

**Serio**

Reporting for 01/11/2007 to 01/02/2008 23:59:59 (Incidents)

**First-Time Fix Report (AGT14)**

**31/01/2008 16:52:49**

**Total Logged during Period: 49**

**Total Resolved during Period: 72**

**Of which Fixed First Time: 16**

**Percentage Fixed First Time: 33%**

	<b>Fixed First Time</b>	<b>By Team</b>		
	Logged	Fixed First Time	%	Resolved
2nd line	2	2	100	2
3rd line				
Network ops				
Sales				
Service desk	41	14	34	70
Sys admin team	6		0	
	<b>49</b>	<b>16</b>		<b>72</b>

	<b>Fixed First Time</b>	<b>By Agent</b>		
	Logged	Fixed First Time	%	Resolved
Bruce Wayne (2nd line)	2	2	100	2
Clark Kent (2nd line)				
Graham Worth (2nd line)				
John Smith (2nd line)				
Jackie Hunter (3rd line)				
John Cafferty (3rd line)				
Rose Conway (3rd line)				
Robert Strange (Network ops)				
Jim Wallace (Sales)				
EGuser (Service desk)				
ERuser (Service desk)				
Eeuser (Service desk)				
Elvis Presley (Service desk)				
Joe Bloggs (Service desk)				
John Campbell (Service desk)				
Linda Johnson (Service desk)				
Pete Williams (Service desk)	40	13	33	69
Peter Parker (Service desk)	1	1	100	1
kbuser (Service desk)				
Serio System Administrator (Sys admin te	1		0	

	<b>Fixed First Time</b> Logged	<b>By Agent</b> Fixed First Time	%	Resolved
SerioWeb Agent (Sys admin team)	5		0	
	<b>49</b>	<b>16</b>		<b>72</b>