

Problem Type Frequency By Category
01/08/2007 to 04/22/2007

Problem Type Category	Frequency	Frequency in %	Ave. Svc. Time (Fr. Svc. Time)	Ave. Svc. Time (Fr. Call Date)
PC	709	25.376	0.894	154.736
Others	540	19.327	0.428	119.673
Printer	341	12.205	0.718	43.663
Software	177	6.335	1.031	40.841
Monitor	129	4.617	1.161	79.400
Network Connection	126	4.510	0.839	45.478
Standard software	103	3.686	2.106	162.064
Mouse	78	2.792	0.480	30.501
Anti-virus	77	2.756	0.900	42.538
AVR	71	2.541	0.318	80.293
Projector	55	1.969	0.364	66.677
Internet	53	1.897	0.653	34.109
UPS	43	1.539	0.862	51.989
CDROM Drive	40	1.432	0.446	48.271
HDD	33	1.181	0.636	40.537
Keyboard	29	1.038	0.540	40.849
Laptop	28	1.002	0.935	78.174
File	27	0.966	1.130	-7.184
FDD	24	0.859	0.427	23.105
Scanner - gate	19	0.680	0.627	2.282
Scanner	16	0.573	0.760	85.929
Intranet	14	0.501	0.601	24.771
Memory	13	0.465	0.718	40.294
E-mail	11	0.394	0.735	11.811
Power supply	5	0.179	1.500	71.023
CD Writer	4	0.143	0.375	6.642
MS Office	3	0.107	1.667	0.583
MS Outlook	3	0.107	0.583	14.889
Motherboard	3	0.107	1.417	1.694
Network Card	3	0.107	0.583	54.167
MS Windows	3	0.107	0.861	34.933
CMOS	3	0.107	0.583	61.300
MS Word	2	0.072	1.333	47.808

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MS Internet Explorer	2	0.072	0.583	24.108
Server	2	0.072	0.750	8.425
Icon	1	0.036	0.750	6.333
MS Excel	1	0.036	1.000	3.067
Speakers	1	0.036	0.250	-0.083
Video card	1	0.036	1.583	-64.667
Network Hub	1	0.036	0.500	0.267
Fax/Modem				
Data Switch				
Cliparts				
MS Outlook Web Access				
MS Windows application				
Zip Drive				
Multimedia Kit				
Netscape Communicator				
NetWare client				
Network Patch Cord				
Network Switch				
Pegasus Mail				
Software installer				
Sound card				
Tape Drive				
MS PowerPoint				