

Ticket History for Ticket #8825

Customer	User	Priority	Ticket Type	Ticket Category
ABC Engineering	Jane Smith	Medium	Client Incident	Printing Issues

Ticket Description	Ticket Details
I cannot connect the new printer to my computer	

Closure Details
Ok to close now

Date Logged	Date Closed	'Respond By' Time		'Fix Estimate By' Time		Hours Used	Hours Held	Compliance
		Target	Actual	Target	Actual			
03/03/2011 14:15	07/03/2011 00:00:00	04/03/2011 14:15	03/03/2011 15:43	08/03/2011 14:27	07/03/2011 13:19	0.17	9.20	II

Response Time (D)		Response Time (D)	
Target	Actual	Target	Actual
1.00	0.16	2.00	0.87

Action Time	User	Action Outcome	Action Description	Hours
03/03/2011 14:15	Web Ack	Emailed Confirmation	HelpDesk Request Acknowledgement [ID:008825]	0.00
03/03/2011 15:43	Stuart	Re-Assign	To: Stuart. Response time=1:28 hrs	0.00
04/03/2011 12:29	Andy	SLA Hold		0.00
04/03/2011 12:29	Andy	Update	Hi Jane, Did you get this printer issue resolved? Thanks Andy	0.17
07/03/2011 12:41	User	Email Update	I did thanks.	0.00
07/03/2011 12:41	Email	SLA Release		0.00
07/03/2011 13:19	Andy	Update	Ok to close now	
Total				0.17