

Tickets List

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT1483	null	EDLP_PHASE-1	Zone-2	Coromandel Gs	No Asset Serial No	Rack Charger	Padlock	04 Aug, 2020		Testing the Closing of Ticket	I1	Fixing of Padlock		9440111468	Critical		2		3	null
New Ticket	TCKT1482	null	EDLP_PHASE-3	Zone-1	Arsenal Gs	PD4CK51056000	Projector BenQ MW809ST	null	03 Aug, 2020		Projector is not switching ON	I3	Replacement of Projector	Need to check and replace the projector	58888855	Critical		14		14	null
Cancelled	TCKT1477	null	EDLP_PHASE-3	Zone-1	Cottage Gs	No Asset Serial No	Classroom Management Software	null	07 Jul, 2020		Login issue	I1	Fixing of Login Issues	Need to check the login Issue	123556	Critical		2		0	null
In Progress	TCKT1476	null	EDLP_PHASE-1	Zone-1	Jean Eon Rc	B865X900210	Projector Ricoh PJRX300	null	07 Jul, 2020		Not Switching ON	I3	Replacement of Projector	Need to replace with new Projector	58686	Critical		14		0	null
New Ticket	TCKT1462	null	EDLP_PHASE-3	Zone-1	Signal Mountain Rc	null	Classroom Management Software	null	04 Jun, 2020		Need to create new user ID for student	I2	Creation and assigning of new user IDs for new students	Need to create and assign new user ID for new student.	2147890	Trivial		4		0	null
New Ticket	TCKT1461	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	null	Classroom Management Software	null	04 Jun, 2020		Need to remap teacher user ID	I2	Remapping of user IDs of teachers transferred to another school/ section	In Grade 4, need to remap teacher's user ID as teacher has been transferred to another school.	2056558	Trivial		4		0	null
New Ticket	TCKT1460	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	null	Classroom Management Software	null	04 Jun, 2020		Need to remap student ID to another school	I2	Remapping of user IDs of students transferred to another school/ section	In Grade 4 Red, need to remap student ID to another school as student has been transferred to another school.	4158888	Trivial		4		0	null
New Ticket	TCKT1459	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	null	Classroom Management Software	null	04 Jun, 2020		Data is not synchronizing.	I2	Fixing of de - synchronization of data	In Grade 4, data in the laptop is not synchronizing. Need to fix.	2589305	Trivial		4		0	null
New Ticket	TCKT1458	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	null	Classroom Management Software	null	04 Jun, 2020		Teacher cannot create e-assessment	I2	Fixing of assessment creation	In Grade 4, teacher is unable to create e-assessment for students.	4010005	Trivial		4		0	null
New Ticket	TCKT1457	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	null	Classroom Management Software	null	04 Jun, 2020		Teacher is unable to transfer files	I2	Fixing of transferring files	In Grade 4 Blue, teacher is unable to transfer files. Need to check and fix issue.	6548980	Trivial		4		0	null
Moetest Issue	TCKT1456	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	null	Classroom Management Software	null	04 Jun, 2020		Teacher cannot open the English Book 3	I3	Removing ambiguities in analytical reports	In Grade 4 Green, teacher cannot open English Book 3.	2589890	Trivial		14		0	null
New Ticket	TCKT1455	null	EDLP_PHASE-3	Zone-1	C. Sacre De Jesus Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		Teacher is unable to login	I1	Fixing of Login Issues	In Grade 4 Red, the teacher is unable to login in the app. Need to fix the issue.	4125987	Trivial		2		0	null
New Ticket	TCKT1454	null	EDLP_PHASE-3	Zone-1	Young Men's Hindu Gs	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The CMS application is not working	I1	Fixing of CMS Application	The CMS application is not working. Need to fix	6023636	Trivial		2		0	null
New Ticket	TCKT1453	null	EDLP_PHASE-3	Zone-1	X.christian Barbe Gs	null	Laptop - Software	null	04 Jun, 2020		Microsoft Office update reboots without warning	I2	Fixing of Microsoft Office	Microsoft Office update reboots without warning. Need to fix.	2193634	Trivial		4		0	null
New Ticket	TCKT1452	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	null	Laptop - Software	null	04 Jun, 2020		Laptop does not have enough space to install Windows update	I2	Fixing of Windows OS	In Grade 4, laptop does not have enough space to install Windows update. Need to fix Windows OS.	4021510	Trivial		4		0	null
New Ticket	TCKT1451	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	No Asset Serial No	Laptop - Software	null	04 Jun, 2020		The antivirus of the laptop is not updating	I2	Fixing of Antivirus	In Grade 4, the antivirus of the laptop is not updating. Need to fix.	2690202	Trivial		4		0	null
New Ticket	TCKT1450	null	EDLP_PHASE-3	Zone-1	The Vale Gs	GRGPDX2	Laptop - Dell Vostro 3590	Mouse	04 Jun, 2020		The right-click button of the mouse has stopped working	I2	Replacement of Mouse	In Grade 4, the right-click button of the mouse has stopped working.	4158900	Trivial		4		0	null
New Ticket	TCKT1449	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	6P0TZX2	Laptop - Dell Vostro 3590	Mouse	04 Jun, 2020		Mouse is not moving properly	I1	Checking of Mouse	The mouse of the laptop is not moving properly. Need to check.	4136369	Trivial		2		0	null
New Ticket	TCKT1448	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The Classroom Internet Connection troubleshooter.	I3	Updating content at server level	The Classroom Management is not able to update new content at server level as the laptop is having Internet Connection troubleshooter.	52	Trivial		14		0	null
New Ticket	TCKT1447	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The Classroom Management is not able to removing ambiguities in analytical reports	I3	Removing ambiguities in analytical reports	The Classroom Management is not able to removing ambiguities in analytical reports. The laptop have crash.Need to replace.	2	Trivial		14		0	null
New Ticket	TCKT1446	null	EDLP_PHASE-3	Zone-1	St Croix Gs (Elsie Prele)	3H0TZX2	Laptop - Dell Vostro 3590	Charger	04 Jun, 2020		The charger of the laptop is not working	I2	Replacement of Charger	The charger of the laptop is not charging the laptop. Need to replace.	4561212	Trivial		4		0	null
New Ticket	TCKT1445	null	EDLP_PHASE-3	Zone-1	S.k.kanhye Gs	3SN90Y2	Laptop - Dell Vostro 3590	Charger	04 Jun, 2020		The laptop is not charging	I1	Checking of Charger	In Grade 4 Red, the laptop is not charging. Need to check charger.	2148970	Trivial		2		0	null
New Ticket	TCKT1444	null	EDLP_PHASE-3	Zone-1	St Antoine Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The classroom management is not able to creation and assigning of new user IDs for new teachers	I2	Creation and assigning of new user IDs for new teachers	The classroom management is having a problem to creation and assigning of new user IDs for new teachers. Need to see if the program have well install	639	Trivial		4		0	null
New Ticket	TCKT1443	null	EDLP_PHASE-3	Zone-1	Roche Terre	FQGPDX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Laptop is not switching on	I3	Replacement of Laptop	In Grade 4, laptop is not switching on.	6520103	Trivial		14		0	null
New Ticket	TCKT1442	null	EDLP_PHASE-3	Zone-1	Roches Noires Gs	B89PDX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The "F" key in the laptop is not working.	I2	Replacement of Parts of Laptop	In Grade 4, The "F" key in the laptop is not working.	41258973	Trivial		4		0	null
New Ticket	TCKT1441	null	EDLP_PHASE-3	Zone-1	Signal Mountain Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The teacher is having a problem to creation and assigning of new user IDs for new students	I2	Creation and assigning of new user IDs for new students	The teacher is having a problem to creation and assigning of new user IDs for new students. Need to see the program if have well install.	23	Trivial		4		0	null
New Ticket	TCKT1440	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	null	Classroom Management Software	null	04 Jun, 2020		The Classroom Management is having an issue to Remapping	I2	Remapping of user IDs of teachers transferred to another school/ section	The Classroom Management is having an issue to Remapping. Need to see if the teacher are already be Schools Online user at new school while transferring.	63	Trivial		4		0	null

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New Ticket	TCKT1439	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The Classroom Management is having an issue to Remapping.	I2	Remapping of user IDs of teachers transferred to another school/ section	The Classroom Management is having an issue to Remapping. Need to see if the student/teacher are already be Schools Online user at new school while transferring.	63	Trivial		4		0	null
New Ticket	TCKT1438	null	EDLP_PHASE-3	Agalega	Antoinette Prudence Ste Famille Rcea	null	Classroom Management Software	null	04 Jun, 2020		Updating content at server level.	I3	Updating content at server level	Grade 2 red, to updating content at sever level	58338860	Trivial		14		0	null
New Ticket	TCKT1437	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	null	Classroom Management Software	null	04 Jun, 2020		The teacher is having problem to fix - synchronization of data .	I2	Fixing of de - synchronization of data	The teacher is having problem to fix - synchronization of data . Need to determine whether the offline folders are synchronizing correctly	23	Trivial		4		0	null
New Ticket	TCKT1436	null	EDLP_PHASE-3	Agalega	Anse Quito Community School (open In 2017)	null	Classroom Management Software	null	04 Jun, 2020		Removing ambiguities in analytical reports	I3	Removing ambiguities in analytical reports	Grade 4 green, to removing ambiguities in analytical reports	58338860	Trivial		14		0	null
New Ticket	TCKT1435	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The Teacher is having difficulties to create assessment	I2	Fixing of assessment creation	The Teacher is having difficulties to create assessment. Need to check the EDLP PROGRAM	63	Trivial		4		0	null
New Ticket	TCKT1434	null	EDLP_PHASE-3	Rodrigues	Terre Rouge Gs	null	Classroom Management Software	null	04 Jun, 2020		Creation and assigning of new user IDs for new teachers	I2	Creation and assigning of new user IDs for new students	Grade 4 blue,to Creation and assigning of new user IDs for new teachers	58338860	Trivial		4		0	null
New Ticket	TCKT1433	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	null	Classroom Management Software	null	04 Jun, 2020		The teacher is having a problem to transfer file.	I2	Fixing of transferring files	The teacher is having a problem to transfer file. Need to check the network connection	36	Trivial		4		0	null
New Ticket	TCKT1432	null	EDLP_PHASE-3	Rodrigues	Ste Therese De Lenfant Jesus Rcea	null	Classroom Management Software	null	04 Jun, 2020		Creation and assigning of new user IDs for new students	I2	Creation and assigning of new user IDs for new students	Grade 4 red,to Creation and assigning of new user IDs for new students	58338860	Trivial		4		0	null
New Ticket	TCKT1431	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	null	Classroom Management Software	null	04 Jun, 2020		Need to fix accessing the content	I2	Fixing of accessing the content	Need to fix accessing the content . Need to find and fix mixed content issues. Finding and fixing mixed content is an important task.	23	Trivial		4		0	null
New Ticket	TCKT1430	null	EDLP_PHASE-3	Rodrigues	St Esprit Rcea	null	Classroom Management Software	null	04 Jun, 2020		Remapping of user IDs of teachers transferred to another school/section	I2	Remapping of user IDs of students transferred to another school/ section	Grade 4 green, Remapping of user IDs of teachers transferred to another school/section	58338860	Trivial		4		0	null
New Ticket	TCKT1429	null	EDLP_PHASE-3	Zone-1	C. Sacre De Jesus Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		The teacher is having a Login Issues	I1	Fixing of Login Issues	The teacher is having a Login Issues.Need to use troubleshooter to solve login issues in your Google Ads account.	63	Trivial		2		0	null
New Ticket	TCKT1428	null	EDLP_PHASE-3	Rodrigues	Port Sud Est Gs	null	Classroom Management Software	null	04 Jun, 2020		Remapping of user IDs of students transferred to another school/section	I2	Remapping of user IDs of students transferred to another school/ section	Grade 4 yellow,Remapping of user IDs of students transferred to another school/section	58338860	Trivial		4		0	null
New Ticket	TCKT1427	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020		Need to fix the CMS Application	I1	Fixing of CMS Application	Need to fix the CMS Application as is allowing to have multiple sites with just one installation of their software but they are not able to have it.	63	Trivial		2		0	null
New Ticket	TCKT1426	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	No Asset Serial No	Laptop - Software	null	04 Jun, 2020		Fixing of Microsoft Office	I2	Fixing of Windows OS	Select Quick Repair, and then click Repair. May have to restart your computer after the repair process is complete.	63	Trivial		4		0	null
New Ticket	TCKT1425	null	EDLP_PHASE-3	Rodrigues	Oyster Bay Gs	null	Classroom Management Software	null	04 Jun, 2020		Fixing of de - synchronization of data	I2	Fixing of de - synchronization of data	Grade 4 red, to fixed the synchronization of data	58338860	Trivial		4		0	null
New Ticket	TCKT1424	null	EDLP_PHASE-3	Rodrigues	Notre Dame De Lourdes Rcea	null	Classroom Management Software	null	04 Jun, 2020		Fixing of assessment creation	I2	Fixing of assessment creation	Grade 2 blue, to fixed the assessment creation	58338860	Trivial		4		0	null
New Ticket	TCKT1423	null	EDLP_PHASE-3	Rodrigues	Montagne Goyaves Community School	null	Classroom Management Software	null	04 Jun, 2020		Fixing of transferring files	I2	Fixing of transferring files	Grade 4 blue, to fixed the transferring files	58338860	Trivial		4		0	null
New Ticket	TCKT1422	null	EDLP_PHASE-3	Rodrigues	Mont Charlot Community School	null	Classroom Management Software	null	04 Jun, 2020		Fixing of accessing the content	I2	Fixing of accessing the content	Grade 4 blue, to fixed the accessing content	58338860	Trivial		4		0	null
New Ticket	TCKT1421	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	null	Laptop - Software	null	04 Jun, 2020		Need to fix Windows OS	I2	Fixing of Windows OS	Need to fix Windows OS. Need to repair an existing installation of Windows.	2	Trivial		4		0	null
New Ticket	TCKT1420	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	null	Laptop - Software	null	04 Jun, 2020		The Antivirus have expired.	I2	Fixing of Antivirus	The Antivirus have expired.Need to update.	20	Trivial		4		0	null
New Ticket	TCKT1419	null	EDLP_PHASE-3	Rodrigues	Marc Etienne Roche Bon Dieu Gs	null	Classroom Management Software	null	04 Jun, 2020		Fixing of Login Issues	I1	Fixing of Login Issues	Grade 4 blue, to fixed login issue of laptop	58338860	Trivial		2		0	null
New Ticket	TCKT1418	null	EDLP_PHASE-3	Rodrigues	Mangues Gs	null	Classroom Management Software	null	04 Jun, 2020		Fixing of CMS Application	I1	Fixing of CMS Application	Grade 4 to fixed CMS Application	58338860	Trivial		2		0	null
New Ticket	TCKT1417	null	EDLP_PHASE-3	Rodrigues	Grand La Fouche Corail Gs	null	Laptop - Software	null	04 Jun, 2020		Fixing of Microsoft Office	I2	Fixing of Microsoft Office	Grade 4 to fixed the microsoft office of laptop	58338860	Trivial		4		0	null
New Ticket	TCKT1416	null	EDLP_PHASE-3	Rodrigues	Father Ronald Gandy Rcea	null	Laptop - Software	null	04 Jun, 2020		Fixing of Windows OS	I2	Fixing of Windows OS	Grade 4 to fixed the windows Os in laptop	58338860	Trivial		4		0	null
New Ticket	TCKT1415	null	EDLP_PHASE-3	Rodrigues	Batatan Gs	null	Laptop - Software	null	04 Jun, 2020		Fixing of Antivirus	I2	Fixing of Antivirus	Grade 4 red, to fixed antivirus of teachers laptop	58338860	Trivial		4		0	null
New Ticket	TCKT1414	null	EDLP_PHASE-3	Rodrigues	Basile Allas Port Mathurin Gs	JXM4723	Laptop - Dell Vostro 3590	Mouse	04 Jun, 2020		Replacement of Mouse	I2	Replacement of Mouse	Grade 4, to replace mouse for laptop	58338860	Trivial		4		0	null
New Ticket	TCKT1413	null	EDLP_PHASE-3	Zone-1	Raoul Rivet Gs	7QGPDX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The applications in the laptop are not opening	I2	Fixing of Software/ Applications	In Grade 4, teacher cannot view the applications in the laptop as they are	4089210	Trivial		4		0	null

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New Ticket	TCKT1412	null	EDLP_PHASE-3	Zone-1	Signal Mountain Rc	FH49723	Laptop - Dell Vostro 3590	Mouse	04 Jun, 2020		The Mouse power cord have broken.	I2	Replacement of Mouse	The Mouse power cord have broken. Need to replace the mouse.	6	Trivial		4		0	null
New Ticket	TCKT1411	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	CPZ7723	Laptop - Dell Vostro 3590	Mouse	04 Jun, 2020		The mouse of the laptop is not connecting with the laptop.	I1	Checking of Mouse	The mouse of the laptop is not connecting with the laptop.Need to check the mouse.	3	Trivial		2		0	null
New Ticket	TCKT1410	null	EDLP_PHASE-3	Zone-1	R. Moosun Gs	4G8RZX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Laptop is not switching on	I2	Repairing of Laptop	In Grade 4 Yellow, the laptop is not switching on despite putting it on charge.	2897574	Trivial		4		0	null
New Ticket	TCKT1409	null	EDLP_PHASE-3	Zone-1	R. Goburdhun Gs	38DRZX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		There is no EDLP app in the laptop	I1	Reinstallation of Software	In Grade 4 Red, there is no EDLP app in the laptop. Need to reinstall software.	4125858	Trivial		2		0	null
New Ticket	TCKT1408	null	EDLP_PHASE-3	Zone-1	Pte Aux Piments Gs	4S0HDX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The laptop is overheating	I1	Checking of Laptop	In Grade 4 Blue, the laptop is overheating and freezing. Need to check.	4056937	Trivial		2		0	null
