



G7 Business Solutions Limited

Monthly Summary report

Date mm/yy

1. Call Movement

The number of Support calls logged and closed during Month xx are as Follows:

Call Logged 31
Calls Closed 29
Calls on Hold 1
Ongoing calls 11

Total Hours used 15 hours 55 minutes

2. Issue Type

The type of calls dealt with in Month xx and their status are:

Type	Opened	Closed	On Hold
User Queries	6	5	1
Data issues			
Technical Issues	5	4	
Daily Checks	20	20	

Definitions:

User queries – These are procedural questions, issues in using the system and requests to carry out some system tasks.

Data issues – These are issues caused by incorrect or missing data on the system.

Technical issues – These are issues where the software has failed or has a bug.

Daily checks – Checks of the system.

3. Ongoing Calls

The Following calls are being worked on:

Priority	Call Ref	Description	Comments
1	G7xxx/ xxx	New Company set up	Awaiting user review
2	G7xxx/ xxx	Duplicate Invoices	Awaiting Testing
3	G7xxx/ xxx	Changes required to flexi fields	Awaiting Testing
4	G7xxx/ xxx	Workflow requires updating	Ongoing
5	G7xxx/ xxx	Missing approval lines	Awaiting client response
6	G7xxx/ xxx	Training on requisitions	Ongoing
7	G7xxx/ xxx	Printing multiple lines	Awaiting client response
8	G7xxx/ xxx	Reconciling AP and AR transactions	Ongoing
9	G7xxx/ xxx	Jobs backing up	Now Closed.
10	G7xxx/ xxx	Data cleansing	Ongoing
11	G7xxx/ xxx	Journal not gone to approver	Ongoing

4. Major Issues

The following issue was logged in Month xx:

No major issues were reported to G7 in Month xx

5. Invoicing Details

Customer were invoiced for 30 hours in Month xx at a cost of £x,xxx.
No excess hours were billed.

6. Change Control

The following changes took place in Month xx:

None

The following changes are planned:

