



Milton Town School District, SD 10



SPC SUMMARY

No equipment had more than 4 service calls for the entire year, and only 6 machines had any service calls at all, which is excellent given the number of machines in your fleet with this vendor (84). Uptime was 99.83%. The average response/repair time was almost 5 hours, but 60% of those calls were responded to and resolved in under 4 hours. Over 71% of all service calls were fixed on the first call.

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

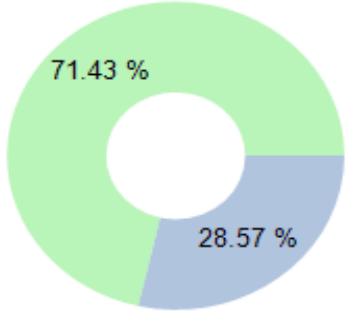

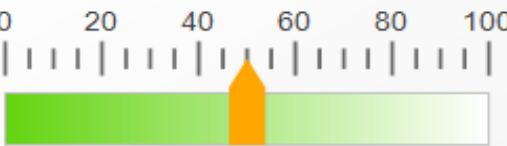
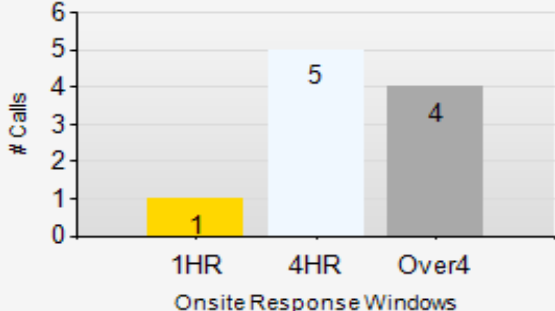
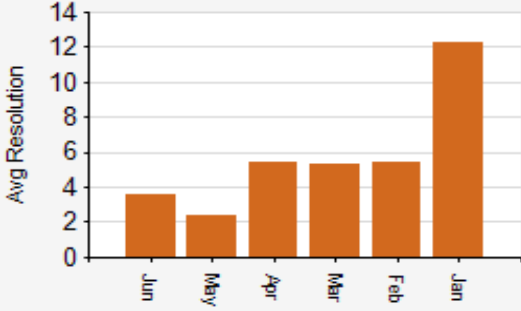
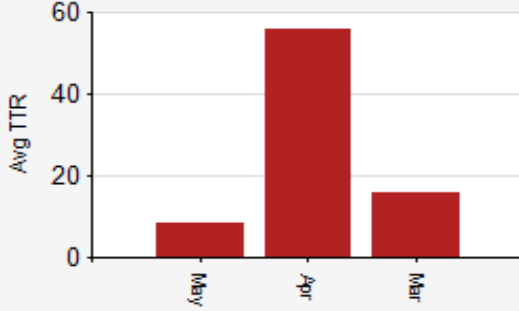
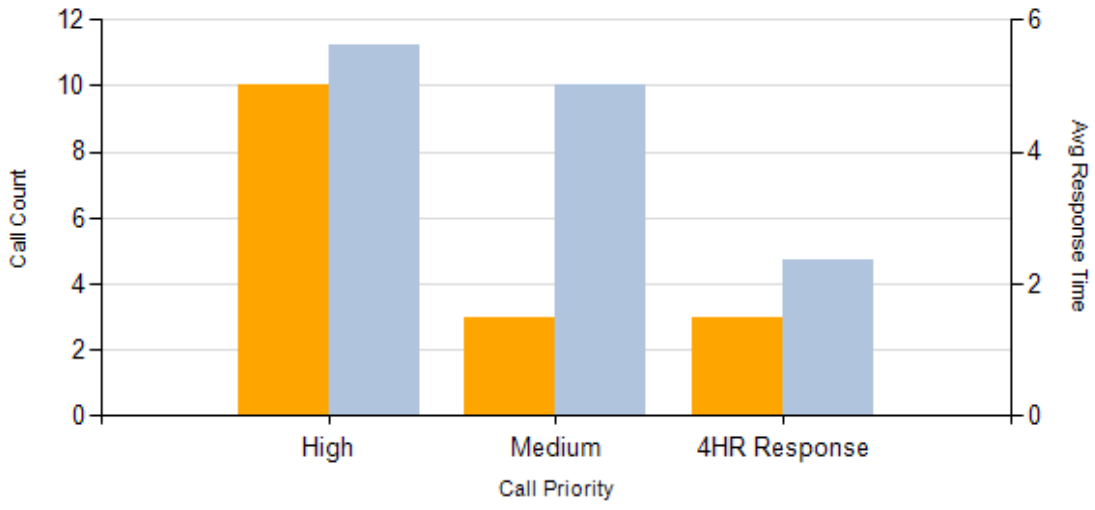
Report run from 7/1/2018 to 6/30/2019