New Ticket	TCKT1407	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	2JZ7723	Laptop - Dell Vostro 3590	Charger	04 Jun, 2020		The Charger of the laptop has stop charging the laptop.	I2	Replacement of Charger	The Charger of the laptop has stop charging the laptop. Need to change the Charger.	6	Trivial		4		0	null
New Ticket	TCKT1406	null	EDLP_PHASE-3	Zone-1	Pt J.sharma Radhay Gs (congomah Gs)	FNOTZX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Need to give training how to use laptop	I1	Training of Laptop	In Grade 4, need to give training to teacher how to use laptop.	2159873	Trivial		2		0	null
New Ticket	TCKT1405	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	B8V7723	Laptop - Dell Vostro 3590	Charger	04 Jun, 2020		The charger of the laptop is making a noise.	I1	Checking of Charger	The charger of the laptop is making a noise.Need to check the charger.	6	Trivial		2		0	null
New Ticket	TCKT1404	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	H058723	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The Dell Laptop is not charging. and a burning smell is coming out.	I3	Replacement of Laptop	The Dell Laptop is not charging. and a burning smell is coming out. Need to change the laptop	5	Trivial		14		0	null
New Ticket	TCKT1403	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	17V7723	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The key Z of the laptop is not working.	I2	Replacement of Parts of Laptop	The key Z of the laptop is not working.Need to replace the key Z.	5	Trivial		4		0	null
New Ticket	TCKT1402	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	8NZ8723	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The DELL Laptop is having a problem to login.	I2	Fixing of Software/ Applications	The DELL Laptop is having a problem to login.Need to reinstall the software and application.	63	Trivial		4		0	null
New Ticket	TCKT1401	null	EDLP_PHASE-3	Zone-1	C. Sacre De Jesus Rc	DXP7723	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The key Z of the laptop is not working.	I2	Repairing of Laptop	The key Z of the laptop is not working. Need to repair the key Z	3	Trivial		4		0	null
New Ticket	TCKT1400	null	EDLP_PHASE-3	Zone-1	Young Men's Hindu Gs	JYZ8723	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The software of EDLP Program is slow.	I1	Reinstallation of Software	The software of EDLP Program is slow. Need to reinstall the software.	3	Trivial		2		0	null
New Ticket	TCKT1399	null	EDLP_PHASE-3	Rodrigues	Araucaria Community Gs	6WZ8723	Laptop - Dell Vostro 3590	Mouse	04 Jun, 2020		Checking of Mouse	I1	Checking of Mouse	to check the mouse of grade 4	58338860	Trivial		2		0	null
New Ticket	TCKT1398	null	EDLP_PHASE-3	Zone-1	X.christian Barbe Gs	CM49723	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The laptop is having a problem in login in EDLP site.	I1	Checking of Laptop	The laptop is having a problem in login in EDLP site. Need to check the laptop.	5	Trivial		2		0	null
New Ticket	TCKT1397	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	FZ89723	Laptop - Dell Vostro 3590	null	04 Jun, 2020		The teacher is having some problem to use their laptop.	I1	Training of Laptop	The teacher is having some problem to use their laptop. Need to give training.	6	Trivial		2		0	null
New Ticket	TCKT1396	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	CR20T000113M	Rack Charger	Power Cord	04 Jun, 2020		The Power Cord is broken in the rack charger.	I2	Replacement of Power Cord	The Power Cord is broken in the rack charger. Need to replace the power cord.	3	Trivial		4		0	null
New Ticket	TCKT1395	null	EDLP_PHASE-3	Zone-1	The Vale Gs	CR20T000014M	Rack Charger	Power Cord	04 Jun, 2020		The Power Cord is loose in the rack charger.	I1	Fixing of Power Cord	The Power Cord is loose in the rack charger. Need to fix the power cord.	5	Trivial		2		0	null
New Ticket	TCKT1393	null	EDLP_PHASE-1	Zone-1	E. Anquetil Gs	No Asset Serial No	Rack Charger	Power Cord	04 Jun, 2020		The Power Cord is broken in the rack charger.	I2	Replacement of Power Cord	The Power Cord is broken in the rack charger. Need to change the power cord.	2	Trivial		4		0	null
New Ticket	TCKT1392	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	CR20T000095M	Rack Charger	Ball Catcher	04 Jun, 2020		The place where we put screw to fix the ball catcher have broken	I2	Replacement of Ball Catcher	The place where we put screw to fix the ball catcher have broken.Need to change the ball catcher.	6	Trivial		4		0	null
New Ticket	TCKT1391	null	EDLP_PHASE-3	Agalega	Anse Quitar Community School (open In 2017)	FN49723	Laptop - Dell Vostro 3590	Charger	04 Jun, 2020		Checking of Charger	I1	Checking of Charger	Grade 4, to check charger of laptop	58338860	Trivial		2		0	null
New Ticket	TCKT1390	null	EDLP_PHASE-1	Zone-1	Dr. O. Beaugeard Gs	No Asset Serial No	Rack Charger	Power Cord	04 Jun, 2020		The Power Cord is loose in the projector.	I1	Fixing of Power Cord	The Power Cord is loose in the projector. Need to fix the power code.	5	Trivial		2		0	null
New Ticket	TCKT1389	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	CR20T00031M	Rack Charger	Ball Catcher	04 Jun, 2020		The Screw of the Ball Catcher is loose.	I1	Fixing of Ball Catcher	The Screw of the Ball Catcher is loose. Need to fix the screw	63	Trivial		2		0	null
New Ticket	TCKT1388	null	EDLP_PHASE-1	Zone-1	Dr I.a. Goomany Gs	No Asset Serial No	Rack Charger	Handle	04 Jun, 2020		The Handle of the rack charger have broken.	I2	Replacement of Handle	The Handle of the rack charger have broken. Need to change the handle.	5	Trivial		4		0	null
New Ticket	TCKT1387	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	CR20T000213M	Rack Charger	Handle	04 Jun, 2020		The Handle of the rack charger have broken.	I2	Replacement of Handle	The Handle of the rack charger have broken. Need to change the handle.	63	Trivial		4		0	null
New Ticket	TCKT1386	null	EDLP_PHASE-1	Zone-1	E. Anquetil Gs	No Asset Serial No	Rack Charger	Handle	04 Jun, 2020		The Handle of the rack charger is loose.	I1	Fixing of Handle	The Handle of the rack charger is loose.Need to fix the handle of the rack charge.	96	Trivial		2		0	null
New Ticket	TCKT1385	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	CR20T000224M	Rack Charger	Handle	04 Jun, 2020		The Handle of the rack charger is loose.	I1	Fixing of Handle	The Handle of the rack charger is loose. Need to fix the handle.	6	Trivial		2		0	null
New Ticket	TCKT1384	null	EDLP_PHASE-1	Zone-1	Dr. O. Beaugeard Gs	No Asset Serial No	Rack Charger	Latch	04 Jun, 2020		The latch of the rack charger have broken.	I2	Replacement of Latch	The latch of the rack charger have broken.Need to replace the latch of the rack charger.	52	Trivial		4		0	null
New Ticket	TCKT1383	null	EDLP_PHASE-3	Zone-1	St Antoine Rc	CR20T000263M	Rack Charger	Latch	04 Jun, 2020		The latch of the rack charger have broken.	I2	Replacement of Latch	The latch of the rack charger have broken. Need to replace the latch of the rack charger.	639	Trivial		4		0	null
New Ticket	TCKT1382	null	EDLP_PHASE-1	Zone-1	Dr I.a. Goomany Gs	No Asset Serial No	Rack Charger	Latch	04 Jun, 2020		The latch of the rack charger is not closing the door.	I1	Fixing of Latch	The latch of the rack charger is not closing the door. Need to fix issue.	69	Trivial		2		0	null
New Ticket	TCKT1381	null	EDLP_PHASE-3	Zone-1	Signal Mountain Rc	CR20T000207M	Rack Charger	Latch	04 Jun, 2020		The latch of the rack charger is not closing the door.	I1	Fixing of Latch	The latch of the rack charger is not closing the door. Need to fix the latch.	363	Trivial		2		0	null
New Ticket	TCKT1380	null	EDLP_PHASE-1	Zone-1	Dr Edgard Millien Gs	No Asset Serial No	Rack Charger	Fans	04 Jun,		The fan of the rack charger	I2	Replacement of Fan	The fan of the rack charger is not	3	Trivial		4		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT1379	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	CR20T000083M	Rack Charger	Fans	2020 04 Jun, 2020		is not working. The fan of the rack charger is not working.	I2	Replacement of Fan	working. Need to change the fan. The fan of the rack charger is not working. The timer is working. Need to change the fan.	3	Trivial	4			0	null
New Ticket	TCKT1377	null	EDLP_PHASE-1	Zone-1	D'epinay Gs	No Asset Serial No	Rack Charger	Fans	04 Jun, 2020		The fan of the rack charger is not working.	I1	Fixing of Fan	The fan of the rack charger is not working. Need to fix issue	3	Trivial	2			0	null
New Ticket	TCKT1376	null	EDLP_PHASE-3	Zone-4	St. Jacques Rc	4W0TZX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Replacement of Parts of Laptop	I2	Replacement of Parts of Laptop	Grade 4, to replace part of laptop	58338860	Trivial	4			0	null
New Ticket	TCKT1375	null	EDLP_PHASE-3	Zone-4	Saint Paul Rc	BT0TZX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Fixing of Software/ Applications	I2	Fixing of Software/ Applications	Grade 4 to fixed software and application	58338860	Trivial	4			0	null
New Ticket	TCKT1374	null	EDLP_PHASE-3	Zone-4	Saint Benoit Rc	8GFQDX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Repairing of Laptop	I2	Repairing of Laptop	Grade 4 , to repair laptop	58338860	Trivial	4			0	null
New Ticket	TCKT1373	null	EDLP_PHASE-3	Zone-4	Glen Park Rc (jean Paul li RCA)	No Asset Serial No	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Reinstallation of Software	I1	Reinstallation of Software	Grade 4 to re-installed software on laptop	58338860	Trivial	2			0	null
New Ticket	TCKT1372	null	EDLP_PHASE-3	Zone-4	Case Noyal Rc	JTGWZX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Checking of Laptop	I1	Checking of Laptop	Grade 4 , to check the laptop of teacher	58338860	Trivial	2			0	null
New Ticket	TCKT1371	null	EDLP_PHASE-3	Zone-4	Belle Rose Rc (eugene Dethise RCA)	499PDX2	Laptop - Dell Vostro 3590	null	04 Jun, 2020		Training of Laptop	I1	Training of Laptop	Grade 4, to do training of laptop	58338860	Trivial	2			0	null
New Ticket	TCKT1370	null	EDLP_PHASE-3	Zone-1	Pt D S. Ayrya Gs	CR20T000416M	Rack Charger	Power Cord	03 Jun, 2020		Power cord is broken	I2	Replacement of Power Cord	In Grade 4 Green, the power cord of the rack charger is broken. Need to replace.	2159830	Trivial	4			0	null
New Ticket	TCKT1369	null	EDLP_PHASE-1	Zone-1	Marie Reine Rc	KT-CHR-1701584	Rack Charger	Power Cord	03 Jun, 2020		The power cord of the rack charger is broken	I2	Replacement of Power Cord	In Grade 1 Red, the power cord of the rack charger is broken. Need to replace.	4152323	Trivial	4			0	null
New Ticket	TCKT1368	null	EDLP_PHASE-3	Zone-1	Prof Ramprakash Gs	CR20T000469M	Rack Charger	Power Cord	03 Jun, 2020		Power cord is torn out	I1	Fixing of Power Cord	In Grade 4, the power cord of the rack charger is torn out. Need to fix.	4010000	Trivial	2			0	null
New Ticket	TCKT1367	null	EDLP_PHASE-1	Zone-1	Jean Eon Rc	No Asset Serial No	Rack Charger	Power Cord	03 Jun, 2020		Power cord is torn out	I1	Fixing of Power Cord	In Grade 1 Yellow, the power cord of the rack charger is torn out. Need to fix.	2125800	Trivial	2			0	null
New Ticket	TCKT1366	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	No Asset Serial No	Rack Charger	Fans	03 Jun, 2020		The fan of the rack charger is not working.	I1	Fixing of Fan	The fan of the rack charger is not working. Need to check as the timer is working.	4	Trivial	2			0	null
New Ticket	TCKT1365	null	EDLP_PHASE-3	Zone-1	Pointe Aux Sables Gs	CR20T000332M	Rack Charger	Ball Catcher	03 Jun, 2020		The ball catcher of the rack charger is broken	I2	Replacement of Ball Catcher	In Grade 4, the ball catcher of the rack charger is broken. Need to replace.	2086500	Trivial	4			0	null
New Ticket	TCKT1364	null	EDLP_PHASE-2	Zone-1	G.r.n.w Gs	0619 MP2 CC 700 0448	Rack Charger	Power Cord	03 Jun, 2020		The Power Cord is broken in the projector.	I2	Replacement of Power Cord	The Power Cord is broken in the projector.Need to change the power cord	2	Trivial	4			0	null
New Ticket	TCKT1363	null	EDLP_PHASE-1	Zone-1	C. Sacre De Jesus Rc	KT-CHR-1700314	Rack Charger	Handle	03 Jun, 2020		The handle of the rack charger is broken	I2	Replacement of Handle	In Grade 1 Marigold, the handle of the rack charger is broken. Need to replace.	4082222	Trivial	4			0	null
New Ticket	TCKT1362	null	EDLP_PHASE-1	Zone-1	Daneswock Sewraz Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	03 Jun, 2020		while switching on the rack charger ,the MCB(bracker) is switching off.	I2	Replacement of MCB (Bracker)	while switching on the rack charger ,the MCB(bracker) is switching off and a burning smell is coming out.Need to change the MCB bracker.	2	Trivial	4			0	null
New Ticket	TCKT1361	null	EDLP_PHASE-3	Zone-1	Petite Julie Gs	CR20T000444M	Rack Charger	Ball Catcher	03 Jun, 2020		Ball Catcher of the rack charger is loose	I1	Fixing of Ball Catcher	In Grade 4 Blue, the ball catcher of the rack charger is loose. Need to fix.	4089836	Trivial	2			0	null
New Ticket	TCKT1360	null	EDLP_PHASE-3	Zone-4	Sookun Gaya Gs	CR20T000231M	Rack Charger	Power Cord	03 Jun, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Grade 4, to replace power cord of rack charger	58338860	Trivial	4			0	null
New Ticket	TCKT1359	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	No Asset Serial No	Rack Charger	MCB (Bracker)	03 Jun, 2020		while switching on the rack charger ,the MCB(bracker) is switching off.	I2	Replacement of MCB (Bracker)	while switching on the rack charger ,the MCB(bracker) is switching off and a burning smell is coming out need to change.	4	Trivial	4			0	null
New Ticket	TCKT1358	null	EDLP_PHASE-1	Zone-1	Young Men's Hindu Gs	KT-CHR-1700236	Rack Charger	Handle	03 Jun, 2020		The screw of the handle is loose	I1	Fixing of Handle	In Grade 2, the screw of the handle is loose. Need to fix.	4189873	Trivial	2			0	null
New Ticket	TCKT1357	null	EDLP_PHASE-1	Zone-4	J.t.ramsoonder Gs	No Asset Serial No	Rack Charger	Power Cord	03 Jun, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Grade 1 TO REPLACE THE POWER CORD OF RACK CHARGER	58338860	Trivial	4			0	null
New Ticket	TCKT1356	null	EDLP_PHASE-2	Zone-1	Fond Du Sac Gs	0619 MP2 CC 700 0429	Rack Charger	Power Cord	03 Jun, 2020		The Power Cord is loose in the projector.	I1	Fixing of Power Cord	The Power Cord is loose in the projector.Need to fix the power code.	6	Trivial	2			0	null
New Ticket	TCKT1355	null	EDLP_PHASE-3	Zone-1	Pamplemousses Gs	CR20T000455M	Rack Charger	Handle	03 Jun, 2020		The handle of the rack charger is broken	I2	Replacement of Handle	In Grade 4 Red, the handle of the rack charger is broken. Need to replace.	4123636	Trivial	4			0	null
New Ticket	TCKT1354	null	EDLP_PHASE-1	Zone-1	D. Hurry Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	03 Jun, 2020		while switching on the rack charger ,the MCB(bracker) is switching off.	I1	Fixing of MCB (Bracker)	while switching on the rack charger ,the MCB(bracker) is switching off. Need to fix issue.	363	Trivial	2			0	null
New Ticket	TCKT1353	null	EDLP_PHASE-1	Zone-1	X.christian Barbe Gs	No Asset Serial No	Rack Charger	Latch	03 Jun, 2020		The latch of the RC is broken	I2	Replacement of Latch	In Grade 3, the latch of the rack charger is broken. Need to replace.	4058000	Trivial	4			0	null
New Ticket	TCKT1352	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	CR20T000236M	Rack Charger	MCB (Bracker)	03 Jun, 2020		while switching on the rack charger ,the MCB(bracker) is switching off.	I1	Fixing of MCB (Bracker)	while switching on the rack charger ,the MCB(bracker) is switching off.Need to fix issue.	2	Trivial	2			0	null
New Ticket	TCKT1351	null	EDLP_PHASE-3	Zone-1	P.d'or Hamlet Gs	CR20T000339M	Rack Charger	Handle	03 Jun, 2020		The handle of the rack charger is loose	I1	Fixing of Handle	In Grade 4 Blue, the screw of the handle is loose. Need to fix	2189852	Trivial	2			0	null
New Ticket	TCKT1350	null	EDLP_PHASE-2	Zone-1	Esp. Trebuchet Gs	null	Rack Charger	Handle	03 Jun, 2020		The Handle of the rack charger have broken.	I2	Replacement of Handle	The Handle of the rack charger have broken. Need to replace the handle.	3	Trivial	4			0	null
New Ticket	TCKT1349	null	EDLP_PHASE-1	Zone-1	Villiers Rene Gs	KT-CHR-1596839	Rack Charger	Latch	03 Jun, 2020		The screw of the latch is loose	I1	Fixing of Latch	In Grade 1 Blue, need to fix the screw if the latch as it is loose.	2125885	Trivial	2			0	null
New Ticket	TCKT1348	null	EDLP_PHASE-1	Zone-1	Creve Coeur Gs	No Asset Serial No	Rack Charger	Switch	03 Jun, 2020		The switch of the rack charger have broken.	I2	Replacement of Switch	The switch of the rack charger have broken. Need to change the switch	3	Trivial	4			0	null
New Ticket	TCKT1347	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	CR20T000254M	Rack Charger	Switch	03 Jun, 2020		The switch of the rack charger have broken.	I2	Replacement of Switch	The switch of the rack charger have broken. Need to change the Switch.	63	Trivial	4			0	null
New Ticket	TCKT1346	null	EDLP_PHASE-2	Zone-1	E. Anquetil Gs	0619 MP2 CC 300 0037	Rack Charger	Handle	03 Jun, 2020		The Handle of the rack charger is loose.	I1	Fixing of Handle	The Handle of the rack charger is loose. Need to fix	7	Trivial	2			0	null
New Ticket	TCKT1345	null	EDLP_PHASE-3	Zone-1	P. Shibchurn Gs	CR20T000473M	Rack Charger	Latch	03 Jun, 2020		Latch of the rack charger is broken	I2	Replacement of Latch	In Grade 4 Yellow, the latch of the rack charger is broken. Need to replace latch of rack charger.	2130505	Trivial	4			0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT1344	null	EDLP_PHASE-3	Zone-3	Nouvelle France Gs	CR20T000056M	Rack Charger	Power Cord	03 Jun, 2020		The power cord is broken.	I2	Replacement of Power Cord	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT1343	null	EDLP_PHASE-1	Zone-1	Cottage Gs	No Asset Serial No	Rack Charger	Switch	03 Jun, 2020		The switch of the rack charger is loose.	I1	Fixing of Switch	The switch of the rack charger is loose.Need to fix the screw.	6	Trivial		2		0	null
