

SD 16 South Burlington





SPC SUMMARY

Of your fleet of 105 machines, only 1 copier had more than 5 service calls in the year, primarily for jamming. We will work with the vendor to determine if this has been resolved. Overall, 32 copiers had a total of 77 service calls, with 53 of those being onsite service calls; 75% of those calls were resolved on the first visit. Uptime was 99.34%, which is average for a fleet of this size. Average response time was 4.43 hours, but 68% of corrective maintenance calls were responded to and resolved in under 4 hours.

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

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

Equipment with greater than 5 calls for the reporting period July 1, 2018 to June 30, 2019

				Annual Volume FY	Annual Volume FY	Black Meter	Color Meter	Expected		Average		
Building	Location	Equipment	Serial Number	17-18	18-19	6/30/19	6/30/19	Life	Total Calls	Response Time	OSV Recommendations	SPC Recommendations
South Burlington High	Room 112 A/V Lab	E-Studio 1057 eg# OSV-04882	CBAF40178	133,820	119,588	320,464	N/A	5,000,000	9	17.075		Bid this differently next time around.

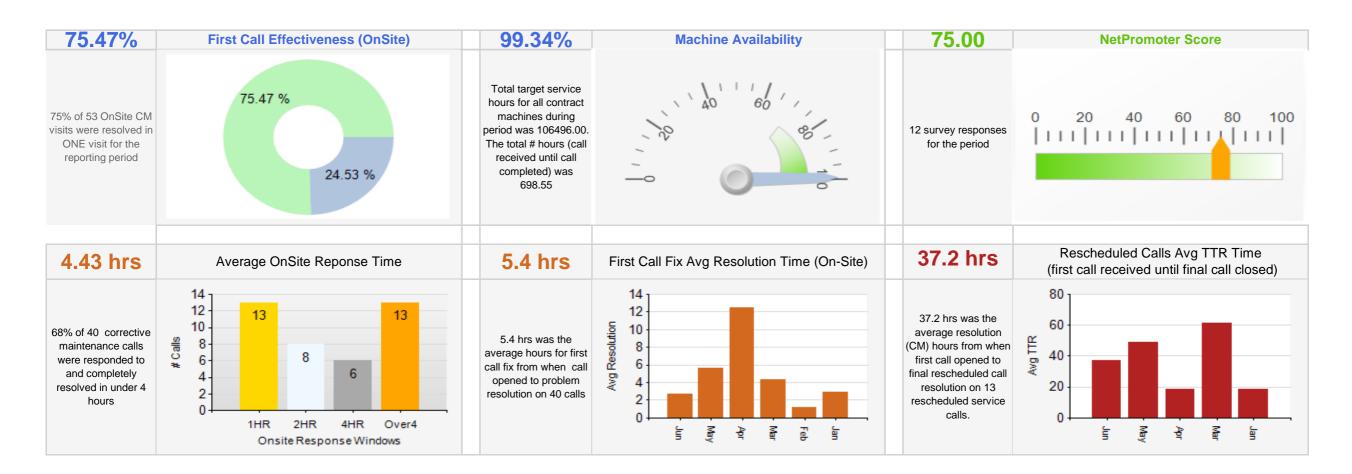
			Equipme	nt with excessive c	alls > 5 calls for the re	eporting period			
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date		MResponse ours	Repair Hours
E-Studio 1057 eq#:OSV-04882	Customer requests cleaning	Cherck and clean	550 Dorset Street	SC171591	2019/02/26 09:50	2019/02/26 10:58	1		1.07
		Cherck and clean	550 Dorset Street	SC171591	2019/02/26 09:50	2019/02/26 10:58	1		1.07
	Jamming	jamming	550 Dorset Street	SC177422	2019/04/05 09:22	2019/04/12 11:13	1	44.350000000	1.45
		repeated paper jamsabout 6 spots where paper needs to be removed each time. Teacher tried to run jobskeeps jamming	550 Dorset Street	SC180443	2019/04/29 09:40	2019/04/29 12:31	1	2.850000000	1.98
		Needs feed and Sep rollers repeated paper jamsabout 6 spots where paper needs to be removed each time. Teacher tried to run jobskeeps jamming	550 Dorset Street	SC180550	2019/04/29 14:33	2019/05/01 07:58	1		0.93
		copier jams/crumples paper as it enters F1/F2 ir the finisher unit. Each time 4 papers in transit from the paper tray need to be located and removed. This now happens on even 1 or 2 copies/prints from file.	550 Dorset Street	SC183055	2019/05/16 15:08	2019/05/16 15:47	1	0.650000000	0.72
		copier jams/crumples paper as it enters F1/F2 in the finisher unit. Each time 4 papers in transit from the paper tray need to be located and removed. This now happens on even 1 or 2 copies/prints from file.	550 Dorset Street	SC183080	2019/05/16 18:33	2019/05/17 08:02	1		0.82
		repeated paper jamsabout 6 spots where paper needs to be removed each time. Teacher tried to run jobskeeps jamming	550 Dorset Street	SC180443	2019/04/29 09:40	2019/04/29 12:31	5	15.950000000	5.9
	Multiple Issues	copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fully starts). The display is non-responsive. Power cycled by disconnectin	550 Dorset Street	SC181137	2019/05/02 12:34	2019/05/06 16:01	1	20.450000000	0.48
		copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fully starts). The display is non-responsive. Power cycled by disconnectin	550 Dorset Street	SC181566	2019/05/06 16:57	2019/05/07 07:53	1		1.48
		Needs new SD Card ASAP please They are down. OVER NIGHT ORDER PLEASE copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fu		SC181618	2019/05/07 09:31	2019/05/08 13:31	1		0.63
		Needs new SD Card ASAP please They are down. OVER NIGHT ORDER PLEASE copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fu		SC181618	2019/05/07 09:31	2019/05/08 13:31	3	20.450000000	2.59
								17.075000000	9.56

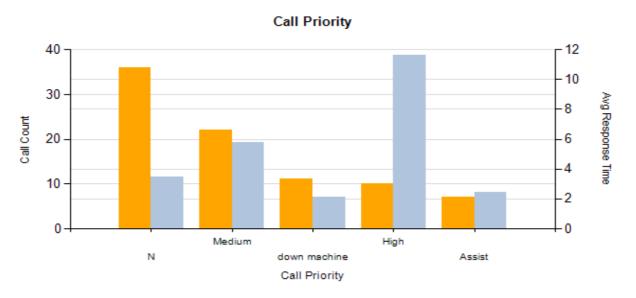
Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter	Projected BW Monthly Volume	Actual BW Monthly Volume
					Last Color Meter	Projected Color Monthly Volume	Actual Color Monthly Volume
Chamberlin School : 262 White Street							
OSV-04412[Toshiba/E-Studio 8508A]	Staff Room	CIJF13411	12/20/2016	3	431,705	14,680	13,830
OSV-04439[KYOCERA/P-2135DN Printer]	Project Room 18	LVK6X53734	12/20/2016	0	14,320	443	439
OSV-04442[KYOCERA/P-2135DN Printer]	Room 5 Comp Lab	LVK6X53724	12/20/2016	0	14,579	459	448
OSV-04448[Toshiba/E-Studio 4505AC]	Main Office	CFJF64269	12/20/2016	3	117,084	3,724	3,795
					158,730	4,763	6,001
OSV-04451[Toshiba/E-Studio 6508A]	Special Services-RM 17	CIJF13281	12/20/2016	1	365,051	12,445	11,208
OSV-04474[KYOCERA/FS-2100DN]	Media Center	LQA6940677	12/20/2016	0	25,679	1,067	543
OSV-04493[KYOCERA/P-2135DN Printer]	EEE Office	LVK6X53736	12/20/2016	0	7,037	208	281
OSV-04497[KYOCERA/P-2135DN Printer]	Main Office	LVK6X53729	12/20/2016	1	7,995	239	344
OSV-04498[KYOCERA/P-2135DN Printer]	Project Room 13	LVK6X53735	12/20/2016	0	35,548	1,006	1,052
OSV-04506[Toshiba/TOSHES7508A]	Staff Room	CIJF13170	12/20/2016	3	511,179	15,131	19,354
OSV-04518[KYOCERA/P6130cdn]	Media Center	V5Q5901825	12/20/2016	1	5,451	194	180
					18,515	652	697
OSV-2497[Hewlett Packard/HPM127FN]	Nurse's Office	CNB9FDFDR6		0	4,560	36	31
Frederick H. Tuttle School-Middle School: 500 Dorset Street							
OSV-02475[KYOCERA/P-2135DN Printer]	Room 244	LVK6X55221	8/28/2017	0	5,024	128	291
OSV-03288[Hewlett Packard/HPM451NW]	Special Ed/2nd floor	CNDG200803		0	8,983	133	73
					6,792	114	70
OSV-04449[Toshiba/E-Studio 4505AC]	Main Office	CFJF64257	12/20/2016	2	60,280	1,807	2,452
					116,739	2,949	5,389
OSV-04453[Toshiba/E-Studio 8508A]	Library Hall	CIHF11752	12/20/2016	0	576,044	19,229	18,036
OSV-04467[Toshiba/E-Studio 8508A]	Room E 265	CIJF13292	12/20/2016	2	1,173,501	39,258	37,895
OSV-04469[Toshiba/E-Studio 8508A]	Main Office	CIJF13414	12/20/2016	3	554,297	20,197	18,907
OSV-04473[KYOCERA/FS-2100DN]	Library	LQA6940676	12/20/2016	0	121,593	3,851	3,980
OSV-04494[KYOCERA/P-2135DN Printer]	Room E-267 Journey	LVK6X53723	12/20/2016	0	6,328	105	277
OSV-04495[KYOCERA/P-2135DN Printer]	Room E-168	LVK6X53733	12/20/2016	0	2,708	109	73
OSV-04496[KYOCERA/P-2135DN Printer]	Room C209 SPED	LVK6X53728	12/20/2016	0	11,347	320	305
OSV-04508[KYOCERA/FS-2100DN]	Room C-260	LQA6940683	12/20/2016	0	14,219	435	278
OSV-04509[KYOCERA/FS-2100DN]	Room W-223 Nova	LQA6940684	12/20/2016	1	45,066	1,560	1,251
OSV-04515[KYOCERA/FS-C8650DN]	Room E 274	NXW6901121	12/20/2016	0	9,141	237	370
					35,377	917	1,530
OSV-04516[KYOCERA/M2535DN]	Food Service	LVZ6633792	12/20/2016	0	9,720	300	289
OSV-04548[HP/HP M401dn]	Library	VNG4617274		0	57,130	726	
OSV-04772[Toshiba/E-Studio 8508A]	Main Office	CIHF11736	1/30/2017	1	386,493		
OSV-04945[KYOCERA/P2040dw]	Fusion Team	VD27306828	2/28/2018				
OSV-05002[KYOCERA/P-2135DN Printer]	Room W-224 Lab	LVK6X55193	12/20/2016		·		
OSV-05003[KYOCERA/P-2135DN Printer]	Room W-100	LVK6X55187	12/20/2016				
OSV-05336[KYOCERA/P2040dw]	Room 22	VD26Z03728	10/12/2017				
Orchard School : 2 Baldwin Avenue					.,,,		
OSV-03893[KYOCERA/P6130cdn]	Room A109, Elem	V5Q6403028	12/20/2016	3	12,970	514	481
,	,				38,933		

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter	Projected BW Monthly Volume	Actual BW Monthly Volume
					Last Color Meter	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-04356[KYOCERA/FS-2100DN]	Guidance- RM 16	LQA6739778	1/31/2017	0	6,562	262	233
OSV-04450[Toshiba/E-Studio 4505AC]	Main Office	CFJF64286	12/20/2016	0	65,605	2,058	2,458
					95,574	3,003	3,197
OSV-04456[Toshiba/E-Studio 8508A]	Room 16 Copy Room	CIIF11814	12/20/2016	4	650,974	25,389	17,941
OSV-04468[Toshiba/E-Studio 8508A]	Main Office	CIJF13291	12/20/2016	3	967,463	33,644	34,350
OSV-04500[KYOCERA/P6130cdn]	Project Room 4/5	V5Q66503178	12/21/2016	0	11,991	243	453
					13,233	255	596
OSV-05001[KYOCERA/P-2135DN Printer]	Room 27 SPED	LVK6X55194	12/20/2016	0	13,699	390	576
Rick Marcotte Central School : 10 Market Street						0	0
OSV-04428[Toshiba/E-Studio 4505AC]	Library	CFHF47819	12/20/2016	3	51,384	1,477	2,131
					183,632	5,510	7,409
OSV-04441[KYOCERA/P-2135DN Printer]	GR 5 Project Room	LVK6X55180	12/20/2016	0	37,775	1,352	1,306
OSV-04443[Toshiba/E-Studio 8508A]	Primary Wing Custodian	CIJF13293	12/20/2016	4	619,620	22,956	16,560
OSV-04459[Toshiba/E-Studio 8508A]	Room 1-Staff	CIJF13294	12/20/2016	2	586,338	19,326	18,959
OSV-04463[Toshiba/E-Studio 8508A]	Room 1	CIIF11806	12/20/2016	4	468,741	13,618	15,624
OSV-04501[KYOCERA/P-2135DN Printer]	Music Room	LVK6X55170	12/20/2016	0	7,213	239	249
OSV-04502[KYOCERA/P-2135DN Printer]	Staff Lab	LVK6X55185	12/20/2016	0	4,689	181	180
OSV-04503[KYOCERA/P-2135DN Printer]	Primary Wing Custodian	LVK6951963	12/20/2016	1	19,220	785	514
OSV-04510[KYOCERA/FS-2100DN]	4th Wing	LQA6940685	12/20/2016	0	553	45	C
OSV-04511[KYOCERA/FS-2100DN]	Computer Lab	LQA6940668	12/20/2016	0	24,600	604	609
OSV-04512[KYOCERA/FS-2100DN]	Main Office	LQA6940555	12/20/2016	1	49,209	1,676	1,717
OSV-04513[KYOCERA/FS-2100DN]	Music Office SPED	LQA6940669	12/20/2016	1	14,104	467	356
OSV-04514[KYOCERA/FS-2100DN]	SPED Office	LQA6940675	12/20/2016	0	51,133	1,699	1,865
OSV-04517[KYOCERA/M2535DN]	Main Office	LVZ6633776	12/20/2016	1	23,358	707	790
SD #16 Maintenance Building : 400 Dorset Street							
OSV-04499[COPYSTAR/CS 306ci]	Maintenance Building Office	V9W6601966	12/20/2016	0	1,638	44	54
					3,771		
OSV-04519[KYOCERA/M2535DN]	Maintenance Building Office	LVZ6633784	12/20/2016	0	4,786	170	120
SD#16 Bus Garage : 23 Landfill Road							
OSV-04489[KYOCERA/FS-2100DN]	Bus Garage Main Office	LQA6940678	12/20/2016		<u> </u>		
OSV-04544[Hewlett Packard/HPM127FN]	Bus Garage - Manager's Office	CNB9G242VQ		0	70,371	3,024	659
South Burlington High School : 550 Dorset Street							
OSV-04390[KYOCERA/FS-2100DN]	Attendance Office	LQA6940674	12/20/2016	0	43,416	1,489	
OSV-04391[KYOCERA/FS-2100DN]	Guidance Office	LQA6940682	12/20/2016		ŕ		
OSV-04392[KYOCERA/FS-2100DN]	CDC	LQA6940671	12/20/2016		ŕ		
OSV-04393[KYOCERA/FS-2100DN]	Main Library	LQA6940679	12/20/2016				
OSV-04394[KYOCERA/FS-2100DN]	Math/Science Copy Room-2nd floor	LQA6940670	12/20/2016		123,693	4,755	
OSV-04395[KYOCERA/FS-2100DN]	Room 206	LQA6940667	12/20/2016	0	92,645	2,690	
OSV-04413[Toshiba/TOSHES5506ACT]	Guidance Office	CHHF10945	12/20/2016	0	111,124	3,359	4,065
					38,506	1,088	1,634
OSV-04440[COPYSTAR/CS 306ci]	IT Help Desk	V9W6601972	12/20/2016	1	1,641	76	
					3,576	154	144