		No equipment had more than 5 calls for the reporting period 7/1/18 to 6/30/19							
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	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
Milton High School : 17 Rebecca Lander Drive							
OSV-02198[Hewlett Packard/HP1525NW]	IT	CNBF334479		0	25	58	8.75
					7	61	
OSV-02208[Hewlett Packard/HP1525NW]	MHS 331	CNBF255066		0	12	28	8.75
					25	7	
OSV-02236[Hewlett Packard/HP1525NW]	MHS-195	CNBF255055		0	101	58	8.75
					99	104	
OSV-02481[Hewlett Packard/HP1525NW]	MHS-316	CMBF255058		0	17	8	8.75
					8	0	
OSV-03033[KYOCERA/FS-1370DN]		Q653563239	11/7/2013	0	119	58	9
OSV-03034[KYOCERA/FS-1370DN]	MHS-307	Q653563206	11/7/2013	0	58	0	9
OSV-03047[KYOCERA/FS-1370DN]	Room 127 Nurse	Q653563237	11/7/2013	0	143	80	9
OSV-03048[KYOCERA/FS-1370DN]	MHS-124	Q653563222	11/7/2013	0	96	86	9
OSV-03049[KYOCERA/FS-1370DN]	MHS 225	Q653563132	11/7/2013	0	233	300	9
OSV-03050[KYOCERA/FS-1370DN]	MHS-165	Q653563215	11/7/2013	0	119	46	9
OSV-03051[KYOCERA/FS-1370DN]	MHS-206 Now Wireless	Q653563128	11/7/2013	0	103	401	9
OSV-03052[KYOCERA/FS-1370DN]	MHS 214	Q653563141	11/7/2013	0	0	0	9
OSV-03053[KYOCERA/FS-1370DN]	MHS-306	Q653563235	11/7/2013	0	130	153	9
OSV-03054[KYOCERA/FS-1370DN]	MHS-389	Q653563131	11/7/2013	0	91	27	9
OSV-03055[KYOCERA/FS-1370DN]	MHS 317	Q653563217	11/7/2013	0	345	382	9
OSV-03056[KYOCERA/FS-1370DN]	MHS-331	Q653563223	11/7/2013	0	0	20	9
OSV-03057[KYOCERA/FS-1370DN]	Maintenance	Q653563243	11/7/2013	0	17	83	9
OSV-03058[KYOCERA/FS-1370DN]	Room 336	Q653562310	11/7/2013	0	145	136	9
OSV-03061[KYOCERA/FS-1370DN]	Room 340	Q653563221	11/7/2013	0	323	226	9
OSV-03062[KYOCERA/FS-1370DN]	MHS-207	Q653563226	11/7/2013	0	17	35	9
OSV-03063[KYOCERA/FS-1370DN]	MHS-205	Q653563220	11/7/2013	0	434	28	9
OSV-03064[KYOCERA/FS-C5250DN]	MHS-Admin	Q553708423	11/7/2013	4	50	82	8.5
					134	222	
OSV-03065[KYOCERA/FS-C5250DN]	MHS-116	Q553708424	11/7/2013	1	147	119	8.5
					397	284	
OSV-03066[KYOCERA/FS-C5250DN]	MHS-313	Q553708067	11/7/2013	0	14	0	8.5
					15	0	
OSV-03067[KYOCERA/FS-C5250DN]	MHS 132	Q553708064	11/7/2013	0	123	100	8.5
					207	320	
OSV-03068[KYOCERA/FS-C5250DN]	MHS-136	Q553708063	11/7/2013	0	92	35	8.5
					60	84	
OSV-03069[KYOCERA/FS-C5250DN]	MHS-146	Q553708402	11/7/2013	0	37	39	8.5
					103	122	
OSV-03070[KYOCERA/FS-C5250DN]	MHS-101	Q553708413	11/7/2013	1	154	169	8.5
					470	377	
OSV-03071[KYOCERA/FS-C5250DN]	Room 308 Alcove	Q553708414	11/7/2013	0	76	92	8.5

