

**Problem Type Frequency By Category**  
09/11/2006 to 12/31/2006

Problem Type Category	Frequency	Frequency in %	Ave. Svc. Time (Fr. Svc. Time )	Ave. Svc. Time (Fr. Call Date )
PC	682	23.863	0.838	131.757
Others	647	22.638	0.353	123.729
Printer	353	12.351	0.640	117.909
Software	163	5.703	0.962	102.846
Standard software	147	5.143	1.228	319.842
Monitor	144	5.038	1.108	805.707
AVR	80	2.799	0.371	190.876
Network Connection	71	2.484	0.678	47.491
Internet	69	2.414	0.731	81.157
UPS	63	2.204	0.356	10.565
Anti-virus	56	1.959	0.887	187.520
HDD	44	1.540	0.902	54.653
Scanner	42	1.470	0.991	73.723
Scanner - gate	37	1.295	0.745	67.891
Mouse	36	1.260	0.278	-175.789
Projector	30	1.050	0.503	-11.059
Laptop	30	1.050	1.289	41.187
File	30	1.050	1.247	37.296
CDROM Drive	23	0.805	0.572	107.096
Keyboard	17	0.595	1.377	70.280
Server	14	0.490	0.383	4.523
Intranet	14	0.490	0.595	42.262
Power supply	12	0.420	0.989	-49.625
CD Writer	7	0.245	0.857	117.498
E-mail	7	0.245	0.702	27.517
Memory	6	0.210	1.153	48.014
MS Internet Explorer	6	0.210	0.639	148.156
Motherboard	5	0.175	1.000	21.393
MS Office	5	0.175	0.817	2.350
FDD	5	0.175	0.400	164.197
Sound card	4	0.140	0.521	76.133
Network Card	2	0.070	0.375	37.083
MS Windows	2	0.070	1.667	111.742

**Problem Type Frequency By Category**  
09/11/2006 to 12/31/2006

<b>Problem Type Category</b>	<b>Frequency</b>	<b>Frequency in %</b>	<b>Ave. Svc. Time (Fr. Svc. Time )</b>	<b>Ave. Svc. Time (Fr. Call Date )</b>
Zip Drive	1	0.035	1.000	1.567
MS Word	1	0.035	1.000	4.083
Speakers	1	0.035	0.333	0.133
Video card	1	0.035	0.500	74.450
Network Hub	1	0.035	2.000	146.233
Fax/Modem				
Icon				
Data Switch				
CMOS				
Cliparts				
MS Excel				
MS Outlook				
MS Outlook Web Access				
MS Windows application				
Multimedia Kit				
Netscape Communicator				
NetWare client				
Network Patch Cord				
Network Switch				
Pegasus Mail				
Software installer				
Tape Drive				
MS PowerPoint				