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter	Projected BW Monthly Volume	Actual BW Monthly Volume
					Last Color Meter	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-04452[Toshiba/TOSHES5506ACT]	AV LAB Room 112	CHHF11233	12/20/2016	4	280,180	9,817	9,728
					558,946	16,286	22,943
OSV-04464[Toshiba/E-Studio 8508A]	Business Hallway Copy Room (HS)	CIJF13290	12/20/2016	2	290,341	11,133	5,933
OSV-04465[Toshiba/E-Studio 8508A]	Main Office	CIJF13315	12/20/2016	6	853,326	28,634	27,146
OSV-04466[Toshiba/E-Studio 8508A]	Science Copier (locked room)	CIJF13412	12/20/2016	6	1,103,184	39,479	38,903
OSV-04470[Toshiba/E-Studio 8508A]	Library Entrance	CIJF13413	12/20/2016	0	879,008	29,648	17,735
OSV-04471[KYOCERA/FS-2100DN]	Science Dept Office	LQA6940680	12/20/2016	0	66,597	2,000	2,246
OSV-04472[KYOCERA/FS-2100DN]	Room 110	LQA6940673	12/20/2016	0	30,489	1,010	815
OSV-04475[KYOCERA/P-2135DN Printer]	AV Room-138	LVK6X53722	12/20/2016	0	7,383	195	347
OSV-04476[KYOCERA/P-2135DN Printer]	Music Office	LVK6X53727	12/20/2016	0	6,808	247	270
OSV-04477[KYOCERA/P-2135DN Printer]	Room 101	LVK6X53721	12/20/2016	0	6,944	253	3 210
OSV-04478[KYOCERA/P-2135DN Printer]	Room 111	LVK6X53720	12/20/2016	0	20,315	736	540
OSV-04479[KYOCERA/P-2135DN Printer]	Room 114 Language	LVK6X53731	12/20/2016	0	23,421	727	822
OSV-04480[KYOCERA/P-2135DN Printer]	Room 124 Big Pic	LVK6X53730	12/20/2016	2	14,017	481	436
OSV-04481[KYOCERA/P-2135DN Printer]	Room 210	LVK6X53737	12/20/2016	0	9,738	297	368
OSV-04482[KYOCERA/P-2135DN Printer]	Room 232	LVK6X53732	12/20/2016	0	6,395	203	170
OSV-04483[KYOCERA/P6130cdn]	Tech Ed Office - Room 141	V5Q5901836	12/20/2016	0	2,219	62	. 84
					4,567	106	188
OSV-04484[KYOCERA/P-2135DN Printer]	Room 241-Art	LVK6X53719	12/20/2016	0	8,827	307	171
OSV-04485[KYOCERA/P-2135DN Printer]	Math Office	LVK6X53718	12/20/2016	0	20,612	651	709
OSV-04486[KYOCERA/P-2135DN Printer]	Room 139	LVK6X53726	12/20/2016	0	2,410	68	5
OSV-04487[KYOCERA/M2535DN]	Room 220	LVZ6633777	12/20/2016	0	10,049	350	252
OSV-04490[KYOCERA/FS-2100DN]	Room 138	LQA6940686	12/27/2016	0	3,756	174	98
OSV-04492[KYOCERA/P-2135DN Printer]	Data Team (HS)	LVK6X53725	12/20/2016	0	10,896	504	234
OSV-04504[Toshiba/E-Studio 4508A]	Business Office (HS)	CGIF39710	12/20/2016	4	99,117	3,530	3,29
OSV-04505[Toshiba/E-Studio 3008A]	Business Office Copy room (HS)	CGDF14374	12/20/2016	0	70,749	2,659	2,395
OSV-04538[HP/HP M401dn]	Health	PHGDB06656		0	18,899	242	250
OSV-04542[Hewlett Packard/HPM451NW]	Room 240-Art	CNB0203990		0	6,761	65	6:
					18,597	205	248
OSV-04543[Hewlett Packard/HPM451DN]	District Network Services (HS)	CNDF353985		0	3660	78	. (
					10,940	278	. (
OSV-04745[COPYSTAR/CS 306ci]	Main Office	V7E7Y04248	1/29/2018	1	9,155	381	548
					11,366	630	70
OSV-04754[Hewlett Packard/M604dn]	Business Office Copy Room (HS)	CNDCJCG124	12/27/2016	0	49,437	1,645	1,587
OSV-04882[Toshiba/E-Studio 1057]	AV Lab Room 112	CBAF40178	12/20/2016	0	320,464	11,152	9,966
OSV-04946[KYOCERA/P2040dw]	Room 104	VD27306821	2/28/2018	0	20,873	1,500	1,246
OSV-04947[KYOCERA/P2040dw]	LEAP Room 205	VD27305552	2/28/2018	0	20,283	1,032	1,224
OSV-04948[KYOCERA/M2635dw]	Athletics Office Room 228	VCA6X00717	2/28/2018	0	11,663	702	793
OSV-05327[KYOCERA/P2040dw]	Kitchen	VD27409231	10/31/2017	0	1,303	41	68
OSV-05337[KYOCERA/P2040dw]	Custodial Office	VD276Z03744	10/12/2017	0	3,452	61	220
OSV-05667[Canon/CANIPTX3000]	Room 140		9/11/2018	0		0	
South Burlington School District #16 : 500 Dorset Street							

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter Last Color Meter	Monthly Volume Projected	Actual BW Monthly Volume Actual Color Monthly Volume
OSV-04427[Toshiba/E-Studio 4505AC]	Main Office	CFHF47995	12/20/2016	2	100,298	3,502	2,683
					114,350	4,789	3,032
OSV-04488[KYOCERA/FS-2100DN]	ROOM W103	LQA6940681	12/20/2016	0	63,582	2,439	1,836
OSV-04491[KYOCERA/M2535DN]	Human Resources (MS)	LVZ6633782	12/20/2016	0	8,165	239	307
OSV-05637 [KYOCERA/P2040dw]	Central Office	VD28116803			4,511	0	376
OSV-UNKNOWN [KYOCERA/P6130cdn]	Business Office (HS)	V5Q7X06022	12/20/2016	0	935	0	78
					3,992	0	333





Caller	Call Count
	3
Amelia	1
Barb Gilmore	2
Brenda	4
Brenda Nerber	10
Christa Chambers	3
Delina Gilroy	2
Gwen Schuppe	1
Kevin Downy	1
Linda Mickel	1
Margaret Pasqual	7
Phil Surks	6
Rose Dattilio	12
Sue O'Brien	9
Susan Dattilio	13
Tom Burke	11
Total	86

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# OSV-04466 [Toshiba/E-Studio 8508A] 550 Dorset Street, SOUTH BURLINGTON	467061	77843
ID# OSV-04467 [Toshiba/E-Studio 8508A] 500 Dorset Street, SOUTH BURLINGTON	455673	75945
ID# OSV-04468 [Toshiba/E-Studio 8508A] 2 Baldwin Avenue, SOUTH BURLINGTON	418589	69764
ID# OSV-04465 [Toshiba/E-Studio 8508A] 550 Dorset Street, SOUTH BURLINGTON	326927	54487
ID# OSV-04506 [Toshiba/TOSHES7508A] 262 White Street, SOUTH BURLINGTON	235281	39213

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# OSV-04452 [Toshiba/TOSHES5506ACT] 550 Dorset Street, SOUTH BURLINGTON	277066	46177
ID# OSV-04428 [Toshiba/E-Studio 4505AC] 10 Market Street, SOUTH BURLINGTON	90232	15038
ID# OSV-04448 [Toshiba/E-Studio 4505AC] 262 White Street, SOUTH BURLINGTON	73828	12304
ID# OSV-04449 [Toshiba/E-Studio 4505AC] 500 Dorset Street, SOUTH BURLINGTON	69300	11550
ID# OSV-04450 [Toshiba/E-Studio 4505AC] 2 Baldwin Avenue, SOUTH BURLINGTON	39722	6620

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
hard School			% Calls in SLA	Total Calls	In SLA	A			4.07	4.43			1	8
mberlin School : 262 White Street			75.00%	4	;	3								
E-Studio 4505AC [Toshiba]									1.61	0.40	1.3	0.6		0
OSV-04448 sn:CFJF6420	69								1.61					0
201 01110 011.01010101012														
SC180685														
Call	SC180685	Customer requests clear	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			0		0
	Assigned Tech	Brian Sheehan		Received:	2019/04/30 10:55	Response Hours:	1.47	Call Priority	down machine					
		Rose Dattilio			2019/04/30 10:53	CM Response Hours:	1.47			Parts Labor Travel Toner				
				Diopatorica.	2010/04/00 12:20			Biii Code.	COV Copici Maint mort	and Edbor Traver Torier				
	Call Desc	cleaning			2019/04/30 12:23	Travel Hours:	0							
				Completed	2019/04/30 13:24	Repair Hours:	1.02							
						Resolution Hours:	0							
	Death wood													
	Problem Code:	CLEANING												
	Flobielli Code:	OLEANING												
	Resolution Code:		Firmware update											
	Resolution Code:		Clone											-
	Resolution Code:		Cleaned and Tested											-
SC183886			Sisanou anu 165leu											
		Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.67		0
		Brian Sheehan			2019/05/23 09:09	Response Hours:	0.4	Call Priority:						
	Caller	Rose Dattilio		Dispatched:	2019/05/23 09:28	CM Response Hours:	0.40	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc	not feeding the papers a	and is jamming	Arrived:	2019/05/23 09:33	Travel Hours:	0.08							
				Completed	2019/05/23 10:49	Repair Hours:	1.27							
						Resolution Hours:	1.67							
	ProblemCodes													
	Problem Code:	JAMMING												
SC185568														
Call	SC185568	Touchscreen not working	g [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			0		0
	Assigned Tech	David Prior		Received:	2019/06/06 09:37	Response Hours:	2.95	Call Priority:	High					
	Caller	Rose Dattilio		Dispatched:	2019/06/06 11:01	CM Response Hours:				Parts Labor Travel Toner				
	0 " 5						4.55							
	Call Desc	noisy operation touch so	creen is not working		2019/06/06 12:34	Travel Hours:	1.55							
				Completed	2019/06/06 14:04	Repair Hours:	1.5							
						Resolution Hours:	0							
	ProblemCodes													
		Multiple Issues												
	Resolution Code:		Trouble Shoot											
	Resolution Code:		Firmware update											+
E-Studio 6508A [Toshiba]									0.03	3	1.4	0.0		0
OSV-04451 sn:CIJF1328	31								0.03		1.4			0
SC180684														
Call	SC180684	Customer requests clear	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			0		0
	Assigned Tech	Brian Sheehan		Received	2019/04/30 10:54	Response Hours:	0.03	Call Priority:	N					
		Rose Dattilio			2019/04/30 10:56	CM Response Hours:	0.00			Parts Labor Travel Toner				
								5 5 000.						
	Call Desc	cleaning			2019/04/30 10:56	Travel Hours:	0							
				Completed	2019/04/30 12:22	Repair Hours:	1.43							
						Resolution Hours:	0							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Firmware update											
	Resolution Code:		Clone											
Studio 8508A [Toshiba]									1.14	4 0.05	1.1	0.4	1	0
OSV-04412 sn:CIJF134	11								1.14	4 0.05	1.1	0.4	1	0
SC170599	9													
		Lines on copy [O]		Call In SLA	· Ν/Δ	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			ſ		0
Out				Ouii iii OE	. 14// (OLY (Copolise Floure.	4.00	Contractir.	00110040 001 01					
	Assigned Tech:	Brian Sheehan		Received	: 2019/02/18 11:28	Response Hours:	2	Call Priority:	N					
	Caller:	Rose Dattilio		Dispatched	: 2019/02/18 12:03	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	making lines on photo o	copies		: 2019/02/18 13:28	Travel Hours:	1.42							
				Completed	2019/02/18 14:24	Repair Hours:	0.93							
						Resolution Hours:	0							
	ProblemCodes													
		LINES												
	. robioiii oodo.													
			01 1 17 11											
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Misc. Parts											
SC180609														
Cal	II SC180609	Customer requests clea	aning [CC]	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			(0
	Assigned Tech:	Brian Sheehan		Pagaiyad	: 2019/04/30 08:06	Response Hours:	1.37	Call Priority	down machine					
							1.37			Darta Lahar Tracial Tanan				
	Caller:	Rose Dattilio		Dispatched	: 2019/04/30 09:28	CM Response Hours:		Bill Code:	OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc:	Cleaning		Arrived	: 2019/04/30 09:28	Travel Hours:	0							
	-			Completed	2019/04/30 10:49	Repair Hours:	1.35							
						Resolution Hours:	0							
						1100010110111100101	· ·							
	5 11 0 1													
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Firmware update											
	Resolution Code:		Clone											
	Resolution Code:		Cleaned and Tested											
SC184708	8													
		ERROR CODE [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.18	3	0
		Brian Sheehan		Received	: 2019/05/30 13:09	Response Hours:	0.05	Call Priority:						
	Caller:	Rose Dattilio		Dispatched	: 2019/05/30 13:12	CM Response Hours:	0.05	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	0:11.5	EDDOD CODE		A must	2010/05/20 40 40	Terrestitions								
	Call Desc:	ERROR CODE			: 2019/05/30 13:12	Travel Hours:	0							
				Completed	2019/05/30 14:20	Repair Hours:	1.13							
						Resolution Hours:	1.18							
	ProblemCodes													
	Fioblefficodes	Error Code												
	Problem Code:		Replaced Misc. Parts											
			Replaced Misc. Parts											
2100DN [KYOCERA]	Problem Code:		Replaced Misc. Parts											
	Problem Code:		Replaced Misc. Parts											

