Toshiba/E-Studio 3555c]	Windham High School / Student Services	C7CF58699	11/22/2016	0	1,707	3,023	1,418	2,180	7/1/2013	7
API-6574[Toshiba/E-Studio 6508A]	Windham High School - Ed Tech Office E	CIIF11876	11/22/2016	1	2,105	0	3,993	0	8/1/2016	
API-6586[Toshiba/TOSHES8508A]	Windham High School / Faculty Office M (Math Dep	•	11/22/2016	5	25,327	0	21,658	0	7/1/2016	
API-6587[Toshiba/TOSHES8508A]	Windham High School / Faculty Office K	CIIF11808	11/22/2016	1	19,018	0	13,949	0	7/1/2016	4

					Projected	Projected				
				# Service	Monthly	Monthly		Actual Monthly		Model Age
Current Equipment Details	Location Notes	Serial Number	Install Date	Calls	Volume Black	Volume Color	Volume Black	Volume Color	Date	(years)
API-6588[Toshiba/TOSHES8508A]	Windham High School / Faculty Office B	CIIF1852	11/22/2016	1	21,219	C	18,197	0	7/1/2016	4
API-6593[Toshiba/E-Studio 5508A]	Windham High School / Student Services	CIIF12379	11/22/2016	1	552	C	402	0	7/1/2016	4
API-6596[Toshiba/TOSHES8508A]	Windham High School / Main Office	CIHF11778	11/22/2016	0	16,640	C	12,754	0	7/1/2016	4
API-6597[Toshiba/E-Studio 4505AC]	Windham High School / Main Office	CFHF47150	11/22/2016	2	4,114	3,509	2,577	2,387	7/1/2016	4
Windham Middle School : 408 Gray Road										
API-3102[Toshiba/TOSHES456]	Teacher's Cafeteria	C2D236072	7/9/2012	0	255	C	68	0	2/1/2012	8.5
API-3106[Toshiba/EStudio 756]	Windham Middle School / Room 201A Supply Closet	CKE210744	7/30/2012	1	5,535	C	5,304	0	2/1/2012	8.5
API-3108[Toshiba/EStudio 756]	Windham Middle School / Field Allen Office	CKE210719	7/30/2012	0	3,100	C	993	0	2/1/2012	8.5
API-6442[Toshiba/E-Studio 3555c]	Windham Middle School / Field Allen Office	C7CF59054	11/22/2016	1	1,673	3,182	1,918	2,823	7/1/2013	7
API-6470[Toshiba/E-Studio 3555c]	Windham Middle School / Main Office	C7CF58855	11/22/2016	1	6,840	2,014	4,793	1,550	7/1/2013	7
API-6571[Toshiba/E-Studio 6508A]	Windham Middle School / Guidance Office Conf	CIIF11900	11/22/2016	1	7,216	C	5,095	0	8/1/2016	4
API-6572[Toshiba/TOSHES7508A]	Windham Middle School / Room 103A	CIHF11657	11/22/2016	1	19,324	C	11,236	0	7/1/2016	4
API-6573[Toshiba/TOSHES7508A]	Windham Middle School / Main Office	CIHF11139	11/22/2016	0	13,775	C	8,887	0	7/1/2016	4
API-6582[Toshiba/TOSHES7508A]	Windham Middle School / Field Allen Teacher's Work Room	CIHF11140	11/22/2016	0	18,573	C	11,871	0	7/1/2016	4
Windham Primary School : 404 Gray Road										
API-3063[Kyocera/KYFSC5350DN]	Room C44	QVQ1Z05202	7/9/2012	0	330	358	218	218	8/1/2009	11
API-3089[Toshiba/TOSHES456]	Portable Building	C2D235912	7/9/2012	1	2,291	C	1,153	0	2/1/2012	8.5
API-5244[Toshiba/TOSHES457]	Main Office	CEHD30694	10/24/2014	0	3,346	C	3,604	0	6/1/2014	6
API-6577[Toshiba/TOSHES8508A]	Windham Primary / Teacher's Room	CIIF11831	11/22/2016	1	24,395	C	17,521	0	7/1/2016	4
API-6579[Toshiba/TOSHES8508A]	Windham Primary / 2nd Floor Work Room A House	CIIF11798	11/22/2016	0	22,570	C	13,414	0	7/1/2016	4
API-6583[Toshiba/TOSHES8508A]	Windham Primary / 2nd Floor C House Work Room	CIIF11815	11/22/2016	1	14,531	C	7,803	0	7/1/2016	4
API-6584[Toshiba/TOSHES8508A]	Windham Primary / C House 1st Floor Work Room	CIIF12142	11/22/2016	1	22,586	C	15,730	0	7/1/2016	4
API-6585[Toshiba/TOSHES8508A]	Windham Primary / B House 2nd Floor Work Room	CIIF12141	11/22/2016	0	14,015	C	10,886	0	7/1/2016	4
API-6589[Toshiba/E-Studio 6506AC]	Windham Primary / Teacher's Room	CHHF11108	11/22/2016	1	23,362	12,840	15,621	11,852	7/1/2016	4
API-6598[Toshiba/E-Studio 4505AC]	Windham Primary / Martha's Office	CFHF50573	11/22/2016	0	3,926	1,500	1,924	912	7/1/2016	4
TOTALS & AVERAGES				45	8,856	1,070	6,219	926		





Caller	Call Count
	11
Amy	1
Andrea	1
Bob Hickey	1
Dan Jackson	1
Dj	1
Jason Morrell	1
Kelly	1
Kerry	1
Marshal	1
Marshall	10
Maureen	2
Mindy McKinney	4
Noelle Fone	1
On Cloud Connect	6
Peter	1
Stacy	1
Total	45