	New Ticket	TCKT1342	null	EDLP_PHASE-1	Zone-1	V. Des Pretres Gs	KT-CHR-1596998	Rack Charger	Fans	03 Jun, 2020		Fan of rack charger is not working	I2	Replacement of Fan	In Grade 1 Red, the fan of the rack charger is not working. Need to replace.	2159898	Trivial		4		0	null
	New Ticket	TCKT1341	null	EDLP_PHASE-1	Zone-3	G. Cheetamun Gs	null	Rack Charger	Power Cord	03 Jun, 2020		The power cord is broken.	I2	Replacement of Power Cord	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT1340	null	EDLP_PHASE-3	Zone-1	P. Raffray Gs	CR20T000421M	Rack Charger	Latch	03 Jun, 2020		The screw of the latch is loose	I1	Fixing of Latch	In Grade 4, the screw of the latch is loose. Need to fix.	4056998	Trivial		2		0	null
	New Ticket	TCKT1339	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	CR20T000124M	Rack Charger	Switch	03 Jun, 2020		The switch of the rack charger is loose.	I1	Fixing of Switch	The switch of the rack charger is loose.Need to fix the screw of the switch.	6	Trivial		2		0	null
	New Ticket	TCKT1338	null	EDLP_PHASE-3	Zone-3	Midlands Gs	CR20T000009M	Rack Charger	Power Cord	03 Jun, 2020		Current is not coming through the power cord.	I1	Fixing of Power Cord	Need to check and fix the power cord.	58338858	Trivial		2		0	null
	New Ticket	TCKT1337	null	EDLP_PHASE-2	Zone-1	Dr. O. Beaugeard Gs	0619 MP2 CC 700 0441	Rack Charger	Latch	03 Jun, 2020		The latch of the rack charger have broken.	I2	Replacement of Latch	The latch of the rack charger have broken. Need to change the latch.	6	Trivial		4		0	null
	New Ticket	TCKT1336	null	EDLP_PHASE-1	Zone-3	Duperre Gs	null	Rack Charger	Power Cord	03 Jun, 2020		Current is not coming through the power cord.	I1	Fixing of Power Cord	Need to check and fix the power cord.	58338858	Trivial		2		0	null
	New Ticket	TCKT1335	null	EDLP_PHASE-3	Zone-4	Sir V. Ringadoo Gs	CR20T000272M	Rack Charger	Power Cord	03 Jun, 2020		Fixing of Power Cord	I1	Fixing of Power Cord	Grade 4 blue, to fixed power cord of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1334	null	EDLP_PHASE-3	Zone-3	Mare Tabac Gs	CR20T000067M	Rack Charger	Ball Catcher	03 Jun, 2020		The ball catcher is broken.	I2	Replacement of Ball Catcher	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT1333	null	EDLP_PHASE-1	Zone-1	Cite Vallijee Gs (residence Vallijee Gs)	No Asset Serial No	Rack Charger	Socket	03 Jun, 2020		The socket place screw have broken	I2	Replacement of Socket	The socket place screw have broken. Need to change the socket.	63	Trivial		4		0	null
	New Ticket	TCKT1332	null	EDLP_PHASE-1	Zone-3	Dubreuil Gs	null	Rack Charger	Handle	03 Jun, 2020		The handle is broken.	I2	Replacement of Handle	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT1331	null	EDLP_PHASE-1	Zone-4	Highlands Gs	No Asset Serial No	Rack Charger	Power Cord	03 Jun, 2020		Fixing of Power Cord	I1	Fixing of Power Cord	Grade 2 yellow, to fixed power cord of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1330	null	EDLP_PHASE-3	Zone-3	Mare D'albert Gs	CR20T000139M	Rack Charger	Ball Catcher	03 Jun, 2020		The ball catcher is not working.	I1	Fixing of Ball Catcher	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT1329	null	EDLP_PHASE-1	Zone-3	Dookee Gungah Gs	null	Rack Charger	Handle	03 Jun, 2020		The handle is not working.	I1	Fixing of Handle	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT1328	null	EDLP_PHASE-3	Zone-1	C. Sacre De Jesus Rc	CR20T000216M	Rack Charger	Socket	03 Jun, 2020		The socket place screw have broken	I2	Replacement of Socket	The socket place screw have broken.Need to change the socket	5	Trivial		4		0	null
	New Ticket	TCKT1327	null	EDLP_PHASE-3	Zone-3	M.d. Saraswati Gs	CR20T000034M	Rack Charger	Handle	03 Jun, 2020		The handle is broken.	I2	Replacement of Handle	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT1326	null	EDLP_PHASE-2	Zone-1	Dr I.a. Goomany Gs	0619 MP2 CC 700 0454	Rack Charger	Latch	03 Jun, 2020		The latch of the rack charger is not closing the door.	I1	Fixing of Latch	The latch of the rack charger is not closing the door.Need to fix the latch	5	Trivial		2		0	null
	New Ticket	TCKT1325	null	EDLP_PHASE-3	Zone-4	Shri Shamboonath Gs	CR20T000253M	Rack Charger	Ball Catcher	03 Jun, 2020		Replacement of Ball Catcher	I2	Replacement of Ball Catcher	Grade 4 , to replace ball catcher of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1324	null	EDLP_PHASE-1	Zone-3	D.basant Rai Gs	null	Rack Charger	Latch	03 Jun, 2020		The latch is broken.	I2	Replacement of Latch	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT1323	null	EDLP_PHASE-3	Zone-3	M.d. Mon Tresor Gs	CR20T000085M	Rack Charger	Handle	03 Jun, 2020		The handle is not working.	I1	Fixing of Handle	Need to fix the handle.	58338858	Trivial		2		0	null
	New Ticket	TCKT1322	null	EDLP_PHASE-1	Zone-1	Chitrakoot Gs	No Asset Serial No	Rack Charger	Socket	03 Jun, 2020		The socket screw have become loose	I1	Fixing of Socket	The socket screw have become loose. Need to fix the screw.	52	Trivial		2		0	null
	New Ticket	TCKT1321	null	EDLP_PHASE-3	Zone-1	Young Men's Hindu Gs	CR20T000194M	Rack Charger	Socket	03 Jun, 2020		The socket screw have become loose	I1	Fixing of Socket	The socket screw have become loose. Need to fix the screw of the socket.	5	Trivial		2		0	null
	New Ticket	TCKT1320	null	EDLP_PHASE-1	Zone-3	Curepipe Road Gs	null	Rack Charger	Latch	03 Jun, 2020		The latch is not working.	I1	Fixing of Latch	Need to check the latch.	58338858	Trivial		2		0	null
	New Ticket	TCKT1319	null	EDLP_PHASE-2	Zone-1	Dr Edgard Millien Gs	0619 MP2 CC 700 0556	Rack Charger	Fans	03 Jun, 2020		The fan of the rack charger is not working.	I2	Replacement of Fan	The fan of the rack charger is not working. Need to change the fan as the timer is working.	3	Trivial		4		0	null
	New Ticket	TCKT1318	null	EDLP_PHASE-1	Zone-4	Henrietta Gs	No Asset Serial No	Rack Charger	Handle	03 Jun, 2020		Replacement of Handle	I2	Replacement of Handle	Grade 2 , to replace handle of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1317	null	EDLP_PHASE-1	Zone-1	Calebasses Gs	No Asset Serial No	Rack Charger	Solo Panel	03 Jun, 2020		The solo panel of the rack charger is broken	I2	Replacement of Solo Panel	The solo panel of the rack charger is broken. Need to change the solo panel.	6	Trivial		4		0	null
	New Ticket	TCKT1316	null	EDLP_PHASE-3	Zone-3	M.burrenchobay Gs	CR20T000059M	Rack Charger	Latch	03 Jun, 2020		The latch is broken.	I2	Replacement of Latch	Need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT1315	null	EDLP_PHASE-1	Zone-3	Cluny Gs	No Asset Serial No	Rack Charger	Fans	03 Jun, 2020		The fan is broken.	I2	Replacement of Fan	Need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT1314	null	EDLP_PHASE-3	Zone-1	X.christian Barbe Gs	CR20T000077M	Rack Charger	Solo Panel	03 Jun, 2020		The solo panel of the rack charger is broken	I2	Replacement of Solo Panel	The solo panel of the rack charger is broken. Need to change the solo panel.	2	Trivial		4		0	null
	New Ticket	TCKT1313	null	EDLP_PHASE-2	Zone-1	D'epinay Gs	0619 MP2 CC 700 0480	Rack Charger	Fans	03 Jun, 2020		The fan of the rack charger is not working.	I1	Fixing of Fan	The fan of the rack charger is not working.Need to see the timer if working.	6	Trivial		2		0	null
	New Ticket	TCKT1312	null	EDLP_PHASE-2	Zone-1	S.k.kanhye Gs	0619 MP2 CC 700 0562	Rack Charger	Power Cord	03 Jun, 2020		The power cord of the rack charger is broken	I2	Replacement of Power Cord	In Grade 3 Red, the power cord of the rack charger is broken. Need to replace..	4015110	Trivial		4		0	null
	New Ticket	TCKT1311	null	EDLP_PHASE-1	Zone-1	Bheewa Mahadoo Gs	No Asset Serial No	Rack Charger	Solo Panel	03 Jun, 2020		The solo panel of the rack charger is loose.	I1	Fixing of Solo Panel	The solo panel of the rack charger is loose. Need to fix the screw of the solo	63	Trivial		2		0	null
	New Ticket	TCKT1310	null	EDLP_PHASE-1	Zone-1	The Vale Gs	KT-CHR-1701423	Rack Charger	Fans	03 Jun, 2020		The fan of the rack charger has stopped working	I1	Fixing of Fan	In Grade 1 Green, the rack charger is not charging tablets. Teacher cannot hear the sound of the fan. Need to fix fan of rack charger.	2136970	Trivial		2		0	null
	New Ticket	TCKT1309	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	CR20T000240M	Rack Charger	Solo Panel	03 Jun,		The solo panel of the rack	I1	Fixing of Solo Panel	The solo panel of the rack charger is	8	Trivial		2		0	null

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New Ticket	TCKT1308	null	EDLP_PHASE-2	Zone-1	New Pailles Gs	0619 MP2 CC 700 0120	Rack Charger	MCB (Bracker)	2020 03 Jun, 2020		charger is loose. while switching on the rack charger ,the MCB(bracker) is switching off.	I2	Replacement of MCB (Bracker)	loose.Need to fix the screw. while switching on the rack charger ,the MCB(bracker) is switching off. Need to change the MCB Bracker	6	Trivial		4		0	null
New Ticket	TCKT1307	null	EDLP_PHASE-3	Zone-1	P. D'or Village Gs	CR20T000431M	Rack Charger	Fans	03 Jun, 2020		Fan of rack charger is not working	I2	Replacement of Fan	In Grade 4 Blue, the fan of the rack charger is not working. Rack charger is not charging tablets. Need to replace fan of RC.	6321010	Trivial		4		0	null
New Ticket	TCKT1306	null	EDLP_PHASE-1	Zone-1	Barlow Gs	No Asset Serial No	Rack Charger	Wheels	03 Jun, 2020		The wheels of the rack charger is broken	I2	Replacement of Wheels	The wheels of the rack charger is broken. Need to change the wheel of the rack charger.	63	Trivial		4		0	null
New Ticket	TCKT1305	null	EDLP_PHASE-2	Zone-1	Roche Terre	0619 MP2 CC 300 0223	Rack Charger	Power Cord	03 Jun, 2020		Power cord is torn out	I1	Fixing of Power Cord	In Grade 3, the power cord is torn out. Rack charger is not switching on.	4059878	Trivial		2		0	null
New Ticket	TCKT1304	null	EDLP_PHASE-1	Zone-1	Surtee Soonnee Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	03 Jun, 2020		The MCB does not stay "ON"	I2	Replacement of MCB (Bracker)	In Grade 1 Yellow, the MCB does not stay 'ON'. Need to replace.	2897563	Trivial		4		0	null
New Ticket	TCKT1303	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	CR20T000285M	Rack Charger	Wheels	03 Jun, 2020		The wheels of the rack charger have broken.	I2	Replacement of Wheels	The wheels of the rack charger have broken.Need to change the wheels.	6	Trivial		4		0	null
New Ticket	TCKT1302	null	EDLP_PHASE-3	Zone-1	P. Des Papayes Gs	CR20T000404M	Rack Charger	Fans	03 Jun, 2020		Fan of rack charger is not working	I1	Fixing of Fan	In Grade 4 Red, rack charger is not charging tabs. Teacher cannot hear the sound of the fan Need to fix.	2125898	Trivial		2		0	null
New Ticket	TCKT1301	null	EDLP_PHASE-2	Zone-1	New La Tour Koenig Gs	null	Rack Charger	MCB (Bracker)	03 Jun, 2020		while switching on the rack charger ,the MCB(bracker) is switching off.	I1	Fixing of MCB (Bracker)	while switching on the rack charger ,the MCB(bracker) is switching off.Need to fix issue.	6	Trivial		2		0	null
New Ticket	TCKT1300	null	EDLP_PHASE-2	Zone-1	Roches Noires Gs	0619 MP2 CC 700 0076	Rack Charger	Handle	03 Jun, 2020		The handle is broken	I2	Replacement of Handle	In Grade 2, the handle of the rack charger is broken. Need to replace handle of RC.	4169830	Trivial		4		0	null
New Ticket	TCKT1299	null	EDLP_PHASE-1	Zone-1	B. Khemlolia Gs	No Asset Serial No	Rack Charger	Wheels	03 Jun, 2020		The wheels of the rack charger is not rolling.	I1	Fixing the Wheels	The wheels of the rack charger is not rolling.Need to fix the wheels.	526	Trivial		2		0	null
New Ticket	TCKT1298	null	EDLP_PHASE-1	Zone-1	St Croix Gs (Elsie Prele)	No Asset Serial No	Rack Charger	MCB (Bracker)	03 Jun, 2020		The MCB is tripping frequently	I1	Fixing of MCB (Bracker)	Need to fix the MCB in Grade 1 Blue as it keeps tripping frequently.	4089873	Trivial		2		0	null
New Ticket	TCKT1297	null	EDLP_PHASE-3	Zone-1	The Vale Gs	CR20T000210M	Rack Charger	Wheels	03 Jun, 2020		The wheels of the rack charger is not rolling.	I1	Fixing the Wheels	The wheels of the rack charger is not rolling.Need to fix the wheels.	6	Trivial		2		0	null
New Ticket	TCKT1296	null	EDLP_PHASE-2	Zone-1	Morcellement Raffray Gs	0619 MP2 CC 700 0414	Rack Charger	Switch	03 Jun, 2020		The switch of the rack charger have broken.	I2	Replacement of Switch	The switch of the rack charger have broken. Need to change the socket	6	Trivial		4		0	null
New Ticket	TCKT1295	null	EDLP_PHASE-3	Zone-1	Old La Tour Koenig Gs	CR20T000452M	Rack Charger	MCB (Bracker)	03 Jun, 2020		The MCB does not remain reset	I2	Replacement of MCB (Bracker)	In Grade 4 Red, the MCB does not remain rest. Need to replace.	6548982	Trivial		4		0	null
New Ticket	TCKT1294	null	EDLP_PHASE-1	Zone-1	Arsenal Gs	No Asset Serial No	Rack Charger	Lock	03 Jun, 2020		The lock of the rack charger have broken.	I2	Replacement of Lock CR	The lock of the rack charger have broken. Need to replace the lock CR.	5	Trivial		4		0	null
New Ticket	TCKT1293	null	EDLP_PHASE-2	Zone-1	Raoul Rivet Gs	0619 MP2 CC 700 0001	Rack Charger	Handle	03 Jun, 2020		The handle of the rack charger is loose	I1	Fixing of Handle	In Grade 3, the handle of the rack charger is loose. Need to fix.	2124898	Trivial		2		0	null
New Ticket	TCKT1292	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	CR20T000251M	Rack Charger	Padlock	03 Jun, 2020		The key broke in the padlock	I2	Replacement of Padlock	The key broke in the padlock. Need to change the padlock	6	Trivial		4		0	null
New Ticket	TCKT1291	null	EDLP_PHASE-2	Zone-1	Mohabeer Foogooa Gs	0619 MP2 CC 700 0463	Rack Charger	Switch	03 Jun, 2020		The switch of the rack charger is loose.	I1	Fixing of Switch	The switch of the rack charger is loose.Need to fix the screw	6	Trivial		2		0	null
New Ticket	TCKT1290	null	EDLP_PHASE-1	Zone-1	Sir S. Ramgoolam Gs	KT-CHR-1596602	Rack Charger	Switch	03 Jun, 2020		Switch of rack charger is faulty	I2	Replacement of Switch	In Grade 1 Marigold, the switch of the rack charger is faulty. Need to replace.	2014749	Trivial		4		0	null
New Ticket	TCKT1289	null	EDLP_PHASE-1	Zone-1	Amaury Gs	No Asset Serial No	Rack Charger	Lock	03 Jun, 2020		The rack charger is not taking lock.	I1	Fixing of Lock CR	The rack charger is not taking lock.Need to fix the lock CR	5	Trivial		2		0	null
New Ticket	TCKT1288	null	EDLP_PHASE-3	Zone-1	Notre Dame Gs	CR20T000464M	Rack Charger	MCB (Bracker)	03 Jun, 2020		The MCB is tripping frequently.	I1	Fixing of MCB (Bracker)	In Grade 4, the MCB is tripping frequently. Need to fix.	4058987	Trivial		2		0	null
New Ticket	TCKT1287	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	CR20T000252M	Rack Charger	Padlock	03 Jun, 2020		The key broke in the padlock	I1	Fixing of Padlock	The key broke in the padlock. Need to fix the issue.	6	Trivial		2		0	null
New Ticket	TCKT1286	null	EDLP_PHASE-2	Zone-1	Marcel Cabon Gs	0619 MP2 CC 700 0496	Rack Charger	Socket	03 Jun, 2020		The socket place screw have broken	I2	Replacement of Socket	The socket place screw have broken. Need to change the socket	6	Trivial		4		0	null
New Ticket	TCKT1285	null	EDLP_PHASE-2	Zone-1	R. Moosun Gs	0619 MP2 CC 700 0051	Rack Charger	Latch	03 Jun, 2020		The latch of the rack charger is broken	I2	Replacement of Latch	In Grade 2, the latch of the rack charger is broken.	2128336	Trivial		4		0	null
New Ticket	TCKT1284	null	EDLP_PHASE-1	Zone-1	Sir H. Vaghjee Gs	KT-CHR-1596443	Rack Charger	Switch	03 Jun, 2020		Rack charger is not switching on	I1	Fixing of Switch	In Grade 1 Blue, need to fix the switch as rack charger is not switching on.	4051212	Trivial		2		0	null
New Ticket	TCKT1283	null	EDLP_PHASE-1	Zone-1	A. Rahman Abdool Gs	No Asset Serial No	Rack Charger	Electrical Panel	03 Jun, 2020		Rack Charger is not charging tablets	I2	Replacement of electric panel	Rack Charger is not charging tablets. Need to replace the electrical panel.	6	Trivial		4		0	null
New Ticket	TCKT1282	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	CR20T000273M	Rack Charger	Lock	03 Jun, 2020		The lock of the rack charger have broken.	I2	Replacement of Lock CR	The lock of the rack charger have broken. Need to change the lock CR	9	Trivial		4		0	null
New Ticket	TCKT1281	null	EDLP_PHASE-3	Zone-1	Noe Nemorin Gs	CR20T000348M	Rack Charger	Switch	03 Jun, 2020		Switch of rack charger is faulty	I2	Replacement of Switch	In Grade 4 Yellow, the switch is faulty. Need to replace.	2013634	Trivial		4		0	null
New Ticket	TCKT1280	null	EDLP_PHASE-2	Zone-1	R. Goburdhun Gs	0619 MP2 CC 700 0023	Rack Charger	Latch	03 Jun, 2020		The screw of the latch is loose	I1	Fixing of Latch	In Grade 2 Red, the screw of the latch is loose. Need to fix.	6523131	Trivial		2		0	null
New Ticket	TCKT1279	null	EDLP_PHASE-2	Zone-1	Mapou Gs	0619 MP2 CC 700 0102	Rack Charger	Socket	03 Jun, 2020		The socket screw have become loose	I1	Fixing of Socket	The socket screw have become loose. Need to fix the screw	2	Trivial		2		0	null
New Ticket	TCKT1278	null	EDLP_PHASE-1	Zone-1	Sir Edgar Laurent Gs	KT-CHR-1701187	Rack Charger	Socket	03 Jun, 2020		Rack charger is not switching on	I2	Replacement of Socket	In Grade 1 Pink, need to replace the socket of the rack charger.	4563201	Trivial		4		0	null
New Ticket	TCKT1277	null	EDLP_PHASE-3	Zone-1	Nicolay Gs	CR20T000350M	Rack Charger	Switch	03 Jun, 2020		Rack charger is not switching on	I1	Fixing of Switch	The switch of the rack charger is not working in Grade 4.	2036974	Trivial		2		0	null
New Ticket	TCKT1276	null	EDLP_PHASE-1	Zone-1	E. Anquetil Gs	No Asset Serial No	Rack Charger	Electrical Panel	03 Jun, 2020		Rack charger is making strange noise	I1	Fixing of Electrical Panel	Rack charger is making strange noise.Need to fix issue.	52	Trivial		2		0	null
New Ticket	TCKT1275	null	EDLP_PHASE-2	Zone-1	Pte Aux Piments Gs	0619 MP2 CC 700 0563	Rack Charger	Fans	03 Jun, 2020		Fan of rack charger is not working	I2	Replacement of Fan	In Grade 3 Green, the fan of the rack charger has stopped working. Need to replace fan of RC.	4089336	Trivial		4		0	null
New Ticket	TCKT1274	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	CR20T000269M	Rack Charger	Lock	03 Jun, 2020		The rack charger is not closing.	I1	Fixing of Lock CR	The rack charger is not closing.Need to fix the lock CR	6	Trivial		2		0	null

