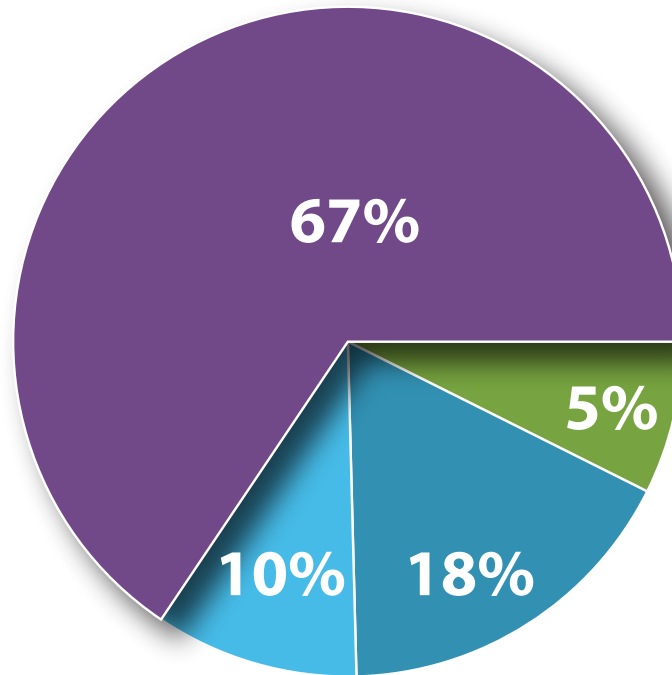




## MSCCOC HELP DESK TICKETS

December 1, 2014 to January 27, 2015



### TICKET COUNTS BY TYPE

80

21

12

6

**TOTAL TICKETS = 119**

- Urgent-Unable to work within the system
- Regular-Questions Concerning Data Entry
- Needs Assistance-Reporting or Clienting Information Errors
- Other-Any Issue Not Covered by Other Ticket Types