There were 48 (Network support 33 & Hardware support 15) tickets found from software in last week report and all the tickets were solved by PNT within short time.

**Top Six Support List-**

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| --- | --- | --- |
| **S.N** | **Types of Support** | **No. of Support** |
| 01. | Cable, Connector and Switch Problem | 21 |
| 02.  | New Connection, IP Configuration & Wi-Fi setup | 08 |
| 03. | Installation of New Operating System and Other required software including Anti-Virus | 08 |
| 04. | Browser, Gateway and Mail Problem | 04 |
| 05. | Printer and Printer Share Problem | 02 |