										011D	B		B	0.1101
									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Back
Manchester School			% Calls in SLA	Total Calls	In SLA	4			3.74	4.96	0.7		2	2
Jordan-Small Middle School : 423 Webb's Mills Road			#DIV/0!	0	(
E-Studio 6506AC [Toshiba]														
API-6591 sn:														
EStudio 757 [Toshiba]														
API-5247 sn:														
TOSHES456 [Toshiba]														
API-3091 sn:														
TOSHES7508A [Toshiba]													l	
API-6576 sn:														
711 7 301 3 311														
Jordan-Small Middle School : -			0.00%	1	()								
MissingAddress														
EStudio 757 [Toshiba]									6.55					
API-5247 sn:CAHD13764									6.55	6.55	0.3	6.8	(
SC227152	SC227152	First Politica Politica		Call In SLA:	N.	014.5	0.00	0	: SPC3197-API-04					
Call	SC22/152	Finisher Problem [CM]		Call in SLA:	No	SLA Response Hours:	6.00	Contract#	: SPC3197-API-04			6.8	()
	Assigned Tech:	: Jason Morrell		Received:	2020/06/23 14:23	Response Hours:	6.55	Call Priority						
	Caller	: Kerry		Dispatched:	2020/06/24 12:02	CM Response Hours:	6.55	Bill Code	: ACOPI Prepaid Toner					
	Call Desc	Unable to re attach finisher		Arrived:	2020/06/24 12:26	Travel Hours:	0.4							
				Completed	2020/06/24 12:41	Repair Hours:	0.25							
						Resolution Hours:	6.8							
Manchester School : 709 Roosevelt			#DIV/0!	0	()								
Trail														
E-Studio 4540c [Toshiba]														
API-3101 sn:														
													ı	
TOSHES5506ACT [Toshiba] API-6537 sn:														
TOSHES8508A [Toshiba] API-6532 sn:														
TOSHES8508A [Toshiba]														
TOSHES8508A [Toshiba]														
TOSHES8508A [Toshiba]														
TOSHES8508A [Toshiba] API-6532 sn:														
TOSHES8508A [Toshiba] API-6532 sn:														
TOSHES8508A [Toshiba] API-6532 sn:														
TOSHES8508A [Toshiba] API-6532 sn: API-6538 sn:														

anchester School : -MissingAddress			75.00%	4		3							
E-Studio 4540c [Toshiba]									0.05		0.9	0.0	0
API-3101 sn:CMD218320)								0.05		0.9	0.0	0
SC216724													
Call	SC216724	Call entered via Remote Tec	ch [O]	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			0	0
	Assigned Tech:	Marshall Rader		Received:	2020/02/06 09:37	Response Hours:	0.05	Call Priority:	High				
	Caller	Marshall		Dispatched:	2020/02/06 09:40	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner				
	Call Desc	Courtesy Call		Arrived:	2020/02/06 09:40	Travel Hours:	0						
				Completed	2020/02/06 10:35	Repair Hours:	0.92						
						Resolution Hours:	0						
TOSHES5506ACT [Toshiba]									3.36	3.36	0.9	4.3	0
API-6537 sn:CHHF11007	7								3.36	3.36	0.9	4.3	0
SC216196													
Call	SC216196	COPY QUALITY POOR [CM	1]	Call In SLA:		SLA Response Hours:	6.00		SPC3197-API-04			2.7	0
	Assigned Tech:				2020/02/03 13:17	Response Hours:	1.58	Call Priority:					
	Caller	On Cloud Connect		Dispatched:	2020/02/03 14:16	CM Response Hours:	1.58	Bill Code:	ACOPI Prepaid Toner				
	Call Desc	Faded prints		Arrived:	2020/02/03 14:52	Travel Hours:	0.6						
		·			2020/02/03 15:59	Repair Hours:	1.12						
						Resolution Hours:	2.7						
SC216697													
	SC216697	COPY QUALITY POOR [CM	4]	Call In SLA:	Yes	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			1.67	0
- Cui			•			CENTROSPONOS FIGURO.						1.01	<u> </u>
	_	Marshall Rader			2020/02/06 07:59	Response Hours:	0.62	Call Priority:					
	Caller	On Cloud Connect		Dispatched:	2020/02/06 08:04	CM Response Hours:	0.62	Bill Code:	ACOPI Prepaid Toner				
	Call Desc	Color issue		Arrived:	2020/02/06 08:37	Travel Hours:	0.55						
					2020/02/06 09:40	Repair Hours:	1.05						
				,		Resolution Hours:	1.67						
SC217177													
Call	SC217177	print issue [CM]		Call In SLA:	Yes	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			5.77	0
	Assigned Teels	Adam Overlock		Bassinad	2020/02/10 13:52	Response Hours:	4.72	Call Priority:	Lligh				
	_				2020/02/10 13:32	CM Response Hours:	4.72	-	ACOPI Prepaid Toner				
	Caller	Alliy		Dispatched.	2020/02/11 09.00	Civi Response nours.	4.72	Bill Code.	ACOFI FIEDAIG TOILEI				
	Call Desc:	poor quality when printing.		Arrived:	2020/02/11 10:05	Travel Hours:	1.08						
				Completed	2020/02/11 11:08	Repair Hours:	1.05						
						Resolution Hours:	5.77						
SC217392													
Call	SC217392	COPY QUALITY POOR [CM	1]	Call In SLA:	: No	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			7.05	0
	Assigned Tech	Kenneth Murphy		Pagainad	2020/02/11 13:48	Response Hours:	6.52	Call Priority:	N				
	_	On Cloud Connect			2020/02/11 13:48	CM Response Hours:	6.52	-	ACOPI Prepaid Toner				
	Caller	On Gloud Connect		Dispatched:	2020/02/12 10:22	Civi Response Hours:	0.02	BIII Code:	ACOFI FIEPAIG TONER				
	Call Desc	Color quality issue has to be	e recalibrated often.	Arrived:	2020/02/12 11:49	Travel Hours:	1.45						
		evamniae on chalt		Completed	2020/02/12 12:21	Repair Hours:	0.53						
						Resolution Hours:	7.05						
	ProblemCodes												