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
HPM127FN [Hewlett Packard]												Time		
OSV-2497 sn:														
P-2135DN Printer [KYOCERA]									6.68	6.68	0.5	5 7.3	2	0
									0.00	0.00	0.0			U .
OSV-04439 sn:													_	
OSV-04442 sn:														
OSV-04493 sn:														
OSV-04497 sn:LVK6X53	B729								6.68	6.68	0.5	7.2	2	0
00 V 0 1 101 011.EV1107.00	1120													
SC175583														
				0 111 01 4		014.5	4.00	0	00110045 001/04			- 44		
Call	SC175583	ERROR CODE [CM]		Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			7.18	,	0
	Assigned Tech:	Brian Sheehan		Received:	2019/03/25 10:39	Response Hours:	6.68	Call Priority:	N					
		Rose Dattilio			2019/03/26 08:43	CM Response Hours:	6.68			Parts Labor Travel Toner				
	Callel.	. 1000 Datailo		υισματοπου.	_0.000/20 00.40	om Noopolise Houls.	0.00	Dill Code.	20. Copior Maint IIIOI F	and Easter Haver Tuller				
	Call Desc:	error power off f24B		Arrived:	2019/03/26 08:50	Travel Hours:	0.12							
				Completed	2019/03/26 09:20	Repair Hours:	0.5							
						Resolution Hours:	7.18							
	Double of Octoo													
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Instructed											
	Resolution Code:		Reset											
OSV-04498 sn:														
DC120odo [KVOCEDA]									1.68	1.68	0.5	2 .)	0
	1005								1.68					0
P6130cdn [KYOCERA] OSV-04518 sn:V5Q5901	825								1.68 1.68					0
	825													
OSV-04518 sn:V5Q5901														
OSV-04518 sn:V5Q5901		TONER ISSUE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:					2	
OSV-04518 sn:V5Q5901	SC173909								1.68 CON3345-OSV-01			5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech:	Brian Sheehan		Received:	2019/03/12 14:49	Response Hours:	1.68	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech:			Received:				Call Priority:	1.68 CON3345-OSV-01 down machine			5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech: Caller:	Brian Sheehan Rose Dattilio	nizing the vellow toner and	Received: Dispatched:	2019/03/12 14:49 2019/03/13 08:00	Response Hours: CM Response Hours:	1.68 1.68	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech: Caller:	Brian Sheehan Rose Dattilio	nizing the yellow toner and	Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours:	1.68 1.68	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech: Caller:	Brian Sheehan Rose Dattilio staeing that its not recor		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech: Caller:	Brian Sheehan Rose Dattilio staeing that its not recor		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours:	1.68 1.68	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech: Caller:	Brian Sheehan Rose Dattilio staeing that its not recor		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901	Assigned Tech: Caller: Call Desc:	Brian Sheehan Rose Dattilio staeing that its not recorded in the state of the state		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901	SC173909 Assigned Tech: Caller:	Brian Sheehan Rose Dattilio staeing that its not recorded in the state of the state		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901: SC173909 Call	Assigned Tech: Caller: Call Desc: ProblemCodes	Brian Sheehan Rose Dattilio staeing that its not recorded in the state of the state		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901: SC173909 Call	Assigned Tech: Caller: Call Desc: ProblemCodes	Brian Sheehan Rose Dattilio staeing that its not recor		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901: SC173909 Call	Assigned Tech: Caller: Call Desc: ProblemCodes	Brian Sheehan Rose Dattilio staeing that its not recor		Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine	1.68		5 2.3	2	0
OSV-04518 sn:V5Q5901: SC173909 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	Brian Sheehan Rose Dattilio staeing that its not recor	waak	Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	CON3345-OSV-01 down machine OSV Copier Maint Incl F	Parts Labor Travel Toner	0.5	2.1	7	0
OSV-04518 sn:V5Q59013 SC173909 Call TOSHES7508A [Toshiba]	Problem Code: Resolution Code:	Brian Sheehan Rose Dattilio staeing that its not recor	waak	Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine OSV Copier Maint Incl F	Parts Labor Travel Toner	1.6	2.17	7	0
OSV-04518 sn:V5Q5901: SC173909 Call	Problem Code: Resolution Code:	Brian Sheehan Rose Dattilio staeing that its not recor	waak	Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	CON3345-OSV-01 down machine OSV Copier Maint Incl F	Parts Labor Travel Toner	0.5	2.1	7	0
OSV-04518 sn:V5Q59013 SC173909 Call TOSHES7508A [Toshiba]	Problem Code: Resolution Code:	Brian Sheehan Rose Dattilio staeing that its not recor	waak	Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine OSV Copier Maint Incl F	Parts Labor Travel Toner	1.6	2.17	7	0
OSV-04518 sn:V5Q59013 SC173909 Call TOSHES7508A [Toshiba] OSV-04506 sn:CIJF1317	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Brian Sheehan Rose Dattilio staeing that its not recor	waak	Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority:	1.68 CON3345-OSV-01 down machine OSV Copier Maint Incl F	Parts Labor Travel Toner	1.6	2.17	7	0
SC173909 Call TOSHES7508A [Toshiba] OSV-04506 sn:CIJF1317	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Brian Sheehan Rose Dattilio staeing that its not recorded in the inset replaced it last	Miscellaneous	Received: Dispatched: Arrived: Completed	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00 2019/03/13 08:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	1.68 1.68 0 0.48 2.17	Call Priority: Bill Code:	1.68 CON3345-OSV-01 down machine OSV Copier Maint Incl F	Parts Labor Travel Toner	1.6	2.17	7	0
OSV-04518 sn:V5Q59013 SC173909 Call TOSHES7508A [Toshiba] OSV-04506 sn:CIJF1317	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Brian Sheehan Rose Dattilio staeing that its not recor	Miscellaneous	Received: Dispatched: Arrived:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00 2019/03/13 08:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.68 1.68 0 0.48	Call Priority: Bill Code:	1.68 CON3345-OSV-01 down machine OSV Copier Maint Incl F	Parts Labor Travel Toner	1.6	2.17	7	0
OSV-04518 sn:V5Q5901: SC173909 Call TOSHES7508A [Toshiba] OSV-04506 sn:CIJF1317	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	Brian Sheehan Rose Dattilio staeing that its not recorded it last instrumental inst	Miscellaneous	Received: Dispatched: Arrived: Completed Call In SLA:	2019/03/12 14:49 2019/03/13 08:00 2019/03/13 08:00 2019/03/13 08:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	1.68 1.68 0 0.48 2.17	Call Priority: Bill Code:	1.68 CON3345-OSV-01 down machine OSV Copier Maint Incl F 0.42 0.42 CON3345-OSV-01	Parts Labor Travel Toner	1.6	2.17	7	0

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Back
	Caller	: Rose Dattilio		Dispatched	: 2019/02/18 14:27	CM Response Hours:		Bill Code:	OSV Copier Maint Incl.	Parts Labor Travel Toner		Time		
	Caller	Nose Dattillo		Dispatoricu.	. 2015/02/10 14.27	OWINCSponse Hours.		Din Code.	OOV Oopici Maint inci	Taris Labor Traver Torier				
	Call Desc:	: cleaning		Arrived:	: 2019/02/18 14:27	Travel Hours:	0							
				Completed	2019/02/18 16:28	Repair Hours:	2.02							
						Resolution Hours:	0							
	ProblemCodes	2												
		CLEANING												
	i iobiem code.	CLLANING												
	Decelor Control		Observational Treatment											
004000	Resolution Code:		Cleaned and Tested											
SC18060														
Ca	all SC180608	Customer requests clea	aning [CC]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	0
	Assigned Tech:	: Brian Sheehan		Received:	: 2019/04/30 08:06	Response Hours:	0.07	Call Priority:	N					
		: Rose Dattilio			: 2019/04/30 08:10	CM Response Hours:				Parts Labor Travel Toner				
	Gallott	rioco Danino		2.000.00.00	20.0/0 //00 00.10			2 00001	COT Copies maint inci	. 4.10 2420 4.10 6.10.				
	Call Desc:	Cleaning		Arrived:	2019/04/30 08:10	Travel Hours:	0							
				Completed	2019/04/30 09:27	Repair Hours:	1.28							
						Resolution Hours:	0							
	ProblemCodes													
		CLEANING												
	i iobieiii oude.	OLLAIVIIVG												
	Decalution Code		Olana											
	Resolution Code:		Clone											
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Firmware update											
SC18470	09													
Ca	all SC184709	Lines on copy [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	0
	Assigned Tech	: Brian Sheehan		Dagaiyadı	: 2019/05/30 13:10	Doononee Heure	1.17	Call Driagity	Madium					
						Response Hours:	1.17	Call Priority:		Desta Labor Torrel Torre				
	Caller	: Rose Dattilio		Dispatched	: 2019/05/30 14:20	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: LINES		Arrived:	: 2019/05/30 14:20	Travel Hours:	0							
	_				2019/05/30 15:44	Repair Hours:	1.4							
				Completed	2010/00/00 10:11	Resolution Hours:	0							
						resolution Hours.	O							
	ProblemCodes													
	Problem Code:	LINES												
rederick H. Tuttle School-Middle			100.00%	7	7	7								
chool : 500 Dorset Street									0.5	1 0.5	51 0.	7 1	2	0
E-Studio 4505AC [Toshiba]	1057													0
OSV-04449 sn:CFJF64	1257								0.5	0.5	0.	1	1.2	0
SC18287														
Ca	all SC182876	Multiple Issues [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.3	33	0
	Assigned Tech	: Brian Sheehan		Pooring	: 2019/05/15 15:10	Pagnanga Haura	0.77	Call Priority:	N					
						Response Hours:	0.77			Dome Labour T				
	Caller	: Margaret Pasqual		Dispatched:	: 2019/05/15 15:56	CM Response Hours:	0.77	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: Noise and cleaning		Arrived:	: 2019/05/15 15:56	Travel Hours:	0							
					1 2019/05/15 16:57	Repair Hours:	0.57							
				Completed		Resolution Hours:	1.33							
						Nesolution Hours.	1.33							
	ProblemCodes													
	Problem Code:	MISC. CALL												
	i lobielli code.													
	1 Toblem Code.													
	Resolution Code:		Cleaned and Tested											
			Cleaned and Tested Firmware update											
	Resolution Code:													

