

Follow-Up

Ticket Id: 1-11

Account: Yard Institute
Contact: Paul Banks

Status: Closed
Urgency: Medium

Received Date: 5/8/2003
Completed Date: 5/8/2003

Activity Code	Activity Type	Assigned To	Activity Assigned Date/Time	Activity Completed Date/Time
---------------	---------------	-------------	-----------------------------	------------------------------

Brink, Samantha

Follow-Up(s) for 1-11 : 0

Ticket Id: 1-12

Account: Phoenix Computers, Inc.
Contact: Lou Pizzutti

Status: Closed
Urgency: Low

Received Date: 5/9/2003
Completed Date: 5/11/2003

Activity Code	Activity Type	Assigned To	Activity Assigned Date/Time	Activity Completed Date/Time
---------------	---------------	-------------	-----------------------------	------------------------------

QQF8AA0004DA	Timed	Curbough, Joan	5/10/2003 2:15:00PM	5/10/2003 3:30:00PM
QQF8AA0004SS	Timed	Curbough, Joan	5/11/2003 10:45:00AM	5/11/2003 10:50:00AM

Follow-Up(s) for 1-12 : 2

Ticket Id: 1-13

Account: Yard Institute
Contact: Paul Banks

Status: Closed
Urgency: Medium

Received Date: 5/11/2003
Completed Date: 5/14/2003

Activity Code	Activity Type	Assigned To	Activity Assigned Date/Time	Activity Completed Date/Time
---------------	---------------	-------------	-----------------------------	------------------------------

Brink, Samantha

Follow-Up(s) for 1-13 : 0

Follow-Up

Ticket Id: 1-14

Account: Koll Trucks
Contact: Joe Garcia

Status: In Process
Urgency: Medium

Received Date: 5/14/2003
Completed Date:

Activity Code	Activity Type	Assigned To	Activity Assigned Date/Time	Activity Completed Date/Time
QQF8AA00048T	On-Site	Curbough, Joan	5/15/2003 8:00:00AM	5/15/2003 5:15:00PM
QQF8AA00048W	On-Site	Curbough, Joan	5/22/2003 8:15:00AM	5/22/2003 4:30:00PM
QQF8AA00048Y	On-Site	Curbough, Joan	5/29/2003 8:15:00AM	5/29/2003 4:45:00PM
QQF8AA000490	On-Site	Curbough, Joan	6/5/2003 8:30:00AM	6/5/2003 4:30:00PM
QQF8AA000492	On-Site	Curbough, Joan	6/12/2003 8:30:00AM	6/12/2003 5:15:00PM
QQF8AA000494	On-Site	Curbough, Joan	6/19/2003 10:15:00AM	6/19/2003 7:00:00PM
QQF8AA000496	On-Site	Curbough, Joan	6/26/2003 8:15:00AM	6/26/2003 4:45:00PM
QQF8AA000498	On-Site	Curbough, Joan	7/3/2003 6:15:00AM	7/3/2003 2:30:00PM
QQF8AA00049A	On-Site	Curbough, Joan	7/10/2003 8:30:00AM	7/10/2003 2:30:00PM
QQF8AA00049C	On-Site	Curbough, Joan	7/17/2003 8:00:00AM	
QQF8AA00049E	On-Site	Curbough, Joan	7/24/2003 8:00:00AM	
QQF8AA00049G	On-Site	Curbough, Joan	7/31/2003 8:00:00AM	
QQF8AA00049I	On-Site	Curbough, Joan	8/7/2003 8:00:00AM	
QQF8BA0006CO	Timed	Curbough, Joan	9/29/2003 9:36:32AM	

Follow-Up(s) for 1-14 : 14

Ticket Id: 1-15

Account: Sunny Wireless
Contact: James Wallander

Status: In Process
Urgency: Low

Received Date: 5/14/2003
Completed Date:

Activity Code	Activity Type	Assigned To	Activity Assigned Date/Time	Activity Completed Date/Time
QQF8AA0004HN	Research	Cromack, Robert	5/15/2003 9:45:00AM	5/15/2003 12:30:00PM
QQF8AA0004HQ	Research	Cromack, Robert	5/18/2003 1:45:00PM	5/18/2003 4:45:00PM

Follow-Up(s) for 1-15 : 2

Ticket Id: 1-16

Account: Phoenix Computers, Inc.
Contact: Lou Pizzutti

Status: Closed
Urgency: Med-High

Received Date: 5/16/2003
Completed Date: 5/16/2003

Activity Code	Activity Type	Assigned To	Activity Assigned Date/Time	Activity Completed Date/Time
QQF8AA0004CL	Timed	Curbough, Joan	5/16/2003 3:30:00PM	5/16/2003 4:17:00PM

Follow-Up(s) for 1-16 : 1