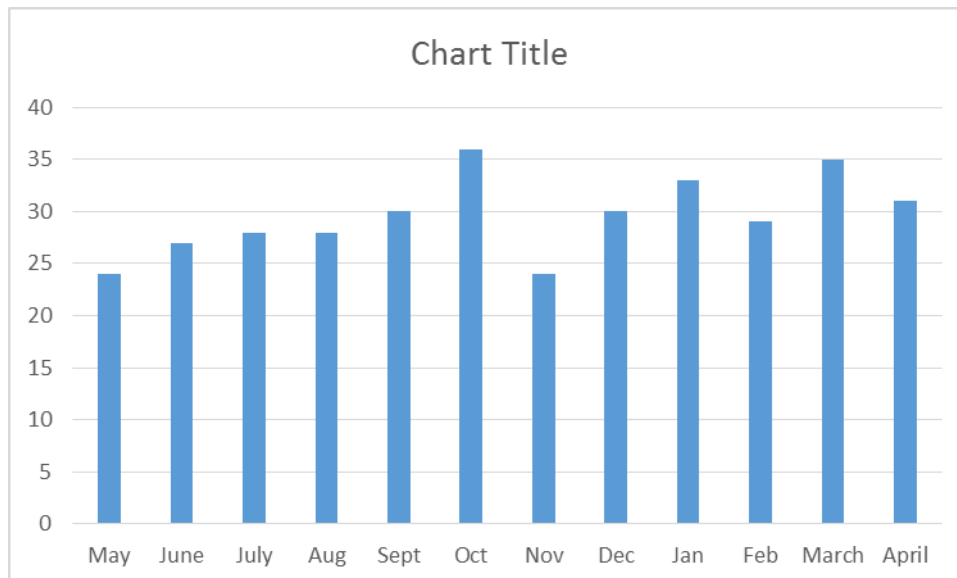
TBC

7. Patch Monitoring

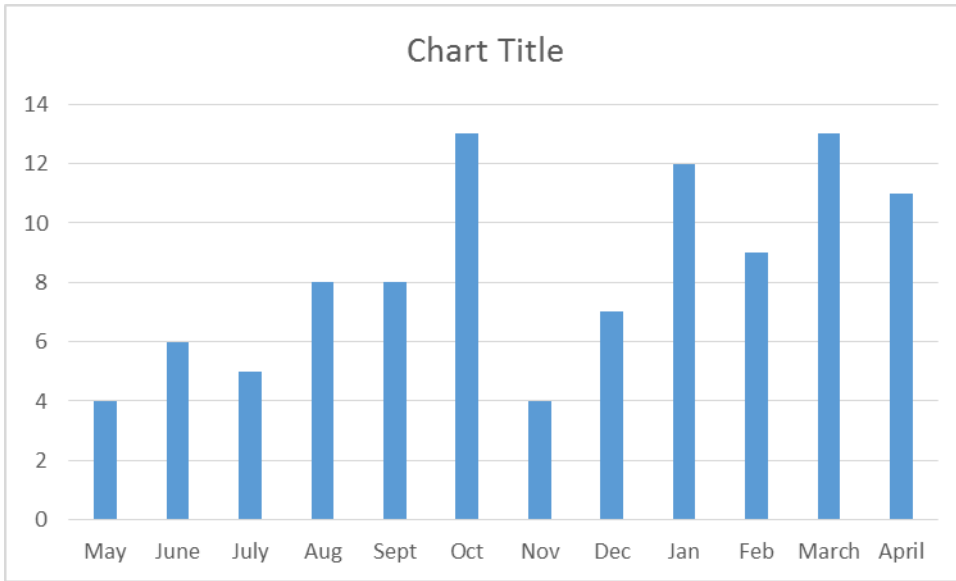
No new pertinent patches have been identified

8. Trends

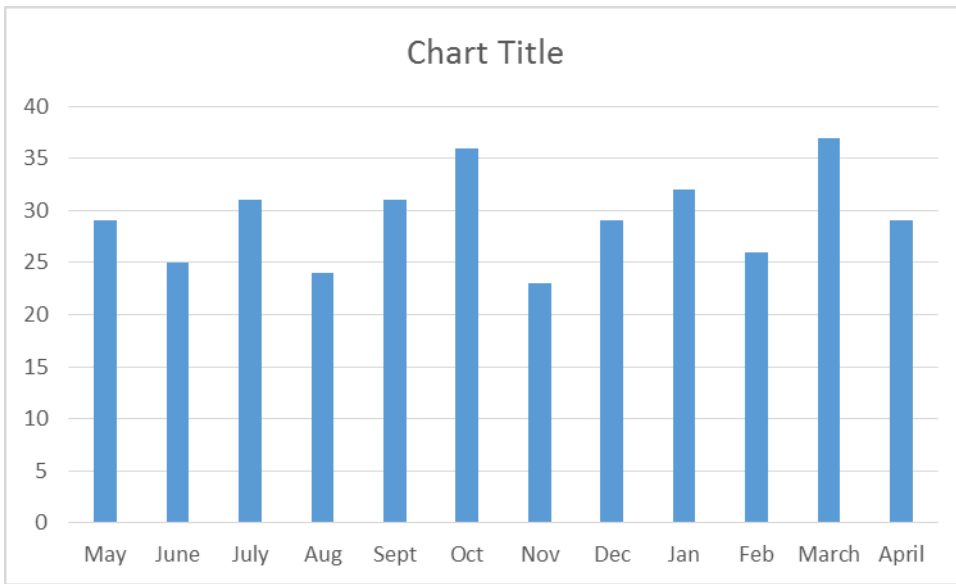
Opened Calls(All)



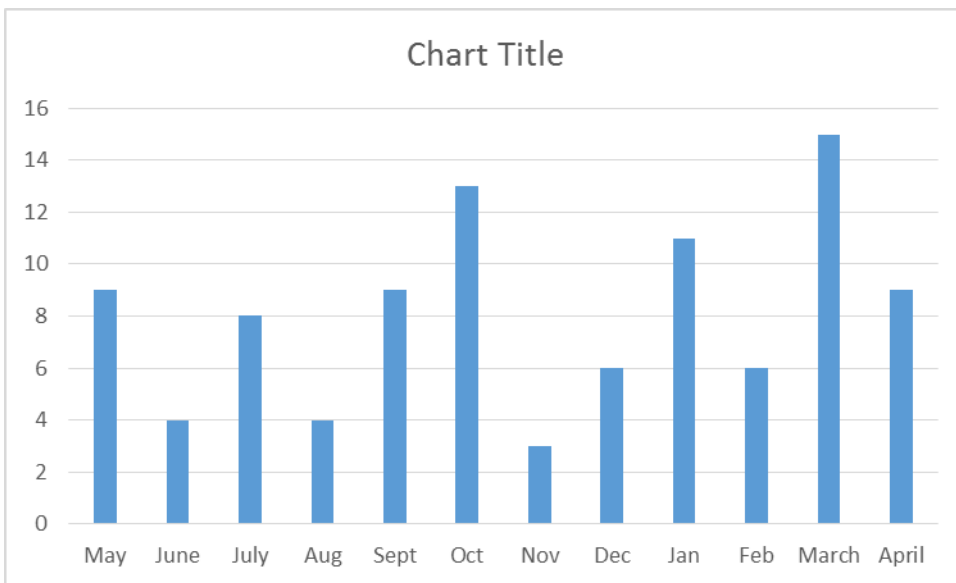
Opened Calls(Excluding Daily Checks)



