

Sheet1

DATE,CTIMETM9,CALL\_IIPRODUCT,STATUS,C,PHONE,C,25

###	11124820	2396 Product 2	Closed	
###	08514814	4791 Product 2	Closed	
###	09123390	7186 Product 1	Closed	
###	09135338	9581 Product 2	Closed	
###	09143935	11976 Product 1	Closed	
###	09525474	14371 Product 2	Escalated	
###	09535439	16766 Product 2	Open	
###	13465276	19161 Product 2	Open	
###	09195622	21556 Product 1	Closed	
###	09294694	23951 Product 1	Closed	

Sheet1

COMMENT,C,254

Resolved questions regarding installation.  
Answered general questions regarding printing.  
Product was damaged during shipping. Sent new product.  
Resolved installation issues.  
Resolved installation issues at another location.  
Questions regarding general operation and installation.  
Trying to resolve compatibility issues with 3rd party products.  
  
Checking into compatibility with the caller's printer.  
Resolve difficulties with the self running tutorial.  
General installation questions.

VER:AGENT,C,2(PROBLEM,(CUSTNU

1.x	Spalding	Problem 3	100000
1.x	Palmer	Problem 2	100000
1.x	Palmer	Problem 3	100001
2.x	Spalding	Problem 1	100004
2.x	Kickson	Problem 1	100004
2.x	Watson	Problem 1	100006
2.x	Templeton	Problem 3	100006
	Kickson	Problem 2	100001
1.x	Reston	Problem 2	100006
1.x	Palmer	Problem 1	100002

SAMPLE,C,20

Approach Sample Data

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