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Ticket ID:

Requestor Information Requestor Name: <input type="text" value="Ashlee Owens"/> Email: <input type="text"/> Alternate Email: <input type="text"/> Phone: <input type="text" value="813-555-0989"/> Alternate Phone: <input type="text"/> Department: <input type="text" value="Finance"/> Location: <input type="text" value="Tampa"/> Asset Name: <input type="text"/>		Ticket Information Summary: <input type="text" value="Classroom #2 air conditioning is not working."/> Category: <input type="text" value="Facility"/> Priority: <input type="text" value="3 - Medium"/> Status: <input type="text" value="Open"/> Ticket Source: <input type="text" value="Technician Portal"/> Due: <input type="text" value="3/2/2018 12:41:34 AM"/> Responded: <input type="text"/> Expected Response: <input type="text"/> Expected Fix: <input type="text"/>	
Additional Information <input type="text"/>		Technician Information Technician: <input type="text" value="ADMINISTRATOR"/> Group: <input type="text" value="SYSTEM ADMINISTRATION"/> Phone: <input type="text"/> Opened By: <input type="text" value="ADMINISTRATOR"/>	
		Change Information Change ID: <input type="text"/> Change Summary: <input type="text"/> Status: <input type="text"/>	
		Service Information Service Agreement: <input type="text"/> <input type="checkbox"/> SLA Milestones Complete	Solution Information Solution ID: <input type="text"/> <input type="checkbox"/> First Call Resolution

Ticket Notes | Assignments | Attachments

Notes Duration : 00:00:55 | User: (Any activity performed in this section is automatically saved.)

Date	Technician	Activity Code	Note Type	Note	Duration
3/1/2018 4:4...	System Admi...	Additional informati...	Ticket Descript...	Classroom #2 Air conditioning not working. Check system. More...	00:00:25
3/1/2018 4:41:3...	System Adminis...	Repair	Technician Note	Air conditioning repair is taking longer than expected. Noti... More...	00:00:15

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