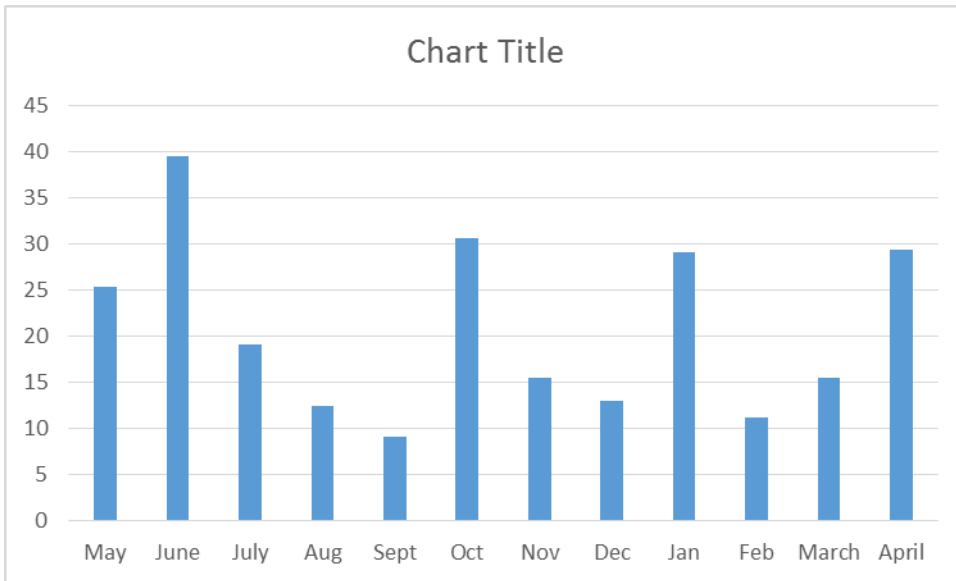
Closed Calls(All)



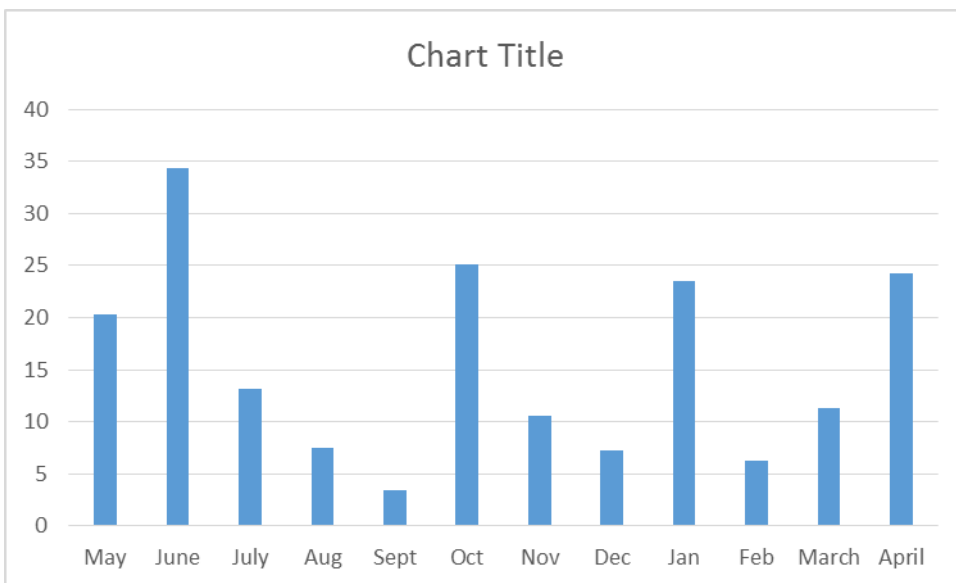
Closed Calls(Excluding Daily Checks)



Hours Used(All)



Hours Used(Excluding Daily Checks)



Ongoing Calls

