

Problem Type Frequency By Category
5/23/2007 to 9/7/2007

Problem Type Category	Frequency	Frequency in %	Ave. Svc. Time (Fr. Svc. Time)	Ave. Svc. Time (Fr. Call Date)
PC	673	23.672	0.919	64.648
Others	555	19.522	0.297	70.623
Printer	429	15.090	0.600	39.619
Software	249	8.758	0.674	122.886
Monitor	132	4.643	0.702	81.435
Network Connection	111	3.904	0.586	35.029
Anti-virus	109	3.834	0.905	65.283
Internet	71	2.497	0.604	21.240
Standard software	57	2.005	1.288	70.800
Mouse	56	1.970	0.335	84.246
UPS	48	1.688	0.206	85.339
CDROM Drive	42	1.477	0.383	99.300
HDD	41	1.442	0.984	182.819
Memory	35	1.231	0.376	63.458
AVR	32	1.126	0.976	85.807
Keyboard	30	1.055	0.339	80.417
FDD	24	0.844	0.278	115.528
E-mail	21	0.739	0.548	20.322
File	19	0.668	0.832	21.277
Laptop	19	0.668	1.684	77.926
Scanner	18	0.633	0.759	94.107
MS Office	13	0.457	0.929	45.391
CD Writer	11	0.387	0.803	43.836
Power supply	5	0.176	0.783	15.193
Scanner - gate	5	0.176	2.200	0.543
MS Outlook	5	0.176	0.600	14.723
Projector	4	0.141	1.604	65.771
Speakers	4	0.141	0.750	18.917
MS Excel	3	0.106	0.472	8.489
CMOS	3	0.106	0.500	32.939
MS Word	3	0.106	0.750	12.611
MS Windows	3	0.106	0.750	7.844
Intranet	3	0.106	0.444	13.183

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Network Hub	2	0.070	1.208	15.383
Zip Drive	2	0.070	0.458	111.525
Fax/Modem	1	0.035	1.000	1.250
Video card	1	0.035	0.750	2.350
MS PowerPoint	1	0.035	0.750	95.000
Sound card	1	0.035	0.500	2.867
Network Card	1	0.035	0.583	18.617
Server	1	0.035	0.500	23.800
Network Patch Cord				
Tape Drive				
Cliparts				
Software installer				
Data Switch				
MS Windows application				
Network Switch				
Motherboard				
Icon				
NetWare client				
Netscape Communicator				
Multimedia Kit				
MS Outlook Web Access				
MS Internet Explorer				
Pegasus Mail				