

Problem Type Frequency By Category
4/23/2007 to 5/22/2007

Problem Type Category	Frequency	Frequency in %	Ave. Svc. Time (Fr. Svc. Time)	Ave. Svc. Time (Fr. Call Date)
PC	268	28.910	0.811	102.521
Others	180	19.417	0.255	92.571
Printer	113	12.190	0.633	63.861
Software	54	5.825	0.546	6.852
Internet	40	4.315	0.610	14.477
AVR	29	3.128	0.322	66.749
Mouse	29	3.128	0.291	96.780
Network Connection	29	3.128	0.773	59.628
E-mail	26	2.805	0.484	49.187
Standard software	26	2.805	1.519	161.178
Anti-virus	23	2.481	0.768	66.451
Monitor	16	1.726	0.849	98.769
FDD	13	1.402	0.673	78.527
UPS	12	1.294	-0.576	112.561
HDD	11	1.187	2.144	103.697
File	10	1.079	0.983	7.477
MS Office	7	0.755	1.143	28.302
Laptop	6	0.647	0.833	68.394
Scanner - gate	5	0.539	1.000	40.153
Intranet	4	0.431	0.500	14.408
Scanner	4	0.431	0.729	17.750
Keyboard	4	0.431	0.667	79.904
MS Internet Explorer	3	0.324	0.389	22.039
Memory	3	0.324	0.444	162.600
CDROM Drive	3	0.324	0.778	11.728
Projector	2	0.216	0.500	11.192
CD Writer	2	0.216	0.625	14.883
Sound card	1	0.108	0.250	0.550
MS Outlook	1	0.108	0.500	23.433
MS Excel	1	0.108	0.750	-3.500
Power supply	1	0.108	0.500	0.983
Motherboard	1	0.108	3.000	-21.583
Fax/Modem				

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Cliparts				
CMOS				
MS Windows application				
Data Switch				
Icon				
Network Hub				
Video card				
Tape Drive				
Speakers				
Software installer				
Server				
Pegasus Mail				
MS PowerPoint				
Network Patch Cord				
MS Outlook Web Access				
Network Card				
NetWare client				
Netscape Communicator				
Multimedia Kit				
MS Word				
Zip Drive				
MS Windows				
Network Switch				