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
					149	128	
OSV-03072[KYOCERA/FS-C5250DN]	MHS 343	Q553708420	11/7/2013	0	4	1	8.5
					35	10	
Milton Middle & Elementary School : 42 Herrick Avenue							
OSV-02197[Hewlett Packard/HP1525NW]	ICT2	CNBF334471		0	234	86	8.75
					127	27	
OSV-02211[Hewlett Packard/HP1525NW]	ICT6 MES	CNBF334467		0	0	12	8.75
					0	57	
OSV-02212[Hewlett Packard/HP1525NW]	ICT4 MES	CNBF334468		0	0	0	8.75
					0	0	
OSV-02215[Hewlett Packard/HP1525NW]	ICT7 MES	CNBF334452		0	63	6	8.75
					256	34	
OSV-02219[Hewlett Packard/HP1525NW]	ICT5 MMS	CNBF334461		0	2	0	8.75
					4	0	
OSV-02478[Hewlett Packard/HP1525NW]	ICT1 MES	CNBF334478		0	3	0	8.75
					3	0	
OSV-03002[KYOCERA/FS-1370DN]	Room 207 Cart 10	Q653563245	11/7/2013	0	281	146	9
OSV-03003[KYOCERA/FS-1370DN]	310 Suite	Q653563239	11/7/2013	0	119	58	9
OSV-03004[KYOCERA/FS-1370DN]	Room 239 Cart 11	Q653563244	11/7/2013	0	549	605	9
OSV-03005[KYOCERA/FS-1370DN]	Room 213 Cart 4	Q653563230	11/7/2013	0	89	274	9
OSV-03006[KYOCERA/FS-1370DN]	Room 413 Asst Principal Office	Q653563231	11/7/2013	0	85	41	9
OSV-03007[KYOCERA/FS-1370DN]	Room 243 Cart 6	Q653563229	11/7/2013	0	217	187	9
OSV-03008[KYOCERA/FS-1370DN]	Room 436	Q653563134	11/7/2013	0	185	148	9
OSV-03009[KYOCERA/FS-1370DN]	Library Work Room 301	Q653563233	11/7/2013	0	34	65	9
OSV-03010[KYOCERA/FS-1370DN]	Room 460	Q653563236	11/7/2013	0	7	236	9
OSV-03011[KYOCERA/FS-1370DN]	Room 335 Student Services	Q653563238	11/7/2013	0	450	177	9
OSV-03012[KYOCERA/FS-1370DN]	Cafeteria Office	Q653563142	11/7/2013	0	3	259	9
OSV-03013[KYOCERA/FS-1370DN]	Room 409 Behavior	Q653563214	11/7/2013	0	106	160	9
OSV-03014[KYOCERA/FS-1370DN]	Room 147	Q653563234	11/7/2013	0	71	185	9
OSV-03015[KYOCERA/FS-1370DN]	Room 219 Cart 12	Q653563240	11/7/2013	0	123	454	9
OSV-03016[KYOCERA/FS-1370DN]	Room 235 Cart 5	Q653563225	11/7/2013	0	268	744	9
OSV-03017[KYOCERA/FS-1370DN]	Room 206 Cart 3	Q653563218	11/7/2013	0	186	142	9
OSV-03018[KYOCERA/FS-1370DN]	Room 224 Cart 1	Q653563232	11/7/2013	0	352	0	9
OSV-03019[KYOCERA/FS-1370DN]	Room 233 Cart 7	Q653563227	11/7/2013	0	272	130	9
OSV-03020[KYOCERA/FS-C5250DN]	Room 228 Cart 8	Q553708421	11/7/2013	0	642	133	8.5
					712	405	
OSV-03021[KYOCERA/FS-C5250DN]	Room 117 Design Tech	Q553708426	11/7/2013	0	173	303	8.5
					358	272	
OSV-03022[KYOCERA/FS-C5250DN]	Room 241 Cart 2	Q553708422	11/7/2013	0	203	104	8.5
					461	412	