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	New Ticket	TCKT1273	null	EDLP_PHASE-1	Zone-1	Sir A. Jugnauth Gs	No Asset Serial No	Rack Charger	Socket	03 Jun, 2020		Rack charger is not switching on	I1	Fixing of Socket	In Grade 1 Yellow, need to fix socket of rack charger.	6023001	Trivial		2		0	null
	New Ticket	TCKT1272	null	EDLP_PHASE-2	Zone-1	Maheshwarnath Gs	0619 MP2 CC 300 0100	Rack Charger	Solo Panel	03 Jun, 2020		The Rack Charger solo panel is broken.	I2	Replacement of Solo Panel	The Rack Charger solo panel is broken. Need fix the solo panel.	6	Trivial		4		0	null
	New Ticket	TCKT1271	null	EDLP_PHASE-1	Zone-1	Dr. O. Beaugeard Gs	No Asset Serial No	Rack Charger	Timer	03 Jun, 2020		Rack charger is making strange noise	I2	Replacement of Timer	Rack charger is making strange noise.Need to replace the timer.	3	Trivial		4		0	null
	New Ticket	TCKT1270	null	EDLP_PHASE-3	Zone-1	New Pailles Gs	CR20T000426M	Rack Charger	Socket	03 Jun, 2020		Socket is faulty	I2	Replacement of Socket	In Grade 4 Blue, the socket of the rack charger is faulty. Need to replace.	4058285	Trivial		4		0	null
	New Ticket	TCKT1269	null	EDLP_PHASE-2	Zone-1	Pt J.sharma Radhay Gs (congomah Gs)	0619 MP2 CC 700 0012	Rack Charger	Fans	03 Jun, 2020		Rack charger is not charging tablets	I1	Fixing of Fan	In Grade 3 Blue, the rack charger is not charging the tablets. Educator can't hear the sound of the fan. Need to fix.	2121187	Trivial		2		0	null
	New Ticket	TCKT1268	null	EDLP_PHASE-1	Zone-1	Seeneevassen Gs	No Asset Serial No	Rack Charger	Solo Panel	03 Jun, 2020		Solo Panel of rack charger came out	I2	Replacement of Solo Panel	In Grade 1 Red, the solo panel of the rack charger came out.	6054848	Trivial		4		0	null
	New Ticket	TCKT1267	null	EDLP_PHASE-3	Zone-1	New La Tour Koenig Gs	CR20T000410M	Rack Charger	Socket	03 Jun, 2020		Rack charger is not switching on	I1	Fixing of Socket	In Grade 4 Red, the rack charger is not switching on. Need to fix the socket.	4089333	Trivial		2		0	null
	New Ticket	TCKT1266	null	EDLP_PHASE-2	Zone-1	Pt D S. Ayrya Gs	0619 MP2 CC 700 0011	Rack Charger	MCB (Bracker)	03 Jun, 2020		The MCB does not stay "ON"	I2	Replacement of MCB (Bracker)	In Grade Yellow, the MCB does not stay ON. Need to replace.	2083696	Trivial		4		0	null
	New Ticket	TCKT1265	null	EDLP_PHASE-1	Zone-1	S.k.kanhya Gs	No Asset Serial No	Rack Charger	Solo Panel	03 Jun, 2020		Solo Panel of rack charger is loose	I1	Fixing of Solo Panel	In Grade 1 Green, the solo panel of the rack charger is loose. Need to fix.	4569802	Trivial		2		0	null
	New Ticket	TCKT1264	null	EDLP_PHASE-3	Zone-1	Morcellement Raffray Gs	CR20T000468M	Rack Charger	Solo Panel	03 Jun, 2020		The solo panel of the RC came out	I2	Replacement of Solo Panel	In Grade 4 Red, the solo panel of the rack charger came out.	4089832	Trivial		4		0	null
	New Ticket	TCKT1263	null	EDLP_PHASE-2	Zone-1	Prof Ramprakash Gs	0619 MP2 CC 700 0020	Rack Charger	MCB (Bracker)	03 Jun, 2020		The MCB is causing a short circuit.	I1	Fixing of MCB (Bracker)	In Grade 3 Blue, the MCB is causing a short circuit. Need to fix	2065489	Trivial		2		0	null
	New Ticket	TCKT1262	null	EDLP_PHASE-3	Zone-1	St Antoine Rc	CR20T000196M	Rack Charger	Electrical Panel	03 Jun, 2020		Rack Charger is not charging tablets	I2	Replacement of electric panel	Rack Charger is not charging tablets. Need to replace the electrical panel as the rack charge is not switching on.	63	Trivial		4		0	null
	New Ticket	TCKT1261	null	EDLP_PHASE-2	Zone-1	M. Kisnah Gs	0619 MP2 CC 700 0499	Rack Charger	Solo Panel	03 Jun, 2020		The solo panel of the rack charger is loose.	I1	Fixing of Solo Panel	The solo panel of the rack charger is loose. Need to fix the screw	3	Trivial		2		0	null
	New Ticket	TCKT1260	null	EDLP_PHASE-1	Zone-1	Roche Terre	No Asset Serial No	Rack Charger	Wheels	03 Jun, 2020		One wheel of the rack charger is broken	I2	Replacement of Wheels	In Grade 1 Yellow, one wheel of the rack charger is broken. Need to replace.	2089860	Trivial		4		0	null
	New Ticket	TCKT1259	null	EDLP_PHASE-1	Zone-1	Dr I.a. Goomany Gs	No Asset Serial No	Rack Charger	Timer	03 Jun, 2020		Rack Charger is not charging tablets	I1	Fixing/Replacement Single timer	Rack Charger is not charging tablets. The timer is not working need to change.	8	Trivial		2		0	null
	New Ticket	TCKT1258	null	EDLP_PHASE-3	Zone-1	Mohabeer Foogooa Gs	CR20T000417M	Rack Charger	Solo Panel	03 Jun, 2020		Solo Panel of rack charger is loose	I1	Fixing of Solo Panel	In Grade 4, the solo panel of the rack charger is loose. Need to fix.	2086563	Trivial		2		0	null
	New Ticket	TCKT1257	null	EDLP_PHASE-3	Zone-1	Signal Mountain Rc	CR20T000261M	Rack Charger	Electrical Panel	03 Jun, 2020		Rack Charger is not switching on	I1	Fixing of Electrical Panel	Rack Charger is not switching on. Need to check the electrical panel.	5	Trivial		2		0	null
	New Ticket	TCKT1256	null	EDLP_PHASE-2	Zone-1	Lamitie Gs	0619 MP2 CC 700 0166	Rack Charger	Wheels	03 Jun, 2020		The wheels of the rack charger is broken	I2	Replacement of Wheels	The wheels of the rack charger is broken. Need to replace the wheel.	6	Trivial		4		0	null
	New Ticket	TCKT1255	null	EDLP_PHASE-2	Zone-1	Pointe Aux Sables Gs	0619 MP2 CC 700 0115	Rack Charger	Switch	03 Jun, 2020		Rack charger is not switching on	I2	Replacement of Switch	The switch of the rack charger in Grade 3 is not working. Need to replace.	4089832	Trivial		4		0	null
	New Ticket	TCKT1254	null	EDLP_PHASE-1	Zone-1	Roches Noires Gs	KT-CHR-1596761	Rack Charger	Wheels	03 Jun, 2020		One wheel of the rack charger came out	I1	Fixing the Wheels	In Grade 1, one wheel of the rack charger came out. Need to fix	4058932	Trivial		2		0	null
	New Ticket	TCKT1253	null	EDLP_PHASE-1	Zone-1	Dr Edgard Millien Gs	No Asset Serial No	Rack Charger	null	03 Jun, 2020		Burning smell is coming out from the rack charger.	I3	Full Replacement of Rack Charger	Burning smell is coming out from the rack charger. Need to change the rack charger	3	Trivial		14		0	null
	New Ticket	TCKT1252	null	EDLP_PHASE-3	Zone-1	Marcel Cabon Gs	CR20T000458M	Rack Charger	Wheels	03 Jun, 2020		2 wheels of the rack charger are broken.	I2	Replacement of Wheels	In Grade 4 Red, 2 wheels of the rack charger are broken. Need to replace	6359870	Trivial		4		0	null
	New Ticket	TCKT1251	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	CR20T000278M	Rack Charger	Timer	03 Jun, 2020		Rack Charger is not charging tablets	I2	Replacement of Timer	Rack Charger is not charging tablets. Need to change the timer of the rack charger.	5	Trivial		4		0	null
	New Ticket	TCKT1250	null	EDLP_PHASE-2	Zone-1	Petite Julie Gs	0619 MP2 CC 700 0037	Rack Charger	Switch	03 Jun, 2020		Rack charger is not switching on	I1	Fixing of Switch	In Grade 2 Red, the rack charger is not switching on. Need to fix the switch.	6520303	Trivial		2		0	null
	New Ticket	TCKT1249	null	EDLP_PHASE-2	Zone-1	Labourdonnais Gs	0619 MP2 CC 300 0086	Rack Charger	Wheels	03 Jun, 2020		The wheels of the rack charger is not rolling.	I1	Fixing the Wheels	The wheels of the rack charger is not rolling. Need to fix the wheel	63	Trivial		2		0	null
	New Ticket	TCKT1248	null	EDLP_PHASE-1	Zone-1	D'epinay Gs	No Asset Serial No	Rack Charger	null	03 Jun, 2020		Rack charger is making strange noise	I2	Repairing of Rack Charger	Rack charger is making strange noise.Need to repair the rack charger.	3	Trivial		4		0	null
	New Ticket	TCKT1247	null	EDLP_PHASE-3	Zone-4	Richelieu Gs	CR20T000442M	Rack Charger	Ball Catcher	03 Jun, 2020		Fixing of Ball Catcher	I1	Fixing of Ball Catcher	Grade 4 red, to fixed the ball catcher of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1246	null	EDLP_PHASE-1	Zone-4	H. Chooromoney Gs	No Asset Serial No	Rack Charger	Handle	03 Jun, 2020		Fixing of Handle	I1	Fixing of Handle	Grade 2 red,to fixed the handle of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1245	null	EDLP_PHASE-2	Zone-4	Reunion Road Gs	No Asset Serial No	Rack Charger	Handle	03 Jun, 2020		Replacement of Handle	I2	Replacement of Handle	Grade 4 yellow, to replace handle of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1244	null	EDLP_PHASE-1	Zone-4	Flic En Flac Gs	No Asset Serial No	Rack Charger	Latch	03 Jun, 2020		Replacement of Latch	I2	Replacement of Latch	Grade 2, to replace latch of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1243	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	null	Rack Charger	Timer	03 Jun, 2020		Rack charger was in Manual mode.	I1	Configuring the Timer	Rack charger was in Manual mode.Need to change into automatic mode	16	Trivial		2		0	null
	New Ticket	TCKT1242	null	EDLP_PHASE-2	Zone-1	La Briquetterie Gs	null	Rack Charger	Padlock	03 Jun, 2020		Key is stuck in the padlock	I2	Replacement of Padlock	Key is stuck in the padlock. Need to replace the padlock.	8	Trivial		4		0	null
	New Ticket	TCKT1241	null	EDLP_PHASE-3	Zone-4	Remy Ollier Gs	CR20T000440M	Rack Charger	Handle	03 Jun, 2020		Fixing of Handle	I1	Fixing of Handle	Grade 4 red, to fixed handle of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1240	null	EDLP_PHASE-1	Zone-4	E. Rochecouste Gs	No Asset Serial No	Rack Charger	Latch	03 Jun, 2020		Fixing of Latch	I1	Fixing of Latch	Grade 2 yellow, to fixed the latch of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1239	null	EDLP_PHASE-1	Zone-1	Daneswock Sewraz Gs	No Asset Serial No	Rack Charger	null	03 Jun, 2020		Rack Charger is not charging tablets	I1	Fixing of wiring	Rack Charger is not charging tablets. Need to fix the wire	6	Trivial		2		0	null
	New Ticket	TCKT1238	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	CR20T000270M	Rack Charger	null	03 Jun, 2020		Burning smell is coming out from the rack charger.	I3	Full Replacement of Rack Charger	Burning smell is coming out from the rack charger.Need to change the full rack charger.	63	Trivial		14		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT1237	null	EDLP_PHASE-2	Zone-1	L. Serge Coutet Gs	0619 MP2 CC 300 0103	Rack Charger	Padlock	03 Jun, 2020		Key is stuck in the padlock	I1	Fixing of Padlock	Key is stuck in the padlock. Need to fix issue.	6	Trivial		2		0	null
	New Ticket	TCKT1236	null	EDLP_PHASE-1	Zone-1	D. Hurry Gs	No Asset Serial No	Rack Charger	null	03 Jun, 2020		The teacher is having a problem to understand how to use the rack charger.	I1	Training of Rack Charger	The teacher is having a problem to understand how to use the rack charger.Need to give training.	23	Trivial		2		0	null
	New Ticket	TCKT1235	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	CR20T000248M	Rack Charger	null	03 Jun, 2020		Rack Charger is not charging tablets	I2	Replacement of Broken Accessories	Rack Charger is not charging tablets. Need to change the timer of the rack.	6	Trivial		4		0	null
	New Ticket	TCKT1234	null	EDLP_PHASE-2	Zone-1	Jean Lebrun Gs	0619 MP2 CC 700 0425	Rack Charger	Lock	03 Jun, 2020		Remote holder is broken	I2	Replacement of Lock CR	Remote holder is broken. Need to change the lock.	6	Trivial		4		0	null
	New Ticket	TCKT1233	null	EDLP_PHASE-1	Zone-1	Creve Coeur Gs	No Asset Serial No	Rack Charger	null	03 Jun, 2020		Rack Charger is not charging tablets	I1	Fixing of Rack Charger	Rack Charger is not charging tablets.Need to fix the issue.	6	Trivial		2		0	null
	New Ticket	TCKT1232	null	EDLP_PHASE-3	Zone-4	Quinze Cantons Gs	CR20T000453M	Rack Charger	Latch	03 Jun, 2020		Replacement of Latch	I2	Replacement of Latch	Grade 3 green, to replace latch of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1231	null	EDLP_PHASE-1	Zone-4	Cascavelle Gs	No Asset Serial No	Rack Charger	Fans	03 Jun, 2020		Replacement of Fan	I2	Replacement of Fan	Grade 2 blue, to replace the fan of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1229	Vara Sumanth	EDLP_PHASE-2	Zone-4	New Bambous (geoffrey) Gs	0619 mp2 cc 700 0611	Rack Charger	Electrical Panel	02 Jun, 2020		Replacement of Power Cord	I1	Fixing of Electrical Panel	Grade 3 blue, to replace powercord of rack charger	58338860	Urgent		4		0	null
	New Ticket	TCKT1228	null	EDLP_PHASE-1	Zone-4	Candos Gs	No Asset Serial No	Rack Charger	Fans	02 Jun, 2020		Fixing of Fan	I1	Fixing of Fan	Grade 2 to fixed the fan of rackcharger	58338860	Trivial		2		0	null
	New Ticket	TCKT1227	null	EDLP_PHASE-3	Zone-4	Petite Riviere Gs	CR20T000249M	Rack Charger	Fans	02 Jun, 2020		Replacement of Fan	I2	Replacement of Fan	Grade 4 red, to replace the fan of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1226	null	EDLP_PHASE-2	Zone-4	N. Saddul Gs	0619 mp2 cc 700 0597	Rack Charger	Power Cord	02 Jun, 2020		Fixing of Power Cord	I1	Fixing of Power Cord	Grade green, to fixed the power cord of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1225	null	EDLP_PHASE-1	Zone-4	Black River Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	02 Jun, 2020		Replacement of MCB (Bracker)	I1	Fixing of MCB (Bracker)	Grade 2 red, to replace the mcb bracker of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1224	null	EDLP_PHASE-3	Zone-4	P.c.k Aryan Vedic Aided	CR20T000420M	Rack Charger	Fans	02 Jun, 2020		Fixing of Fan	I1	Fixing of Fan	Grade 4 red, to fixed the fan of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1223	null	EDLP_PHASE-2	Zone-4	Mesnil Gs	0619 mp2 cc 700 0493	Rack Charger	Handle	02 Jun, 2020		Replacement of Handle	I2	Replacement of Handle	Grade 1 red, to replace the handle of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1222	null	EDLP_PHASE-1	Zone-4	Beau Sejour Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	02 Jun, 2020		Fixing of MCB (Bracker)	I1	Fixing of MCB (Bracker)	Grade 2 red, to the the mcb bracker	58338860	Trivial		2		0	null
	New Ticket	TCKT1221	null	EDLP_PHASE-3	Zone-4	Pandit Sahadeo Gs	CR20T000311M	Rack Charger	MCB (Bracker)	02 Jun, 2020		Replacement of MCB (Bracker)	I2	Replacement of MCB (Bracker)	Grade 4 blue, to replace mcb bracker of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1220	null	EDLP_PHASE-2	Zone-4	Madho Gopaul Gs	0619 MP2 CC 300 0020	Rack Charger	Handle	02 Jun, 2020		Fixing of Handle	I1	Fixing of Handle	Grade1 yellow, to fixed the handle of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1219	null	EDLP_PHASE-1	Zone-4	Bambous "a" Gs	No Asset Serial No	Rack Charger	Switch	02 Jun, 2020		Replacement of Switch	I2	Replacement of Switch	Grade 2 yellow, to replace the switch of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1218	null	EDLP_PHASE-3	Zone-4	Palma Gs	CR20T000448M	Rack Charger	MCB (Bracker)	02 Jun, 2020		Fixing of MCB (Bracker)	I1	Fixing of MCB (Bracker)	Grade 4 blue to fixed the mcb bracket	58338860	Trivial		2		0	null
	New Ticket	TCKT1217	null	EDLP_PHASE-2	Zone-4	Louis Nellan Gs	0619 MP2 CC 700 0183	Rack Charger	Latch	02 Jun, 2020		Replacement of Latch	I2	Replacement of Latch	Grade 2 replace the latch	58338860	Trivial		4		0	null
	New Ticket	TCKT1216	null	EDLP_PHASE-1	Zone-4	Baichoo Madhoo Gs	No Asset Serial No	Rack Charger	null	02 Jun, 2020		Fixing of Switch	I1	Fixing of wiring	Grade2 , to fixed switch of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1215	null	EDLP_PHASE-3	Zone-4	P.d. De Marigny Gs	CR20T000372M	Rack Charger	Switch	02 Jun, 2020		Replacement of Switch	I2	Replacement of Switch	Grade 4 red, to replace switch of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1214	null	EDLP_PHASE-2	Zone-4	Le Morne Gs	null	Rack Charger	Latch	02 Jun, 2020		Fixing of Latch	I1	Fixing of Latch	Grade 1 blue, to fixed the latch	58338860	Trivial		2		0	null
	New Ticket	TCKT1213	null	EDLP_PHASE-1	Zone-4	Allee Brillant Gs	No Asset Serial No	Rack Charger	Socket	02 Jun, 2020		Replacement of Socket	I2	Replacement of Socket	Grade 3 red, to replace the socket	58338860	Trivial		4		0	null
	New Ticket	TCKT1211	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	CR20T000286M	Rack Charger	null	02 Jun, 2020		Rack Charger is not charging tablets	I2	Repairing of Rack Charger	Rack Charger is not charging tablets. Need to repair the rack charger.	3	Trivial		4		0	null
	New Ticket	TCKT1210	null	EDLP_PHASE-2	Zone-1	Ilot Gs	0619 MP2 CC 300 0091	Rack Charger	Lock	02 Jun, 2020		The rack charger is not closing.	I1	Fixing of Lock CR	The rack charger is not closing. Need to fix the lock CR	5	Trivial		2		0	null
	New Ticket	TCKT1209	null	EDLP_PHASE-1	Zone-1	Cottage Gs	DONG-B865X700158	Dongle Wecast	null	02 Jun, 2020		Projector is not displaying image	I2	Replacement of Dongle	Projector is not displaying image.Need to change the dongle	2	Trivial		4		0	null
	New Ticket	TCKT1207	null	EDLP_PHASE-2	Zone-1	H. Ramnarain Gs	0619 MP2 CC 700 0426	Rack Charger	Electrical Panel	02 Jun, 2020		Rack Charger is not charging tablets	I2	Replacement of electric panel	Rack Charger is not charging tablets. Need to check the electrical panel.	6	Trivial		4		0	null
	New Ticket	TCKT1206	null	EDLP_PHASE-1	Zone-1	Cite Vallijee Gs (residence Vallijee Gs)	No Asset Serial No	Dongle Wecast	null	02 Jun, 2020		Projector is not displaying image	I1	Checking of Dongle	Projector is not displaying image.Need to check the dongle.	3	Trivial		2		0	null
	New Ticket	TCKT1205	null	EDLP_PHASE-1	Zone-1	Raoul Rivet Gs	KT-CHR-1596284	Rack Charger	Lock	02 Jun, 2020		Lock of rack charger is not opening	I2	Replacement of Lock CR	In Grade 1 Blue, the lock of the rack charger is not opening.	2056588	Trivial		4		0	null
	New Ticket	TCKT1204	null	EDLP_PHASE-3	Zone-1	Mapou Gs	CR20T000483M	Rack Charger	Wheels	02 Jun, 2020		One wheel of the rack charger came out	I1	Fixing the Wheels	In Grade 4 Yellow, one wheel of the rack charger came out. Need to fix.	2059841	Trivial		2		0	null
	New Ticket	TCKT1203	null	EDLP_PHASE-2	Zone-1	Pamplemousses Gs	0619 MP2 CC 700 0016	Rack Charger	Socket	02 Jun, 2020		Rack charger is not switching on	I2	Replacement of Socket	In Grade 3, the socket is faulty as rack charger is not switching on. Need to replace.	2059893	Trivial		4		0	null