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Ba
Call	SC187102	Follow Up [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01			Time	3	0
Juli													J	
		: Brian Sheehan			2019/06/18 14:59	Response Hours:	0.25	Call Priority:						
	Caller	: Margaret Pasqual		Dispatched:	2019/06/18 15:14	CM Response Hours:	0.25	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: follow up		Arrived:	2019/06/18 15:14	Travel Hours:	0							
				Completed	2019/06/18 16:07	Repair Hours:	0.88							
						Resolution Hours:	1.13							
	ProblemCodes	;												
	Problem Code:	Message												
	Resolution Code:		Miscellaneous											
Studio 8508A [Toshiba]									1.78	1.62	2 1.2	3.	2	1
OSV-04453 sn:														
OSV-04467 sn:CIJF1329	92								3.24	2.35	5 1.5	2.	4	0
22:														
SC168015		Touchagraes set	og [O]	0-11-01	NI/A	CLA Decrease Have	4.00	0	. CON2045 COV 04					0
Cal	SC168015	Touchscreen not working	9 [○]	Call In SLA:	IV/A	SLA Response Hours:	4.00	Contract#:	: CON3345-OSV-01				J	0
	Assigned Tech:	: Brian Sheehan		Received:	2019/01/30 10:12	Response Hours:	4.12	Call Priority:	: High					
	Caller	: Margaret Pasqual		Dispatched:	2019/01/30 13:22	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dagg	: The touch pad is not wor	orking parts are black	Arrivad	2019/01/30 14:19	Travel Hours:	0.95							
	Call Desc.	The touch pau is not wor	Tring parts are black		2019/01/30 14:49	Repair Hours:	0.95							
				Completed	2019/01/30 14.49	Resolution Hours:	0.5							
						Resolution Flours.	O							
	ProblemCodes	3												
		MISC. CALL												
	Resolution Code:		Cleaned and Tested											
SC174552														
Cal	SC174552	Multiple Problems [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON3345-OSV-01			4.8	7	0
	Assissand Task	. Deien Chashan		Danairad	2040/02/40 44:00	Decrees Herry	0.05	Call Drianit	. Mandison					
		: Brian Sheehan			2019/03/18 11:22	Response Hours: CM Response Hours:	2.35	Call Priority:		Dorto Lobor Troval Tonor				
	Caller	: Margaret Pasqual		Dispatched.	2019/03/18 11:58	Civi Response nours.	2.35	Bill Code.	. OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc:	; jamming and copies are	coming out print issues	Arrived:	2019/03/18 13:43	Travel Hours:	1.75							
				Completed	2019/03/18 16:14	Repair Hours:	2.52							
						Resolution Hours:	4.87							
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:		Cleaned and Tested											
001/ 2 : 12	Resolution Code:		Replaced Misc. Parts										0	4
OSV-04469 sn:CIJF1341	14								1.28	1.89	9.0	3.	0	1
SC168160														
		Call Service Flashing [Cl	CMI	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON3345-OSV-01			2.2	2	0
Call	30100100	- a OSTRIOS FIRSTINING [OF		Gall III SLA.	103	OLA Nesponse Hours.	4.00	Contract#.	. 00110040-031-01			2.2		J
	Assigned Tech:	: Brian Sheehan		Received:	2019/01/31 08:23	Response Hours:	1.63	Call Priority:	: down machine					
	Caller	: Margaret Pasqual		Dispatched:	2019/01/31 10:01	CM Response Hours:	1.63	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Descri	telling them to unplug the	e machine but she didnt	Arrivad:	2019/01/31 10:01	Travel Hours:	0							
	Call Desc	telling them to unplug the	e machine but she didnt		2019/01/31 10:01 2019/01/31 10:36	Travel Hours:	0 0.58	Incompleted	1 1-Need Parts					
	Call Desc	telling them to unplug the want to so now it save to	ne machine but she didnt n call for senvice with		2019/01/31 10:01 2019/01/31 10:36	Travel Hours: Repair Hours: Resolution Hours:	0 0.58 2.22	Incompleted	d 1-Need Parts					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	ProblemCodes													
		Machine Down												
		Error Code												
	Troblem Code.	Lifer Code												
	Resolution Code:		Needs parts											
Cal		Call Service Flashing [C		Call In SLA	· N/A	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			6.42)	1
												52		
		: Brian Sheehan			: 2019/01/31 10:39	Response Hours:	0.05	Call Priority:						
	Caller	: Margaret Pasqual		Dispatched	: 2019/02/01 08:09	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: Needs fuse and holders	s asap please. Machine is	Arrived	: 2019/02/01 08:11	Travel Hours:	0.03							
	-	down - telling them to I	unnlug the machine hut		2019/02/01 08:34	Repair Hours:	0.38							
						Resolution Hours:	6.42							
SC168234														
	ProblemCodes	3												
	Problem Code:	PARTS IN												
	Resolution Code:		Replaced Misc. Parts											
SC172909														
Cal	SC172909	Call Service Flashing [C	CM]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			2.73	3	0
	Assigned Toch	: Brian Sheehan		Pagaiyad	: 2019/03/06 09:50	Response Hours:	2.15	Call Priority:	N					
		: Margaret Pasqual			: 2019/03/06 10:01	CM Response Hours:	2.15			Parts Labor Travel Toner				
	Caller	. Iviargaret i asquai		Dispatched	. 2019/03/00 10.01	OWN Response Hours.	2.13	Bill Code.	OSV Copiei Maint Inci	Talls Labor Travel Toller				
	Call Desc	call for service red wrer	nch C471	Arrived	: 2019/03/06 11:59	Travel Hours:	1.97							
				Completed	2019/03/06 12:34	Repair Hours:	0.58							
						Resolution Hours:	2.73							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Miscellaneous											
OSV-04772 sn:CIHF117	36								0.35	0.35	2.6	2.9)	0
SC182727														
Cal	SC182727	Multiple Problems [CM]	l]	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			2.92	2	0
	Assigned Tech	: Brian Sheehan		Received	: 2019/05/15 08:06	Response Hours:	0.35	Call Priority:	Medium					
	Caller	: Linda Mickel		Dispatched	: 2019/05/15 08:27	CM Response Hours:	0.35	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dags	: Making packets and aft	ftor a fow pages its not	Arrived	- 2010/05/15 09:27	Travel Hours:	0							
	Call Desc	inaing up and the stank	lar makes the names		2019/05/15 08:27 2019/05/15 11:01	Repair Hours:	0 2.57							
				Completed	2019/03/13 11:01	Repair Hours:	2.57							
						Nesolulion Flouis.	2.92							
	ProblemCodes													
		Multiple Issues												
	Resolution Code:		Firmware update											
	Resolution Code:		Clone		+									
	Resolution Code:		Cleaned and Tested		-									
	Resolution Code:		Replaced Misc. Parts		-									
-2100DN [KYOCERA]									2.62	2 2.62	0.4	3.0)	0
OSV-04473 sn:										=102	3.	310		
081/04500														
OSV-04508 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-04509 sn:LQA69406	684								2.62	2.6	2 0.			0
SC164131														
Call	SC164131	By Pass Tray [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01			3.00	3	0
	Assigned Tech:	: Brian Sheehan		Received:	2019/01/04 14:56	Response Hours:	2.62	Call Priority	: Assist					
	Caller	: Amelia		Dispatched:	2019/01/07 08:41	CM Response Hours:	2.62	Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	: Some how bypassed the	he basic tray to the empty		2019/01/07 09:03	Travel Hours:	0.37							
				Completed	2019/01/07 09:28	Repair Hours: Resolution Hours:	0.42 3.03							
	ProblemCodes													
		Message												
FS-C8650DN [KYOCERA]	Resolution Code:		ADJUSTED											
OSV-04515 sn:														
HP M401dn [HP]														
OSV-04548 sn:														
HPM451NW [Hewlett Packard]														
OSV-03288 sn:														
M2535DN [KYOCERA]														
OSV-04516 sn:														
P2040dw [KYOCERA]														
OSV-04945 sn:														
OSV-05336 sn:														
P-2135DN Printer [KYOCERA]														
OSV-02475 sn:														
OSV-04494 sn:														
OSV-04495 sn:														
OSV-04496 sn:														
03v-04490 SII:														
OSV-05002 sn:														
OSV-05003 sn:														
hard School : 2 Baldwin Avenue			33.333%	6		2								
E-Studio 4505AC [Toshiba]														

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call
OSV-04450 sn:														
tudio 8508A [Toshiba]									2.22	3.16	0.7	13.2	2	2
OSV-04456 sn:CIIF1181	14								2.32	3.21	0.7	6.0)	1
SC164446	6													
Cal	I SC164446	Call Service Flashing [0	CM]	Call In SLA	Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			3.1		0
	Assigned Tech:	Brian Sheehan		Received	2019/01/08 09:10	Response Hours:	2.35	Call Priority:	Assist					
		Sue O'Brien			: 2019/01/08 11:30	CM Response Hours:	2.35			Parts Labor Travel Toner				
									·					
	Call Desc:	Shows the red wrench	call for service		2019/01/08 11:31	Travel Hours:	0.02							
				Completed	1 2019/01/08 12:16	Repair Hours:	0.75	Incompleted	1-Need Parts					
						Resolution Hours:	3.1							
	ProblemCodes													
		Machine Down												
		Error Code												+
	. Toblem odde.	Lifor Oode												
	Resolution Code:		Needs parts											
Cal		Call Service Flashing [0		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			16.28	3	1
-														
	Assigned Tech:				2019/01/08 12:21	Response Hours:	0.78	Call Priority:						
	Caller:	Sue O'Brien		Dispatched	2019/01/10 09:51	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:		s ASAP please. They are	Arrived	: 2019/01/10 10:37	Travel Hours:	0.77							
		down - Showe the red			2019/01/10 11:38	Repair Hours:	1.02							
				•		Resolution Hours:	16.28							
SC164537	7													
	ProblemCodes													
	Problem Code:	MISC. PARTS												
	Resolution Code:		REPL PARTS USED											
SC177320	0													
Cal	II SC177320	Master Mis-Feed [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			4.8	3	0
	Assigned Tech:	Brian Sheehan		Received	2019/04/04 13:42	Response Hours:	4.07	Call Priority:	Assist					
		Sue O'Brien			2019/04/05 08:02	CM Response Hours:	4.07			Parts Labor Travel Toner				
				Diopatoriou	2010/01/00 00:02		1.01	D 0000.	COV Copioi Maine inoi i	and Edder Traver Terror				
	Call Desc:	mis feeds all over. they	fix it an then it starts all		2019/04/05 09:16	Travel Hours:	1.23							
				Completed	2019/04/05 10:00	Repair Hours:	0.73							
						Resolution Hours:	4.8							
	B // 5 :													
	Problem Codes													
	Problem Code:	Multiple Issues												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		REPL FEED RLLRS											
SC183708			INCI E FEED KELKS											
		Touchscreen not working	na [O]	Call In SLA	· N/A	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			()	0
Cal				Call III SLA	11/7			Contract#.	- OOI10040-001-01				,	
	Assigned Tech:	Brian Sheehan			2019/05/22 09:42	Response Hours:	2.08	Call Priority:						
	Caller:	Brenda		Dispatched	2019/05/22 10:33	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc	Touch screen losing se	ensitivitynot working	Arrived	: 2019/05/22 11:47	Travel Hours:	1.23							
	- Can 2000.	nronark/	,		1 2019/05/22 12:08	Repair Hours:	0.35							
						Resolution Hours:	0.00							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:		Miscellaneous											
OSV-04468 sn:CIJF1329	91								2.09	3.10	0.6	22.8		1
00404445														
SC164445		BLACK COPIES [CM]		Call In SLA:	Voo	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			2.32		0
Call	30 104443	BLACK COFILS [CIVI]		Call III SLA.	165	SLA Response Hours.	4.00	Contract#.	CON3343-O3V-01			2.32		U
	Assigned Tech:	Brian Sheehan		Received:	2019/01/08 09:10	Response Hours:	1.67	Call Priority:	N					
	Caller:	Sue O'Brien		Dispatched:	2019/01/08 10:40	CM Response Hours:	1.67	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	black copies		Arrived:	2019/01/08 10:50	Travel Hours:	0.17							
	-				2019/01/08 11:29	Repair Hours:	0.65							
						Resolution Hours:	2.32							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Replaced Misc. Parts											
SC176002														
Call	SC176002	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			4.58		0
	Assigned Tech:	Brian Sheehan		Received:	2019/03/27 09:40	Response Hours:	4.53	Call Priority:	Medium					
	Caller:	Sue O'Brien		Dispatched:	2019/03/27 10:57	CM Response Hours:	4.53	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Dance	multiple miefoods and r	now there is paper stuck	A mais can also	2040/02/27 44:40	Tanadalana	2.05							
	Call Desc:	che thinke	now there is paper stuck		2019/03/27 14:12	Travel Hours: Repair Hours:	3.25	Incompleted	1-Need Parts					
				Completed	2019/03/27 14:15	Resolution Hours:	0.05 4.58	incompieted	1-Neeu Parts					
						Resolution Hours.	4.30							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Needs parts											
Call	SC176124	Jamming [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			61.57		1
	Assigned Tech:	Brian Sheehan		Received:	2019/03/27 15:17	Response Hours:	0.07	Call Priority:	Medium					
		Sue O'Brien			2019/04/05 16:04	CM Response Hours:	0.07			Parts Labor Travel Toner				
	Call Desc:		d feed roll kits multiple		2019/04/05 16:07	Travel Hours:	0.05							
				Departure	2019/04/05 17:21	Repair Hours:	1.23							
						Resolution Hours:	61.57							
SC176124														
30170124														
	ProblemCodes													
		PARTS IN												
	Resolution Code:		Replaced Misc. Parts											
2100DN [KYOCERA]														
OSV-04356 sn:														
135DN Printer [KYOCERA]														
OSV-05001 sn:														
														4
			1						3.56	4.63	0.8	22.6		1
30cdn [KYOCERA]	0000								0.50	4.00				1
30cdn [KYOCERA] OSV-03893 sn:V5Q6403	3028								3.56	4.63				1

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
SC182104												Time		
		ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			4.38	3	0
	Assigned Tech:	Brian Shoohan		Pagainad:	2019/05/09 12:28	Response Hours:	4.03	Call Priority	down machine					
		Sue O'Brien			2019/05/10 07:22	CM Response Hours:	4.03			Parts Labor Travel Toner				
	Call Desc:	Long error code 661000	150527 machine is down		2019/05/10 07:35 2019/05/10 08:21	Travel Hours: Repair Hours:	0.22 0.35	Incompleted	1-Need Parts					
				Completed	2019/05/10 08.21	Resolution Hours:	4.38	incompleted	1-Need Faits					
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
		ERROR CODE [CM]	reces parts	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			57.23	3	1
	Assissed Tools	Deier Oberstein												
	Assigned Tech:	Sue O'Brien			2019/05/10 08:23 2019/05/20 12:04	Response Hours: CM Response Hours:	1.43	Call Priority:		Parts Labor Travel Toner				
								Din Code.	20. Jopioi Mant Inol I	and Labor Havor Forier				
	Call Desc:	Needs fuser unit ASAP to	they are down. MK-5142 -		2019/05/20 13:28	Travel Hours:	1.4							
				Departure	2019/05/20 14:37	Repair Hours: Resolution Hours:	1.15 57.23							
						recordion Hours.	01.20							
SC182200														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:		Replaced Misc. Parts											
SC185218														
Call	SC185218	Multiple Problems [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			6.08	3	0
	Assigned Tech:	Brian Sheehan		Received:	2019/06/04 09:51	Response Hours:	5.23	Call Priority:	Medium					
		Sue O'Brien			2019/06/04 13:54	CM Response Hours:	5.23			Parts Labor Travel Toner				
	Call Desc:	Still having issues stated	I the tech would know	Arrived:	2019/06/04 15:05	Travel Hours:	1.18							
		C			2019/06/04 15:56	Repair Hours:	0.85							
						Resolution Hours:	6.08							
	Double to Onder													
	Problem Code:	Error Code												
	1 Toblem Code.	Lifer Gode												
	Resolution Code:		Repaired											
OSV-04500 sn:														
Rick Marcotte Central School : 10			66.667%	6		4								
Market Street			00.007 /6			7								
E-Studio 4505AC [Toshiba]									5.97		1.1			0
OSV-04428 sn:CFHF478	319 								5.97		1.1	0.0)	0
SC177449														
Call	SC177449	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			()	0
	Assigned Tech:	David Prior		Received:	2019/04/05 10:26	Response Hours:	9.23	Call Priority:	High					
	Caller:	Barb Gilmore		Dispatched:	2019/04/08 10:31	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc:	lines on copies		Arrived:	2019/04/08 11:10	Travel Hours:	0.65							
					2019/04/08 12:11	Repair Hours:	1.02							
						Resolution Hours:	0							
	<u> </u>													
	ProblemCodes													