Γ	Problem Code:	Image Quality								
	r lobielli Code.	illage Quality								
	Resolution Code:	Misc Adjustment								
TOSHES8508A [Toshiba]						0.02		0.7	0.0	0
API-6546 sn:CIHF11765						0.02		0.7	0.0	0
SC215361								-		
Call	SC215361	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0
	Assigned Tech:	Jason Morrell	Received: 2020/01/28 13:57	Response Hours:	0.02	Call Priority: High				
	-	Jason Morrell	Dispatched: 2020/01/28 13:57	CM Response Hours:		Bill Code: ACOPI Prepaid Toner				
	Call Desc:	Clearling	Arrived: 2020/01/28 13:58 Completed 2020/01/28 14:36	Travel Hours: Repair Hours:	0.02 0.63					
			Completed 2020/01/28 14:36	Resolution Hours:	0.63					
				resolution riouis.	ŭ					
SC216754										
Call	SC216754	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0
	A		Received: 2020/02/06 10:42		2.22	0.115. 7. 117.1				
		Marshall Rader Marshall	Dispatched: 2020/02/06 10:43	Response Hours: CM Response Hours:	0.02	Call Priority: High Bill Code: ACOPI Prepaid Toner				
						Bill Code. ACOFT Frepaid Tonei				
	Call Desc:	Courtesy Call	Arrived: 2020/02/06 10:43	Travel Hours:	0					
			Completed 2020/02/06 11:26	Repair Hours:	0.72					
				Resolution Hours:	0					
Raymond Elementary School: 434		#DIV/0!	0	0						
FS-3920DN [Kyocera]		#510/0!	0	0						
API-3109 sn:										
18.10.100 0										
TOSHES287CSL [Toshiba]										
API-6531 sn:										
TOSHES457 [Toshiba]										
API-5233 sn:										
TOSHES5506ACT [Toshiba]										
API-6536 sn:										
TOSHES7508A [Toshiba]										
API-6545 sn:										
TOSHES8508A [Toshiba]										
API-6533 sn:										
AF PUUUU SII.										
Raymond Elementary School :-		40.00%	5	2						
TOSHES287CSL [Toshiba]						8.43	7.28	0.2	3.7	1
API-6531 sn:TJGF12996						8.43	7.28	0.2	3.7	1
SC211811										

Cal	I SC211811	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			7.47	0
Call									7.47	
		: Marshall Rader	Received: 2020/01/06 08:05	Response Hours:	7.28	Call Priority: N				
	Caller	: Mindy McKinney	Dispatched: 2020/01/06 15:22	CM Response Hours:	7.28	Bill Code: ACOPI Prepaid Toner				
	Call Desc	Red lines on prints	Arrived: 2020/01/06 15:22	Travel Hours:	0					
			Completed 2020/01/06 15:33	Repair Hours:	0.18	Incompleted Need Parts -				
				Resolution Hours:	7.47	Operational				
Cal	I SC212008	Parts Complete on Shelf [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	1 0
	Assigned Tech	: Marshall Rader	Received: 2020/01/06 15:35	Response Hours:	9.58	Call Priority: High				
		: Mindy McKinney	Dispatched: 2020/01/08 07:32	CM Response Hours:		Bill Code: ACOPI Prepaid Toner				
	0-11 D	; Needs Drum	Arrived: 2020/01/08 08:10	Travel Hours:	0.63					
	Call Desc	: Needs Drum	Departure 2020/01/08 08:20	Repair Hours:	0.63					
			Departure 2020/01/06 08:20	Resolution Hours:	0.17					
				Trocordaen Flodici						
TOSHES457 [Toshiba]						9.22	9.22	0.5	9.7	0 0
API-5233 sn:CEHD28550	0					9.22	9.22	0.5	9.7	0 0
SC220055	5		·				·			
Call	I SC220055	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			9.67	0 0
	Assigned Tech	: Jason Morrell	Received: 2020/03/03 08:25	Response Hours:	9.22	Call Priority: N				
	Caller	T	Dispatched: 2020/03/04 08:35	CM Response Hours:	9.22	Bill Code: ACOPI Prepaid Toner				
	Call Desc	; jamming/ dusting of toner on rollers/ asking for	Arrived: 2020/03/04 09:08	Travel Hours:	0.55					
	- Can Desc	nond cleaning	Completed 2020/03/04 09:35	Repair Hours:	0.45					
				Resolution Hours:	9.67					
TOSHES5506ACT [Toshiba]						5.44	2.45	1.0	2.3	1 0
API-6536 sn:CHIF11286						5.44	2.45	1.0	2.3	1 0
SC211630	I SC211630	ERROR CODE [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			3.38	0 0
Call	1 30211030	ERROR GODE [GIVI]	Call III SLA. Tes	SLA Response Hours.	6.00	Contractin. SPC3197-AF1-04			3.30	o c
		: Jason Morrell	Received: 2020/01/03 08:05	Response Hours:	1.73	Call Priority: N				
	Caller	: Mindy McKinney	Dispatched: 2020/01/03 09:13	CM Response Hours:	1.73	Bill Code: ACOPI Prepaid Toner				
	Call Desc	Error code	Arrived: 2020/01/03 09:49	Travel Hours:	0.6					
			Completed 2020/01/03 11:28	Repair Hours:	1.65					
				Resolution Hours:	3.38					
SC214057	7 I SC214057	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			3.47	0 0
Call				OLA Response nours:	6.00				3.41	U C
		: Marshall Rader	Received: 2020/01/21 10:16	Response Hours:	3.17	Call Priority: N				
	Caller	r: On Cloud Connect	Dispatched: 2020/01/21 12:54	CM Response Hours:	3.17	Bill Code: ACOPI Prepaid Toner				
	Call Desc	: Light copies	Arrived: 2020/01/21 13:26	Travel Hours:	0.53					
			Completed 2020/01/21 13:44	Repair Hours:	0.3	Incompleted End of Day, More Time				
				Resolution Hours:	3.47	Needed				
Cal	I SC214155	Parts Complete on Shelf [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	1 0
	Assigned Tech	: Marshall Rader	Received: 2020/01/21 13:45	Response Hours:	11.42	Call Priority: High				
		: On Cloud Connect	Dispatched: 2020/01/23 07:32	CM Response Hours:	11.72	Bill Code: ACOPI Prepaid Toner				
			Dispatched: 2020/01/23 07:32							
		: Needs EPU 6LK40618000	Arrived: 2020/01/23 08:10	Travel Hours:	0.63	Bill Code. ACOFTFTepaid Totler				