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
OSV-03023[KYOCERA/FS-C5250DN]	Room 215 Cart 9	Q553708415	11/7/2013	0	30	60	8.5
					161	245	
OSV-03024[KYOCERA/FS-C5250DN]	Storage	Q553708425	11/7/2013	1	302	205	8.5
					567	479	
OSV-03025[KYOCERA/FS-C5250DN]	Room 403	Q553708419	11/7/2013	0	228	195	8.5
					882	939	
OSV-03026[KYOCERA/FS-C5250DN]	Room 421	Q553708389	11/7/2013	0	34	80	8.5
					114	361	
OSV-03027[KYOCERA/FS-C5250DN]	Room 433	Q553708444	11/7/2013	0	73	25	8.5
					268	66	
OSV-03028[KYOCERA/FS-C5250DN]	MES Room 447	Q553708434	11/7/2013	0	150	115	8.5
					348	450	
OSV-03029[KYOCERA/FS-C5250DN]	Room 443	Q553708418	11/7/2013	0	98	86	8.5
					243	219	
OSV-03030[KYOCERA/FS-C5250DN]	Room 451	Q553708432	11/7/2013	0	11	80	8.5
					52	129	
OSV-03031[KYOCERA/FS-C5250DN]	Room 458	Q553708441	11/7/2013	0	37	53	8.5
					171	292	
OSV-03032[KYOCERA/FS-1370DN]	Room 240	Q653563216	11/7/2013	0	2	0	9
OSV-03035[KYOCERA/FS-1370DN]	Room 316	Q653563213	11/7/2013	0	176	186	9
OSV-03036[KYOCERA/FS-1370DN]	Room 457	Q653563138	11/7/2013	0	0	0	9
OSV-03037[KYOCERA/FS-1370DN]	Storage	Q653563209	11/7/2013	0	0	557	9
OSV-03038[KYOCERA/FS-1370DN]	MMS Room 118	Q653563207	11/7/2013	0	9	15	9
OSV-03039[KYOCERA/FS-1370DN]	Room 222	Q653664320	11/7/2013	0	66	113	9
OSV-03040[KYOCERA/FS-1370DN]	Room 404	Q653563210	11/7/2013	0	193	368	9
OSV-03041[KYOCERA/FS-1370DN]	Room 418	Q653563211	11/7/2013	0	194	474	9
OSV-03042[KYOCERA/FS-1370DN]	Room 251	Q653563241	11/7/2013	0	10	180	9
OSV-03043[KYOCERA/FS-1370DN]	Room 423	Q653563224	11/7/2013	0	197	246	9
OSV-03044[KYOCERA/FS-1370DN]	Room 448 Guidance	Q653563219	11/7/2013	0	270	241	9
OSV-03045[KYOCERA/FS-1370DN]	Room 444	Q653563228	11/7/2013	0	870	731	9
OSV-03046[KYOCERA/FS-1370DN]	Room 450	Q653563212	11/7/2013	0	62	42	9
OSV-03059[KYOCERA/FS-1370DN]	Room 450 Chromebook Cart 10 Elementary School	Q653563139	11/7/2013	0	481	756	9
Milton Town School District #10 : 42 Herrick Avenue							
OSV-03033[KYOCERA/FS-1370DN]	Office of Registrar	Q653563201	11/7/2013	3	162	111	9
OSV-03073[KYOCERA/FS-C5250DN]	Superintendent's Office Room 107	Q553708062	11/7/2013	0	36	86	8.5
					461	520	
OSV-03533[Toshiba/E-Studio 3040c]	TRC	CNG113800		1	1,000	993	8
					3,926	3,929	
OSV-03534[Toshiba/E-Studio 6550c]	District Office	CLF110402	11/7/2013	0	7,944	5,638	8
			11/7/2013	0	5,657	5,089	

