CASE #: 7046
CUSTOMER:  Stacey Howard
COMPANY:

CASE ONE LINE DESCRIPTION:  Screen is flickering and has lines

COMPLETE CASE HISTORY BELOW:

Case History:
Thursday September 9, 2010 8:46 AM Opened By  [Ismat Kahlon]
CASE ASSIGNED TO GROUP: Desktop Group
CASE PRIORITY SET TO: User Down-3
Case History

Thursday September 9, 2010 10:00 AM  Updated By  [Paul Hamblin]
Case History:
Screen is OK now. Rebooted system and still OK. Please check with Stacey on Monday 9/13/2010 at about 8:30 to see if there is a problem.

Thursday September 16, 2010 9:17 AM  Updated By  [Andy Majdalawi]
CASE ASSIGNED TO TECH: Andy Majdalawi
CASE STATUS CHANGED TO: Closed
CATEGORY CHANGED TO   [Time Spent==1 Hour]
Case History:

----CASE SUMMARY----:
Stacey's computer screen has TV style interference (Snow). At times it flickers and has vertical line. Please check and test screen to see if it needs replacing.

----CASE RESOLUTION---:
Dell Replaced the screen.

Customer Survey Results for Case: 7046

QUESTION:Did your trouble request initiate with a call to the Media Services?
ANSWER: NO

QUESTION:If your service call required assistance from a Mutimedia Technician (Multimedia issues with projectors, overheads, VCR's, ect.), please rate the service provided! (5 being highest, 1 being lowest)

QUESTION:Did your trouble request initiate with a call to the Academic Computing Help Desk?
ANSWER: YES

QUESTION:How would you rate the customer service from the Academic Computing Help Desk? (1 being the lowest, 5 being the highest)
ANSWER: 1-5 Choice Button-5

QUESTION:If your service call required assistance from a Computer Technician (Computer, or network support, ect.), please rate the service provided! (5 being highest, 1 being lowest)
ANSWER: 1-5 Choice Button-5

QUESTION: Are you satisfied with the service provided? (If not please explain below)
ANSWER: YES

QUESTION: Rate the overall quality of service provided (1 being the lowest, 5 being the highest)
ANSWER: 1-5 Choice Button-5

QUESTION: Do you have any comments you would like to add (These comments are forwarded to the Director of Academic Computing)
ANSWER: The Academic Computing staff are timely and very helpful.