

Sheet1

Q1,C,1 Q2,C,1 Q3,C,1 Q4,C,1 Q5,M NO_NEXT,N,6,0 USER_ID,C,8 LAST_NAME,C,30

Sheet1

FIRST_NAME,C,30 F_SERVER,C,20 DEPT,C,30 LOCATE,C,15 PHONE,C,15 CALLTYPE,C,25

Sheet1

STAFFER,C,25 LEVEL,C,20 PROBLEM,M SOLUTION,M IN_DATE,D IN_TIME,C,6 RESP_DATE,D

Sheet1

RESP_TIME,C,6 DONE_DATE,D DONE_TIME,C,6 SURVEY_OUT,L SURVEY_IN,L