71.43%	First Call Effectiveness (OnSite)	99.83%	Machine Availability	50.00	NetPromoter Score
71% of 14 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 84992.00. The total # hours (call received until call completed) was 145.91		2 survey responses for the period	
4.51 hrs	Average OnSite Reponse Time	5.1 hrs	First Call Fix Avg Resolution Time (On-Site)	23.7 hrs	Rescheduled Calls Avg TTR Time (first call received until final call closed)
60% of 10 corrective maintenance calls were responded to and completely resolved in under 4 hours		5.1 hrs was the average hours for first call fix from when call opened to problem resolution on 10 calls		23.7 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 4 rescheduled service calls.	
Call Priority					
					

Caller	Call Count
Don Johnson	4
Dustin Tanner	2
Eileen Wheeler	1
Jen Saunders	3
Rob Whitcomb	6
Total	16

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# OSV-03534 [Toshiba/E-Studio 6550c] 17 Rebecca Lander Drive, MILTON	68008	11334
ID# OSV-03533 [Toshiba/E-Studio 3040c] 17 Rebecca Lander Drive, MILTON	12101	2016
ID# OSV-03059 [KYOCERA/FS-1370DN] 42 Herrick Avenue, MILTON	9069	1511
ID# OSV-03016 [KYOCERA/FS-1370DN] 42 Herrick Avenue, MILTON	8928	1488
ID# OSV-03045 [KYOCERA/FS-1370DN] 42 Herrick Avenue, MILTON	8777	1462

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# OSV-03534 [Toshiba/E-Studio 6550c] 17 Rebecca Lander Drive, MILTON	61484	10247
ID# OSV-03533 [Toshiba/E-Studio 3040c] 17 Rebecca Lander Drive, MILTON	47176	7862
ID# OSV-03025 [KYOCERA/FS-C5250DN] 42 Herrick Avenue, MILTON	11273	1878
ID# OSV-03073 [KYOCERA/FS-C5250DN] 42 Herrick Avenue, MILTON	6244	1040
ID# OSV-03024 [KYOCERA/FS-C5250DN] 42 Herrick Avenue, MILTON	5742	957

[illegible]

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-03056 sn:														
OSV-03057 sn:														
OSV-03058 sn:														
OSV-03061 sn:														
OSV-03062 sn:														
OSV-03063 sn:														
FS-C5250DN [KYOCERA]									3.13	2.27	0.8	3.9	1	0
OSV-03064 sn:Q553708423									3.57	2.30	0.8	4.3	1	0
SC179126														
Call SC179126	Jamming [CM]			Call In SLA: Yes		SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06		3.28	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/04/18 12:43		Response Hours:	2.98		Call Priority:	Medium				
	Caller: Rob Whitcomb			Dispatched: 2019/04/18 13:52		CM Response Hours:	2.98		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
	Call Desc: Jams when tray is full			Arrived: 2019/04/18 15:42		Travel Hours:	1.83							
				Completed 2019/04/18 16:00		Repair Hours:	0.3							
						Resolution Hours:	3.28							
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	ADJUSTED												
	Resolution Code:	Instructed												
SC184069														
Call SC184069	TONER ISSUE [CM]			Call In SLA: Yes		SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06		1.88	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/05/24 09:05		Response Hours:	0.85		Call Priority:	N				
	Caller: Rob Whitcomb			Dispatched: 2019/05/24 09:09		CM Response Hours:	0.85		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
	Call Desc: States to check the toner Container he has and that message will not go away e said if you want			Arrived: 2019/05/24 09:56		Travel Hours:	0.78							
				Completed 2019/05/24 10:58		Repair Hours:	1.03	Incompleted On Hold Waiting for Parts						
						Resolution Hours:	1.88							
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	RESCH FOR SUPPL												
Call SC184111	TONER ISSUE [CM]			Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06		8.12	1	0
	Assigned Tech: Brian Sheehan			Received: 2019/05/24 10:59		Response Hours:	7.38		Call Priority:	High				

