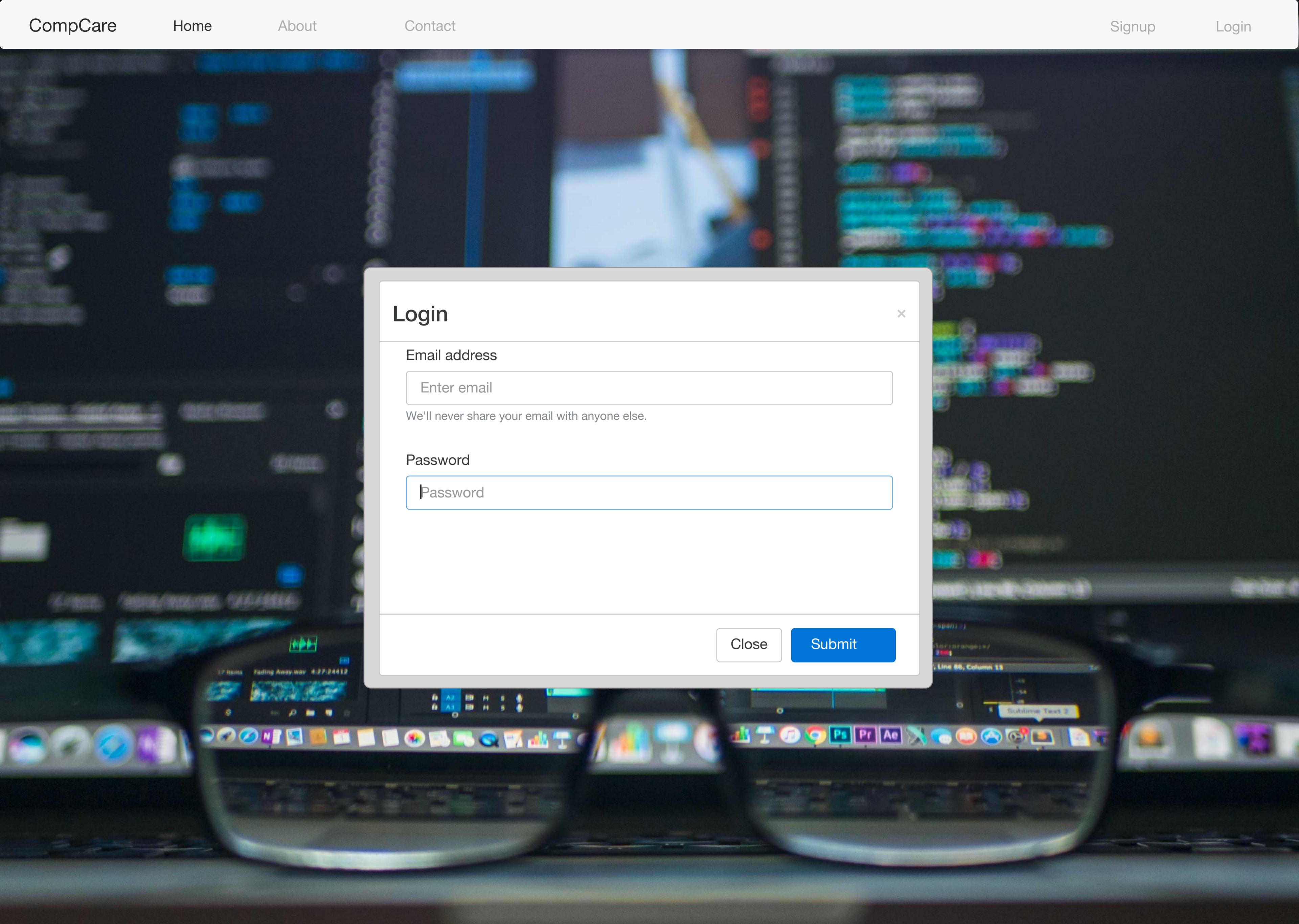


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Summary

Open Orders
03

On Hold Orders
03

In Progress Orders
03

Closed Orders
03

Active Orders

Status	Cust. Name	Repair ID	Date Entered	Est. Completion Time	Tech
	John Smith	000032	02/10/2018	02/16/2018	RyanD
	Amy Winestock	000033	02/15/2018	02/18/2018	RyanD
	Jimbo West	000034	02/16/2018	02/20/2018	SalemS
	Mark Rogers	000035	02/16/2018	02/21/2018	-----

Closed Orders

Status	Cust. Name	Repair ID	Date Entered	Date Closed	Resolution Code
	James McGruff	000004	01/23/2018	01/30/2018	Cancelled
	Stacy Wilkes	000003	02/02/2018	02/15/2018	Issue Resolved
	Adam West	000002	02/01/2018	02/10/2018	Not Resolvable
	Roger Williams	000001	01/28/2018	02/01/2018	Issue Resolved



Repair # 000032

Status



In Progress ▾

Customer Name

John Smith

Phone Number

111-111-1111

Date Received

02/10/2018

Assigned To

RyanD

Short Description of Issue

Computer running slow

Computer Make/Model

HP g72-227wm

Estimated Completion

02/16/2018

Form Factor

Laptop ▾

Issue Description

Computer slow at loading webpages and startup

Location

Bay 6 ▾

Initial Diagnosis

Malware present on system recommend cleaning

Repair Notes

Ran Rkill
Malwarebytes
Cleared Cookies
Cleared Cache
Removed Malware and unwanted programs



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Parts Needed

Motherboard

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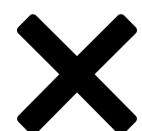
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Bay 6 ▾

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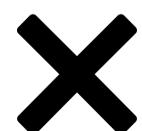
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