

First Call Efficiency Report

For Period: January 01, 2008 to January 01, 2015

<u>Task Number</u>	<u>Technician</u>	<u>Description</u>	<u>Rescheduled?</u>
16-1	Ben Wilson	Error Message	No
20-1	Josh Gordon	Installation and training	No
21-1	Tyler Roberts	paper not feeding	No
22-1	Ben Wilson	Making funny noise.	No
23-1	Josh Gordon	Error Message	No
25-1	Tyler Roberts	Training	No
26-1	Kevin Norton	Jamming	No
27-1	Scott Davis	No Power	No
18-1	Tyler Roberts	No Power	Yes
28-1	Ben Wilson	Controls not working. Gate is stuck.	No
30-1	Ben Wilson	Update a PLC Control	No
31-1	Ben Wilson	Update PLC.	No
32-1	Ben Wilson	Jamming in the feeder.	No
31-2	Ben Wilson	Install new sensor	No
34-1	Ben Wilson	Update Calibration	No
35-1	Scott Davis	No transmit.	No
33-1	Josh Gordon	Calibration Report Needed	Yes
19-1	Ben Wilson	Light copies	No
40-1	Ben Wilson	Copies are faint	No
43-1	Ben Wilson	Error Code 101	No
47-1	Scott Davis	Copies Jamming	No
48-1	Tyler Roberts	Copies are blank.	No
51-1	Ben Wilson	Line side copies images skewed.	No
52-1	Ben Wilson	Hard Drive Failed on PC	No
53-1	Ben Wilson	Machine is down.	No
54-1	Ben Wilson	Motion detector is falsing.	No
55-1	Ben Wilson	High Voltage Error on C5110.	No

Number of Tickets 27

First Call Fix Rate: 92.59%