	New Ticket	TCKT1202	null	EDLP_PHASE-1	Zone-1	R. Moosun Gs	KT-CHR-1701503	Rack Charger	Lock	02 Jun, 2020		Door of the rack charger is not taking lock	I1	Fixing of Lock CR	In Grade 1 Red, the educator is unable to close the door of the rack charger as it is not taking lock. Need to fix.	6598782	Trivial		2		0	null
	New Ticket	TCKT1201	null	EDLP_PHASE-3	Zone-4	New Bambous Gs	CR20T000191M	Rack Charger	Switch	02 Jun, 2020		Fixing of Switch	I1	Fixing of Switch	Grade 4 red, to fixed switch of rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1200	null	EDLP_PHASE-2	Zone-4	La Gaulette Gs	No Asset Serial No	Rack Charger	Fans	02 Jun, 2020		Replacement of Fan	I2	Replacement of Fan	Grade 1 to replace fan of rack charger	58338860	Trivial		4		0	null
	New Ticket	TCKT1199	null	EDLP_PHASE-1	Zone-4	Albion Gs	No Asset Serial No	Rack Charger	Socket	02 Jun, 2020		Fixing of Socket	I1	Fixing of Socket	Grade 2 red, to fixed socket	58338860	Trivial		2		0	null
	New Ticket	TCKT1198	null	EDLP_PHASE-3	Zone-4	New Bambous (geoffrey) Gs	CR20T000239M	Rack Charger	Socket	02 Jun, 2020		Replacement of Socket	I2	Replacement of Socket	Grade 4 green, to replace socket	58338860	Trivial		4		0	null
	New Ticket	TCKT1197	null	EDLP_PHASE-2	Zone-4	J.t.ramsoonder Gs	0619 MP2 CC 700	Rack Charger	Fans	02 Jun,		Fixing of Fan	I1	Fixing of Fan	Grade 2 yellow, to fixed fan	58338860	Trivial		2		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
							0410			2020												
New Ticket	TCKT1196	null		EDLP_PHASE-1	Agalega	Antoinette Prudence Ste Famille Rcea	No Asset Serial No	Rack Charger	Solo Panel	02 Jun, 2020		Replacement of Solo Panel	I2	Replacement of Solo Panel	Grade 2red, to replace of solo panel	58338860	Trivial		4		0	null
New Ticket	TCKT1195	null		EDLP_PHASE-3	Zone-4	N. Saddul Gs	CR20T000461M	Rack Charger	Socket	02 Jun, 2020		Fixing of Socket	I1	Fixing of Socket	Grade 4 blue,	58338860	Trivial		2		0	null
New Ticket	TCKT1194	null		EDLP_PHASE-2	Zone-4	Highlands Gs	0619 MP2 CC 700 0406	Rack Charger	MCB (Bracker)	02 Jun, 2020		Replacement of MCB (Bracker)	I2	Replacement of MCB (Bracker)	Grade 1 yellow to replace bracker	58338860	Trivial		4		0	null
New Ticket	TCKT1193	null		EDLP_PHASE-1	Agalega	Anse Qitor Community School (open In 2017)	No Asset Serial No	Rack Charger	Solo Panel	02 Jun, 2020		Fixing of Solo Panel	I1	Fixing of Solo Panel	Grade 3 green to fixed the solo panel	58338860	Trivial		2		0	null
New Ticket	TCKT1192	null		EDLP_PHASE-3	Zone-4	Mesnil Gs	CR20T000475M	Rack Charger	Solo Panel	02 Jun, 2020		Replacement of Solo Panel	I2	Replacement of Solo Panel	Grade 4 yellow, to replace solo panel	58338860	Trivial		4		0	null
New Ticket	TCKT1191	null		EDLP_PHASE-2	Zone-4	Henrietta Gs	0619 MP2 CC 700 0085	Rack Charger	MCB (Bracker)	02 Jun, 2020		Fixing of MCB (Bracker)	I1	Fixing of MCB (Bracker)	Grade1 blue, to fixed the braker	58338860	Trivial		2		0	null
New Ticket	TCKT1190	null		EDLP_PHASE-1	Rodrigues	Terre Rouge Gs	No Asset Serial No	Rack Charger	Wheels	02 Jun, 2020		Replacement of Wheels	I2	Replacement of Wheels	Grade 2 red, to replace wheel of rack charger	58338860	Trivial		4		0	null
New Ticket	TCKT1189	null		EDLP_PHASE-3	Zone-4	Madho Gopaul Gs	CR20T000430M	Rack Charger	Solo Panel	02 Jun, 2020		Fixing of Solo Panel	I1	Fixing of Solo Panel	Grade 4 red, to fixed solo panel	58338860	Trivial		2		0	null
New Ticket	TCKT1188	null		EDLP_PHASE-2	Zone-4	H. Chooromoney Gs	0619 MP2 CC 700 0526	Rack Charger	Switch	02 Jun, 2020		Replacement of Switch	I2	Replacement of Switch	Grade 1 red, to replace switch of timer	58338860	Trivial		4		0	null
New Ticket	TCKT1187	null		EDLP_PHASE-1	Rodrigues	Ste Therese De Lenfant Jesus Rcea	No Asset Serial No	Rack Charger	Wheels	02 Jun, 2020		Fixing the Wheels	I1	Fixing the Wheels	Grade 2 red, to fixed the wheel of rack charger	58338860	Trivial		2		0	null
New Ticket	TCKT1186	null		EDLP_PHASE-3	Zone-1	C. Sacre De Jesus Rc	CR20T000274M	Rack Charger	null	02 Jun, 2020		The wires are torn out	I1	Fixing of wiring	The wires are torn out. Need to fix the wire.	53	Trivial		2		0	null
New Ticket	TCKT1185	null		EDLP_PHASE-2	Zone-1	Guy Rosemont Gs	0619 MP2 CC 700 0553	Rack Charger	Electrical Panel	02 Jun, 2020		Tablets are not charging	I1	Fixing of Electrical Panel	Tablets are not charging. Need to check the electrical panel.	5	Trivial		2		0	null
New Ticket	TCKT1184	null		EDLP_PHASE-1	Zone-1	Chitrakoot Gs	B865X700435	Projector Ricoh PJRX300	Projector Screen	02 Jun, 2020		The projector screen have broken.	I3	Replacement of Projector Screen	The projector screen have broken. Need to change the Projector Screen.	6	Trivial		14		0	null
New Ticket	TCKT1183	null		EDLP_PHASE-3	Zone-1	Young Men's Hindu Gs	CR20T000176M	Rack Charger	null	02 Jun, 2020		The teacher is having a problem to understand how to use the rack charger.	I1	Training of Rack Charger	The teacher is having a problem to understand how to use the rack charger. Need to give a training	6	Trivial		2		0	null
New Ticket	TCKT1182	null		EDLP_PHASE-2	Zone-1	Grand Bay Gs	0619 MP2 CC 700 0416	Rack Charger	Timer	02 Jun, 2020		Rack Charger is not charging tablets	I2	Replacement of Timer	Rack Charger is not charging tablets. Need to change the timer of the rack charger.	6	Trivial		4		0	null
New Ticket	TCKT1181	null		EDLP_PHASE-1	Zone-1	Calebasses Gs	B865X800285	Projector Ricoh PJRX300	Projector Screen	02 Jun, 2020		The projector screen is not scrolling up	I2	Repairing of Projector Screen	The projector screen is not scrolling up. Need to repair the projector screen	5	Trivial		4		0	null
New Ticket	TCKT1180	null		EDLP_PHASE-3	Zone-4	Louis Nellan Gs	CR20T000315M	Rack Charger	Wheels	02 Jun, 2020		Replacement of Wheels	I2	Replacement of Wheels	Grade 4 green, to replace the wheels of rack charger	58338860	Trivial		4		0	null
New Ticket	TCKT1179	null		EDLP_PHASE-2	Zone-4	Flic En Flac Gs	No Asset Serial No	Rack Charger	Switch	02 Jun, 2020		Fixing of Switch	I1	Fixing of Switch	Grade 1 green, to fixed the switch	58338860	Trivial		2		0	null
New Ticket	TCKT1178	null		EDLP_PHASE-1	Rodrigues	St Esprit Rcea	No Asset Serial No	Rack Charger	Lock	02 Jun, 2020		Replacement of Lock CR	I2	Replacement of Lock CR	Grade 3 green to replace lock of rack charger	58338860	Trivial		4		0	null
New Ticket	TCKT1177	null		EDLP_PHASE-3	Zone-4	Le Morne Gs	CR20T000384M	Rack Charger	Wheels	02 Jun, 2020		Fixing the Wheels	I1	Fixing the Wheels	Grade 4 yellow to fixed wheels of rack charger	58338860	Trivial		2		0	null
New Ticket	TCKT1176	null		EDLP_PHASE-2	Zone-4	E. Rochecouste Gs	0619 MP2 CC 700 0111	Rack Charger	Socket	02 Jun, 2020		Replacement of Socket	I2	Replacement of Socket	Grade 1 yellow, to replace socket	58338860	Trivial		4		0	null
New Ticket	TCKT1175	null		EDLP_PHASE-1	Rodrigues	Port Sud Est Gs	No Asset Serial No	Rack Charger	Lock	02 Jun, 2020		Fixing of Lock CR	I1	Fixing of Lock CR	Grade 2 yellow, to fixed the lock	58338860	Trivial		2		0	null
New Ticket	TCKT1174	null		EDLP_PHASE-3	Zone-4	La Gaulette Gs	CR20T000380M	Rack Charger	Padlock	02 Jun, 2020		Replacement of Padlock	I2	Replacement of Padlock	Grade 3, to replace the pad lock	58338860	Trivial		4		0	null
New Ticket	TCKT1173	null		EDLP_PHASE-2	Zone-4	Cascaville Gs	0619 MP2 CC 700 0477	Rack Charger	Socket	02 Jun, 2020		Fixing of Socket	I1	Fixing of Socket	Grade 1 blue to fixed the socket	58338860	Trivial		2		0	null
New Ticket	TCKT1172	null		EDLP_PHASE-1	Rodrigues	Oyster Bay Gs	KT-CHR-1701028	Rack Charger	Electrical Panel	02 Jun, 2020		Replacement of electric panel	I2	Replacement of electric panel	Grade 2 red, to replace the electric panel	58338860	Trivial		4		0	null
New Ticket	TCKT1171	null		EDLP_PHASE-3	Zone-4	J.t.ramsoonder Gs	CR20T000338M	Rack Charger	Padlock	02 Jun, 2020		Fixing of Padlock	I1	Fixing of Padlock	Grade 4 to fixed the pad lock	58338860	Trivial		2		0	null
New Ticket	TCKT1170	null		EDLP_PHASE-2	Zone-4	Candos Gs	0619 MP2 CC 700 0192	Rack Charger	Solo Panel	02 Jun, 2020		Replacement of Solo Panel	I2	Replacement of Solo Panel	Grade 1 red, to replace the solo panel	58338860	Trivial		4		0	null
New Ticket	TCKT1169	null		EDLP_PHASE-1	Rodrigues	Notre Dame De Lourdes Rcea	KT-CHR-1700157	Rack Charger	Electrical Panel	02 Jun, 2020		Fixing of Electrical Panel	I1	Fixing of Electrical Panel	Grade 2 , to fixed the electric panel	58338860	Trivial		2		0	null
New Ticket	TCKT1168	null		EDLP_PHASE-3	Zone-4	Highlands Gs	CR20T000342M	Rack Charger	Lock	02 Jun, 2020		Replacement of Lock CR	I2	Replacement of Lock CR	Grade 4 yellow, to replace the lock of rackcharger	58338860	Trivial		4		0	null
New Ticket	TCKT1167	null		EDLP_PHASE-2	Zone-4	Black River Gs	No Asset Serial No	Rack Charger	Solo Panel	02 Jun, 2020		Fixing of Solo Panel	I1	Fixing of Solo Panel	Grade 3 green, to fixed the solo panel	58338860	Trivial		2		0	null
New Ticket	TCKT1166	null		EDLP_PHASE-1	Rodrigues	Montagne Goyaves Community School	No Asset Serial No	Rack Charger	Timer	02 Jun, 2020		Replacement of Timer	I2	Replacement of Timer	Grade 2 green, to replace the timer of rack charger	58338860	Trivial		4		0	null
New Ticket	TCKT1165	null		EDLP_PHASE-3	Zone-4	Henrietta Gs	CR20T000479M	Rack Charger	Lock	02 Jun, 2020		Fixing of Lock CR	I1	Fixing of Lock CR	Grade 4 blue, to fixed the lock cr	58338860	Trivial		2		0	null
New Ticket	TCKT1164	null		EDLP_PHASE-2	Zone-4	Beau Sejour Gs	0619 MP2 CC 700 0089	Rack Charger	Wheels	02 Jun, 2020		Replacement of Wheels	I2	Replacement of Wheels	Grade 3 blue, to replace wheels of rack charger	58338860	Trivial		4		0	null
New Ticket	TCKT1163	null		EDLP_PHASE-1	Rodrigues	Mont Charlot Community School	KT-CHR-1701266	Rack Charger	Timer	02 Jun, 2020		Fixing/Replacement Single timer	I1	Fixing/Replacement Single timer	Grade 2 blue, to fixed the timer	58338860	Trivial		2		0	null
New Ticket	TCKT1162	null		EDLP_PHASE-3	Zone-4	H. Chooromoney Gs	CR20T000349M	Rack Charger	Electrical Panel	02 Jun, 2020		Replacement of electric panel	I2	Replacement of electric panel	Grade 4 red, to replace electric panel	58338860	Trivial		4		0	null
New Ticket	TCKT1161	null		EDLP_PHASE-2	Zone-4	Bambous "a" Gs	0619 MP2 CC 700 0558	Rack Charger	Wheels	02 Jun, 2020		Fixing the Wheels	I1	Fixing the Wheels	Grade 3 red,to fixed wheels of rack charger	58338860	Trivial		2		0	null
New Ticket	TCKT1160	null		EDLP_PHASE-1	Rodrigues	Marc Etienne Roche Bon Dieu Gs	No Asset Serial No	Rack Charger	null	02 Jun, 2020		Full Replacement of Rack Charger	I3	Full Replacement of Rack Charger	Grade 2 red, to replace rack charger	58338860	Trivial		14		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT1159	null	EDLP_PHASE-3	Zone-4	Flic En Flac Gs	CR20T000462M	Rack Charger	Electrical Panel	02 Jun, 2020		Fixing of Electrical Panel	I1	Fixing of Electrical Panel	Grade 4 red, to fixed the electric panel	58338860	Trivial	2			0	null
New Ticket	TCKT1158	null	EDLP_PHASE-2	Zone-4	Baichoo Madhoo Gs	0619 MP2 CC 700 0404	Rack Charger	Padlock	02 Jun, 2020		Replacement of Padlock	I2	Replacement of Padlock	Grade e red, to replace pad lock	58338860	Trivial	4			0	null
New Ticket	TCKT1157	null	EDLP_PHASE-1	Rodrigues	Mangues Gs	KT-CHR-1701344	Rack Charger	null	02 Jun, 2020		Repairing of Rack Charger	I2	Repairing of Rack Charger	Grade 2 blue, to repair rack charger	58338860	Trivial	4			0	null
New Ticket	TCKT1156	null	EDLP_PHASE-3	Zone-4	E. Rochecouste Gs	CR20T000485M	Rack Charger	Timer	01 Jun, 2020		Replacement of Timer	I2	Replacement of Timer	Grade 3 green, to replace of timer	58338860	Trivial	4			0	null
New Ticket	TCKT1155	null	EDLP_PHASE-2	Zone-4	Allee Brillant Gs	0619 MP2 CC 700 0424	Rack Charger	Padlock	01 Jun, 2020		Fixing of Padlock	I1	Fixing of Padlock	Grade 3 blue to fixed the padlock	58338860	Trivial	2			0	null
New Ticket	TCKT1154	null	EDLP_PHASE-1	Rodrigues	Grand La Fouche Corail Gs	KT-CHR-1596524	Rack Charger	null	01 Jun, 2020		Fixing of wiring	I1	Fixing of wiring	Grade 2 green to fixed the wiring	58338860	Trivial	2			0	null
New Ticket	TCKT1153	null	EDLP_PHASE-3	Zone-4	Cascavelle Gs	CR20T000325M	Rack Charger	Timer	01 Jun, 2020		Configuring the Timer	I1	Configuring the Timer	Grade 4 green to configuring of timer	58338860	Trivial	2			0	null
New Ticket	TCKT1152	null	EDLP_PHASE-2	Zone-4	Albion Gs	0619 MP2 CC 700 0446	Rack Charger	Lock	01 Jun, 2020		Replacement of Lock CR	I2	Replacement of Lock CR	Grade 2 blue to rplace the lock	58338860	Trivial	4			0	null
New Ticket	TCKT1151	null	EDLP_PHASE-1	Rodrigues	Father Ronald Gandy Rcea	No Asset Serial No	Rack Charger	null	01 Jun, 2020		Training of Rack Charger	I1	Training of Rack Charger	Grade 3 to give training how to use rack charger	58338860	Trivial	2			0	null
New Ticket	TCKT1150	null	EDLP_PHASE-3	Zone-4	Candos Gs	CR20T000456M	Rack Charger	null	01 Jun, 2020		Full Replacement of Rack Charger	I3	Full Replacement of Rack Charger	Grade 4 red, to replace rack charger	58338860	Trivial	14			0	null
New Ticket	TCKT1149	null	EDLP_PHASE-2	Agalega	Antoinette Prudence Ste Famille Rcea	0619 MP2 CC 700 0561	Rack Charger	Lock	01 Jun, 2020		Fixing of Lock CR	I1	Fixing of Lock CR	Grade 3 yellow to fixed the lock	58338860	Trivial	2			0	null
New Ticket	TCKT1148	null	EDLP_PHASE-1	Rodrigues	Batatran Gs	No Asset Serial No	Rack Charger	null	01 Jun, 2020		Fixing of Rack Charger	I1	Fixing of Rack Charger	Grade 2 blue to fixed of rack charger	58338860	Trivial	2			0	null
New Ticket	TCKT1147	null	EDLP_PHASE-3	Zone-4	Black River Gs	CR20T000477M	Rack Charger	null	01 Jun, 2020		Replacement of Broken Accessories	I2	Replacement of Broken Accessories	Grade 4 , to replace broken accessories	58338860	Trivial	4			0	null
New Ticket	TCKT1146	null	EDLP_PHASE-2	Agalega	Anse Quitar Community School (open In 2017)	0619 MP2 CC 700 0067	Rack Charger	Electrical Panel	01 Jun, 2020		Replacement of electric panel	I2	Replacement of electric panel	Grade 3 blue to replace the electric panel	58338860	Trivial	4			0	null
New Ticket	TCKT1145	null	EDLP_PHASE-1	Rodrigues	Basile Allas Port Mathurin Gs	No Asset Serial No	Dongle Wecast	null	01 Jun, 2020		Replacement of Dongle	I2	Replacement of Dongle	Grade 2 red, to replace dongle	58338860	Trivial	4			0	null
New Ticket	TCKT1144	null	EDLP_PHASE-3	Zone-1	Maheshwarnath Gs	CR20T000336M	Rack Charger	Padlock	01 Jun, 2020		The key broke in the padlock	I2	Replacement of Padlock	In Grade 4, the key broke in the padlock of the rack charger. Need to replace padlock.	6305252	Trivial	4			0	null
New Ticket	TCKT1143	null	EDLP_PHASE-2	Zone-1	P.d'or Hamlet Gs	0619 MP2 CC 700 0104	Rack Charger	Socket	01 Jun, 2020		The rack charger is not switching on.	I1	Fixing of Socket	The rack charger is not switching on in Grade 3 Green. Need to fix the socket.	4089856	Trivial	2			0	null
New Ticket	TCKT1142	null	EDLP_PHASE-1	Zone-1	R. Goburdhun Gs	No Asset Serial No	Rack Charger	Electrical Panel	01 Jun, 2020		Tablets are not charging	I2	Replacement of electric panel	In Grade 1 Yellow, half of the tablets in the rack charger are not charging.	4089873	Trivial	4			0	null
New Ticket	TCKT1141	null	EDLP_PHASE-3	Zone-1	M. Kisnah Gs	CR20T000489M	Rack Charger	Padlock	01 Jun, 2020		Cannot insert key in the padlock	I1	Fixing of Padlock	In Grade 4 Red, the ictso is unable to insert the key in the padlock. Nee to fix.	2015856	Trivial	2			0	null
New Ticket	TCKT1140	null	EDLP_PHASE-2	Zone-1	P. Shibchurn Gs	0619 MP2 CC 700 0027	Rack Charger	Solo Panel	01 Jun, 2020		The solo panel of the rack charger is broken	I2	Replacement of Solo Panel	In Grade 3 Yellow, the solo panel of the rack charger is broken. Need to replace.	6589872	Trivial	4			0	null
New Ticket	TCKT1139	null	EDLP_PHASE-1	Zone-1	Pte Aux Piments Gs	KT-CHR-1700079	Rack Charger	Electrical Panel	01 Jun, 2020		Tablets are not charging	I1	Fixing of Electrical Panel	In Grade 1 Green, the tablets in the rack charger are not charging.	4589893	Trivial	2			0	null
New Ticket	TCKT1138	null	EDLP_PHASE-3	Zone-1	L'amitie Gs	CR20T000482M	Rack Charger	Lock	01 Jun, 2020		The door of the rack charger is not taking lock	I2	Replacement of Lock CR	In Grade 4 Red, the teacher is unable to close the door of the rack charger as it is not taking lock.	4056000	Trivial	4			0	null
New Ticket	TCKT1137	null	EDLP_PHASE-2	Zone-1	P. Raffray Gs	0619 MP2 CC 700 0097	Rack Charger	Solo Panel	01 Jun, 2020		Need to fix the solo panel of the rack charger	I1	Fixing of Solo Panel	In Grade 3 Blue the solo panel of the rack charger came out as the screw was loose.	4051089	Trivial	2			0	null
New Ticket	TCKT1136	null	EDLP_PHASE-1	Zone-1	Pt J.sharma Radhay Gs (congomah Gs)	KT-CHR-1596363	Rack Charger	Timer	01 Jun, 2020		Rack Charger is not charging tablets	I2	Replacement of Timer	In Grade 1, rack charger is not charging tablets. Timer is not blinking and is not showing proper date and time.	4052036	Trivial	4			0	null
New Ticket	TCKT1135	null	EDLP_PHASE-3	Zone-1	X.christian Barbe Gs	WDN5K0017103K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Projector is not displaying image	I2	Replacement of Dongle	Need to change the dongle of the projector	2	Trivial	4			0	null
New Ticket	TCKT1134	null	EDLP_PHASE-2	Zone-1	G.r.n.w Gs	0619 MP2 CC 700 0452	Rack Charger	Timer	01 Jun, 2020		The timer is on manual mode.	I1	Configuring the Timer	The timer is on manual mode.Need to change to automatic mode	5	Trivial	2			0	null
New Ticket	TCKT1133	null	EDLP_PHASE-1	Zone-1	Bheewa Mahadoo Gs	B865X900043	Projector Ricoh PJRX300	Projector Screen	01 Jun, 2020		The projector screen is not scrolling up.	I2	Replacement of Part of Projector Screen	The projector screen is not scrolling up. Need to change the scrolling part.	9	Trivial	4			0	null
New Ticket	TCKT1132	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	WDN5K0017403K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Projector is not displaying image	I1	Checking of Dongle	Projector is not displaying image. Need to check the dongle.	8	Trivial	2			0	null
New Ticket	TCKT1131	null	EDLP_PHASE-3	Zone-1	Labourdonnais Gs	CR20T000378M	Rack Charger	Lock	01 Jun, 2020		The door of the rack charger is not taking lock	I1	Fixing of Lock CR	In Grade 4 Blue, the door of the rack charger is not taking lock. Need to fix the lock of the rack charger	4589896	Trivial	2			0	null