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
	Problem Code:	COPY QUALITY										Time		
	Resolution Code:		Cleaned and Tested											
SC177805	5								I.					
Call	SC177805	Lines on copy [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			()	0
	A T b	Decid Die		Described	0040/04/00 00 40	Daniel Herri	7.00	O-II Delecte	1 Pak					
	Assigned Tech				2019/04/09 09:19	Response Hours:	7.32	Call Priority:	-	Desta Labor Travel Trave				
	Caller	Gwen Schuppe		Dispatched:	2019/04/10 08:01	CM Response Hours:		Bill Code:	OSV Copier Maint Inci	Parts Labor Travel Toner				
	Call Desc	still getting lines on the p	paper	Arrived:	2019/04/10 08:08	Travel Hours:	0.12							
				Completed	2019/04/10 09:37	Repair Hours:	1.48							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Trouble Shoot											
SC179010														
Call	SC179010	Lines on copy [O]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			()	0
	Assigned Tech	: Brian Sheehan		Received:	2019/04/17 14:22	Response Hours:	1.37	Call Priority:	down machine					
	_	: Barb Gilmore			2019/04/17 15:04	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc	color lines going through	n middle of page		2019/04/17 15:44	Travel Hours:	0.67							
				Completed	1 2019/04/17 16:45	Repair Hours:	0.77							
						Resolution Hours:	0							
	Duck land Carles													
	Problem Codes	SPOTTY COPIES												
	Problem Code:	SPOTTT COPIES												
	Resolution Code:	C	COLOR CALIBRATION											
	110301011011 Oddo.													
	Resolution Code:		Cleaned and Tested						4.81	1 2.50	1.3	3 27.3	3	3
E-Studio 8508A [Toshiba]	Resolution Code:								4.81					3
	Resolution Code:								4.81 10.20					3
E-Studio 8508A [Toshiba]	Resolution Code:													
E-Studio 8508A [Toshiba]	Resolution Code:													
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code:	Customer requests clea	Cleaned and Tested	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:					6	
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 93 95 1 SC180479	Customer requests clear	Cleaned and Tested						10.20 CON3345-OSV-01			5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 I SC180479 Assigned Tech	Customer requests clea	Cleaned and Tested	Received:	2019/04/29 11:05	Response Hours:	4.00	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 I SC180479 Assigned Tech	Customer requests clear	Cleaned and Tested	Received:				Call Priority:	10.20 CON3345-OSV-01 N			5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 I SC180479 Assigned Tech	Customer requests clea Brian Sheehan Susan Dattilio	Cleaned and Tested	Received: Dispatched:	2019/04/29 11:05	Response Hours:		Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 SC180479 Assigned Tech	Customer requests clea Brian Sheehan Susan Dattilio	Cleaned and Tested	Received: Dispatched: Arrived:	: 2019/04/29 11:05 : 2019/04/29 11:06	Response Hours: CM Response Hours:	0.02	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 SC180479 Assigned Tech	Customer requests clea Brian Sheehan Susan Dattilio	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours:	0.02	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 SC180479 Assigned Tech	Customer requests clea Brian Sheehan Susan Dattilio	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 SC180479 Assigned Tech	Customer requests clea Brian Sheehan Susan Dattilio	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
E-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479	Resolution Code: 93 SC180479 Assigned Tech	Customer requests clea Brian Sheehan Susan Dattilio cleaning	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
SC180479	Resolution Code: 93 SC180479 Assigned Tech Caller Call Desc	Customer requests clea Brian Sheehan Susan Dattilio cleaning	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
S-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479 Call	Resolution Code: 93 SC180479 Assigned Tech Caller Call Desc ProblemCodes Problem Code:	Customer requests clear E Brian Sheehan E Susan Dattilio E cleaning	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
S-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479 Call	Resolution Code: 93 SC180479 Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code:	Customer requests clear E Brian Sheehan E Susan Dattilio E cleaning	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
S-Studio 8508A [Toshiba] OSV-04443 sn:CIJF1329 SC180479 Call	Resolution Code: 93 SC180479 Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code: Resolution Code:	Customer requests clear E Brian Sheehan E Susan Dattilio E cleaning	Clone Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
SC180479 Call	Resolution Code: 93 SC180479 Assigned Tech. Caller Call Desc ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code:	Customer requests clear E Brian Sheehan E Susan Dattilio E cleaning	Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6	6	2
SC181926	Resolution Code: 93 I SC180479 Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code:	Customer requests clear Brian Sheehan Susan Dattilio cleaning CLEANING	Clone Cleaned and Tested	Received: Dispatched: Arrived: Completed	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06 2019/04/29 12:24	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.02 0 1.3 0	Call Priority: Bill Code:	CON3345-OSV-01 N OSV Copier Maint Incl	0 4.85		65.6		2
SC181926	Resolution Code: 93 SC180479 Assigned Tech. Caller Call Desc ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code:	Customer requests clear E Brian Sheehan E Susan Dattilio E cleaning	Clone Cleaned and Tested	Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06 2019/04/29 12:24	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	0.02 0 1.3	Call Priority: Bill Code:	10.20 CON3345-OSV-01 N	0 4.85		5 65.6		2
SC181926	Resolution Code: 93 I SC180479 Assigned Tech Caller Call Desc ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Resolution Code: Resolution Code: Resolution Code:	Customer requests clear E Brian Sheehan Susan Dattilio cleaning CLEANING	Clone Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA:	: 2019/04/29 11:05 : 2019/04/29 11:06 : 2019/04/29 11:06 : 2019/04/29 12:24	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	0.02	Call Priority: Bill Code: Contract#:	CON3345-OSV-01 N OSV Copier Maint Incl	0 4.85		65.6		0
SC181926	Resolution Code: 33 SC180479 Assigned Tech Caller Call Desc Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: Resolution Code: Assigned Tech	Customer requests clea E Brian Sheehan Susan Dattilio cleaning CLEANING Jamming [CM] E Brian Sheehan	Clone Cleaned and Tested	Received: Dispatched: Arrived: Completed Call In SLA: Received:	: 2019/04/29 11:05 : 2019/04/29 11:06 : 2019/04/29 11:06 : 2019/04/29 12:24 : No : 2019/05/08 13:21	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	0.02 0 1.3 0 4.00 4.85	Call Priority: Bill Code: Contract#: Call Priority:	CON3345-OSV-01 N OSV Copier Maint Incl CON3345-OSV-01 Medium	Parts Labor Travel Toner		65.6		0
SC181926	Resolution Code: 33 SC180479 Assigned Tech Caller Call Desc Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: Caller Assigned Tech Caller	Customer requests clea Brian Sheehan Susan Dattilio cleaning CLEANING Jamming [CM] Brian Sheehan Susan Dattilio	Clone Cleaned and Tested Clone Cleaned and Tested Firmware update	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched:	: 2019/04/29 11:05 : 2019/04/29 11:06 : 2019/04/29 11:06 : 2019/04/29 12:24 : No : No : 2019/05/08 13:21 : 2019/05/09 09:25	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	0.02 0 1.3 0 4.00 4.85 4.85	Call Priority: Bill Code: Contract#: Call Priority:	CON3345-OSV-01 N OSV Copier Maint Incl CON3345-OSV-01 Medium	0 4.85		65.6		0
SC181926	Resolution Code: 33 SC180479 Assigned Tech Caller Call Desc Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: Caller Assigned Tech Caller	Customer requests clea E Brian Sheehan Susan Dattilio cleaning CLEANING Jamming [CM] E Brian Sheehan	Clone Cleaned and Tested Clone Cleaned and Tested Firmware update	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	2019/04/29 11:05 2019/04/29 11:06 2019/04/29 11:06 2019/04/29 12:24 2019/04/29 12:24 3 No 2 2019/05/08 13:21 2 2019/05/09 09:25 2 2019/05/09 09:42	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours: Travel Hours:	0.02 0 1.3 0 4.00 4.85 4.85 0.28	Call Priority: Bill Code: Contract#: Call Priority: Bill Code:	CON3345-OSV-01 N OSV Copier Maint Incl CON3345-OSV-01 Medium OSV Copier Maint Incl	Parts Labor Travel Toner		65.6		0
SC181926	Resolution Code: 33 SC180479 Assigned Tech Caller Call Desc Problem Codes Problem Code: Resolution Code: Resolution Code: Resolution Code: Caller Assigned Tech Caller	Customer requests clea Brian Sheehan Susan Dattilio cleaning CLEANING Jamming [CM] Brian Sheehan Susan Dattilio mis feeds might be a slin	Clone Cleaned and Tested Clone Cleaned and Tested Firmware update	Received: Dispatched: Arrived: Completed Call In SLA: Received: Dispatched: Arrived:	: 2019/04/29 11:05 : 2019/04/29 11:06 : 2019/04/29 11:06 : 2019/04/29 12:24 : No : No : 2019/05/08 13:21 : 2019/05/09 09:25	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	0.02 0 1.3 0 4.00 4.85 4.85	Call Priority: Bill Code: Contract#: Call Priority: Bill Code:	CON3345-OSV-01 N OSV Copier Maint Incl CON3345-OSV-01 Medium	Parts Labor Travel Toner		65.6		0

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	C
	ProblemCodes													H
	Problem Code:	JAMMING												
	Resolution Code:		Trouble Shoot											\top
	Resolution Code:		Needs parts											
Call	SC182092	Jamming [CM]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			218.07		1
	Assigned Tech:	Brian Sheehan		Received	: 2019/05/09 12:02	Response Hours:	0.13	Call Priority:	Medium					
	_	Susan Dattilio			: 2019/06/17 08:13	CM Response Hours:		•		Parts Labor Travel Toner				
	0 !! 5	N 1 " (0.5												
	Call Desc:	feeds quantity of 2 Pa	art # C0-20487000 - mis		: 2019/06/17 08:14	Travel Hours:	0.02		0. TEOU A 0010T					
				Departure	2019/06/17 09:06	Repair Hours: Resolution Hours:	0.87 218.07	incompleted	3-TECH ASSIST					
						Resolution Hours.	218.07							
Call	SC186781	Jamming [CM]		Call In SLA	· N/A	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			37.28	k	1
Ja												07.120		
	Assigned Tech:				: 2019/06/17 09:08	Response Hours:	35.8	Call Priority:						
	Caller:	Susan Dattilio		Dispatched	: 2019/06/21 10:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Needs quantity of 2 Pa	ort # C0-20487000 - mis	Arrived	: 2019/06/21 10:56	Travel Hours:	0.93							
		foods might ha a clivar	a nanar etill in tha	Departure	2019/06/21 12:25	Repair Hours:	1.48							
						Resolution Hours:	37.28							
SC182092														
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:		Miscellaneous											
SC186781														
	ProblemCodes													4
		MISC. CALL												4
	Troblem Code.	WIGO. CALL												
	Resolution Code:		Miscellaneous											+
SV-04459 sn:CIJF13294									0.10	0.08	0.9	0.4		0
SC178016														
Call	SC178016	Jamming [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			0.7		0
	Assigned Tech:	David Prior		Received	: 2019/04/10 09:41	Response Hours:	0.08	Call Priority:	Medium					
		Susan Dattilio		Dispatched	: 2019/04/10 09:46	CM Response Hours:	0.08			Parts Labor Travel Toner				
	0.41.0	in and		A min and	0040/04/40 00 40	Townshills	2							
	Call Desc:	jameu			: 2019/04/10 09:46	Travel Hours: Repair Hours:	0.62							4
				Completed	1 2019/04/10 10:23	Resolution Hours:	0.62							
						resolution Hours.	0.1							
	ProblemCodes													
		JAMMING												7
	Resolution Code:		Instructed											
l	Resolution Code:		Cleaned and Tested											
SC180404	SC180404	Customer requests clea	aning [CC]	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			C		0
SC180404		5 . 0 .		Received	: 2019/04/29 08:08	Response Hours:	0.12	Call Priority:	N					-
SC180404	Assigned Tech:	Brian Sheehan			0040/04/00 00 45	CM Response Hours:				Parts Labor Travel Toner				
SC180404	_	Susan Dattilio		Dispatched	: 2019/04/29 08:15									
SC180404	Caller:	Susan Dattilio					2							
SC180404	_	Susan Dattilio		Arrived	: 2019/04/29 08:15	Travel Hours:	0							
SC180404	Caller:	Susan Dattilio		Arrived			0 1.23							

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call
	ProblemCodes													
F		CLEANING												
·														
F	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Firmware update											+
F	Resolution Code:		Clone		+									+
OSV-04463 sn:CIIF11806									1.78	3 2.53	1.3	2.4		1
SC180405														
	SC180405	Customer requests clea	aning [CC]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			0		0
		D: 01 1		5	0040404000745			0 11 5 1 1						
	Assigned Tech:				: 2019/04/29 07:45	Response Hours:	1.5		down machine					
	Caller:	Susan Dattilio		Dispatched:	: 2019/04/29 09:30	CM Response Hours:		Bill Code:	OSV Copier Maint Inci i	Parts Labor Travel Toner				
	Call Desc:	cleaning		Arrived	: 2019/04/29 09:30	Travel Hours:	0							
				Completed	2019/04/29 11:04	Repair Hours:	1.57							
						Resolution Hours:	0							
	ProblemCodes													
P	Problem Code:	CLEANING												
R	Resolution Code:		Firmware update											
R	Resolution Code:		Clone											
R	Resolution Code:		Cleaned and Tested											
SC182785														
Call S	C182785	Streaks [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.53		0
	Assigned Took	: Brian Sheehan		Pacaired	: 2019/05/15 10:33	Response Hours:	0.97	Call Priority:	N					
		: Susan Dattilio			: 2019/05/15 11:04	CM Response Hours:	0.97			Parts Labor Travel Toner				
	Caller.	Susan Dalliio		Dispatched.	2019/05/15 11.04	Civi Response Hours.	0.97	Bill Code.	OSV Copier Maint Inci i	Faits Labor Traver Torier				
		leaving streaks like the d		Arrived:	: 2019/05/15 11:31	Travel Hours:	0.45							
		Wall Mallia Kuam must en	ia magne	Completed	2019/05/15 12:05	Repair Hours:	0.57							
						Resolution Hours:	1.53							
	ProblemCodes													
P	Problem Code:	LINES												
SC184084	Resolution Code:		Replaced Misc. Parts											
	SC184084	Service Code [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			6.42		0
		D			0040/27/23									
	Assigned Tech:				: 2019/05/24 09:31	Response Hours:	4.08	Call Priority:		Destrict T 17				
	Caller:	: Susan Dattilio		Dispatched:	: 2019/05/24 12:35	CM Response Hours:	4.08	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	call for service red wre	ench error code C471	Arrived	: 2019/05/24 13:36	Travel Hours:	1.02							
					2019/05/24 15:56	Repair Hours:	2.33	Incompleted	1-Need Parts					
						Resolution Hours:	6.42							
	Drobless Or J													
-	ProblemCodes													
Р	Problem Code:	Error Code												
-	Population Code		Ponlood Mice Parts											
	Resolution Code:		Replaced Misc. Parts											-
	Resolution Code:	Sonios Codo ICM	Needs parts	Call la OLA	. NI/A	CI A Desperation	4.00	0	CON2245 COV 24			1.10		1
Call S	SC184200	Service Code [CM]		Call In SLA:	. IV/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.48		1
	Assigned Tech:	Brian Sheehan		Received	: 2019/05/24 15:57	Response Hours:	0.58	Call Priority:	Medium					
	0 "	: Susan Dattilio		Dispatched	: 2019/05/28 08:02	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Caller:	. Oddan Dattillo		-1										
		Needs a thermal fuse	cell for one in a		: 2019/05/28 08:02	Travel Hours:	0							