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Rob Whitcomb			Dispatched: 2019/05/28 08:57		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Needs a genuine Kyocera TK-592 cartridge. - States to check the toner Container he has and			Arrived: 2019/05/28 09:52		Travel Hours:	0.92							
				Departure 2019/05/28 10:36		Repair Hours:	0.73							
						Resolution Hours:	8.12							
SC184111														
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Replace Printer Toner Cartridge												
SC185041														
Call	SC185041	TONER ISSUE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT00237-OSV-06				4.1	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/06/03 11:04		Response Hours:	3.07	Call Priority: High						
	Caller: Rob Whitcomb			Dispatched: 2019/06/03 12:52		CM Response Hours:	3.07	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Check toner light is on so they got new toners and the light is still on			Arrived: 2019/06/03 14:08		Travel Hours:	1.27							
				Completed 2019/06/03 15:10		Repair Hours:	1.03							
						Resolution Hours:	4.1							
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Miscellaneous												
OSV-03065 sn:Q553708424									2.15	2.15	0.9	3.0	0	0
SC187607														
Call	SC187607	Black Line On Image [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT00237-OSV-06				3.02	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/06/21 14:29		Response Hours:	2.15	Call Priority: 4HR Response						
	Caller: Dustin Tanner			Dispatched: 2019/06/24 07:29		CM Response Hours:	2.15	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Leaving black lines Monday is best			Arrived: 2019/06/24 08:08		Travel Hours:	0.65							
				Completed 2019/06/24 09:00		Repair Hours:	0.87							
						Resolution Hours:	3.02							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
OSV-03066 sn:														
OSV-03067 sn:														
OSV-03068 sn:														
OSV-03069 sn:														
OSV-03070 sn:Q553708413									2.32	2.32	0.6	3.0	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC182938														
Call	SC182938	Streaks [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06			2.95	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/16 09:16	Response Hours:	2.32		Call Priority:	down machine					
		Caller: Dustin Tanner		Dispatched: 2019/05/16 10:53	CM Response Hours:	2.32		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: streaking yellow and black and needs a cleaning		Arrived: 2019/05/16 11:35	Travel Hours:	0.7								
				Completed 2019/05/16 12:13	Repair Hours:	0.63								
					Resolution Hours:	2.95								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
OSV-03071 sn:														
OSV-03072 sn:														
HP1525NW [Hewlett Packard]														
OSV-02198 sn:														
OSV-02208 sn:														
OSV-02236 sn:														
OSV-02481 sn:														
Milton Middle & Elementary School : 42 Herrick Avenue			0.00%	1	0									
FS-1370DN [KYOCERA]														
OSV-03002 sn:														
OSV-03003 sn:														
OSV-03004 sn:														
OSV-03005 sn:														
OSV-03006 sn:														
OSV-03007 sn:														
OSV-03008 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-03009 sn:														
OSV-03010 sn:														
OSV-03011 sn:														
OSV-03012 sn:														
OSV-03013 sn:														
OSV-03014 sn:														
OSV-03015 sn:														
OSV-03016 sn:														
OSV-03017 sn:														
OSV-03018 sn:														
OSV-03019 sn:														
OSV-03032 sn:														
OSV-03035 sn:														
OSV-03036 sn:														
OSV-03037 sn:														
OSV-03038 sn:														
OSV-03039 sn:														
OSV-03040 sn:														
OSV-03041 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-03042 sn:														
OSV-03043 sn:														
OSV-03044 sn:														
OSV-03045 sn:														
OSV-03046 sn:														
OSV-03059 sn:														
FS-C5250DN [KYOCERA]									7.98	7.98	0.0	8.0	0	0
OSV-03020 sn:														
OSV-03021 sn:														
OSV-03022 sn:														
OSV-03023 sn:														
OSV-03024 sn:Q553708425									7.98	7.98	0.0	8.0	0	0
SC174740														
Call	SC174740	Black Line On Image [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06			7.98	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/03/19 08:31	Response Hours:	7.98		Call Priority:	High					
	Caller:	Don Johnson		Dispatched: 2019/03/19 16:36	CM Response Hours:	7.98		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	PLEASE CALL AHEAD SO HE CAN REMOVE THE MACHINE FROM CLASS it is printing with		Arrived: 2019/03/19 16:36	Travel Hours:	0								
				Completed 2019/03/19 16:36	Repair Hours:	0								
					Resolution Hours:	7.98								
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:		phone fix											
OSV-03025 sn:														
OSV-03026 sn:														
OSV-03027 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-03028 sn:														
OSV-03029 sn:														
OSV-03030 sn:														
OSV-03031 sn:														
HP1525NW [Hewlett Packard]														
OSV-02197 sn:														
OSV-02211 sn:														
OSV-02214 sn:														
OSV-02215 sn:														
OSV-02219 sn:														
OSV-02478 sn:														
Milton Town School District #10 : 17 Rebecca Lander Drive			25.00%	4	1									
E-Studio 3040c [Toshiba]									11.53	11.53	0.8	12.3	0	0
OSV-03533 sn:CNG113800									11.53	11.53	0.8	12.3	0	0
SC166510														
Call	SC166510	Paper Tray Issue [CM]				Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT00237-OSV-06		12.3	0	0
		Assigned Tech: David Prior				Received: 2019/01/21 14:44	Response Hours:	11.53		Call Priority: High				
		Caller: Rob Whitcomb				Dispatched: 2019/01/23 09:10	CM Response Hours:	11.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: tray one needs new rollers they are causing jams				Arrived: 2019/01/23 09:16	Travel Hours:	0.1						
						Completed 2019/01/23 10:02	Repair Hours:	0.77						
							Resolution Hours:	12.3						
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
E-Studio 6550c [Toshiba]									13.70	5.81	1.5	17.1	1	0
OSV-03534 sn:CLF110402									13.70	5.81	1.5	17.1	1	0
SC168563														
Call	SC168563	Skewed Copies [CM]				Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT00237-OSV-06		5.4	0	0
		Assigned Tech: Brian Sheehan				Received: 2019/02/01 13:47	Response Hours:	4.6		Call Priority: N				

