

The CAFB IT team randomly sampled 1,000 tickets from JIRA and masked any sensitive information. This dataset closely reflects real production scenarios—while the data is structured, it remains somewhat messy, with missing fields and inconsistencies in formatting. Due to the manual effort required for masking sensitive information, only 1,000 tickets are available at this stage.

However, the limited data should not be a concern for your solution. CAFB has a sufficient volume of ticket data, so please focus on developing a creative approach. This dataset should be used solely for demonstration and testing purposes. If your solution advances beyond the competition, additional data can be provided for further development.

Below is an explanation of key fields that are relevant or of particular interest:

- **Description:** Describes the issue as reported by partners.
- **Custom Field (Cause of Issue) & Custom Field (Request Category):** Indicate the general category and request type for each ticket.
- **Priority:** All tickets are classified as "Medium," making this field unhelpful for analysis.
- **Custom Field (Source):** Identifies whether tickets were submitted via the portal website or direct email. Regardless of the source, all tickets are processed in the JIRA system.
- **Comment & Comment.X:** Contain the communication history related to the ticket. Note that some interactions may be incomplete, as certain issues were resolved over the phone after multiple rounds of email exchanges.