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Ba
						Resolution Hours:	1.48							
SC184200														
00101200														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:		Replaced Misc. Parts						4.05	4.05	4.0	0.0		0
-2100DN [KYOCERA] OSV-04510 sn:									1.35	1.35	1.0	2.3		0
03v-04310 Sil.														
OSV-04511 sn:														
									4.70	4.70				
OSV-04512 sn:LQA69405	555								1.72	1.72	1.0	2.7		0
SC184257														
Call	SC184257	Cleaning Web [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			2.67		0
	Assigned Tech:	Brian Sheehan		Received:	2019/05/28 09:52	Response Hours:	1.72	Call Priority:	Hiah					
		Susan Dattilio			2019/05/28 10:45	CM Response Hours:	1.72			Parts Labor Travel Toner				
	Call Desc:	cleaning		Arrivod:	2019/05/28 11:35	Travel Hours:	0.83							
	Call Desc.	Clearing			2019/05/28 12:32	Repair Hours:	0.95							
				Completed	2010/00/20 12:02	Resolution Hours:	2.67							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Cleaned and Tested											
OSV-04513 sn:LQA69406			Cleaned and Tested						0.98	0.98	1.0	2.0		0
SC187566														
Call	SC187566	Power Surge [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			2.02		0
	Assigned Tech:	Brian Sheehan		Received:	2019/06/21 11:27	Response Hours:	0.98	Call Priority:	down machine					
	Caller:	Christa Chambers		Dispatched:	2019/06/21 12:26	CM Response Hours:	0.98	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
			was moved and possably	Arrived:	2019/06/21 12:26	Travel Hours:	0							
		droned and is not working	na .	Completed	2019/06/21 13:28	Repair Hours:	1.03							
						Resolution Hours:	2.02							
	ProblemCodes													
		PART BROKE OFF												
	Resolution Code:		Repaired											
OSV-04514 sn:														
535DN [KYOCERA]									2.68		0.8	0.0		0
OSV-04517 sn:LVZ66337	76								2.68		0.8			0
SC184256														
Call	SC184256	Customer requests clear	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			0		0
	Assigned Tech:	Brian Sheehan		Received:	2019/05/28 09:52	Response Hours:	2.68	Call Priority:	Assist					
					2019/05/28 12:33			Bill Code:						

									Response Hours	CMResponse Hours	Repair Hours	Pesalution	Rescheduled	Call Back
									Response nours	Cincesponse nours	Repail Hours	Time	Rescrieduled	Call Dack
	Call Desc:	cleaning			2019/05/28 12:33	Travel Hours:	0							
				Completed	2019/05/28 13:19	Repair Hours:	0.77							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Cleaned and Tested											
P-2135DN Printer [KYOCERA]									0.32	2	1.6	0.	0	0
OSV-04441 sn:														
OSV-04501 sn:														
OSV-04502 sn:														
OSV-04503 sn:LVK69519	963								0.32	2	1.6	0.	0	0
SC180552														
Call	SC180552	CLEANING [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01				0	0
	Assigned Tech:	Brian Sheehan		Received:	2019/04/29 14:34	Response Hours:	0.32	Call Priority	r N					
	_	Susan Dattilio			2019/04/29 14:41	CM Response Hours:	0.02			Parts Labor Travel Toner				
	Galler.	Oddan Dattino		Dispatched.	2010/04/20 14.41	OW Response Flours.		Dill Oodc	. Oov oopici want mor	and Labor Traver Torier				
	Call Desc:	cleaning		Arrived:	2019/04/29 14:53	Travel Hours:	0.2							
				Completed	2019/04/29 16:33	Repair Hours:	1.62							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Cleaned and Tested											
SD #16 Maintenance Building : 400			#DIV/0!	0		0								
Dorset Street														
CS 306ci [COPYSTAR] OSV-04499 sn:														
03v-04499 Sii.														
M2525DN IVVOCED A1		I												
M2535DN [KYOCERA] OSV-04519 sn:														
OSV-04519 \$n:														
CD#46 Due Corego : 22 Londfill Dood			#DIV/0I	0		0								
SD#16 Bus Garage : 23 Landfill Road			#DIV/0!	0		0								
FS-2100DN [KYOCERA]														
OSV-04489 sn:														
HPM127FN [Hewlett Packard]														
OSV-04544 sn:													i e	
South Burlington High School : 550			62.50%	16		10								
Dorset Street														
CANIPTX3000 [Canon]														
CANIPTX3000 [Canon] OSV-05667 sn:														
									0.10		2.0) 0.		0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call B
OSV-04440 sn:V9W6601	1972								0.07	7	0.8		0	0
SC174488	3													
Call	I SC174488	firmware upgrade [O]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	0
	Assigned Tech:	Brian Sheehan		Received	: 2019/03/18 09:12	Response Hours:	0.07	Call Priority:	N					
	_	Brenda Nerber			: 2019/03/18 09:16	CM Response Hours:	0.07			Parts Labor Travel Toner				
				2.00000	. 20.0/00/10 00110	·		2 0040.	oor oopio. ma mo					
	Call Desc:	Firmware update			: 2019/03/18 09:16	Travel Hours:	0							
				Completed	2019/03/18 10:04	Repair Hours:	0.8							
						Resolution Hours:	0							
	D 11 0 1													
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Firmware update											
OSV-04745 sn:V7E7Y04			Filliware update						0.12		0.0	9 0.	0	0
USV-04/45 Sn:V/E/Y04	1248								0.12		0.3	0.	0	U
SC184914	1													
		Customer requests clea	aning [CC]	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	0
Ja			311											
	Assigned Tech:	Brian Sheehan			: 2019/05/31 14:18	Response Hours:	0.12	Call Priority:						
	Caller:			Dispatched	: 2019/05/31 14:24	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	cleaning		Arrived	: 2019/05/31 14:25	Travel Hours:	0.02							
	-	-			2019/05/31 15:19	Repair Hours:	0.9							
				•		Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Cleaned and Tested											
Studio 1057 [Toshiba]									9.05	17.0	8 1.	1 11.	1	4
OSV-04882 sn:CBAF401									9.00		1.		4	4
03v-0400Z SII.CBAF401	178								9.05				1	
-03v-04002 SII.CBAF401	178												·	
													<u> </u>	
SC171591									9.05			1 11.		
SC171591		Customer requests clea	uning [CC]	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:				1 11.		0
SC171591			aning [CC]		: N/A : 2019/02/26 09:50	SLA Response Hours: Response Hours:	4.00 1.13		9.05			1 11.		0
SC171591	I SC171591 Assigned Tech:		aning [CC]	Received				Call Priority:	9.05 CON3345-OSV-01 down machine			1 11.		0
SC171591	I SC171591 Assigned Tech: Caller:	Brian Sheehan Christa Chambers	aning [CC]	Received Dispatched	: 2019/02/26 09:50 : 2019/02/26 10:58	Response Hours: CM Response Hours:	1.13	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591	I SC171591 Assigned Tech: Caller:	Brian Sheehan	aning [CC]	Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58	Response Hours: CM Response Hours: Travel Hours:	1.13	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591	I SC171591 Assigned Tech: Caller:	Brian Sheehan Christa Chambers	aning [CC]	Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.13 0 1.07	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591	I SC171591 Assigned Tech: Caller:	Brian Sheehan Christa Chambers	aning [CC]	Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58	Response Hours: CM Response Hours: Travel Hours:	1.13	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591	I SC171591 Assigned Tech: Caller:	Brian Sheehan Christa Chambers	aning [CC]	Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.13 0 1.07	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591	Assigned Tech: Caller: Call Desc:	Brian Sheehan Christa Chambers Cherck and clean	aning [CC]	Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.13 0 1.07	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes	Brian Sheehan Christa Chambers Cherck and clean	aning [CC]	Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.13 0 1.07	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	Brian Sheehan Christa Chambers Cherck and clean	aning [CC]	Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.13 0 1.07	Call Priority:	9.05 CON3345-OSV-01 down machine	5 17.0		1 11.		0
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	Brian Sheehan Christa Chambers Cherck and clean	aning [CC]	Received Dispatched Arrived Completed	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 d 2019/02/26 12:02	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	1.13 0 1.07 0	Call Priority: Bill Code:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl	5 17.0		1 11.	0	0
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	Brian Sheehan Christa Chambers Cherck and clean CLEANING Jamming [CM]	aning [CC]	Received Dispatched Arrived Completed	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 d 2019/02/26 12:02	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	1.13 0 1.07 0	Call Priority: Bill Code: Contract#:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl	5 17.0		1 11.	0	
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: SC177422 Assigned Tech:	Brian Sheehan Christa Chambers Cherck and clean CLEANING Jamming [CM] David Prior	aning [CC]	Received Dispatched Arrived Completed Call In SLA	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 : 2019/02/26 12:02 : No : No : 2019/04/05 09:22	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	1.13 0 1.07 0 4.00 44.35	Call Priority: Bill Code: Contract#: Call Priority:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl CON3345-OSV-01 Medium	Parts Labor Travel Toner		1 11.	0	
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: SC177422 Assigned Tech:	Brian Sheehan Christa Chambers Cherck and clean CLEANING Jamming [CM]	aning [CC]	Received Dispatched Arrived Completed Call In SLA	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 d 2019/02/26 12:02	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours:	1.13 0 1.07 0	Call Priority: Bill Code: Contract#: Call Priority:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl CON3345-OSV-01 Medium	5 17.0		1 11.	0	
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: SC177422 Assigned Tech:	Brian Sheehan Christa Chambers Cherck and clean CLEANING Jamming [CM] David Prior Tom Burke	aning [CC]	Received Dispatched Arrived Completed Call In SLA Received Dispatched	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 : 2019/02/26 12:02 : No : No : 2019/04/05 09:22	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours:	1.13 0 1.07 0 4.00 44.35	Call Priority: Bill Code: Contract#: Call Priority:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl CON3345-OSV-01 Medium	Parts Labor Travel Toner		1 11.	0	
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: SC177422 Assigned Tech: Caller:	Brian Sheehan Christa Chambers Cherck and clean CLEANING Jamming [CM] David Prior Tom Burke	aning [CC]	Received Dispatched Arrived Completed Call In SLA Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 : 2019/02/26 12:02 : No : No : 2019/04/05 09:22 : 2019/04/12 11:12	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: CM Response Hours:	1.13 0 1.07 0 4.00 44.35 44.35	Call Priority: Bill Code: Contract#: Call Priority:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl CON3345-OSV-01 Medium	Parts Labor Travel Toner		1 11.	0	
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: SC177422 Assigned Tech: Caller:	Brian Sheehan Christa Chambers Cherck and clean CLEANING Jamming [CM] David Prior Tom Burke	aning [CC]	Received Dispatched Arrived Completed Call In SLA Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 : 2019/02/26 12:02 : No : No : 2019/04/05 09:22 : 2019/04/12 11:12 : 2019/04/12 11:13	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: Response Hours: Travel Hours:	1.13 0 1.07 0 4.00 44.35 44.35	Call Priority: Bill Code: Contract#: Call Priority:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl CON3345-OSV-01 Medium	Parts Labor Travel Toner		1 11.	0	
SC171591 Call	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: SC177422 Assigned Tech: Caller:	Brian Sheehan Christa Chambers Cherck and clean CLEANING Jamming [CM] David Prior Tom Burke	aning [CC]	Received Dispatched Arrived Completed Call In SLA Received Dispatched Arrived	: 2019/02/26 09:50 : 2019/02/26 10:58 : 2019/02/26 10:58 : 2019/02/26 12:02 : No : No : 2019/04/05 09:22 : 2019/04/12 11:12 : 2019/04/12 11:13	Response Hours: CM Response Hours: Travel Hours: Repair Hours: Resolution Hours: SLA Response Hours: CM Response Hours: Travel Hours: Repair Hours:	1.13 0 1.07 0 4.00 44.35 44.35 0.02 1.45	Call Priority: Bill Code: Contract#: Call Priority:	9.05 CON3345-OSV-01 down machine OSV Copier Maint Incl CON3345-OSV-01 Medium	Parts Labor Travel Toner		1 11.	0	

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	С
	ProblemCodes													
	Problem Code:	JAMMING												
	Death ii Co		01											
	Resolution Code:		Cleaned and Tested											4
	Resolution Code:		Repaired											
SC180443		Jamming [CM]		Call In SLA:	· Yes	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			4.83	3	0
Call												4.00		J
	Assigned Tech:				2019/04/29 09:40	Response Hours:	2.85	Call Priority:						
	Caller:	Tom Burke		Dispatched:	2019/04/29 12:25	CM Response Hours:	2.85	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:		about 6 spots where paper	Arrived:	2019/04/29 12:31	Travel Hours:	0.1							
		needs to be removed as	ach time. Teacher tried to	Completed	1 2019/04/29 14:30	Repair Hours:	1.98	Incompleted	1-Need Parts					ı
						Resolution Hours:	4.83							
	ProblemCodes													
	Problem Code:	JAMMING												
	Possilition Code		Mondonesta											
	Resolution Code:		Needs parts Cleaned and Tested											_
		Jamming [CM]	Cleaned and Tested	Call In SLA:	· N/A	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			11.38	3	1
Call							4.00					11.30		'
	Assigned Tech:				2019/04/29 14:33	Response Hours:	10.45	Call Priority:						
	Caller:	Tom Burke		Dispatched:	2019/05/01 07:38	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Needs feed and Sep ro		Arrived	: 2019/05/01 07:58	Travel Hours:	0.33							
		iameahout 6 enote wh		Departure	2019/05/01 08:56	Repair Hours:	0.93							
						Resolution Hours:	11.38							
SC180550														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Panalistian Call		DEDI FEED DU DO											
SC181137	Resolution Code:		REPL FEED RLLRS											
		Multiple Issues [CM]		Call In SLA:	: No	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			20.93	3	0
Cun												20.00		
	Assigned Tech:				2019/05/02 12:34	Response Hours:	20.45	Call Priority:						
	Caller:	Tom Burke		Dispatched:	: 2019/05/06 15:31	CM Response Hours:	20.45	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	copier has blue "please		Arrived	2019/05/06 16:01	Travel Hours:	0.5							
		covering 80% of display	There is also a motor	Completed	2019/05/06 16:56	Repair Hours:	0.48	Incompleted	6-RAN OUT OF TIME					
						Resolution Hours:	20.93							
	ProblemCodes													
	Problem Code:	Error Code												
	Decolution Code		DECOLU ACIC TIME											
	Resolution Code:	Multiple leaves [CN4]	RESCH LACK TIME	Call la Ol A	- NI/A	CI A Despess Have	4.00	Onnin 11	CON2245 COV 24			4 4		4
Call	SC181566	Multiple Issues [CM]		Call In SLA:	. IN/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.48		1
	Assigned Tech:	Brian Sheehan		Received:	2019/05/06 16:57	Response Hours:	0	Call Priority:	N					
	Caller:	Tom Burke		Dispatched:	2019/05/07 07:53	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	copier has blue "please	wait" popup screen	Arrived:	: 2019/05/07 07:53	Travel Hours:	0							
	- 2 330.	covering 80% of display			2019/05/07 09:29	Repair Hours:	1.48	Incompleted	1-Need Parts					
						Resolution Hours:	1.48							
Call	SC181618	Multiple Issues [CM]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			13.13	3	1
	Assigned Tech:	Brian Sheeban		Received	: 2019/05/07 09:31	Response Hours:	1.52	Call Priority:	N					
		Tom Burke			: 2019/05/08 12:01	CM Response Hours:	1.02			Parts Labor Travel Toner				-
						Om Nosponse Hours.		Bill Code.	COV Copici Ivialiti IIICI	and Educi Haver Fuller				
			SAP please They are		0040/05/00 40:04	Travel Hours:	1.5							