				Departure	2020/01/23 09:13	Repair Hours:	1.05						
				Departure	2020/01/23 09:13	Resolution Hours:	0						
						Resolution Hours.	U						
TOSHES8508A [Toshiba]								6.43	1 8	.20	0.5	4.3	0
API-6533 sn:CIHF11767								6.4		.20	0.5	4.3	0
SC211870								0.40	,	.20	0.0	4.0	
	SC211870	waste toner bottle [C	ccl	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04				0	0
	Assigned Tech	: Marshall Rader		Received:	2020/01/06 10:06	Response Hours:	4.65	Call Priority: 4HR Response					
		:			2020/01/06 13:32	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
				,									
	Call Desc	False empty WTB			2020/01/06 14:45	Travel Hours:	1.22						
				Completed	2020/01/06 15:22	Repair Hours:	0.62						
						Resolution Hours:	0						
SC219821	00040004	Stapler [CM]		0.111.014		01 4 5	0.00	0					
Call	SC219821	Stapler [Civi]		Call In SLA:	NO	SLA Response Hours:	6.00	Contract#: SPC3197-API-04				8.6	0
	Assigned Tech	: Kenneth Murphy		Received:	2020/03/02 08:31	Response Hours:	8.2	Call Priority: N					
	Caller	: Mindy McKinney		Dispatched:	2020/03/03 07:25	CM Response Hours:	8.20	Bill Code: ACOPI Prepaid Toner					
	Call Daga	: Stapler not working		Arrived	2020/03/03 08:13	Travel Hours:	0.8						
	Call Desc	, otapier not working			2020/03/03 08:37	Repair Hours:	0.4						
				Completed	2020/03/03 06.37	Resolution Hours:	8.6						
						Resolution Hours.	0.0						
	ProblemCodes												
	Problem Code:	Finisher											
	1 Toblem Code.	THISTICI											
	Resolution Code:		Stapler Adjust or Repair										
RSU # 14 - Bus Garage : 185			#DIV/0!	0		0							
E-Studio 3040c [Toshiba]													
API-6187 sn:													
RSU # 14 : 228 Windham Center Road			#DIV/0!	0		0							
E-Studio 3055c [Toshiba]													
API-5256 sn:													
TOSHES5506ACT [Toshiba]													
API-6590 sn:													
							,						
TOSHES7508A [Toshiba]													
API-6580 sn:													
RSU # 14 : -MissingAddress			50.00%	4		2							
E-Studio 3055c [Toshiba]								6.78		.78	0.1	6.9	0
API-5256 sn:C7IC23506								6.78	6	.78	0.1	6.9	0
SC222090		144 # # 100 704 5											
Call	SC222090	JAMMING [CM]		Call In SLA:	No	SLA Response Hours:	6.00	Contract#: SPC3197-API-04				7.27	0
		: Kenneth Murphy			2020/03/18 15:44								

	Caller:	Bob Hickey	Dispatched: 2020/03/19 13:0	9 CM Response Hours:	7.08	Bill Code: ACOPI Prepaid Toner				
	Call Desc:	Jamming everytime	Arrived: 2020/03/19 14:19	9 Travel Hours:	1.17					
			Completed 2020/03/19 14:3	Repair Hours:	0.18					
				Resolution Hours:	7.27					
	ProblemCodes									
	Problem Code:	Jamming/Jammed								
	Resolution Code:	Operator Error								
SC225953										
Call	SC225953	False Close Door Message [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			6.5	0
		Kenneth Murphy	Received: 2020/06/08 09:4		6.47	Call Priority: High				
	Caller:	Kelly	Dispatched: 2020/06/08 16:1	7 CM Response Hours:	6.47	Bill Code: ACOPI Prepaid Toner				
	Call Desc:	False close door	Arrived: 2020/06/08 16:1	7 Travel Hours:	0					
			Completed 2020/06/08 16:19		0.03					
				Resolution Hours:	6.5					
	ProblemCodes									
		Machine Fault/Error Code/Fault Code								
	Resolution Code:	Operator Error								
OSHES5506ACT [Toshiba]	Troopidion codo.	Орогаю: Епо				0.22	0.22	0.9	1.2	0
API-6590 sn:CHHF11244						0.22	0.22	0.9	1.2	0
SC214655						0.22	0.22	0.0		
		ADF Jamming [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			1.15	0
		Marshall Rader	Received: 2020/01/23 13:3		0.22	Call Priority: High				
	Caller:		Dispatched: 2020/01/23 13:5	CM Response Hours:	0.22	Bill Code: ACOPI Prepaid Toner				
	Call Desc:	ADF folding corners	Arrived: 2020/01/23 13:5	Travel Hours:	0					
		ů.	Completed 2020/01/23 14:4		0.93					
				Resolution Hours:	1.15					
OSHES7508A [Toshiba]						2.32	2.32	0.6	3.0	0
API-6580 sn:CIHF11074						2.32	2.32	0.6	3.0	0
SC225091										
	SC225091	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			2.95	0
- Cui										
		Kenneth Murphy	Received: 2020/05/26 09:5		2.32	Call Priority: N				
	Caller:	Stacy	Dispatched: 2020/05/26 11:0	5 CM Response Hours:	2.32	Bill Code: ACOPI Prepaid Toner				
	Call Desc	Blank copies	Arrived: 2020/05/26 12:10	6 Travel Hours:	1.18					
	2 2000.		Completed 2020/05/26 12:5		0.63					
			2020/00/20 12:0	Resolution Hours:	2.95					
				1.000idiloit Flodio.	2.55					
	ProblemCodes									
	ProblemCodes									
	Problem Code:	Doc feed								
	Problem Code:									