New Ticket	TCKT1130	null	EDLP_PHASE-2	Zone-1	P. D'or Village Gs	0619 MP2 CC 700 0035	Rack Charger	Wheels	01 Jun, 2020		One wheel of the rack charger is broken.	I2	Replacement of Wheels	In Grade 3 Blue, one wheel of the rack charger is broken. Need to replace wheel of rack charger.	6541212	Trivial	4			0	null
New Ticket	TCKT1129	null	EDLP_PHASE-1	Zone-1	Pt D S. Ayrya Gs	No Asset Serial No	Rack Charger	Timer	01 Jun, 2020		Tablets are not charging	I1	Fixing/Replacement Single timer	In Grade 1 Green, tablets are not charging and timer is not showing proper date and time.	4589873	Trivial	2			0	null
New Ticket	TCKT1128	null	EDLP_PHASE-3	Zone-4	Beau Sejour Gs	CR20T000491M	Rack Charger	null	01 Jun, 2020		Repairing of Rack Charger	I2	Repairing of Rack Charger	Grade 4 yellow, repairing of rack charger	58338860	Trivial	4			0	null
New Ticket	TCKT1127	null	EDLP_PHASE-3	Zone-1	La Briquetterie Gs	CR20T000376M	Rack Charger	Electrical Panel	01 Jun, 2020		Tablets are not charging.	I2	Replacement of electric panel	In Grade 4 Red, half of the tablets in the rack charger are not charging.	2563232	Trivial	4			0	null
New Ticket	TCKT1126	null	EDLP_PHASE-2	Zone-1	P. Des Papayes Gs	0619 MP2 CC 300 0067	Rack Charger	Wheels	01 Jun, 2020		Wheels of the rack charger came out	I1	Fixing the Wheels	In Grade 3 Red, 2 wheels of the rack charger came out. Need to fix.	6589878	Trivial	2			0	null
New Ticket	TCKT1125	null	EDLP_PHASE-1	Zone-1	Prof Ramprakash Gs	KT-CHR-1596681	Rack Charger	null	01 Jun, 2020		Burning smell coming out of rack charger and tablets are not taking charge	I3	Full Replacement of Rack Charger	In Grade 1 Yellow, rack charger is not charging tablets and a burning smell is coming out of the rack charger.	4569898	Trivial	14			0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT1124	null	EDLP_PHASE-3	Zone-3	Rose Belle North Gs	CR20T000066M	Rack Charger	Latch	01 Jun, 2020		The latch is not working.	I1	Fixing of Latch	Need to fix.	58338858	Trivial	2			0	null
	New Ticket	TCKT1123	null	EDLP_PHASE-2	Zone-3	Lapeyrouse Gs	0619 MP2 CC 700 0420	Rack Charger	Power Cord	01 Jun, 2020		The power cord is broken.	I2	Replacement of Power Cord	Need to change.	58338858	Trivial	4			0	null
	New Ticket	TCKT1122	null	EDLP_PHASE-3	Zone-1	L. Serge Coutet Gs	CR20T000374M	Rack Charger	Electrical Panel	01 Jun, 2020		The tablets are not charging	I2	Replacement of electric panel	In Grade 4, tablets are not charging at all.	2014545	Trivial	4			0	null
	New Ticket	TCKT1121	null	EDLP_PHASE-1	Zone-3	Cite Attlee Gs	No Asset Serial No	Rack Charger	Fans	01 Jun, 2020		The fan is not working.	I1	Fixing of Fan	Need to fix the fan.	58338858	Trivial	2			0	null
	New Ticket	TCKT1120	null	EDLP_PHASE-2	Rodrigues	Terre Rouge Gs	0619 MP2 CC 700 0025	Rack Charger	Electrical Panel	01 Jun, 2020		Fixing of Electrical Panel	I1	Fixing of Electrical Panel	Grade 3 red, to fixed the electrical panel	58338860	Trivial	2			0	null
	New Ticket	TCKT1119	null	EDLP_PHASE-2	Zone-1	Old La Tour Koenig Gs	0619 MP2 CC 700 0116	Rack Charger	Padlock	01 Jun, 2020		Padlock is broken	I2	Replacement of Padlock	In Grade 3 Red, padlock is not taking lock. Need to replace.	6548989	Trivial	4			0	null
	New Ticket	TCKT1118	null	EDLP_PHASE-1	Zone-1	Pointe Aux Sables Gs	No Asset Serial No	Rack Charger	null	01 Jun, 2020		Rack charger is not charging tablets	I2	Repairing of Rack Charger	In Grade 1 Blue, rack charger is not charging tablets.	6302529	Trivial	4			0	null
	New Ticket	TCKT1117	null	EDLP_PHASE-3	Zone-3	Robinson Road Gs	CR20T000006M	Rack Charger	Fans	01 Jun, 2020		The fan is broken.	I2	Replacement of Fan	Need to change the fan.	58338858	Trivial	4			0	null
	New Ticket	TCKT1116	null	EDLP_PHASE-2	Zone-3	La Sourdine Gs	0619 MP2 CC 700 0180	Rack Charger	Power Cord	01 Jun, 2020		The power cord is not working.	I1	Fixing of Power Cord	Need to fix	58338858	Trivial	2			0	null
	New Ticket	TCKT1115	null	EDLP_PHASE-1	Rodrigues	Araucaria Community Gs	No Asset Serial No	Dongle Wecast	null	01 Jun, 2020		Checking of Dongle	I1	Checking of Dongle	Grade 2 blue to check dongle	58338860	Trivial	2			0	null
	New Ticket	TCKT1114	null	EDLP_PHASE-2	Zone-1	Fond Du Sac Gs	0619 MP2 CC 700 0411	Rack Charger	null	01 Jun, 2020		Burning smell is coming out from the rack charger.	I3	Full Replacement of Rack Charger	Burning smell is coming out from the rack charger. Need to change the rack charger.	6	Trivial	14			0	null
	New Ticket	TCKT1113	null	EDLP_PHASE-1	Zone-3	Charles Telfair Gs	null	Rack Charger	MCB (Bracker)	01 Jun, 2020		The bracker is broken.	I2	Replacement of MCB (Bracker)	Need to change the bracker.	58338858	Trivial	4			0	null
	New Ticket	TCKT1112	null	EDLP_PHASE-3	Zone-3	Riche En Eau Gs	CR20T000025M	Rack Charger	Fans	01 Jun, 2020		The fan is not working.	I1	Fixing of Fan	Need to fix the fan.	58338858	Trivial	2			0	null
	New Ticket	TCKT1111	null	EDLP_PHASE-2	Zone-3	La Flora Gs	0619 MP2 CC 700 0560	Rack Charger	Handle	01 Jun, 2020		The handle is broken.	I2	Replacement of Handle	Need to replace handle.	58338858	Trivial	4			0	null
	New Ticket	TCKT1110	null	EDLP_PHASE-1	Zone-1	Barlow Gs	B865X600474	Projector Ricoh PJRX300	Projector Screen	01 Jun, 2020		The projector screen is not scrolling up	I1	Fixing of Projector Screen	The projector screen is not scrolling up, need to check.	63	Trivial	2			0	null
	New Ticket	TCKT1109	null	EDLP_PHASE-1	Zone-3	Camp Diable Gs	null	Rack Charger	MCB (Bracker)	01 Jun, 2020		The bracker is not working.	I1	Fixing of MCB (Bracker)	Need to fix.	58338858	Trivial	2			0	null
	New Ticket	TCKT1108	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	WDN5K0009103K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		The dongle is not connecting with the projector.	I1	Checking of Dongle	The dongle is not connecting with the projector.Need to check.	1	Trivial	2			0	null
	New Ticket	TCKT1107	null	EDLP_PHASE-3	Zone-3	R.sewpal Gs	CR20T000142M	Rack Charger	MCB (Bracker)	01 Jun, 2020		The bracker is broken.	I2	Replacement of MCB (Bracker)	Need to replace the bracker.	58338858	Trivial	4			0	null
	New Ticket	TCKT1106	null	EDLP_PHASE-2	Zone-1	Esp. Trebuchet Gs	0619 MP2 CC 700 0552	Rack Charger	null	01 Jun, 2020		The timer of the Rack charger is not functioning.	I2	Replacement of Broken Accessories	The timer of the Rack charger is not functioning. Need to charge the timer of the rack charger.	3	Trivial	4			0	null
	New Ticket	TCKT1105	null	EDLP_PHASE-2	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	0619 MP2 CC 300 0001	Rack Charger	Handle	01 Jun, 2020		The handle has came out.	I1	Fixing of Handle	Need to fix the handle.	58338858	Trivial	2			0	null
	New Ticket	TCKT1104	null	EDLP_PHASE-3	Zone-4	Bambous "a" Gs	CR20T000424M	Rack Charger	null	01 Jun, 2020		Replacement of wiring	I2	Replacement of wiring	Grade 4 Blue to replace wiring	58338860	Trivial	4			0	null
	New Ticket	TCKT1103	null	EDLP_PHASE-1	Zone-1	B. Khemloliva Gs	B865X800343	Projector Ricoh PJRX300	Ceilingmount Kit	01 Jun, 2020		The ceilingmount kit have broken.	I2	Replacement of Ceilingmount Kit	The Ceilingmount kit have broken.Need to change.	85	Trivial	4			0	null
	New Ticket	TCKT1102	null	EDLP_PHASE-1	Zone-3	Britannia Gs	No Asset Serial No	Rack Charger	Switch	01 Jun, 2020		The switch is broken.	I2	Replacement of Switch	Need to replace.	58338858	Trivial	4			0	null
	New Ticket	TCKT1101	null	EDLP_PHASE-2	Rodrigues	Ste Therese De L'enfant Jesus Rcea	0619 MP2 CC 700 0006	Rack Charger	Timer	01 Jun, 2020		Replacement of Timer	I2	Replacement of Timer	Grade 3 green ,to replace timer	58338860	Trivial	4			0	null
	New Ticket	TCKT1100	null	EDLP_PHASE-3	Zone-1	The Vale Gs	PD4CK51052000	Projector BenQ MW809ST	Wallmount Kit	01 Jun, 2020		The wallmount Kit have broken.	I2	Replacement of Wallmount Kit	The wallmount Kit have broken. Need to change.	8	Trivial	4			0	null
	New Ticket	TCKT1099	null	EDLP_PHASE-3	Zone-3	R.espitalier Noel Gs	CR20T000045M	Rack Charger	MCB (Bracker)	01 Jun, 2020		The bracker is not working.	I1	Fixing of MCB (Bracker)	Need to fix.	58338858	Trivial	2			0	null
	New Ticket	TCKT1098	null	EDLP_PHASE-2	Zone-1	E. Anquetil Gs	0619 MP2 CC 700 0408	Rack Charger	null	01 Jun, 2020		Rack Charger is not switching on	I1	Fixing of wiring	Rack Charger is not switching on. Need to fix the wire	6	Trivial	2			0	null
	New Ticket	TCKT1097	null	EDLP_PHASE-2	Zone-3	James Toolsy Gs	0619 MP2 CC 700 0413	Rack Charger	Latch	01 Jun, 2020		The latch is broken.	I2	Replacement of Latch	Need to change.	58338858	Trivial	4			0	null
	New Ticket	TCKT1096	null	EDLP_PHASE-3	Zone-1	Jean Lebrun Gs	CR20T000279M	Rack Charger	Timer	01 Jun, 2020		Rack charger is not charging tablets	I2	Replacement of Timer	In Grade 4 Blue, rack charger is not charging tablets, Timer is not showing date and time.	2120205	Trivial	4			0	null
	New Ticket	TCKT1095	null	EDLP_PHASE-1	Zone-3	Bel Ombre Gs	No Asset Serial No	Rack Charger	Switch	01 Jun, 2020		The switch is not working.	I1	Fixing of Switch	Need to fix.	58338858	Trivial	2			0	null
	New Ticket	TCKT1094	null	EDLP_PHASE-3	Zone-3	R.edward Hart Gs	CR20T000063M	Rack Charger	Switch	01 Jun, 2020		The switch is broken.	I2	Replacement of Switch	Need to change.	58338858	Trivial	4			0	null
	New Ticket	TCKT1093	null	EDLP_PHASE-2	Zone-3	Hugh Otter Barry Gs	0619 MP2 CC 300 0062	Rack Charger	Latch	01 Jun, 2020		The latch is not working.	I1	Fixing of Latch	Need to fix.	58338858	Trivial	2			0	null
	New Ticket	TCKT1092	null	EDLP_PHASE-1	Zone-3	Beau Vallon Gs	No Asset Serial No	Rack Charger	Socket	01 Jun, 2020		The sockets are broken.	I2	Replacement of Socket	Need to replace.	58338858	Trivial	4			0	null
	New Ticket	TCKT1091	null	EDLP_PHASE-1	Agalega	Antoinette Prudence Ste Famille Rcea	B865X600004	Projector Ricoh PJRX300	Projector Screen	01 Jun, 2020		Replacement of Projector Screen	I3	Replacement of Projector Screen	Grade 2 yellow, to replace projector screen	58338860	Trivial	14			0	null
	New Ticket	TCKT1090	null	EDLP_PHASE-3	Zone-4	Baichoo Madhoo Gs	CR20T000335M	Rack Charger	null	01 Jun, 2020		Fixing of wiring	I1	Fixing of wiring	Grade 3 Blue, to fixed the wiring	58338860	Trivial	2			0	null
	New Ticket	TCKT1089	null	EDLP_PHASE-1	Zone-1	Arsenal Gs	B865X700324	Projector Ricoh PJRX300	Ceilingmount Kit	01 Jun, 2020		The screw of the ceilingmount kit is loose.	I1	Checking of Ceilingmount Kit	The screw of the ceilingmount kit is loose. Need to check.	8	Trivial	2			0	null
	New Ticket	TCKT1088	null	EDLP_PHASE-2	Zone-1	Notre Dame Gs	0619 MP2 CC 300 0101	Rack Charger	Padlock	01 Jun, 2020		The padlock is not taking lock	I1	Fixing of Padlock	In Grade 2, need to fix the padlock.	6523014	Trivial	2			0	null
	New Ticket	TCKT1087	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	PD4CK51050000	Projector BenQ	Wallmount Kit	01 Jun,		The Wallmount kit Screw is	I1	Checking of Wallmount	The Wallmount kit Screw is loose. Need	5	Trivial	2			0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT1086	null	EDLP_PHASE-2	Zone-1	Dr. O. Beaugeard Gs	0619 MP2 CC 700 0487	MW809ST Rack Charger	null	2020 01 Jun, 2020		loose. The teacher is having a problem to understand how to use the rack charger.	I1	Kit Training of Rack Charger	to fix the screw The teacher is having a problem to understand how to use the rack charger.Need to give training.	3	Trivial		2		0	null
New Ticket	TCKT1085	null	EDLP_PHASE-1	Zone-1	Amaury Gs	B865X700285	Projector Ricoh PJRX300	Power Cord	01 Jun, 2020		The power cord is broken.	I2	Replacement of Power Cord	The power cord is broken.The projector is not switching on. Need to change the power code.	8	Trivial		4		0	null
New Ticket	TCKT1084	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	No Asset Serial No	Projector BenQ MW809ST	Power Cord	01 Jun, 2020		The power cord is broken.	I2	Replacement of Power Cord	The power cord is broken. The projector is not switching on.Need to change.	5	Trivial		4		0	null
New Ticket	TCKT1083	null	EDLP_PHASE-2	Rodrigues	St Esprit Rcea	null	Rack Charger	null	01 Jun, 2020		Fixing/Replacement Single timer	I1	Fixing of Rack Charger	Grade 3 red, replace of timer	58338860	Trivial		2		0	null
New Ticket	TCKT1082	null	EDLP_PHASE-1	Zone-1	Petite Julie Gs	No Asset Serial No	Rack Charger	null	01 Jun, 2020		Rack charger is not switching on	I1	Fixing of wiring	In Grade 3 Red, rack charger is not switching on. Need to fix the wires.	2589893	Trivial		2		0	null
New Ticket	TCKT1081	null	EDLP_PHASE-2	Zone-1	Dr I.a. Goomany Gs	0619 mp2 cc 700 0478	Rack Charger	null	01 Jun, 2020		Rack charger is making strange noise	I1	Fixing of Rack Charger	Rack charger is making strange noise. Need to fix the issue.	52	Trivial		2		0	null
New Ticket	TCKT1080	null	EDLP_PHASE-1	Zone-1	A. Rahman Abdool Gs	B865X800305	Projector Ricoh PJRX300	Power Cord	01 Jun, 2020		The Power Cord is loose in the projector.	I1	Checking of Power Cord	The Power Cord is loose in the projector.Need to check .	52	Trivial		2		0	null
New Ticket	TCKT1079	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	PD4CK51018000	Projector BenQ MW809ST	Power Cord	01 Jun, 2020		The Power Cord is loose in the projector.	I1	Checking of Power Cord	The Power Cord is loose in the projector.Need to check	3	Trivial		2		0	null
New Ticket	TCKT1078	null	EDLP_PHASE-1	Agalega	Anse Quitar Community School (open In 2017)	B865X900424	Projector Ricoh PJRX300	null	01 Jun, 2020		Repairing of Projector Screen	I2	Repairing of Projector	Grade 2 blue, to repair projector screen	58338860	Trivial		4		0	null
New Ticket	TCKT1077	null	EDLP_PHASE-2	Zone-1	Dr Edgard Millien Gs	WDR9J0000303K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		The dongle is not connecting with the projector.	I2	Replacement of Dongle	The dongle is not connecting with the projector. Need to change the dongle.	7	Trivial		4		0	null
New Ticket	TCKT1076	null	EDLP_PHASE-1	Zone-1	E. Anquetil Gs	B865X900249	Projector Ricoh PJRX300	Remote	01 Jun, 2020		The number 1 is missing in the remote.	I2	Replacement of Remote	The number 1 is missing in the remote. Need to replace the remote.	8	Trivial		4		0	null
New Ticket	TCKT1075	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	PD4CK51058000	Projector BenQ MW809ST	Remote Holder	01 Jun, 2020		Remote holder is broken	I2	Replacement of Remote Holder	Remote holder is broken. Need to replace the remote holder.	3	Trivial		4		0	null
New Ticket	TCKT1074	null	EDLP_PHASE-2	Zone-1	D'epinay Gs	WDR9J0001003K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Projector is not displaying image	I1	Fixing of Disconnection Problem	Projector is not displaying image,need to fix dongle due to disconcerting problem.	63	Trivial		2		0	null
New Ticket	TCKT1073	null	EDLP_PHASE-3	Zone-1	Ilot Gs	CR20T000471M	Rack Charger	Timer	01 Jun, 2020		Timer is not showing proper date and time	I1	Configuring the Timer	In Grade 4 Yellow, the timer of the rack charger is not showing proper date and time.	2586569	Trivial		2		0	null
New Ticket	TCKT1072	null	EDLP_PHASE-2	Zone-1	Noe Nemorin Gs	No Asset Serial No	Rack Charger	Lock	01 Jun, 2020		The door of the rack charger is not closing	I2	Replacement of Lock CR	In Grade 2, the door of the rack charger opens by itself after 3 seconds after locking it.	6587878	Trivial		4		0	null
New Ticket	TCKT1071	null	EDLP_PHASE-1	Zone-1	Pamplemousses Gs	No Asset Serial No	Rack Charger	null	01 Jun, 2020		Need to give training to teacher how to use rack charger	I1	Training of Rack Charger	In Grade 1, need to give training how to use rack charger.	6589898	Trivial		2		0	null
New Ticket	TCKT1070	null	EDLP_PHASE-3	Zone-4	Allee Brillant Gs	CR20T000439M	Rack Charger	null	01 Jun, 2020		Training of Rack Charger	I1	Training of Rack Charger	Grade 4 , to give training for rack charger	58338860	Trivial		2		0	null
New Ticket	TCKT1069	null	EDLP_PHASE-2	Rodrigues	Port Sud Est Gs	0619 MP2 CC 700 0621	Rack Charger	null	01 Jun, 2020		Full Replacement of Rack Charger	I3	Full Replacement of Rack Charger	Grade 1 yellow, to replace rack charger	58338860	Trivial		14		0	null
New Ticket	TCKT1068	null	EDLP_PHASE-1	Zone-4	Visitation Rc	B865X700133	Projector Ricoh PJRX300	Projector Screen	01 Jun, 2020		Replacement of Part of Projector Screen	I2	Replacement of Part of Projector Screen	Grade 2 blue, projector has been broken	58338860	Trivial		4		0	null
New Ticket	TCKT1067	null	EDLP_PHASE-3	Zone-3	R.du Poste Gs	CR20T000051M	Rack Charger	Switch	01 Jun, 2020		The sockets are loose.	I1	Fixing of Switch	Need to fix the sockets.	58338858	Trivial		2		0	null
New Ticket	TCKT1066	null	EDLP_PHASE-2	Zone-3	Grand Bois Gs	0619 MP2 CC 700 0196	Rack Charger	Fans	01 Jun, 2020		The fan is broken.	I2	Replacement of Fan	Need to replace.	58338858	Trivial		4		0	null
New Ticket	TCKT1065	null	EDLP_PHASE-1	Zone-3	B.des Amourettes Gs	No Asset Serial No	Rack Charger	Socket	01 Jun, 2020		The sockets are loose.	I1	Fixing of Socket	Need to fix the sockets.	58338858	Trivial		2		0	null
New Ticket	TCKT1064	null	EDLP_PHASE-3	Zone-3	R.des Anguilles Gs	CR20T000026M	Rack Charger	Socket	01 Jun, 2020		The sockets are broken.	I2	Replacement of Socket	Need to change the sockets.	58338858	Trivial		4		0	null
New Ticket	TCKT1063	null	EDLP_PHASE-2	Zone-3	Grand Bel Air Gs	0619 MP2 CC 700 0437	Rack Charger	Fans	01 Jun, 2020		The fan is not working.	I1	Fixing of Fan	Need to fix the fan.	58338858	Trivial		2		0	null
New Ticket	TCKT1062	null	EDLP_PHASE-3	Zone-4	Albion Gs	WDN5K0009503K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Replacement of Dongle	I2	Replacement of Dongle	Grade 3 red, to replace dongle	58338860	Trivial		4		0	null
New Ticket	TCKT1061	null	EDLP_PHASE-1	Zone-3	A. Sokappadu Gs	No Asset Serial No	Rack Charger	Solo Panel	01 Jun, 2020		The solo panels are broken.	I2	Replacement of Solo Panel	Need to change.	58338858	Trivial		4		0	null
New Ticket	TCKT1060	null	EDLP_PHASE-3	Zone-3	R. Des Creoles Gs	CR20T000028M	Rack Charger	Socket	01 Jun, 2020		The sockets are loose.	I1	Fixing of Socket	Need to fix.	58338858	Trivial		2		0	null
