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## Service Request Analysis Report

### Maintenance Module

#### Report Example and Outline:

**Service Request Analysis**  
As of: 09/06/2009

Page: 1  
Date: 09/01/2009  
Time: 10:35 am

	Week Ending 08/09/2009	Week Ending 08/16/2009	Week Ending 08/23/2009	Week Ending 08/30/2009	Week Ending 09/06/2009	
<b>SGA</b>						
Outstanding WO's:	0	6	0	0	0	
New Service Requests:	45	36	43	27	12	
Total Requests:	45	42	43	27	12	
Total Completed:	39	42	43	27	7	Total Completed: 158
Outstanding Total:	6	0	0	0	5	
Outstanding %:	13%	0%	0%	0%	42%	

**Incorrect Completion Date WO's**

Prop	Unit	WO #	Call Date	Completion Date
sga	2920-A	69989	9/1/2009 8:16:23AM	9/1/2009 8:15:00AM
sga	2920-F	69991	9/1/2009 8:18:09AM	9/1/2009 8:15:00AM
sga	2951-F	69986	9/1/2009 8:14:11AM	9/1/2009 8:15:00AM
sga	2965-M	69953	8/31/2009 3:22:41PM	8/31/2009 4:00:00PM
sga	2974-G	69988	9/1/2009 8:15:40AM	9/1/2009 8:15:00AM
sga	2975	69987	9/1/2009 8:14:51AM	9/1/2009 8:15:00AM
sga	2980	69990	9/1/2009 8:17:22AM	9/1/2009 8:15:00AM

**Service Requests Completed per Technician**

	4	3	12	7	1	Totals:
breuklan	4	3	12	7	1	27
browng	17	19	11	2	2	51
hintonf	2	5	4	1	2	14
larsont	14	12	13	15	2	56
vendor	2	3	3	2	0	10
Totals:	39	42	43	27	7	158

**Open Work Orders (as of: 09/06/2009)**

Prop	Unit	WO#	Call Date	Days Open	WO Desc.	Memo Date	Uncompleted Notes	Agent
sga	2944-C	69957	08/31/2009	2	Garbage Disposal Clogged			
sga	2940-L	69998	09/01/2009	1	Install peep hole			
sga	2934-L	69999	09/01/2009	1	Dishwasher/ Kitchen Sink Water			
sga	2951	70000	09/01/2009	1	Wasp nest			
sga	2940-A	70001	09/01/2009	1	Smoke alarm battery			

**Total Open WO's: 5**

The Service Request Analysis report is one of the most advanced reports we've created. It gives a 5 week trailing view of all Work Orders created, completed, outstanding, and incomplete carried over from previous weeks. It will also flag Work Orders with incorrect completion dates or unassigned Work Orders with hyperlinks to correct from the report itself. The report will then break down completions by tech and show any open Work Orders as of the week the report is run for. It is a stand alone, all in one report for the maintenance module with option to add Make Ready information in it as well.

#### Report Filter:

**Service Request Analysis**

Property

sga

Completion Dates

09/06/2009

Destination

Screen

Advanced

Submit

Clear

Help

#### List Pricing:

Prices quotes available upon request. Each quote contains a base price of the report and any additional cost due to client directed modifications.

Any Dover Realty Custom Report can be modified to each individual client's need. Information may be added and removed at the client's discretion.

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