dham High School : 406 Gray	#DIV/0!	0	0					
E-Studio 3055c [Toshiba]								_
API-5241 sn:								
70.10211 (31).								
								_
E-Studio 3555c [Toshiba]								
API-6223 sn:								
API-6459 sn:								
								-
ADI 0400								
API-6460 sn:								
API-6463 sn:								
API-6468 sn:								
7.1.0.00 0								
E-Studio 4505AC [Toshiba]								
API-6449 sn:								
API-6597 sn:								
F 0: 1" FF00A FT 1 1 1								
E-Studio 5508A [Toshiba]								
API-6593 sn:								
E-Studio 6508A [Toshiba]								
API-6574 sn:								
								-
FO: 1: 750 FT 1 1 1								
EStudio 756 [Toshiba]								
API-3114 sn:								
EStudio 856 [Toshiba]								
API-3033 sn:								
TOSHES456 (Toshiba)								
TOSHES456 [Toshiba]								
API-4718 sn:								
TOSHES8508A [Toshiba]								
API-6586 sn:								
API-6587 sn:								

API-6588 sn:												
API-6596 sn:												
lham High School : -		7	5.00% 8		6							
E-Studio 3555c [Toshiba]			0.0070		0		1.42		0.6	0.0	0	
API-6459 sn:C7CF58845							2.58		0.5	0.0	0	
SC215026												
	SC215026	Call entered via Remote Tech [O]	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0	
	Assigned Tech:	: Marshall Rader	Received:	2020/01/27 09:49	Response Hours:	2.58	Call Priority: High					
		Marshall		2020/01/27 11:46	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc:	Courtesy Call	Arrived:	2020/01/27 12:24	Travel Hours:	0.63						
			Completed	2020/01/27 12:55	Repair Hours:	0.52						
					Resolution Hours:	0						
API-6460 sn:C7CF58791							0.25		0.8	0.0	0	
SC214998												
Call	SC214998	Call entered via Remote Tech [O]	Call In SLA:		SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0	
		Marshall Rader		2020/01/27 08:48	Response Hours:	0.25	Call Priority: High					
		Marshall	·	2020/01/27 09:03	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc	Courtesy Call		2020/01/27 09:03	Travel Hours:	0						
			Completed	2020/01/27 09:49	Repair Hours:	0.77						
					Resolution Hours:	0						
E-Studio 4505AC [Toshiba]							5.64	10.50	0.9	5.7	0	
API-6449 sn:CFGF44639)						1.19	0.82	1.0	0.9	0	
SC214563												
Call	SC214563	CLEANING [PM]	Call In SLA:		SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0	
		Marshall Rader		2020/01/23 10:03	Response Hours:	1.55	Call Priority: N					
	Caller	: Dj	Dispatched:	2020/01/23 10:42	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc	check over/ cleaning (including dsdf) email	Arrived:	2020/01/23 11:36	Travel Hours:	0.9						
		addraceae to add/ ramova Ack for DI abo	Completed	2020/01/23 12:32	Repair Hours:	0.93						
					Resolution Hours:	0						
SC216518		EDDOD GODE YOU	0.111.011		014.0	0.00	0 4 4 4 4 0000407 40104			4.07		
Call	SC216518	ERROR CODE [CM]	Call In SLA:		SLA Response Hours:	6.00	Contract#: SPC3197-API-04			1.87	0	
	Assigned Tech:	Jason Morrell	Received:	2020/02/05 09:30	Response Hours:	0.82	Call Priority: N					
	Caller	Dan Jackson	Dispatched:	2020/02/05 09:36	CM Response Hours:	0.82	Bill Code: ACOPI Prepaid Toner					
	Call Desc	CB30	Arrived:	2020/02/05 10:19	Travel Hours:	0.72						
			Completed	2020/02/05 11:22	Repair Hours:	1.05						
					Resolution Hours:	1.87						
							10.10			10.5		
API-6597 sn:CFHF47150								20.18	0.7		0	