New Ticket	TCKT1059	null	EDLP_PHASE-2	Rodrigues	Oyster Bay Gs	0619 MP2 CC 700 0087	Rack Charger	null	01 Jun, 2020		Repairing of Rack Charger	I2	Repairing of Rack Charger	Grade 3 green, to repair rackcharger	58338860	Trivial		4		0	null
New Ticket	TCKT1058	null	EDLP_PHASE-2	Zone-3	R.edward Hart Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	01 Jun, 2020		The bracker is broken.	I2	Replacement of MCB (Bracker)	Need to replace.	58338858	Trivial		4		0	null
New Ticket	TCKT1057	null	EDLP_PHASE-1	Zone-4	St. Jacques Rc	B865X900729	Projector Ricoh PJRX300	Projector Screen	01 Jun, 2020		Fixing of Projector Screen	I1	Fixing of Projector Screen	Grade 2 green , to fixed the screen of projector	58338860	Trivial		2		0	null
New Ticket	TCKT1056	null	EDLP_PHASE-3	Agalega	Antoinette Prudence Ste Famille Rcea	WDV7K0032803K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Fixing of Disconnection Problem	I1	Fixing of Disconnection Problem	Grade 4 yellow, to fixed the disconnecting problem	58338860	Trivial		2		0	null
New Ticket	TCKT1055	null	EDLP_PHASE-1	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	No Asset Serial No	Rack Charger	Solo Panel	01 Jun, 2020		The solo panels have came out.	I1	Fixing of Solo Panel	Need to fix.	58338858	Trivial		2		0	null
New Ticket	TCKT1054	null	EDLP_PHASE-3	Zone-1	H. Ramnarain Gs	CR20T000331M	Rack Charger	null	01 Jun, 2020		Rack charger is not charging tablets	I3	Full Replacement of Rack Charger	In Grade 4 Green, rack charger is faulty.	6502121	Trivial		14		0	null
New Ticket	TCKT1053	null	EDLP_PHASE-2	Rodrigues	Notre Dame De Lourdes Rcea	0619 MP2 CC 700 0576	Rack Charger	null	01 Jun, 2020		Fixing of wiring	I1	Fixing of wiring	Grade 3 red, to fixed the wiring	58338860	Trivial		2		0	null
New Ticket	TCKT1052	null	EDLP_PHASE-3	Zone-3	P. Soobrayen Gs	CR20T000015M	Rack Charger	Solo Panel	01 Jun, 2020		The solo panels are broken.	I2	Replacement of Solo Panel	Need to change.	58338858	Trivial		4		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT1051	null	EDLP_PHASE-2	Zone-1	Nicolay Gs	0619 MP2 CC 700 0086	Rack Charger	Lock	01 Jun, 2020		Door of rack charger is not closing	I1	Fixing of Lock CR	In Grade 1 Blue, the door of the rack charger is not closing. Need to fix lock of CR.	6589898	Trivial		2		0	null
	New Ticket	TCKT1050	null	EDLP_PHASE-2	Zone-3	R.du Poste Gs	0619 MP2 CC 700 0423	Rack Charger	MCB (Bracker)	01 Jun, 2020		The bracker is not working.	I1	Fixing of MCB (Bracker)	Need to fix.	58338858	Trivial		2		0	null
	New Ticket	TCKT1049	null	EDLP_PHASE-1	Zone-1	P.d'or Hamlet Gs	KT-CHR-1700632	Rack Charger	null	01 Jun, 2020		Rack charger is not charging tablets	I1	Fixing of Rack Charger	In Grade 3 Red, rack charger is on manual mode. Need to change to auto mode.	6410202	Trivial		2		0	null
	New Ticket	TCKT1048	null	EDLP_PHASE-1	Zone-4	Saint Paul Rc	B865X700301	Projector Ricoh PJRX300	Ceilingmount Kit	01 Jun, 2020		Replacement of Ceilingmount Kit	I2	Replacement of Ceilingmount Kit	Grade 2 blue, to replace ceillingmount kit	58338860	Trivial		4		0	null
	New Ticket	TCKT1047	null	EDLP_PHASE-1	Zone-3	James Toolsy Gs	null	Rack Charger	Wheels	01 Jun, 2020		The wheels are broken.	I2	Replacement of Wheels	Need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT1046	null	EDLP_PHASE-3	Zone-3	Nouvelle France Gs	CR20T000024M	Rack Charger	Solo Panel	01 Jun, 2020		The solo panels have came out.	I1	Fixing of Solo Panel	Need to fix.	58338858	Trivial		2		0	null
	New Ticket	TCKT1045	null	EDLP_PHASE-2	Zone-3	R.des Anguilles Gs	0619 MP2 CC 700 0407	Rack Charger	Switch	01 Jun, 2020		The switch is broken.	I2	Replacement of Switch	Need to change	58338858	Trivial		4		0	null
	New Ticket	TCKT1044	null	EDLP_PHASE-1	Zone-1	Dr. O. Beaugeard Gs	B865X600508	Projector Ricoh PJRX300	Remote	01 Jun, 2020		Remote of projector is not working	I1	Checking of Remote	Remote of projector is not working. Need to check.	5	Trivial		2		0	null
	New Ticket	TCKT1043	null	EDLP_PHASE-3	Zone-1	St Antoine Rc	No Asset Serial No	Projector BenQ MW809ST	Remote Holder	01 Jun, 2020		Remote holder is loose.	I1	Checking of Remote Holder	Remote holder is loose.Need to fix the screw.	6	Trivial		2		0	null
	New Ticket	TCKT1042	null	EDLP_PHASE-2	Zone-1	Daneswock Sewraz Gs	WDR9J0079203K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Projector is not displaying image	I1	Checking of Dongle	Projector is not displaying image, Need to check the dongle.	22	Trivial		2		0	null
	New Ticket	TCKT1041	null	EDLP_PHASE-3	Zone-1	Guy Rosemont Gs	CR20T000379M	Rack Charger	null	01 Jun, 2020		The door of the rack charger is broken	I2	Replacement of Broken Accessories	In Grade 4 Red, the door of the rack charger is broken. Need to replace.	2125698	Trivial		4		0	null
	New Ticket	TCKT1040	null	EDLP_PHASE-1	Zone-1	Dr I.a. Goomany Gs	B865X700279	Projector Ricoh PJRX300	2 Pin Adopter	01 Jun, 2020		Projector is not displaying image	I2	Replacement of 2 Pin Adopter	Projector is not displaying image , Need to check the 2 pin adopter	523	Trivial		4		0	null
	New Ticket	TCKT1039	null	EDLP_PHASE-1	Zone-3	Hugh Otter Barry Gs	No Asset Serial No	Rack Charger	Wheels	01 Jun, 2020		The wheels have came out from the rack charger.	I1	Fixing the Wheels	Need to fix.	58338858	Trivial		2		0	null
	New Ticket	TCKT1038	null	EDLP_PHASE-2	Zone-1	New Pailles Gs	0619 MP2 CC 700 0004	Rack Charger	Electrical Panel	01 Jun, 2020		Rack charger is not charging tablets	I2	Replacement of electric panel	One charging rack is not charging tablets in required charging hours.	2056565	Trivial		4		0	null
	New Ticket	TCKT1037	null	EDLP_PHASE-1	Zone-1	P. Shibchurn Gs	No Asset Serial No	Dongle Wecast	null	01 Jun, 2020		Projector is showing auto searching computer 1 computer 2	I2	Replacement of Dongle	In Grade 2, projector is showing auto searching computer 1 computer 2 and has a grey background. Need to replace dongle.	6506565	Trivial		4		0	null
	New Ticket	TCKT1036	null	EDLP_PHASE-3	Zone-1	Grand Bay Gs	CR20T000317M	Rack Charger	null	01 Jun, 2020		Burning smell coming out of rack charger	I2	Repairing of Rack Charger	In Grade 4, a burning smell is coming out in the rack charger while charging the tablets.	6320105	Trivial		4		0	null
	New Ticket	TCKT1035	null	EDLP_PHASE-2	Zone-1	New La Tour Koenig Gs	0619 MP2 CC 700 0002	Rack Charger	Electrical Panel	01 Jun, 2020		Rack charger is not charging tablets	I1	Fixing of Electrical Panel	In Grade 2, rack charger is not charging tablets	6520307	Trivial		2		0	null
	New Ticket	TCKT1034	null	EDLP_PHASE-3	Zone-3	Bel Ombre Gs	null	Classroom Management Software	null	01 Jun, 2020		Uploading content in sever.	I3	Updating content at server level	Teacher need to upload some contents in server.	58338858	Trivial		14		0	null
	New Ticket	TCKT1033	null	EDLP_PHASE-3	Zone-3	Beau Vallon Gs	null	Classroom Management Software	null	01 Jun, 2020		Need analytical reports.	I3	Removing ambiguities in analytical reports	Need to remove ambiguities in analytical reports.	58338858	Trivial		14		0	null
	New Ticket	TCKT1032	null	EDLP_PHASE-3	Zone-3	B.des Amourettes Gs	null	Classroom Management Software	null	01 Jun, 2020		Teacher do not have id login.	I2	Creation and assigning of new user IDs for new teachers	Creating id login for teacher for CMS.	58338858	Trivial		4		0	null
	New Ticket	TCKT1031	null	EDLP_PHASE-3	Zone-3	A. Sokappadu Gs	null	Classroom Management Software	null	01 Jun, 2020		Student do not have id login.	I2	Creation and assigning of new user IDs for new students	Creating id login for student	58338858	Trivial		4		0	null
	New Ticket	TCKT1030	null	EDLP_PHASE-3	Agalega	Anse Quitar Community School (open In 2017)	WDN5K0017203K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Checking of Dongle	I1	Checking of Dongle	Grade 3 yellow, to check the dongle	58338860	Trivial		2		0	null
	New Ticket	TCKT1029	null	EDLP_PHASE-2	Rodrigues	Montagne Goyaves Community School	0619 MP2 CC 700 0195	Rack Charger	null	01 Jun, 2020		Training of Rack Charger	I1	Training of Rack Charger	Grade 2 green, to give training for rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1028	null	EDLP_PHASE-1	Zone-4	Saint Benoit Rc	B865X800217	Projector Ricoh PJRX300	null	01 Jun, 2020		Checking of Ceilingmount Kit	I1	Fixing of calibration	Grade 1, to check the ceillingmount kit	58338860	Trivial		2		0	null
	New Ticket	TCKT1027	null	EDLP_PHASE-3	Rodrigues	Terre Rouge Gs	null	Projector BenQ MW809ST	Wallmount Kit	01 Jun, 2020		Replacement of Wallmount Kit	I2	Replacement of Wallmount Kit	Grade 4 to replace wall mount kit	58338860	Trivial		4		0	null
	New Ticket	TCKT1026	null	EDLP_PHASE-2	Rodrigues	Mont Charlot Community School	0619 MP2 CC 700 0409	Rack Charger	null	01 Jun, 2020		Fixing of Rack Charger	I1	Fixing of Rack Charger	Grade 3 yellow, to fixed rack charger	58338860	Trivial		2		0	null
	New Ticket	TCKT1025	null	EDLP_PHASE-1	Zone-4	Glen Park Rc (jean Paul li Rca)	B865X600070	Projector Ricoh PJRX300	Power Cord	01 Jun, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Grade 2 blue, to replace powercord	58338860	Trivial		4		0	null
	New Ticket	TCKT1024	null	EDLP_PHASE-3	Rodrigues	Ste Therese De L'enfant Jesus Rcea	PD4CK51006000	Projector BenQ MW809ST	null	01 Jun, 2020		Checking of Wallmount Kit	I1	Checking of Projector	Grade 4 to check wall mount kit	58338860	Trivial		2		0	null
	New Ticket	TCKT1023	null	EDLP_PHASE-2	Rodrigues	Marc Etienne Roche Bon Dieu Gs	WDR9J0079103K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Replacement of Dongle	I2	Replacement of Dongle	Grade 2, to replace dongle	58338860	Trivial		4		0	null
	New Ticket	TCKT1022	null	EDLP_PHASE-1	Zone-4	Case Noyal Rc	B865X700176	Projector Ricoh PJRX300	null	01 Jun, 2020		Checking of Power Cord	I1	Checking of Projector	Grade 2 blue, to check the power cord	58338860	Trivial		2		0	null
	New Ticket	TCKT1021	null	EDLP_PHASE-3	Rodrigues	St Esprit Rcea	null	Projector BenQ MW809ST	Power Cord	01 Jun, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Grade 4, red, to replace the power cord	58338860	Trivial		4		0	null
	New Ticket	TCKT1020	null	EDLP_PHASE-2	Rodrigues	Mangues Gs	WDR9J0079303K	Dongle - BenQ Q-Cast	null	01 Jun, 2020		Fixing of Disconnection Problem	I1	Checking of Dongle	Grade 2 yellow, to check the dongle for disconnecting problem	58338860	Trivial		2		0	null
	New Ticket	TCKT1019	null	EDLP_PHASE-1	Zone-4	Belle Rose Rc (eugene Dethise Rca)	B865X800322	Projector Ricoh PJRX300	Remote	01 Jun, 2020		Replacement of Remote	I2	Replacement of Remote	Grade 2 blue, remote is not working	58338860	Trivial		4		0	null
	New Ticket	TCKT1018	null	EDLP_PHASE-3	Rodrigues	Port Sud Est Gs	PD4CK51034000	Projector BenQ MW809ST	null	01 Jun, 2020		Checking of Power Cord	I1	Checking of Projector	Grade 4 green, power cord is not working	58338860	Trivial		2		0	null
	New Ticket	TCKT1017	null	EDLP_PHASE-2	Rodrigues	Grand La Fouche	No Asset Serial No	Projector BenQ	null	01 Jun,		Checking of Dongle	I1	Checking of Projector	Grade 2 red, to check the dongle	58338860	Trivial		2		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
					Corail Gs		MW809ST		2020												
New Ticket	TCKT1016	null	EDLP_PHASE-1	Zone-4	Sookun Gaya Gs	B865X700253	Projector Ricoh PJRX300	null	01 Jun, 2020		Checking of Remote	I1	Checking of Projector	Grade 3 red, to check remote of projector	58338860	Trivial	2			0	null
New Ticket	TCKT1015	null	EDLP_PHASE-3	Zone-3	Ste Therese Rc	null	Classroom Management Software	null	31 May, 2020		Need to do a remapping process.	I2	Remapping of user IDs of teachers transferred to another school/ section	A teacher is requesting to do his remapping because of his sudden section changed in the school.	58338858	Trivial	4			0	null
New Ticket	TCKT1014	null	EDLP_PHASE-3	Zone-3	St Patrice Rc	null	Classroom Management Software	null	31 May, 2020		Students transferred to another school, must remapped with their teachers.	I2	Remapping of user IDs of students transferred to another school/ section	Need to do remapping.	58338858	Trivial	4			0	null
New Ticket	TCKT1013	null	EDLP_PHASE-3	Zone-3	St Jean Bosco Rc	null	Classroom Management Software	null	31 May, 2020		Data is not synchronizing.	I2	Fixing of de - synchronization of data	Need to check.	58338858	Trivial	4			0	null
New Ticket	TCKT1012	null	EDLP_PHASE-3	Zone-3	St F. D'assisse Rc	null	Classroom Management Software	null	31 May, 2020		In assessment module, teacher is not be able to create questions.	I2	Fixing of assessment creation	Need to check and resolve the issue.	58338858	Trivial	4			0	null
New Ticket	TCKT1011	null	EDLP_PHASE-3	Zone-3	St Esprit Rc	null	Classroom Management Software	null	31 May, 2020		In CMS application, files are not be able to transfer.	I2	Fixing of transferring files	Need to check and resolve the issue.	58338858	Trivial	4			0	null
New Ticket	TCKT1010	null	EDLP_PHASE-3	Zone-3	Souillac Rc	null	Classroom Management Software	null	31 May, 2020		Teacher content in CMS application is not opening.	I2	Fixing of accessing the content	Need to check.	58338858	Trivial	4			0	null
New Ticket	TCKT1009	null	EDLP_PHASE-3	Zone-3	Sainte Cecile Rc	null	Classroom Management Software	null	31 May, 2020		Teacher has forgotten his id login password.	I1	Fixing of Login Issues	Need to check and resolve the issue.	58338858	Trivial	2			0	null
New Ticket	TCKT1008	null	EDLP_PHASE-3	Zone-3	N.dame Du Refuge Rc	null	Classroom Management Software	null	31 May, 2020		In CMS application, some modules are not opening.	I1	Fixing of CMS Application	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT1007	null	EDLP_PHASE-3	Zone-3	N.d.du G.pouvoir Rc	null	Laptop - Software	null	31 May, 2020		Microsoft office program is not running in the laptop.	I2	Fixing of Microsoft Office	Need to check.	58338858	Trivial	4			0	null
New Ticket	TCKT1006	null	EDLP_PHASE-3	Zone-3	N.d.de La Confiance Rc	null	Laptop - Software	null	31 May, 2020		Laptop window have starts up problems.	I2	Fixing of Windows OS	Need to check.	58338858	Trivial	4			0	null
New Ticket	TCKT1005	null	EDLP_PHASE-3	Zone-3	N.d Du Mont Carmel Rc	null	Laptop - Software	null	31 May, 2020		Antivirus application is not working.	I2	Fixing of Antivirus	Need to check.	58338858	Trivial	4			0	null
New Ticket	TCKT1004	null	EDLP_PHASE-3	Zone-3	Mahebourg Rc	2B9PDX2	Laptop - Dell Vostro 3590	Mouse	31 May, 2020		Mouse is broken.	I2	Replacement of Mouse	Need to replace.	58338858	Trivial	4			0	null
New Ticket	TCKT1003	null	EDLP_PHASE-3	Zone-3	Wooton Gs	2TMFDX2	Laptop - Dell Vostro 3590	Mouse	31 May, 2020		Mouse has stopped working.	I1	Checking of Mouse	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT1002	null	EDLP_PHASE-3	Zone-3	Willoughby Gs	HMMFDX2	Laptop - Dell Vostro 3590	Charger	31 May, 2020		Charger pin is broken.	I2	Replacement of Charger	Need to replace.	58338858	Trivial	4			0	null
New Ticket	TCKT1001	null	EDLP_PHASE-3	Zone-3	Union Park Gs	CF3PDX2	Laptop - Dell Vostro 3590	Charger	31 May, 2020		Charger is not working.	I1	Checking of Charger	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT1000	null	EDLP_PHASE-3	Zone-3	Swami Sivananda Gs	D90TZX2	Laptop - Dell Vostro 3590	null	31 May, 2020		Laptop is screen has been damaged.	I3	Replacement of Laptop	Need to replace.	58338858	Trivial	14			0	null
New Ticket	TCKT999	null	EDLP_PHASE-3	Zone-3	Sir Claude Noel Gs	DWYS703	Laptop - Dell Vostro 3590	null	31 May, 2020		Laptop keys are missing.	I2	Replacement of Parts of Laptop	Need to replace.	58338858	Trivial	4			0	null
New Ticket	TCKT998	null	EDLP_PHASE-3	Zone-3	Seegoolam Torul Gs	6K3PDX2	Laptop - Dell Vostro 3590	null	31 May, 2020		Laptop software is not working.	I2	Fixing of Software/ Applications	Need to check.	58338858	Trivial	4			0	null
New Ticket	TCKT997	null	EDLP_PHASE-3	Zone-3	Saint Hubert Gs	HF3PDX2	Laptop - Dell Vostro 3590	null	31 May, 2020		Laptop is crashing.	I2	Repairing of Laptop	Need to be repaired.	58338858	Trivial	4			0	null
New Ticket	TCKT996	null	EDLP_PHASE-3	Zone-3	Rose Belle South Gs	JRMFDX2	Laptop - Dell Vostro 3590	null	31 May, 2020		There is no software in laptop.	I1	Reinstallation of Software	Need to reinstall software.	58338858	Trivial	2			0	null
New Ticket	TCKT995	null	EDLP_PHASE-3	Zone-3	Rose Belle North Gs	HBMXZX2	Laptop - Dell Vostro 3590	null	31 May, 2020		Laptop is not be able to download files and programs.	I1	Checking of Laptop	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT994	null	EDLP_PHASE-3	Zone-3	Robinson Road Gs	799PDX2	Laptop - Dell Vostro 3590	null	31 May, 2020		Training of laptop.	I1	Training of Laptop	Teacher is requesting for a proper training of laptop.	58338858	Trivial	2			0	null
New Ticket	TCKT993	null	EDLP_PHASE-3	Zone-3	Riche En Eau Gs	CR20T000432M	Rack Charger	Power Cord	31 May, 2020		Power cord wire is ripped out	I2	Replacement of Power Cord	Need to change or replace.	58338858	Trivial	4			0	null
New Ticket	TCKT992	null	EDLP_PHASE-1	Zone-3	G. Cheetamun Gs	No Asset Serial No	Rack Charger	Power Cord	31 May, 2020		Power cord wire is ripped out	I2	Replacement of Power Cord	Need to change or replace.	58338858	Trivial	4			0	null
New Ticket	TCKT991	null	EDLP_PHASE-3	Zone-3	R.sewpal Gs	CR20T000343M	Rack Charger	Power Cord	31 May, 2020		Power cord is loose	I1	Fixing of Power Cord	Need to check and fix.	58338858	Trivial	2			0	null
New Ticket	TCKT990	null	EDLP_PHASE-1	Zone-3	Duperre Gs	No Asset Serial No	Rack Charger	Power Cord	31 May, 2020		Power cord is loose	I1	Fixing of Power Cord	Need to check and fix.	58338858	Trivial	2			0	null
New Ticket	TCKT989	null	EDLP_PHASE-3	Zone-3	R.esimalier Noel Gs	CR20T000460M	Rack Charger	Ball Catcher	31 May, 2020		Ball catcher is broken.	I2	Replacement of Ball Catcher	Need to replace.	58338858	Trivial	4			0	null
New Ticket	TCKT988	null	EDLP_PHASE-1	Zone-3	Dubreuil Gs	KT-CHR-1701109	Rack Charger	Handle	31 May, 2020		Handle is broken.	I2	Replacement of Handle	Need to replace handle.	58338858	Trivial	4			0	null
