

Incident  
New record

Submit

Resolve

Number

INC0010030

\* Caller

Adela Cervantsz



Category

Inquiry / Help



Subcategory

-- None --



Service



Service offering



Configuration item



Channel

-- None --



State

New



Impact

2 - Medium



Urgency

3 - Low

Priority

4 - Low

Assignment group



Assigned to



\* Short description

Hardware Related Problem



Description

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Hardware



Assigned to

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Actions on selected rows...

Task = INC0010030

<input type="checkbox"/>		SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
		Hardware Group - Priority 4	SLA	Response	In progress	23 Hours 59 Minutes	1 Second	0% <div></div>	2024-11-16 08:56:08	(empty)
		Priority 4 resolution (2 day)	SLA	Resolution	In progress	2 Days	0 Seconds	0% <div></div>	2024-11-16 08:56:08	(empty)

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SLA definition

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Actions on selected rows...



Task = INC0010030

<input type="checkbox"/>		SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
		Hardware Group - Priority 4	SLA	Response	Completed	23 Hours 59 Minutes	43 Seconds	0.05% <div></div>	2024-11-16 08:56:08	2024-11-16 08:56:51
		Priority 4 resolution (2 day)	SLA	Resolution	In progress	2 Days	0 Seconds	0% <div></div>	2024-11-16 08:56:08	(empty)
		Hardware Group-Resolution	SLA	Resolution	In progress	15 Hours 59 Minutes	1 Second	0% <div></div>	2024-11-16 08:56:51	(empty)
		Priority 4 response (8 hours)	SLA	Response	In progress	8 Hours	0 Seconds	0% <div></div>	2024-11-16 08:56:08	(empty)



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SLA definition

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Actions on selected rows...



Task = INC0010030

<input type="checkbox"/>		SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
		Hardware Group - Priority 4	SLA	Response	Completed	23 Hours 59 Minutes	43 Seconds	0.05% <div></div>	2024-11-16 08:56:08	2024-11-16 08:56:51
		Priority 4 resolution (2 day)	SLA	Resolution	Paused	2 Days	0 Seconds	0% <div></div>	2024-11-16 08:56:08	(empty)
		Hardware Group-Resolution	SLA	Resolution	Completed	15 Hours 57 Minutes	2 Minutes	0.23% <div></div>	2024-11-16 08:56:51	2024-11-16 08:59:02
		Priority 4 response (8 hours)	SLA	Response	In progress	8 Hours	0 Seconds	0% <div></div>	2024-11-16 08:56:08	(empty)



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SLA definition Search

Actions on selected rows...

Task = INC0010030>Stage = Completed

<input type="checkbox"/>		SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
		Hardware Group - Priority 4	SLA	Response	Completed	23 Hours 59 Minutes	43 Seconds	0.05% <div></div>	2024-11-16 08:56:08	2024-11-16 08:56:51
		Hardware Group - Resolution	SLA	Resolution	Completed	15 Hours 57 Minutes	2 Minutes	0.23% <div></div>	2024-11-16 08:56:51	2024-11-16 08:59:02