Call	SC214985	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0
	Assigned Tech:	Marshall Rader	Received: 2020/01/27 08:24	Response Hours:	0.02	Call Priority: High				
	_	Marshall	Dispatched: 2020/01/27 08:25	CM Response Hours:	0.02	Bill Code: ACOPI Prepaid Toner				
				OW response Hours.		Bill Gode. AGGITT Topald Total				
	Call Desc:	Courtesy Call	Arrived: 2020/01/27 08:25	Travel Hours:	0					
			Completed 2020/01/27 09:02	Repair Hours:	0.62					
				Resolution Hours:	0					
SC227148										
Call	SC227148	ADF Jamming [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			20.98	0
	Assigned Tech:	Jason Morrell	Received: 2020/06/23 14:14	Response Hours:	20.18	Call Priority: High				
	Caller:		Dispatched: 2020/06/26 08:36	CM Response Hours:	20.18	Bill Code: ACOPI Prepaid Toner				
	Call Desc:	*First Call* ADF jamming and not faxing after	Arrived: 2020/06/26 08:55	Travel Hours:	0.32					
			Completed 2020/06/26 09:43	Repair Hours:	0.8					
				Resolution Hours:	20.98					
E Children FERRA TE 1 3 13						170	4.70	0.0	, -	
E-Studio 5508A [Toshiba]						1.72	1.72	0.0	1.7	0
API-6593 sn:CIIF12379 SC217332						1.72	1.72	0.0	1.7	0
		NOISE [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			1.73	0
Call	30217332	NOISE [OW]	Call III SLA. Tes	SLA Response Hours.	6.00	Contract#. SPCS191-AFI-04			1.73	U
	Assigned Tech:	Marshall Rader	Received: 2020/02/11 11:05	Response Hours:	1.72	Call Priority: N				
	Caller:		Dispatched: 2020/02/11 12:28	CM Response Hours:	1.72	Bill Code: ACOPI Prepaid Toner				
	Call Docc	" Screaming "	Arrived: 2020/02/11 12:48	Travel Hours:	0.33					
	Oun Desc.	Coroning	Completed 2020/02/11 12:49	Repair Hours:	0.02					
			2020/02/11 12:43	Resolution Hours:	1.73					
				resolution riours.	1.70					
E-Studio 6508A [Toshiba]						1.78		0.4	0.0	0
API-6574 sn:CIIF11876						1.78		0.4	0.0	0
SC217331										
Call	SC217331	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0
	_	Marshall Rader	Received: 2020/02/11 11:03	Response Hours:	1.78	Call Priority: Medium				
	Caller:		Dispatched: 2020/02/11 12:50	CM Response Hours:		Bill Code: ACOPI Prepaid Toner				
	Call Desc:	Dark line through copies (im having her cleaned	Arrived: 2020/02/11 12:50	Travel Hours:	0					
		the slit class and she will call me back if it fixes it	Completed 2020/02/11 13:12	Repair Hours:	0.37					
				Resolution Hours:	0					
TOSHES8508A [Toshiba]						3.27	3.73	1.0	3.4	0
API-6586 sn:CIIF12138						3.34	3.99	1.1	4.2	0
SC215008										
	SC215008	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0
Call					0.75	Call Priority: High				
Call	Assigned Tech	Marshall Rader	Received: 2020/01/27 00:04			Can i noncy. Figur				
Call	_	Marshall Rader	Received: 2020/01/27 09:04	Response Hours:		Rill Code: ACOPI Prenaid Toner				
Call	Caller:	Marshall	Received: 2020/01/27 09:04 Dispatched: 2020/01/27 09:49	CM Response Hours:		Bill Code: ACOPI Prepaid Toner				
Call	Caller:		Dispatched: 2020/01/27 09:49 Arrived: 2020/01/27 09:49		0	Bill Code: ACOPI Prepaid Toner				
Call	Caller:	Marshall	Dispatched: 2020/01/27 09:49	CM Response Hours:		Bill Code: ACOPI Prepaid Toner				
Call	Caller:	Marshall	Dispatched: 2020/01/27 09:49 Arrived: 2020/01/27 09:49	CM Response Hours:	0	Bill Code: ACOPI Prepaid Toner				
	Caller:	Marshall	Dispatched: 2020/01/27 09:49 Arrived: 2020/01/27 09:49	CM Response Hours: Travel Hours: Repair Hours:	0 0.63	Bill Code: ACOPI Prepaid Toner				
SC217287	Caller: Call Desc:	Marshall	Dispatched: 2020/01/27 09:49 Arrived: 2020/01/27 09:49	CM Response Hours: Travel Hours: Repair Hours:	0 0.63	Bill Code: ACOPI Prepaid Toner Contract#: SPC3197-API-04			2.93	0