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Rob Whitcomb			Dispatched: 2019/02/04 09:29	CM Response Hours:	4.60		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: skewing the originals when scanning			Arrived: 2019/02/04 09:53	Travel Hours:	0.4								
				Completed 2019/02/04 10:41	Repair Hours:	0.8								
					Resolution Hours:	5.4								
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:	Cleaned and Testedd												
SC168740														
Call	SC168740	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT00237-OSV-06				0	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/02/04 12:15	Response Hours:	7.85		Call Priority: High						
	Caller: Don Johnson			Dispatched: 2019/02/05 10:56	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: printing pink hues on the pages			Arrived: 2019/02/05 11:36	Travel Hours:	0.67								
				Completed 2019/02/05 13:49	Repair Hours:	2.22								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Repaired												
	Resolution Code:	Replaced Parts												
	Resolution Code:	COLOR CALIBRATION												
SC177722														
Call	SC177722	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT00237-OSV-06				7.6	0	0
	Assigned Tech: Keith Llewellyn			Received: 2019/04/08 14:00	Response Hours:	7.02		Call Priority: Medium						
	Caller: Don Johnson			Dispatched: 2019/04/09 11:36	CM Response Hours:	7.02		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming up as they were printing then once cleaned it would just keep jamming also a engine			Arrived: 2019/04/09 12:31	Travel Hours:	0.92								
				Completed 2019/04/09 13:06	Repair Hours:	0.58	Incompleted 1-Need Parts							
					Resolution Hours:	7.6								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	NEEDS FR												
Call	SC177907	Jamming [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT00237-OSV-06				55.55	1	0
	Assigned Tech: Brian Sheehan			Received: 2019/04/09 14:13	Response Hours:	35.33		Call Priority: Medium						
	Caller: Don Johnson			Dispatched: 2019/04/18 07:33	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Needs fuser kit - Jamming up as they were printing then once cleaned it would just keep			Arrived: 2019/04/18 07:57	Travel Hours:	0.4								
				Departure 2019/04/18 10:16	Repair Hours:	2.27								
					Resolution Hours:	55.55								
SC177907														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Misc. Parts												
FS-1370DN [KYOCERA]									1.36	2.63	0.3	11.2	2	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-03033 sn:Q653563201									1.36	2.63	0.3	11.2	2	0
SC174018														
Call	SC174018	Streaks [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06			2.68	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/13 09:53	Response Hours:	2.63		Call Priority:	Assist					
		Caller: Jen Saunders		Dispatched: 2019/03/13 12:08	CM Response Hours:	2.63		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: PRINTING STREAKS		Arrived: 2019/03/13 12:31	Travel Hours:	0.38								
				Completed 2019/03/13 12:34	Repair Hours:	0.05	Incompleted 1-Need Parts							
					Resolution Hours:	2.68								
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Needs parts												
Call	SC174086	Streaks [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06			29.42	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/13 13:35	Response Hours:	0.52		Call Priority:	N					
		Caller: Jen Saunders		Dispatched: 2019/03/18 17:00	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Needs a DK-170 drum unit ASAP please. - PRINTING STREAKS		Arrived: 2019/03/18 17:31	Travel Hours:	0.52								
				Departure 2019/03/18 17:52	Repair Hours:	0	Incompleted End of Day							
					Resolution Hours:	29.42								
Call	SC174711	Streaks [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT00237-OSV-06			1.63	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/18 17:54	Response Hours:	0.92		Call Priority:	N					
		Caller: Jen Saunders		Dispatched: 2019/03/19 08:42	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: No one was there. Door was locked. I'll try again in the morning. - Needs a DK-170 drum unit		Arrived: 2019/03/19 08:55	Travel Hours:	0.22								
				Departure 2019/03/19 09:38	Repair Hours:	0.72								
					Resolution Hours:	1.63								
SC174711														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
Milton Town School District #10 : 42 Herrick Avenue			#DIV/0!	0	0									
FS-C5250DN [KYOCERA]														
OSV-03073 sn:														
Total									6.22	4.51	12.88	145.91	4	0

