

Problem Type Frequency By Category
05/22/2006 to 09/10/2006

Problem Type Category	Frequency	Frequency in %	Ave. Svc. Time (Fr. Svc. Time)	Ave. Svc. Time (Fr. Call Date)
PC	788	23.007	0.732	168.172
Others	772	22.540	0.318	118.910
Printer	373	10.891	0.606	126.254
Software	318	9.285	1.025	109.539
Standard software	205	5.985	1.272	415.339
Network Connection	136	3.971	0.825	151.925
Monitor	116	3.387	0.989	121.630
AVR	110	3.212	0.337	78.194
Laptop	71	2.073	1.304	790.555
Internet	54	1.577	0.602	119.688
CDROM Drive	54	1.577	0.568	167.594
Mouse	51	1.489	0.490	71.477
File	40	1.168	0.809	109.405
Anti-virus	39	1.139	0.931	40.244
Scanner - gate	37	1.080	0.601	130.645
FDD	29	0.847	0.517	60.003
UPS	28	0.818	0.452	59.990
E-mail	25	0.730	0.408	94.768
HDD	24	0.701	1.865	166.074
Power supply	23	0.672	1.156	42.105
Scanner	19	0.555	0.975	157.174
Projector	15	0.438	0.439	173.857
Memory	14	0.409	0.548	73.739
CD Writer	14	0.409	0.738	98.798
Keyboard	9	0.263	0.444	53.939
Speakers	9	0.263	0.491	193.148
Server	9	0.263	0.250	9.537
MS Internet Explorer	8	0.234	0.533	33.544
MS Word	7	0.204	0.564	12.140
Network Card	6	0.175	0.503	660.994
MS Windows	5	0.146	1.267	72.503
MS Outlook	5	0.146	0.517	18.257
Video card	4	0.117	0.625	16.813

Problem Type Frequency By Category
05/22/2006 to 09/10/2006

Problem Type Category	Frequency	Frequency in %	Ave. Svc. Time (Fr. Svc. Time)	Ave. Svc. Time (Fr. Call Date)
MS Excel	2	0.058	0.792	12.800
CMOS	1	0.029	0.333	0.550
Motherboard	1	0.029	0.250	89.467
Network Hub	1	0.029	0.033	3791.767
MS Windows application	1	0.029	0.500	-2.317
Sound card	1	0.029	0.333	100.533
MS Office	1	0.029	0.500	24.850
Tape Drive				
Software installer				
Cliparts				
Pegasus Mail				
Data Switch				
Network Switch				
MS PowerPoint				
Network Patch Cord				
NetWare client				
Icon				
Netscape Communicator				
Intranet				
Multimedia Kit				
Zip Drive				
MS Outlook Web Access				
Fax/Modem				