	Assigned Tech	: Marshall Rader	Received: 2020/02/11 09:31	Response Hours:	2.22	Call Priority: N			
	_	: Maureen	Dispatched: 2020/02/11 10:53	CM Response Hours:	2.22	Bill Code: ACOPI Prepaid Toner			
			2020/02/11 10:30	ON Response riouis.	2.22	Bill Gode. AGGITT repaid Totici			
	Call Desc	Error Code	Arrived: 2020/02/11 11:44	Travel Hours:	0.85				
			Completed 2020/02/11 12:27	Repair Hours:	0.72				
				Resolution Hours:	2.93				
SC219035									
Cal	SC219035	Service Code [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04		2.55	0
	Assigned Tech:	: Marshall Rader	Received: 2020/02/25 08:05	Response Hours:	1.37	Call Priority: Medium			
	Caller		Dispatched: 2020/02/25 09:03	CM Response Hours:	1.37	Bill Code: ACOPI Prepaid Toner			
	Call Desc:	asking for service" (left message on voicemail)	Arrived: 2020/02/25 09:27	Travel Hours:	0.4				
			Completed 2020/02/25 10:38	Repair Hours:	1.18				
				Resolution Hours:	2.55				
00									
SC219923		ERROR CODE [CM]	Call la CLA. Vaa	CLA Paranas Hauss	0.00	Control CDC2407 ADL04		2.46	0
Cal	SC219923	ERROR CODE [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04		3.48	0
	Assigned Tech:	: Marshall Rader	Received: 2020/03/02 11:19	Response Hours:	2.17	Call Priority: N			
	Caller		Dispatched: 2020/03/02 12:26	CM Response Hours:	2.17	Bill Code: ACOPI Prepaid Toner			
	Call Desc	Error Code	Arrived: 2020/03/02 13:29	Travel Hours:	1.05				
	Call Desc.	Elloi Code	Completed 2020/03/02 14:48	Repair Hours:	1.32				
			2020/03/02 14.40	Resolution Hours:	3.48				
				resolution riours.	3.40				
SC220889									
	SC220889	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-04		12	0
ou.									Ĭ
	Assigned Tech:		Received: 2020/03/09 10:14	Response Hours:	10.2	Call Priority: N			
	Caller	Maureen	Dispatched: 2020/03/10 11:03	CM Response Hours:	10.20	Bill Code: ACOPI Prepaid Toner			
	Call Desc:	Jamming repeat issue	Arrived: 2020/03/10 11:56	Travel Hours:	0.88				
	-		Completed 2020/03/10 13:44	Repair Hours:	1.8				
				Resolution Hours:	12				
API-6587 sn:CIIF11808						2.67	2.67 0.5	3.2	0
SC212217									
Cal	SC212217	ERROR CODE [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04		3.17	0
	Assigned Tark	: Marshall Rader	Received: 2020/01/07 14:44	Pagnana Haura	2.67	Call Priority: N			
		: Marshall Rader : Noelle Fone	Dispatched: 2020/01/08 08:21	Response Hours: CM Response Hours:	2.67	Bill Code: ACOPI Prepaid Toner			
			Dispatoricu. 2020/01/00 00:21	от певропае поита.	2.07	Biil Code. ACOFT Flepaid Toller			
	Call Desc	Error Code	Arrived: 2020/01/08 08:54	Travel Hours:	0.55				
			Completed 2020/01/08 09:24	Repair Hours:	0.5				
				Resolution Hours:	3.17				
API-6588 sn:CIIF11852						3.52	0.9	0.0	0
SC219922									
	SC219922	waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04		0	0
Cal						Call Priority: Assist			
Cal	Assigned Tech:	Marshall Rader	Received: 2020/03/02 11:18	Response Hours:	3.52				
Cal	Assigned Tech:	: Marshall Rader		Response Hours:	3.52				
Cal	Caller	:	Dispatched: 2020/03/02 14:48	CM Response Hours:		Bill Code: ACOPI Prepaid Toner			
Cal	Caller		Dispatched: 2020/03/02 14:48 Arrived: 2020/03/02 14:49	CM Response Hours:	0.02				
Cal	Caller	:	Dispatched: 2020/03/02 14:48	CM Response Hours:					

Windham Middle School : 408 Gray			#DIV/0!	0		0								
E-Studio 3555c [Toshiba]														
API-6442 sn:														
API-6470 sn:														
E-Studio 6508A [Toshiba]														
API-6571 sn:														
EStudio 756 [Toshiba]														
API-3106 sn:														
ADLOTTE														
API-3108 sn:														
TOSHES456 [Toshiba]														
API-3102 sn:														
									1					
TOSHES7508A [Toshiba]														
API-6572 sn:														
API-6573 sn:														
AF 1-03/3 Sil.														
API-6582 sn:														
Windham Middle School : - E-Studio 3555c [Toshiba]			100.00%	2		2			0.00	0.20	0.7	0.5		
API-6442 sn:C7CF59054									0.68		0.7	0.5	0	
SC217528									1.00		0.0	0.0		
		waste toner bottle [CC]		Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#	SPC3197-API-04			0	0	
	Assissed Task	Masshall Dadas		Danisat	2020/02/12 11:22	Response Hours:	4.05	Call Priority	. NI					
		Marshall Rader On Cloud Connect			2020/02/12 11:22	CM Response Hours:	1.05		: ACOPI Prepaid Toner					
								Diii Code	7.001 11 Topala Totlei					
	Call Desc:	Empty WTB			2020/02/12 12:25	Travel Hours:	0.98							
				Completed	2020/02/12 13:11	Repair Hours:	0.77							
						Resolution Hours:	0							
API-6470 sn:C7CF58855									0.30	0.30	0.7	1.0	0	
SC214619														
Call	SC214619	JAMMING [CM]		Call In SLA:	Yes	SLA Response Hours:	6.00	Contract#	SPC3197-API-04			0.98	0	
	Assigned Tech	Marshall Rader		Received:	2020/01/23 12:15	Response Hours:	0.3	Call Priority	N					
	_	Andrea			2020/01/23 12:13	CM Response Hours:	0.30	-	ACOPI Prepaid Toner					
									.,					
	Call Desc:	Janiming		Arrived:	2020/01/23 12:33	Travel Hours:	0.02							

