







# Ticket Entry

## - Section 1: General

Site ID Number (You MUST Verify the Site)	<input type="text"/> No Site ID Number Currently Associated
Date Open	12/06/2005
Site Contact	<input type="text" value="John Smith"/>
Site Contact Phone #	<input type="text" value="800.555.1212"/>
Category	Cable <input type="button" value="v"/>
Priority	3 <input type="button" value="v"/>
Scheduled Date	<input type="text"/> <input type="button" value="calendar"/>
Scheduled Time	<input type="text"/> <input type="button" value="v"/>
Action	New <input type="button" value="v"/>
Job Address	<input type="text" value="123 Main St"/> <input type="text" value="Anyw here, US 99999"/> <input type="button" value="up"/> <input type="button" value="down"/>
Customer Purchase Order	<input type="text" value="8675309"/>
Technician	<input type="text"/>
Short Description (50 Character Limit)	<input type="text" value="Install dual drop in lobby"/>
<b>Problem/Request/Activity</b>	
<input type="text" value="Please install new dual Cat-6 data drop in the lobby, next to the existing voice drop near the window."/> <input type="button" value="up"/> <input type="button" value="down"/>	

# Ticket Search


Sort Result By:	Ticket Number	<a href="#">Quick Help on Supported Find Criteria</a>
Section 1: Search Criteria		
Ticket Number	<input type="text"/>	
Site Contact	<input type="text"/>	
Category	Cable LAN Security Voice Application	
Scheduled Date	<input type="text"/>  <input type="text"/>  Or By Typing In A Date Range (Format: mm/dd/yyyy--mm/dd/yyyy)	
Priority	1 2 3 4	
Status	<input type="checkbox"/> Active Ticket(s) <input type="checkbox"/> Closed Ticket(s)	
Action	New Move Disconnect	
Job Address	<input type="text"/>	
Customer Purchase Order	<input type="text"/>	
Short Description	<input type="text"/>	
Date Open	<input type="text"/>  <input type="text"/>  Or By Typing In A Date Range (Format: mm/dd/yyyy--mm/dd/yyyy)	
Date Closed	<input type="text"/>  <input type="text"/>  Or By Typing In A Date Range (Format: mm/dd/yyyy--mm/dd/yyyy)	

Go Find Ticket(s) to Update    Clear

# Ticket Update

Ticket Number: HD127179

## - Section 1: General

Ticket Number	HD127179
Date Open	12/06/2005
Site Contact	<input type="text" value="John Smith"/>
Site Contact Phone #	<input type="text" value="800.555.1212"/>
Category	<input type="text" value="Cable"/>
Priority	<input type="text"/>
Scheduled Date	<input type="text"/> 
Scheduled Time	<input type="text"/>
Action	<input type="text"/>
Job Address	<input type="text" value="123 Main St"/> <input type="text" value="Anyw here, USA 90210"/>
Customer Purchase Order	<input type="text" value="8675309"/>
Technician	<input type="text"/>
Short Description (50 Character Limit)	<input type="text" value="TEST: Repair voice cable in lobby"/>
<b>Problem/Request/Activity</b>	
<input type="text"/>	

Activity	Details
<b>Who: netvers</b> When: 03/16/2005 10:16:57 AM Action: Ticket Submitted By Customer Status: Submitted	Lobby phone jack 23-a appears to not be working. Please dispatch tech to check/repair/repull as necessary. See attached ticket.
<b>Who: netvers</b> When: 03/16/2005 10:21:50 AM Action: Ticket Updated By Customer Status: Submitted	Update, please check jack 23-b as well.
<b>Who: tchristensen1</b> When: 03/16/2005 10:54:13 AM Action: Ticket Updated By Staff/HelpDesk Administrator Status: Closed	
<b>Who: bgustafson</b> When: 07/25/2005 07:57:10 PM Action: Ticket Re-Assigned By HelpDesk Administrator Status: Assigned	
<b>Who: bgustafson</b> When: 07/25/2005 07:58:39 PM Action: Ticket Updated By Staff/HelpDesk Administrator Status: Closed	TT was in CURRENTLY UNASSIGNED status. Assign to Todd Christensen and changed status back to Closed.

[+ Section 2: Attachments](#)

[+ Section 3: Customer](#)

[+ Section 4: Company](#)

[+ Section 5: Billing Address](#)

[+ Section 6: Job Address](#)

[+ Section 7: Product](#)

[+ Section 8: Staff](#)

Go Update Ticket

[Reset](#)

# Trend Report

Result(s) Based Upon Search For:

- Company Name: Test Company

Result(s) Sorted By: Ticket Number

## Status/Ticket Assigned To

Status / Ticket Assigned To	Closed	Non-Dispatch	Open	Total
Admin	1		1	2
Bgustafson	1			1
Bstreeter	9	4		13
tchristensen1	2			2
<b>Total</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>18</b>

## Status/Priority

Status / Priority	Closed	Non-Dispatch	Open	Total
1	3		1	4
2	1			1
3	1	3		4
4	1	1		2
Blank	7			7
<b>Total</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>18</b>

## Priority/Ticket Assigned To

Priority / Ticket Assigned To	1	2	3	4	Blank	Total
admin	1				1	2
bgustafson	1					1
bstreeter	2	1	4	2	4	13
tchristensen1					2	2
<b>Total</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>18</b>