Survey Responses

Office Systems of Vermont Service Call Feedback

CallNumber	SC177907	Customer:	Milton Town School District #10
Completed Date:	4/19/2019 1:40 PM	Customer Number:	OSV-MT01
Customer Rep:		Customer Address:	MILTON, VT 05468
Survey Sent To:	Name: Don Johnson Email: djohnson@mtsd-vt.org Ph: 802-893-3210		
Equipment:	OSV-03534	Call Opened:	4/9/2019 2:13 PM
Model:	Toshiba E-Studio 6550c	Call Closed:	4/18/2019 10:16 AM
Technician:	Brian Sheehan	Dispatched:	4/18/2019 7:33 AM
Tech Mgr:	Harold Santamore	Arrival Date:	4/18/2019 7:57 AM
Dispatcher:	Keith Llewellyn	Departed Date:	4/18/2019 10:16 AM
Call Description:	Needs fuser kit - Jamming up as they were printing, then once cleaned, it would just keep jamming also a spring is bent out of shape		

Question	Target	Score
Rate our dispatch overall (ease of placing a service call, professionalism, etc.).	10 of 10	
Target: 6	Scale 0-10	
Communication to keep me informed (if needed).	10 of 10	
Target: 6	Scale 0-10	
The technician left the equipment repaired to your satisfaction.	10 of 10	
Target: 0	Scale 0-10	
Rate our technician overall		10 of 10
Brian is absolutely terrific!	Target: 6	Scale 0-10

The technician explained the problem, resolution, and provided training if needed.	10 of 10
Target: 0	Scale 0-10
If asked by a friend or colleague, how likely is it that you would recommend Office Systems of Vermont?	10 of 10
Target: 6	Scale 0-10
Any suggestions for improvement?	*
Target: 0	Comments Field
Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?	Not Answered
Target: Yes	Yes/No
Please have a manager contact me?	Not Answered
Target: Yes	Yes/No
Please have a sales person contact me.	Not Answered
Target: Yes	Yes/No
Would you like our new process where we can email you when your service call is entered, email again when the technician is dispatched (so you know which tech is on the way) and email you again when your equipment is fixed (in case you miss them)?	Not Answered
Target: Yes	Yes/No

Remove me from further emails like this (if yes, please tell us why).

Not Answered

Target: Yes

Yes/No

* Red text denotes answer is equal to or below target.