				Completed	2020/01/23 13:14	Repair Hours:	0.68							
						Resolution Hours:	0.98							
E-Studio 6508A [Toshiba]									0.30		0.6	0.0	0	(
API-6571 sn:CIIF11900 SC214632									0.30		0.6	0.0	0	(
	SC214632	Call entered via Remote T	Fech [O]	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			0	0	(
Cali												U		· ·
		Marshall Rader			2020/01/23 12:57	Response Hours:	0.3	Call Priority:						
	Caller:	Marshall		Dispatched:	2020/01/23 13:15	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner					
	Call Desc:	Courtesy Call		Arrived:	2020/01/23 13:15	Travel Hours:	0							
				Completed	2020/01/23 13:49	Repair Hours:	0.57							
						Resolution Hours:	0							
EStudio 756 [Toshiba]									4.87	4.87	1.9	6.7	0	
API-3106 sn:CKE210744									4.87	4.87	1.9	6.7	0	
SC214752														
Call	SC214752	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			6.73	0	
	Assigned Tech:	Jason Morrell		Received:	2020/01/24 09:01	Response Hours:	4.87	Call Priority:	N					
	Caller:				2020/01/24 13:05	CM Response Hours:	4.87	-	ACOPI Prepaid Toner					
				·										
	Call Desc:	C471			2020/01/24 13:53	Travel Hours:	0.8							
				Completed	2020/01/24 15:45	Repair Hours:	1.87							
						Resolution Hours:	6.73							
TOSHES7508A [Toshiba]									1.52		1.0	0.0	0	
API-6572 sn:CIHF11657									1.52		1.0	0.0	0	
SC214641									110-					
	SC214641	Call entered via Remote T	Tech [O]	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			0	0	
	Assistant Task	Marshall Rader		Danah sadi	2020/01/23 13:15	Response Hours:	1.52	Call Priority:	10-6					
	_	Marshall			2020/01/23 13:15	CM Response Hours:	1.52	-	ACOPI Prepaid Toner					
	Caller.	Watshall		·		Civi ixesponse riours.		Bill Code.	Acor i riepala rollei					
	Call Desc:	Courtesy Call			2020/01/23 14:46	Travel Hours:	0							
				Completed	2020/01/23 15:46	Repair Hours:	1							
						Resolution Hours:	0							
Windham Primary School : 404 Gray			#DIV/0!	0		0								
E-Studio 4505AC [Toshiba]														_
API-6598 sn:														
E-Studio 6506AC [Toshiba]														
_ 3.00.0 00007.0 [007.100]		1												
API-6589 sn:														
API-6589 sn:														
API-6589 sn:														
API-6589 sn: KYFSC5350DN [Kyocera]														
KYFSC5350DN [Kyocera]														
KYFSC5350DN [Kyocera]														
KYFSC5350DN [Kyocera] API-3063 sn: TOSHES456 [Toshiba]					-									
KYFSC5350DN [Kyocera] API-3063 sn:														
KYFSC5350DN [Kyocera] API-3063 sn: TOSHES456 [Toshiba]														

TOSHES457 [Toshiba]													
API-5244 sn:													
					'			·	· · · · · · · · · · · · · · · · · · ·				
TOSHES8508A [Toshiba]													
API-6577 sn:													
74.10077 0.1.													
API-6579 sn:													
API-6579 Sn:													
API-6583 sn:													
API-6584 sn:													
API-6585 sn:													
Windham Primary School : -			50.00%	2		1							
E-Studio 6506AC [Toshiba]				_				0	02	0.9	0.0	0	
API-6589 sn:CHHF11108	0								02	0.9	0.0	0	
SC218631								0.	JZ	0.9	0.0	U	
Call	SC218631	Call entered via Remote Tec	ch [O]	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0	
	Assigned Tech	: Marshall Rader		Received:	2020/02/21 09:08	Response Hours:	0.02	Call Priority: High					
	_	Marshall		Dispatched:	2020/02/21 09:09	CM Response Hours:		Bill Code: ACOPI Prepaid Tone	r			-	
	Call Desc	Courtesy Call		Arrived:	2020/02/21 09:09	Travel Hours:	0						
				Completed	2020/02/21 10:05	Repair Hours:	0.93						
						Resolution Hours:	0						
TOSHES456 [Toshiba]								1.	52 1.52	1.8	3.3	0	
API-3089 sn:C2D235912	2							1.	52 1.52	1.8	3.3	0	
SC221149													
	I SC221149	ADF Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			3.32	0	
Call											0.02	3	
	Assigned Tech	: Jason Morrell		Received:	2020/03/10 13:28	Response Hours:	1.52	Call Priority: High					
	Caller			Dispatched:	2020/03/10 14:45	CM Response Hours:	1.52	Bill Code: ACOPI Prepaid Tone	r				
		ADE inmains			0000/00/45 : : 55								
	Call Desc	ADF jamming			2020/03/10 14:59	Travel Hours:	0.23						
				Completed	2020/03/10 16:47	Repair Hours:	1.8						
						Resolution Hours:	3.32						
TOSHES8508A [Toshiba]									11 15.17	0.3	5.1	0	
API-6577 sn:CIIF11831								0.	03	0.4	0.0	0	
SC218649													
Call	SC218649	Call entered via Remote Tea	ch [O]	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-04			0	0	
	Assigned Tech	: Marshall Rader			2020/02/21 10:03	Response Hours:	0.03	Call Priority: High					
					2020/02/21 10:05	CM Response Hours:		Bill Code: ACOPI Prepaid Tone	ſ				
	Caller	Marshall		Dispatched:	2020/02/21 10.03	Civi response mours.							
				·			0						
		: Marshall : Courtesy Call		Arrived:	2020/02/21 10:05	Travel Hours:	0						
				Arrived:			0 0.42 0					-	

API-6583 sn:CIIF11815								15.17	15.17	0.0	15.2	0	
SC221293									·				
Call	SC221293	Finisher Problem [CM]	Call In SLA:	No	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			15.17	0	
	Assigned Tech	Jason Morrell	Received:	2020/03/11 09:50	Response Hours:	15.17	Call Priority:	High					
	Caller		Dispatched:	2020/03/13 06:54	CM Response Hours:	15.17	Bill Code:	ACOPI Prepaid Toner					
	Call Desc	Cannot get finsiher reconnected	Arrived:	2020/03/13 07:27	Travel Hours:	0.55							
			Completed	2020/03/13 07:49	Repair Hours:	0							
					Resolution Hours:	15.17							
API-6584 sn:CIIF12142								0.13		0.5	0.0	0	
SC218662													
Call	SC218662	Call entered via Remote Tech [O]	Call In SLA:	N/A	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04			0	0	
	Assigned Tech	Marshall Rader	Received:	2020/02/21 10:23	Response Hours:	0.13	Call Priority:	High					
	Caller	Marshal	Dispatched:	2020/02/21 10:31	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner					
	Call Desc	Courtesy Call	Arrived:	2020/02/21 10:31	Travel Hours:	0							
			Completed	2020/02/21 10:58	Repair Hours:	0.45							
					Resolution Hours:	0							
								3.74	4.96	33.51	149.36	2	