

Trouble Report Tracking Dashboard

Page 1 of 1

6/3/09

Ticket ID	Severity	State	2009			Indicator	Time to Resolve
			April	May	June		
16858	1	Resolved				✓	8d
17989	2	Resolved				✓	10d
18039	3	Resolved				✓	13d
18124	4	Closed / Fixed				●	7d
21632	3	Resolved				✓	17d
21771	4	Resolved				✓	23d
22349	1	Resolved				✓	26d
23163	3	Closed No Response				●	13d
21510	4	Resolved				✓	22d
21085	1	Resolved				✓	4d
22152	2	Resolved				✓	12d
22156	4	Resolved				✓	6d
22296	4	Resolved				✓	14d
33695	1	Forwarded To Engineering (PR)				▶	58d
22369	4	Resolved				✓	10d
22776	1	Resolved				✓	44d
23239	2	Resolved				✓	25d
24028	3	Resolved				✓	18d
37576	3	Resolved				✓	22d
38999	4	Pending Customer Feedback				↑	57d
38789	2	Resolved				✓	14d
41739	4	Pending - Waiting for Customer				↑	50d
41807	3	Forwarded to Engineering				▶	13d

✓ Resolved
 ● Closed
 ▶ Forwarded
 ↑ Pending