				Departure	2019/05/08 14:09	Repair Hours:	0.63		Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Ba
				Departure	2019/03/00 14:09	Resolution Hours:	13.13							
SC181566														
	ProblemCodes	3												
	Problem Code:	Error Code												
	Problem Code:	Machine Down												
	Resolution Code:		Needs parts											
SC181618														
	ProblemCodes	S												
	Problem Code:	PARTS IN												
	Resolution Code:		Replaced Misc. Parts											
SC183055														
Call	SC183055	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.3	37	0
	Assigned Tech	: Brian Sheehan		Received:	: 2019/05/16 15:08	Response Hours:	0.65	Call Priority:	Medium					
		: Tom Burke			: 2019/05/16 15:22	CM Response Hours:	0.65			Parts Labor Travel Toner				
								Dill Oode.	20. Sopiol Mant mol I	TOTAL				
	Call Desc		paper as it enters F1/F2 in		2019/05/16 15:47	Travel Hours:	0.42							
				Completed	2019/05/16 18:30	Repair Hours:	0.72	Incompleted	6-RAN OUT OF TIME					
						Resolution Hours:	1.37							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		RESCH LACK TIME											
Call	SC183080	Jamming [CM]		Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			8.0	55	1
	Assigned Tech	: Brian Sheehan		Received:	2019/05/16 18:33	Response Hours:	0.03	Call Priority:	Medium					
	Caller	: Tom Burke		Dispatched:	2019/05/17 07:26	CM Response Hours:				Parts Labor Travel Toner				
	0.115	, .	'											
	Call Desc	the finisher unit Fach	paper as it enters F1/F2 in time 4 papers in transit		2019/05/17 08:02	Travel Hours:	0.6							
				рерапиге	2019/05/17 08:51	Repair Hours:	0.82 0.85							
						Resolution Hours:	0.65							
24dia 2000 A [Taabiba]														
Studio 3008A [Toshiba] OSV-04505 sn:														
USV-04505 SII:														
Studio 4508A [Toshiba]									7.56	3	0.0	8 0	.0	2
OSV-04504 sn:CGIF397	10								7.56		0.8			2
00 V 04004 3H.00H 007									7.00	1				-
SC171752														
		Customer requests cle	eaning [CC]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	0
		: Brian Sheehan			2019/02/27 08:04	Response Hours:	0.12	Call Priority:						
	Caller	:		Dispatched:	2019/02/27 08:11	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc	: Inspect and clean		Arrived:	2019/02/27 08:11	Travel Hours:	0							
				Completed	2019/02/27 08:55	Repair Hours:	0.73							
						Resolution Hours:	0							
		,												
	ProblemCodes	•												
		CLEANING												

								Respor	nse Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
Ca	II SC178873	Customer requests clea	aning [CC]	Call In SLA:	- N/A	SLA Response Hours:	4.00	Contract#: CON33		· ·		Time	0	0
Cal	11 30170073	Customer requests clea	ariirig [CC]	Call III SLA.	. N/A	SLA Response Hours.	4.00	CONTIACI#. CONSS	940-03V-01				O	U
	Assigned Tech:	Brian Sheehan		Received:	: 2019/04/17 08:07	Response Hours:	3.65	Call Priority: down m	nachine					
	Caller:	Brenda		Dispatched:	: 2019/04/17 09:30	CM Response Hours:		Bill Code: OSV Co	opier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	cleaning		Arrivad	: 2019/04/17 11:46	Travel Hours:	2.27							
	Call Desc.	clearing			1 2019/04/17 11:40	Repair Hours:	0.4	1-Need	I Dorto					
				Completed	1 2019/04/17 12.10	Resolution Hours:	0.4	1-Need	i Fails					
						Resolution Hours:	0							
	Dealth of Order													
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Needs parts											
Cal	II SC178961	Customer requests clea	aning [CC]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#: CON33	345-OSV-01				0	1
	Assigned Tech:	Brian Sheehan		Received:	: 2019/04/17 12:11	Response Hours:	11.02	Call Priority: N						
	_	Brenda			: 2019/04/22 07:36	CM Response Hours:			opier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	Needs FR Kit - cleaning			: 2019/04/22 07:57	Travel Hours:	0.35							
				Departure	2019/04/22 09:33	Repair Hours:	1.55	1-Need	l Parts					
						Resolution Hours:	0							
Ca	II SC179383	Customer requests clea	aning [CC]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#: CON33	345-OSV-01				0	1
	Assistant	Drien Charle		D	2040/04/02 22 24	Deservice	45.40	Call Delivery 1911						
	Assigned Tech:				: 2019/04/22 09:34	Response Hours:	15.43	Call Priority: High	Maire Land	Destal also Tassal Tassa				
	Caller:	Brenda		Dispatched:	: 2019/04/24 07:33	CM Response Hours:		Bill Code: OSV Co	opier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	Needs FR KIT - Needs	FR Kit - cleaning	Arrived:	: 2019/04/24 07:59	Travel Hours:	0.43							
	_			Departure	2019/04/24 08:38	Repair Hours:	0.63							
				•		Resolution Hours:	0							
SC178961	1													
30333														
	ProblemCodes													
		LINES												
	Toblem Gode.	LINEO												
	Resolution Code:		Needs parts											
SC179383			1100do parto											
00173300	3													
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:		Replaced Misc. Parts											
·Studio 8508A [Toshiba]									2.88					4
OSV-04464 sn:CIJF1329	290								3.15	6.0	1.	0 3	3.3	0
SC167173	3													
				Call In SLA:	: No	SLA Response Hours:	4.00	Contract#: CON33	345-OSV-01			6.6	68	0
Cal	II SC167173	Jamming [CM]												
Ca				Received	2019/01/24 12:36	Response Hours	6.07	Call Priority Medium	n					
Ca	Assigned Tech:	David Prior			: 2019/01/24 13:36	Response Hours:	6.07	Call Priority: Medium		Parte Lahor Traval Tonor				
Ca	Assigned Tech:				: 2019/01/24 13:36 : 2019/01/25 09:53	Response Hours: CM Response Hours:	6.07 6.07			Parts Labor Travel Toner				
Ca	Assigned Tech:	David Prior Brenda Nerber		Dispatched:						Parts Labor Travel Toner				
Ca	Assigned Tech:	David Prior Brenda Nerber		Dispatched:	: 2019/01/25 09:53	CM Response Hours:	6.07			Parts Labor Travel Toner				
Ca	Assigned Tech:	David Prior Brenda Nerber		Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours:	6.07 1.28			Parts Labor Travel Toner				
Ca	Assigned Tech:	David Prior Brenda Nerber		Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours: Repair Hours:	6.07 1.28 0.62			Parts Labor Travel Toner				
Ca	Assigned Tech:	David Prior Brenda Nerber		Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours: Repair Hours:	6.07 1.28 0.62			Parts Labor Travel Toner				
Ca	Assigned Tech:	David Prior Brenda Nerber jamming		Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours: Repair Hours:	6.07 1.28 0.62			Parts Labor Travel Toner				
Ca	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior Brenda Nerber jamming		Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours: Repair Hours:	6.07 1.28 0.62			Parts Labor Travel Toner				
Ca	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior Brenda Nerber jamming		Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours: Repair Hours:	6.07 1.28 0.62			Parts Labor Travel Toner				
Ca	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code:	David Prior Brenda Nerber jamming	Cleaned and Tested	Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours: Repair Hours:	6.07 1.28 0.62			Parts Labor Travel Toner				
Ca	Assigned Tech: Caller: Call Desc: ProblemCodes	David Prior Brenda Nerber jamming	Cleaned and Tested	Dispatched:	: 2019/01/25 09:53 : 2019/01/25 11:10	CM Response Hours: Travel Hours: Repair Hours:	6.07 1.28 0.62			Parts Labor Travel Toner				

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Cal
SC180845								_						
Cal	SC180845	Customer requests clea	aning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			(0	0
	Assigned Tech:	Brian Sheehan		Received:	2019/05/01 08:44	Response Hours:	0.23	Call Priority:	N					
	Caller	:		Dispatched:	2019/05/01 08:58	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	: Cleaning per Brian		Arrived:	2019/05/01 08:58	Travel Hours:	0							
				Completed	2019/05/01 10:25	Repair Hours:	1.45							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Clone											
	Resolution Code:		Cleaned and Tested											+
	Resolution Code:		Firmware update											+
OSV-04465 sn:CIJF1331	5								2.6	1 2.85	0.7	5.9	9	2
SC178309		COPY QUALITY POOR	PICMI		No	CLA Doones U.	4.00	0	CON2245 OOV 04			0.00		0
Cal	SC178309	OUT I QUALITY POUR	C [OIVI]	Call In SLA:	INO	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			6.03		U
	Assigned Tech:				2019/04/11 13:36	Response Hours:	5.73	Call Priority:						
	Caller	Brenda Nerber		Dispatched:	2019/04/12 10:19	CM Response Hours:	5.73	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Making terrible quality co	opies	Arrived:	2019/04/12 10:50	Travel Hours:	0.52							
				Completed	2019/04/12 11:08	Repair Hours:	0.3	Incompleted	1-Need Parts					
						Resolution Hours:	6.03							
	Problem Code:	COPY QUALITY												+
	1 Toblem Code.	OOI I QOALII I												
	Resolution Code:		Needs parts											
Cal	SC178430	COPY QUALITY POOR	R [CM]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			25.25	5	1
	Assigned Tech:	: David Prior		Received:	2019/04/12 11:10	Response Hours:	1.77	Call Priority:	N					
		: Brenda Nerber			2019/04/17 09:11	CM Response Hours:				Parts Labor Travel Toner				
	Call Dagge	need asap - Making terr	rible quality copies	A mais so als	2019/04/17 10:08	Travel Hours:	0.05							
	Can Desc.	Tieed asap - Making terr	Tible quality copies		2019/04/17 10:08	Repair Hours:	0.95 0.78							
				Departure	2019/04/17 10:55	Resolution Hours:	25.25							
SC178430														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Replaced PCU											
	Resolution Code:		Cleaned and Tested											-
SC183829			2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2											
		Touchscreen not working	ng [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			()	0
	Assigned Tech	: Brian Sheehan		Received:	2019/05/22 15:32	Response Hours:	0.02	Call Priority:	High					
	_	: Brenda Nerber			2019/05/22 15:33	CM Response Hours:	0.02			Parts Labor Travel Toner				
									,					
	Call Desc:	touch screen issues			2019/05/22 15:33	Travel Hours:	0		1-Need Parts					
				Completed	2019/05/22 16:38	Repair Hours: Resolution Hours:	0.95		1-Need Parts					
						NGSOIUIIOH HUUIS.	U							
	ProblemCodes													
	Problem Code:	Control Panel												
														_

									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Ca
	Resolution Code:		Needs parts											
Call	SC183852	Touchscreen not workin	ng [O]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	: CON3345-OSV-01				0	1
	Assigned Tech:	Brian Sheehan		Received:	2019/05/22 16:40	Response Hours:	5.32	Call Priority:	: High					
		Brenda Nerber			2019/05/23 10:50	CM Response Hours:				Parts Labor Travel Toner				
	Cano	2.0		2.000.000	20:0,00,20	Cim respense risule.		2 0040.	oor copie mame me.	. 4.10 2420 4.10 6110.				
	Call Desc:	Needs control panel - to	ouch screen issues	Arrived	2019/05/23 13:19	Travel Hours:	2.48							
				Departure	2019/05/23 14:08	Repair Hours:	0.82							
						Resolution Hours:	0							
SC183852														
	ProblemCodes													
	Problem Code:	PARTS IN												\top
	Resolution Code:		Replaced Misc. Parts											
SC185732														
Call	SC185732	Multiple Problems [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01			2	.7	0
	Assistant	Drian Charle		D	2040/00/07 00 00	Deserved	4 =	0-115	n Madires					
	Assigned Tech:				2019/06/07 09:08	Response Hours:	1.7	Call Priority:		Destablish T				
	Caller:	Brenda Nerber		Dispatched:	2019/06/07 10:09	CM Response Hours:	1.70	Bill Code:	: USV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Wrench with call for serv	rvice and grinding noise	Arrived:	2019/06/07 10:50	Travel Hours:	0.68							
					2019/06/07 11:50	Repair Hours:	1							
						Resolution Hours:	2.7							
	ProblemCodes													
		NOISE												
	Resolution Code:		Replaced Misc. Parts											
SC187103														
		Follow Up [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01			1.3	35	0
	Assigned Tech:				2019/06/18 15:00	Response Hours:	1.13	Call Priority:						
	Caller:	Brenda Nerber		Dispatched:	2019/06/18 16:08	CM Response Hours:	1.13	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Follow up		Arrived	: 2019/06/18 16:08	Travel Hours:	0							
	Jul. 2000.				1 2019/06/18 16:21	Repair Hours:	0.22							
				2		Resolution Hours:	1.35							
	ProblemCodes													
		FOLLOW UP												
		2_2001												
	Resolution Code:		Miscellaneous											-
SV-04466 sn:CIJF1341									3.06	6 1.0	0.0	.6 0	.9	2
2. 000 0.1.00 1041.									3.00		0.			
SC164180														
		Multiple Issues [CM]		Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01			2.1	8	0
- 2														
	-	Brian Sheehan			2019/01/07 08:10	Response Hours:	1.32	Call Priority:						
	Caller:	Phil Surks		Dispatched:	2019/01/07 09:29	CM Response Hours:	1.32	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Leaving random black li	ines and dots the dots	Arrived	: 2019/01/07 09:29	Travel Hours:	0							
		coom to he extra toner			1 2019/01/07 10:21	Repair Hours:	0.87							
				2 5 \$10.00		Resolution Hours:	2.18							
						recordion flouis.	2.10							
	ProblemCodes													
														-
		LINES										1		
		LINES												
		LINES	Replaced Misc. Parts											

								Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Bac
Coll	SC164428	Jamming [CM]	Call In SLA:	Voo	SLA Response Hours:	4.00	Contract#	CON3345-OSV-01			Time	E	0
Call	30 104420	Jamming [Civi]	Call III SLA.	. Tes	SLA Response Hours.	4.00	Contract#.	CON3343-O3V-01			1.0	5	U
	Assigned Tech:			2019/01/08 08:49	Response Hours:	0.97	Call Priority:						
	Caller:	Phil Surks	Dispatched:	2019/01/08 09:25	CM Response Hours:	0.97	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Still jamming in the duplexer	Arrived:	2019/01/08 09:47	Travel Hours:	0.37							
		, ,		2019/01/08 10:40	Repair Hours:	0.88							
			2011,10101		Resolution Hours:	1.85							
	ProblemCodes												
	Problem Code:	JAMMING											
	Resolution Code:	DEGLAZE RI	LRS										
	Resolution Code:	Remove Paper	Jam										
SC166036													
Call	SC166036	Call Service Flashing [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.4	7	0
		- · · · · ·											
	Assigned Tech:			2019/01/17 08:44	Response Hours:	0.92	Call Priority:		D				
	Caller:	Phil Surks	Dispatched:	2019/01/17 09:17	CM Response Hours:	0.92	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Call for service codes C4E2	Arrived:	2019/01/17 09:39	Travel Hours:	0.37							
			Completed	2019/01/17 10:12	Repair Hours:	0.55							
					Resolution Hours:	1.47							
	ProblemCodes												
	Problem Code:	Error Code											
	Resolution Code:	REPL PARTS U	JSED										
SC185766													
Call	SC185766	Toner Delivery [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	0
	Assigned Tech:	Brian Sheehan	Received:	2019/06/07 10:45	Response Hours:	4.18	Call Priority:	N					
	_	Phil Surks		2019/06/07 14:25	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc:	Over useing toner there is spots and line		2019/06/07 14:56	Travel Hours:	0.52							
			Completed	2019/06/07 15:51	Repair Hours:	0.92		On Hold Waiting for Parts					
					Resolution Hours:	0		i aits					
	ProblemCodes												
	Problem Code:	LINES											
	Resolution Code:	Needs	parts										
Call	SC185850	Toner Delivery [O]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	1
	A 1 /	Drien Charles	5	0040/00/07 45 55			0 "5: :	N					
	Assigned Tech:			2019/06/07 15:52	Response Hours:	10.8	Call Priority:		D				
	Caller:	Phil Surks	Dispatched:	2019/06/11 07:39	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	Needs a FR-556 kit - Over useing toner the	ere is Arrived:	2019/06/11 09:40	Travel Hours:	2.02							
		enote and line	Departure	2019/06/11 09:40	Repair Hours:	0		1-Need Parts					
					Resolution Hours:	0							
Call	SC186104	Toner Delivery [O]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				0	1
	A poign and Trans	Drian Chachan	D	2010/06/44 00 44	Dograma	0.47	Call Britain	N					
	Assigned Tech:			2019/06/11 09:41	Response Hours:	0.17	Call Priority:		Parte Labor Traval Target				
	Caller:	Phil Surks	Dispatched:	2019/06/26 15:52	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
		Needs FR Kit - Needs a FR-556 kit - Over u	seing Arrived:	2019/06/26 16:00	Travel Hours:	0.13							
		tonar thara is enote and lina	Departure	2019/06/26 17:10	Repair Hours:	0.5							
					Resolution Hours:	0							
SC185850													

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Back
	Problem Code:	COPY QUALITY										Time		
SC186104	Resolution Code:		Needs parts											
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:		Miscellaneous											
OSV-04470 sn:														
FS-2100DN [KYOCERA]									0.03		0.6	6 0.	.0	0
OSV-04390 sn:									0.00		0.0			
001/ 04004														
OSV-04391 sn:														
OSV-04392 sn:														
OSV-04393 sn:														
OSV-04394 sn:LQA6940	0670								0.03		0.6	0.	.0	0
SC186105	5													
Cal	II SC186105	INSPECTION [O]		Call In SLA	A: N/A	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01				0	0
	Assigned Tech:				d: 2019/06/11 09:42	Response Hours:	0.03	Call Priority						
	Caller:	Brenda Nerber		Dispatched	d: 2019/06/11 09:44	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	INSPECT AND CLEAN			d: 2019/06/11 09:44	Travel Hours:	0							
				Complete	d 2019/06/11 10:19	Repair Hours:	0.58							
				Complete	d 2019/06/11 10:19	Repair Hours: Resolution Hours:	0.58							
				Complete	d 2019/06/11 10:19									
	ProblemCodes			Complete	d 2019/06/11 10:19									
		CLEANING		Complete	d 2019/06/11 10:19									
		CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn: OSV-04472 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn: OSV-04472 sn: OSV-04490 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn: OSV-04472 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn: OSV-04472 sn: OSV-04490 sn:	Problem Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn: OSV-04472 sn: OSV-04490 sn: HP M401dn [HP] OSV-04538 sn:	Problem Code: Resolution Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									
OSV-04395 sn: OSV-04471 sn: OSV-04472 sn: OSV-04490 sn:	Problem Code: Resolution Code:	CLEANING	Cleaned and Tested	Complete	d 2019/06/11 10:19									

								Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
											Time		
HPM451NW [Hewlett Packard]													
OSV-04542 sn:													
M2535DN [KYOCERA]													
OSV-04487 sn:													
M2635dw [KYOCERA]													
OSV-04948 sn:													
M604dn [Hewlett Packard]													
OSV-04754 sn:													
D00404v. #0/0055.43													
P2040dw [KYOCERA] OSV-04946 sn:													
03v-04940 SH.													
OSV-04947 sn:													
OSV-05327 sn:													
OSV-05337 sn:													
P-2135DN Printer [KYOCERA]								6.78	6.7	8 0.0	6 7	.4	0
OSV-04475 sn:													
OSV-04476 sn:													
2011211													
OSV-04477 sn:													
OSV-04478 sn:													
OSV-04479 sn:													
								0.70	0.7	0	2	4	0
OSV-04480 sn:LVK6X537	730							6.78	6.7	8 0.0	6 7.	4	0
SC178226													
	SC178226	Jamming [CM]	Call In SLA	: No	SLA Response Hours:	4.00	Contract#	: CON3345-OSV-01			12.3	5	0
		· David Prior	Peccinad	1: 2019/04/11 09:55	Response Hours:	11.45	Call Priority	r Medium					
	Assigned Tech	. Duvid i illi		l: 2019/04/11 09:55	CM Response Hours:	11.45		: OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Assigned Tech		Dispatched		z	11.40	2 0000						
	Caller	: Kevin Downy											
		: Kevin Downy	Arrived	l: 2019/04/12 12:52	Travel Hours:	0.17							
	Caller	: Kevin Downy	Arrived		Repair Hours:	0.9							
	Caller	: Kevin Downy	Arrived	l: 2019/04/12 12:52									
	Caller	: Kevin Downy	Arrived	l: 2019/04/12 12:52	Repair Hours:	0.9							
	Caller	: Kevin Downy : jamming	Arrived	l: 2019/04/12 12:52	Repair Hours:	0.9							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Repaired											
SC184871	Jooi allon Oode.		Nopalieu											
	SC184871	WRENCH [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON3345-OSV-01			2.48		0
	Assigned Tech:				2019/05/31 11:47	Response Hours:	2.1		: down machine					
	Caller:	Brenda Nerber		Dispatched:	2019/05/31 13:25	CM Response Hours:	2.10	Bill Code:	: OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	wrench and machine s	toped	Arrived:	2019/05/31 13:53	Travel Hours:	0.47							
				Completed	2019/05/31 14:16	Repair Hours:	0.38							
						Resolution Hours:	2.48							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Reset code											
	Resolution Code:		Instructed											
OSV-04481 sn:														
001/04/00														
OSV-04482 sn:														
OSV-04484 sn:														
00V-04404 3II.														
OSV-04485 sn:														
OSV-04486 sn:														
OSV-04492 sn:														
130cdn [KYOCERA]														
OSV-04483 sn:														
OUE OF FOOD OT IT. I I'I I									40.45	7.50	4.4	45.0		4
SHES5506ACT [Toshiba]									13.15	7.53	1.9	15.0		1
OSV-04413 sn:														
OSV-04452 sn:CHHF112	33								13.15	7.53	1.9	9 15.0		1
										1				
SC167969														
Call	SC167969	Multiple Issues [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	: CON3345-OSV-01			3.3		0
	Assigned Tech:	Brian Sheehan		Pagainad	2019/01/30 08:33	Response Hours:	0.95	Call Priority:	· N					
		Tom Burke			2019/01/30 08:33	CM Response Hours:	0.95			Parts Labor Travel Toner				
								Dill Code.	. 30 v 30pier ivialiti iriei i	and Eddor Haver Toller				
	Call Desc:		nat GREEN is not printing		2019/01/30 09:30	Travel Hours:	0.33							
				Completed	2019/01/30 11:51	Repair Hours:	2.35	Incompleted	d 1-Need Parts					
						Resolution Hours:	3.3							
	B 1. 6 :													
	ProblemCodes													
	Problem Code:	COPY QUALITY												

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
									rtoopenee rieure	Cimitospenies rieure	- Nopuli Frouit	Time	recombanion	Guii Buoix
	Resolution Code:		Replaced Misc. Parts			21.1.2			221/22/2 22/2					
Call	SC168061	Multiple Issues [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			32.		1
	Assigned Tech:	: Brian Sheehan		Received:	2019/01/30 12:00	Response Hours:	30	Call Priority:	: N					
	Caller	: Tom Burke		Dispatched:	2019/02/05 07:51	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	: Needs drums and EPU k	kits tonner issues	Arrived:	2019/02/05 07:54	Travel Hours:	0.05							
	Can Desc.	etated that GREEN is no			2019/02/05 10:42	Repair Hours:	2.7							
				Боранию	2010/02/00 10:12	Resolution Hours:	32.7							
SC168061														
	ProblemCodes	,												
	Problem Code:	PARTS IN												
	Resolution Code:		Replaced Misc. Parts											
SC171589														
Call	SC171589	MISC Call [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.1	3	0
	Assigned Tech	: Brian Sheehan		Received:	2019/02/26 09:49	Response Hours:	0.07	Call Priority:	. N					
		: Christa Chambers			2019/02/26 09:53	CM Response Hours:	0.07			Parts Labor Travel Toner				
								0000.						
	Call Desc:	eNTERING count codes	per Krista		2019/02/26 09:53	Travel Hours:	0							
				Completed	2019/02/26 10:57	Repair Hours:	1.07							
						Resolution Hours:	1.13							
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:		Miscellaneous											
SC183540			Miscellatieous											
		Paper Tray Issue [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			23.0	5	0
Cui						OLY (Kosponse Hours.	4.00					20.0		
		: Brian Sheehan			2019/05/21 10:14	Response Hours:	21.58	Call Priority:						
	Caller	: Tom Burke		Dispatched:	2019/05/23 14:49	CM Response Hours:	21.58	Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc:	: The large paper cassette		Arrived:	2019/05/23 14:49	Travel Hours:	0							
		how naner is placed. It is	s showing load error and	Completed	2019/05/23 16:17	Repair Hours:	1.47							
						Resolution Hours:	23.05							
	ProblemCodes	,												
	Problem Code:	MISC. CALL												
	Resolution Code:		ADJUSTED											
South Burlington School District #16: 500 Dorset Street			100.00%	1		1								
E-Studio 4505AC [Toshiba]	1								0.64	1.2	5 0.	6 0.	9	0
OSV-04427 sn:CFHF479	995								0.64					0
SC182877														
Call	SC182877	firmware upgrade [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01					0
	Assigned Tech	: Brian Sheehan		Paceived:	2019/05/15 15:11	Response Hours:	0.03	Call Priority:	N					
		: Delina Gilroy			2019/05/15 15:11	CM Response Hours:	0.03			Parts Labor Travel Toner				
				Dispatorieu.	2010/00/10 10:10	·		Dill Code.	OUT OUT IVIAITIL ITICI I	and Educi Haver Fullel				
	Call Desc:	: Firmware update and cle	eaning		2019/05/15 15:13	Travel Hours:	0							
				Completed	2019/05/15 15:55	Repair Hours:	0.7							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Firmware update											
	Resolution Code:		Clone											
SC182														
	Call SC182935	Multiple Problems [CM]		Call In SL	A: Yes	SLA Response Hours:	4.00	Contract	#: CON3345-OSV-01			1.75		0
	Assigned Tech	: Brian Sheehan		Receive	ed: 2019/05/16 09:07	Response Hours:	1.25	Call Priority	v: Medium					
		: Delina Gilroy			ed: 2019/05/16 09:08	CM Response Hours:	1.25			Parts Labor Travel Toner				
							1.20	5 000	o. Gov Copioi Maine mon	Take Edger Travel Teller				
	Call Desc	: cleaning and firmware		Arrive	ed: 2019/05/16 10:22	Travel Hours:	1.23							
				Complet	ed 2019/05/16 10:52	Repair Hours:	0.5							
						Resolution Hours:	1.75							
	ProblemCodes	3												
	Problem Code:	FOLLOW UP												
	Resolution Code:		Miscellaneous											
FS-2100DN [KYOCERA]														
OSV-04488 sn:														
M2535DN [KYOCERA]														
OSV-04491 sn:														
-														
Total									4.07	7 4.4	13 86.33	698.55	1	8
									4.07	1	00.00	000.00	'	

Survey Responses Office Systems of Vermont Service Call Feedback

CallNumber	SC182935	Customer:		n School District #16
Completed Date:	5/17/2019 3:37 PM	Customer Number:	OSV-SB05	
Customer Rep:		Customer Address:	SOUTH BURLI	NGTON, VT 05403
Survey Sent To:	Name: Delina Gilroy			
	Email: dgilroy@sbschools.net			
	Ph: 802-652-7252			
Equipment:	OSV-04427	Call Opened:	5/16/2019 9:07 AM	
Model:	Toshiba E-Studio 4505AC	Call Closed:	5/16/2019 10:52 AM	
Technician:	Brian Sheehan	Dispatched:	5/16/2019 9:08 AM	
Tech Mgr:	Harold Santamore	Arrival Date:	5/16/2019 10:22 AM	
Dispatcher:	Monica Hobbs	Departed Date:	5/16/2019 10:52 AM	
Call Description:	cleaning and firmware			
Question			Target	Score
Rate our dispatch overall (e	ase of placing a service call, professionalism, etc.).		8 of 10	
Target: 6		Scale 0-10		
Communication to keep me	informed (if needed).		Not Applicable	
Target: 6			Scale 0-10	
The technician left the equipment repaired to your satisfaction.			10 of 10	
Target: 0			Scale 0-10	
The technician explained the problem, resolution, and provided training if needed.			10 of 10	
Target: 0			Scale 0-10	
Rate our technician overall				10 of 10

You are very lucky to have such a talented and friendly service technician.	Target: 6	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?		*
Better followup from office staff on service calls placed.	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 Applicable	
Target: Yes	Yes/No	
Please have a manager contact me?	Not Applicable	
Target: Yes	Yes/No	
Please have a sales person contact me.	Not Applicable	
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 Applicable	
Target: Yes	Yes/No	
Remove me from further emails like this (if yes, please tell us why).	No	

Target: Yes Yes/No

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