New Ticket	TCKT987	null	EDLP_PHASE-3	Zone-3	R.edward Hart Gs	CR20T000292M	Rack Charger	Ball Catcher	31 May, 2020		Ball catcher is not working.	I1	Fixing of Ball Catcher	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT986	null	EDLP_PHASE-3	Rodrigues	Oyster Bay Gs	null	Projector BenQ MW809ST	Remote Holder	31 May, 2020		Replacement of Remote Holder	I2	Replacement of Remote Holder	Grade 4 red, remote holder had been broken	58338860	Trivial	4			0	null
New Ticket	TCKT985	null	EDLP_PHASE-2	Rodrigues	Father Ronald Gandy Rcea	PDL9J01319000	Projector BenQ MW809ST	Projector Screen	31 May, 2020		Replacement of Projector Screen	I3	Replacement of Projector Screen	Grade 3 green, projector screen is broken	58338860	Trivial	14			0	null
New Ticket	TCKT984	null	EDLP_PHASE-1	Zone-3	Dookee Gungah Gs	No Asset Serial No	Rack Charger	Handle	31 May, 2020		Handle screw is too loose.	I1	Fixing of Handle	Need to tightened the screw, so that the handle wont came out.	58338858	Trivial	2			0	null
New Ticket	TCKT983	null	EDLP_PHASE-3	Zone-3	R.du Poste Gs	CR20T000493M	Rack Charger	Handle	31 May, 2020		Handle is broken.	I2	Replacement of Handle	Need to replaced.	58338858	Trivial	4			0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT982	null	EDLP_PHASE-1	Zone-3	D.basant Rai Gs	No Asset Serial No	Rack Charger	Latch	31 May, 2020		Latch is broken.	I2	Replacement of Latch	Need to replaced.	58338858	Trivial		4		0	null
	New Ticket	TCKT981	null	EDLP_PHASE-3	Zone-3	R.des Anguilles Gs	CR20T000467M	Rack Charger	Handle	31 May, 2020		Handle screw is too loose.	I1	Fixing of Handle	Handle is about to fall, need to be fixed.	58338858	Trivial		2		0	null
	New Ticket	TCKT980	null	EDLP_PHASE-1	Zone-3	Curepipe Road Gs	No Asset Serial No	Rack Charger	Latch	31 May, 2020		Latch is very loose.	I1	Fixing of Latch	Need to tightened the latch properly.	58338858	Trivial		2		0	null
	New Ticket	TCKT979	null	EDLP_PHASE-1	Zone-4	Sir V. Ringadoo Gs	B865X900253	Projector Ricoh PJRX300	2 Pin Adopter	31 May, 2020		Replacement of 2 Pin Adopter	I2	Replacement of 2 Pin Adopter	Grade 2 yellow, to replace the 2 pin adopter	58338860	Trivial		4		0	null
	New Ticket	TCKT978	null	EDLP_PHASE-3	Rodrigues	Notre Dame De Lourdes Rcea	PD4CK51011000	Projector BenQ MW809ST	null	31 May, 2020		Checking of Remote Holder	I1	Checking of Projector	Grade 4 Red, to check the remote holder	58338860	Trivial		2		0	null
	New Ticket	TCKT977	null	EDLP_PHASE-2	Rodrigues	Batatran Gs	PDL9J01337000	Projector BenQ MW809ST	null	31 May, 2020		Repairing of Projector Screen	I2	Repairing of Projector	Grade 2 blue, to repair projector screen	58338860	Trivial		4		0	null
	New Ticket	TCKT976	null	EDLP_PHASE-1	Zone-4	Shri Shamboonath Gs	B865X700170	Projector Ricoh PJRX300	null	31 May, 2020		Checking of 2 Pin Adopter	I1	Checking of Projector	Grade 3 blue, to check the 2 pin adopter	58338860	Trivial		2		0	null
	New Ticket	TCKT975	null	EDLP_PHASE-3	Rodrigues	Montagne Goyaves Community School	null	Projector BenQ MW809ST	Remote	31 May, 2020		Replacement of Remote	I2	Replacement of Remote	Grade 4 red, remote is not working	58338860	Trivial		4		0	null
	New Ticket	TCKT974	null	EDLP_PHASE-2	Rodrigues	Basile Allas Port Mathurin Gs	PDL9J01321000	Projector BenQ MW809ST	null	31 May, 2020		Replacement of Part of Projector Screen	I2	Replacement of Broken Accessories	Grade 3 green ,to replace part of projector screen	58338860	Trivial		4		0	null
	New Ticket	TCKT973	null	EDLP_PHASE-1	Zone-4	Richelieu Gs	B865X800235	Projector Ricoh PJRX300	Multiplug	31 May, 2020		Replacement of multiplug	I2	Replacement of multiplug	Grade 2 red, multiplug is not working	58338860	Trivial		4		0	null
	New Ticket	TCKT972	null	EDLP_PHASE-3	Rodrigues	Mont Charlot Community School	PD4CK51051000	Projector BenQ MW809ST	null	31 May, 2020		Checking of Remote	I1	Checking of Projector	Grade 4 yellow, remote is not working	58338860	Trivial		2		0	null
	New Ticket	TCKT971	null	EDLP_PHASE-3	Zone-3	R. Des Creoles Gs	CR20T000492M	Rack Charger	Latch	31 May, 2020		Latch is broken.	I2	Replacement of Latch	Need to change or replace latch of rack charger.	58338858	Trivial		4		0	null
	New Ticket	TCKT970	null	EDLP_PHASE-2	Rodrigues	Araucaria Community Gs	PDL9J01512000	Projector BenQ MW809ST	null	31 May, 2020		Fixing of Projector Screen	I1	Fixing of calibration	Grade 3 blue, to fixed projector screen	58338860	Trivial		2		0	null
	New Ticket	TCKT969	null	EDLP_PHASE-1	Zone-3	Cluny Gs	No Asset Serial No	Rack Charger	Fans	31 May, 2020		Rack charger fan is broken.	I2	Replacement of Fan	Need to change or replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT968	null	EDLP_PHASE-3	Zone-3	P. Soobrayen Gs	CR20T000340M	Rack Charger	Latch	31 May, 2020		Latch is very loose.	I1	Fixing of Latch	Need to fix the latch properly.	58338858	Trivial		2		0	null
	New Ticket	TCKT967	null	EDLP_PHASE-1	Zone-4	Reunion Road Gs	B865X900141	Projector Ricoh PJRX300	null	31 May, 2020		Checking of Multiplug	I1	Checking of Projector	Grade 2 red, to check multiplug	58338860	Trivial		2		0	null
	New Ticket	TCKT966	null	EDLP_PHASE-2	Zone-3	Lapeyrouse Gs	0619 MP2 CC 700 0074	Rack Charger	Power Cord	31 May, 2020		Power cord wire is ripped out.	I2	Replacement of Power Cord	Need to change or replaced.	58338858	Trivial		4		0	null
	New Ticket	TCKT965	null	EDLP_PHASE-1	Zone-3	Cite Attlee Gs	No Asset Serial No	Rack Charger	Fans	31 May, 2020		Fan is not working.	I1	Fixing of Fan	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT964	null	EDLP_PHASE-3	Zone-3	Nouvelle France Gs	CR20T000490M	Rack Charger	Fans	31 May, 2020		Fan is not working.	I2	Replacement of Fan	Need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT963	null	EDLP_PHASE-2	Zone-3	La Sourdine Gs	0619 MP2 CC 300 0008	Rack Charger	Power Cord	31 May, 2020		Power cord is loose.	I1	Fixing of Power Cord	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT962	null	EDLP_PHASE-3	Rodrigues	Marc Etienne Roche Bon Dieu Gs	null	Projector BenQ MW809ST	HDMI Cable	31 May, 2020		Replacement of HDMI Cable	I2	Replacement of HDMI Cable	Grade 4 red, to replace of HDMI Cable	58338860	Trivial		4		0	null
	New Ticket	TCKT961	null	EDLP_PHASE-2	Agalega	Antoinette Prudence Ste Famille Rcea	PDL9J01274000	Projector BenQ MW809ST	Wallmount Kit	31 May, 2020		Replacement of Wallmount Kit	I2	Replacement of Wallmount Kit	Grade 3 red, to replace wallmount kit	58338860	Trivial		4		0	null
	New Ticket	TCKT960	null	EDLP_PHASE-1	Zone-4	Remy Ollier Gs	B865X900022	Projector Ricoh PJRX300	Aux Cable	31 May, 2020		Replacement of Aux Cable	I2	Replacement of Aux Cable	Grade 2 blue ,to replace of aux cable	58338860	Trivial		4		0	null
	New Ticket	TCKT959	null	EDLP_PHASE-1	Zone-3	Charles Telfair Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	31 May, 2020		MCB (Bracker) is broken.	I2	Replacement of MCB (Bracker)	Need to change or replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT958	null	EDLP_PHASE-3	Rodrigues	Mangues Gs	PD4CK51031000	Projector BenQ MW809ST	null	31 May, 2020		Checking of HDMI Cable	I1	Checking of Projector	Grade 4, to check HDMI Cable	58338860	Trivial		2		0	null
	New Ticket	TCKT957	null	EDLP_PHASE-3	Zone-3	Midlands Gs	CR20T000330M	Rack Charger	Fans	31 May, 2020		Fan is not working.	I1	Fixing of Fan	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT956	null	EDLP_PHASE-2	Agalega	Anse Quito Community School (open In 2017)	PDL9J01012000	Projector BenQ MW809ST	null	31 May, 2020		Checking of Wallmount Kit	I1	Fixing of calibration	Grade 3 blue, to check wall mount	58338860	Trivial		2		0	null
	New Ticket	TCKT955	null	EDLP_PHASE-2	Zone-3	La Flora Gs	0619 MP2 CC 700 0433	Rack Charger	Handle	31 May, 2020		Handle is broken.	I2	Replacement of Handle	Rack charger handle is broken, need to change or replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT954	null	EDLP_PHASE-1	Zone-3	Camp Diable Gs	No Asset Serial No	Rack Charger	MCB (Bracker)	31 May, 2020		MCB (Bracker) is tripping down.	I1	Fixing of MCB (Bracker)	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT953	null	EDLP_PHASE-1	Zone-4	Quinze Cantons Gs	B865X800276	Projector Ricoh PJRX300	null	31 May, 2020		Checking of Aux Cable	I1	Checking of Projector	Grade 2 yellow to check cable	58338860	Trivial		2		0	null
	New Ticket	TCKT952	null	EDLP_PHASE-3	Zone-3	Mare Tabac Gs	CR20T000326M	Rack Charger	MCB (Bracker)	31 May, 2020		MCB (Bracker) is tripping down.	I1	Fixing of MCB (Bracker)	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT951	null	EDLP_PHASE-3	Rodrigues	Grand La Fouche Corail Gs	null	Projector BenQ MW809ST	null	31 May, 2020		Installation of Pending Projectors	I3	Installation of Pending Projectors	Grade 4 blue, to installed projector	58338860	Trivial		14		0	null
	New Ticket	TCKT950	null	EDLP_PHASE-2	Zone-4	Visitation Rc	PDL9J01091000	Projector BenQ MW809ST	Power Cord	31 May, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Grade 3 yellow ,power cord has been broken	58338860	Trivial		4		0	null
	New Ticket	TCKT949	null	EDLP_PHASE-2	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	0619 MP2 CC 300 0061	Rack Charger	Handle	31 May, 2020		Handle screw is too loose.	I1	Fixing of Handle	Need to tightened handle screw.	58338858	Trivial		2		0	null
	New Ticket	TCKT948	null	EDLP_PHASE-1	Zone-4	Phoenix Gs	B865X900553	Projector Ricoh PJRX300	Speaker	31 May, 2020		Replacement of Speaker	I2	Replacement of Speaker	Grade 3 green, speaker is not working	58338860	Trivial		4		0	null
	New Ticket	TCKT947	null	EDLP_PHASE-3	Rodrigues	Father Ronald Gandy Rcea	PD4CK51017000	Projector BenQ MW809ST	null	31 May, 2020		Replacement of Projector	I3	Replacement of Projector	Grade 4 red, broken is not working	58338860	Trivial		14		0	null
	New Ticket	TCKT946	null	EDLP_PHASE-1	Zone-3	Britannia Gs	No Asset Serial No	Rack Charger	Switch	31 May, 2020		Switch is broken.	I2	Replacement of Switch	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT945	null	EDLP_PHASE-2	Zone-4	St. Jacques Rc	PDL9J01311000	Projector BenQ MW809ST	null	31 May, 2020		Checking of Power Cord	I1	Checking of Projector	Grade 2 red, to check power cord	58338860	Trivial		2		0	null
	New Ticket	TCKT944	null	EDLP_PHASE-3	Zone-3	Mare D'albert Gs	CR20T000429M	Rack Charger	MCB (Bracker)	31 May,		MCB (Bracker) is broken.	I2	Replacement of MCB	Need to change or replace.	58338858	Trivial		4		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
									2020				(Bracker)								
New Ticket	TCKT943	null	EDLP_PHASE-2	Zone-3	James Toolsy Gs	No Asset Serial No	Rack Charger	Latch	31 May, 2020		Latch is broken.	I2	Replacement of Latch	Need to replace latch of rack charger.	58338858	Trivial	4			0	null
New Ticket	TCKT942	null	EDLP_PHASE-1	Zone-3	Bel Ombre Gs	No Asset Serial No	Rack Charger	Switch	31 May, 2020		Switch is not working.	I1	Fixing of Switch	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT941	null	EDLP_PHASE-1	Zone-4	Petite Riviere Gs	B865X700228	Projector Ricoh PJRX300	null	31 May, 2020		Checking of Speaker	I1	Checking of Projector	Grade 2 green, speaker is not working	58338860	Trivial	2			0	null
New Ticket	TCKT940	null	EDLP_PHASE-3	Rodrigues	Batatran Gs	null	Projector BenQ MW809ST	null	31 May, 2020		Replacement of Broken Accessories	I2	Replacement of Broken Accessories	Grade 4 Red, to replace broken accessories of projector	68338860	Trivial	4			0	null
New Ticket	TCKT939	null	EDLP_PHASE-2	Zone-4	Saint Paul Rc	PDL9J01084000	Projector BenQ MW809ST	Remote	31 May, 2020		Replacement of Remote	I2	Replacement of Remote	Grade 1 projector remote is not working	58831955	Trivial	4			0	null
New Ticket	TCKT938	null	EDLP_PHASE-3	Zone-3	M.d. Saraswati Gs	CR20T000337M	Rack Charger	Switch	31 May, 2020		Switch is broken.	I2	Replacement of Switch	Need to replace the switch.	58338858	Trivial	4			0	null
New Ticket	TCKT937	null	EDLP_PHASE-2	Zone-3	Hugh Otter Barry Gs	0619 MP2 CC 3000028	Rack Charger	Latch	31 May, 2020		Latch is very loose.	I1	Fixing of Latch	Need to tightened the latch.	58338858	Trivial	2			0	null
New Ticket	TCKT936	null	EDLP_PHASE-1	Zone-3	Beau Vallon Gs	No Asset Serial No	Rack Charger	Socket	31 May, 2020		Socket is not working.	I2	Replacement of Socket	Need to replace.	58338858	Trivial	4			0	null
New Ticket	TCKT935	null	EDLP_PHASE-3	Zone-3	M.d. Mon Tresor Gs	CR20T000436M	Rack Charger	Switch	31 May, 2020		Switch has no power supply.	I1	Fixing of Switch	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT934	null	EDLP_PHASE-2	Zone-3	Grand Bois Gs	0619 MP2 CC 700 0103	Rack Charger	Fans	31 May, 2020		Fan is not working.	I2	Replacement of Fan	Need to replace the fan of the rack charger.	58338858	Trivial	4			0	null
New Ticket	TCKT933	null	EDLP_PHASE-1	Zone-3	B.des Amourettes Gs	No Asset Serial No	Rack Charger	Socket	31 May, 2020		Socket is not working.	I1	Fixing of Socket	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT932	null	EDLP_PHASE-3	Zone-3	M.burrenchobay Gs	CR20T000454M	Rack Charger	Socket	31 May, 2020		Socket is broken.	I2	Replacement of Socket	Need to replace socket.	58338858	Trivial	4			0	null
New Ticket	TCKT931	null	EDLP_PHASE-2	Zone-3	Grand Bel Air Gs	0619 MP2 CC 700 0146	Rack Charger	Fans	31 May, 2020		Fan has stopped working.	I1	Fixing of Fan	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT930	null	EDLP_PHASE-1	Zone-3	A. Sokappadu Gs	No Asset Serial No	Rack Charger	Solo Panel	31 May, 2020		Solo panel is broken.	I2	Replacement of Solo Panel	Need to replace solo panel.	58338858	Trivial	4			0	null
New Ticket	TCKT929	null	EDLP_PHASE-3	Zone-3	Lapeyrouse Gs	CR20T000438M	Rack Charger	Socket	31 May, 2020		Socket is not working.	I1	Fixing of Socket	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT928	null	EDLP_PHASE-2	Zone-3	G. Cheetamun Gs	0619 MP2 CC 700 0046	Rack Charger	MCB (Bracker)	31 May, 2020		MCB (Bracker) is not working.	I2	Replacement of MCB (Bracker)	Need to replace MCB (Bracker).	58338858	Trivial	4			0	null
New Ticket	TCKT927	null	EDLP_PHASE-1	Zone-3	Ste Therese Rc	No Asset Serial No	Rack Charger	Solo Panel	31 May, 2020		Solo panel is not working.	I1	Fixing of Solo Panel	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT926	null	EDLP_PHASE-3	Zone-3	La Sourdine Gs	CR20T000459M	Rack Charger	Solo Panel	31 May, 2020		Solo panel is broken.	I2	Replacement of Solo Panel	Need to change.	58338858	Trivial	4			0	null
New Ticket	TCKT925	null	EDLP_PHASE-2	Zone-3	Duperre Gs	0619 MP2 CC 700 0591	Rack Charger	MCB (Bracker)	31 May, 2020		Need to check MCB(Bracker)	I1	Fixing of MCB (Bracker)	MCB(Bracker), is not switching ON. Need to check and fix.	58338858	Trivial	2			0	null
New Ticket	TCKT924	null	EDLP_PHASE-1	Zone-3	St Patrice Rc	No Asset Serial No	Rack Charger	Wheels	31 May, 2020		Wheels are broken.	I2	Replacement of Wheels	Need to replace the wheels of rack charger.	58338858	Trivial	4			0	null
New Ticket	TCKT923	null	EDLP_PHASE-3	Zone-3	La Flora Gs	CR20T000402M	Rack Charger	Solo Panel	31 May, 2020		Solo panel is not charging all tablets.	I1	Fixing of Solo Panel	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT922	null	EDLP_PHASE-2	Zone-3	Dubreuil Gs	0619 MP2 CC 700 0497	Rack Charger	Switch	31 May, 2020		Switch is broken.	I2	Replacement of Switch	Need to change the switch.	58338858	Trivial	4			0	null
New Ticket	TCKT921	null	EDLP_PHASE-1	Zone-3	St Jean Bosco Rc	No Asset Serial No	Rack Charger	Wheels	31 May, 2020		Wheels are loose	I1	Fixing the Wheels	Need to check and fix the wheels.	58338858	Trivial	2			0	null
New Ticket	TCKT920	null	EDLP_PHASE-3	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	CR20T000446M	Rack Charger	Wheels	31 May, 2020		Wheels are broken.	I2	Replacement of Wheels	Need to change the wheels of the rack charger.	58338858	Trivial	4			0	null
New Ticket	TCKT919	null	EDLP_PHASE-2	Zone-3	Dookee Gungah Gs	0619 MP2 CC 700 0623	Rack Charger	Switch	31 May, 2020		Switch is not working.	I1	Fixing of Switch	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT918	null	EDLP_PHASE-1	Zone-3	St F. D'assisse Rc	No Asset Serial No	Rack Charger	Lock	31 May, 2020		Lock is broken.	I2	Replacement of Lock CR	Need to replace lock of rack charger.	58338858	Trivial	4			0	null
New Ticket	TCKT917	null	EDLP_PHASE-3	Zone-3	James Toolsy Gs	CR20T000406M	Rack Charger	Wheels	31 May, 2020		Wheels are loose	I1	Fixing the Wheels	Need to check and fix the wheels.	58338858	Trivial	2			0	null
New Ticket	TCKT916	null	EDLP_PHASE-2	Zone-3	D.basant Rai Gs	0619 MP2 CC 700 0419	Rack Charger	Socket	31 May, 2020		Socket is broken.	I2	Replacement of Socket	Need to change the socket.	58338858	Trivial	4			0	null
New Ticket	TCKT915	null	EDLP_PHASE-1	Zone-3	St Esprit Rc	No Asset Serial No	Rack Charger	Lock	31 May, 2020		Lock is not well fix.	I1	Fixing of Lock CR	Need to check and fix the lock.	58338858	Trivial	2			0	null
New Ticket	TCKT914	null	EDLP_PHASE-3	Zone-3	Hugh Otter Barry Gs	CR20T000333M	Rack Charger	Padlock	31 May, 2020		Padlock is broken.	I2	Replacement of Padlock	Need to change padlock.	58338858	Trivial	4			0	null
New Ticket	TCKT913	null	EDLP_PHASE-3	Zone-3	Midlands Gs	CR20T000153M	Rack Charger	Wheels	31 May, 2020		The wheels are broken.	I2	Replacement of Wheels	Need to change	58338858	Trivial	4			0	null
New Ticket	TCKT912	null	EDLP_PHASE-2	Zone-3	Curepipe Road Gs	0619 MP2 CC 700 0185	Rack Charger	Socket	31 May, 2020		Socket is not working.	I1	Fixing of Socket	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT911	null	EDLP_PHASE-2	Zone-3	R. Des Creoles Gs	0619 MP2 CC 700 0486	Rack Charger	Switch	31 May, 2020		The switch is not working.	I1	Fixing of Switch	Need to fix.	58338858	Trivial	2			0	null
New Ticket	TCKT910	null	EDLP_PHASE-1	Zone-3	Grand Bois Gs	null	Rack Charger	Lock	31 May, 2020		The lock of the rack charger is broken.	I2	Replacement of Lock CR	Need to replace.	58338858	Trivial	4			0	null
New Ticket	TCKT909	null	EDLP_PHASE-3	Zone-3	Mare Tabac Gs	CR20T000004M	Rack Charger	Wheels	31 May, 2020		The wheels have came out from the rack charger.	I1	Fixing the Wheels	Need to fix the wheels.	58338858	Trivial	2			0	null
New Ticket	TCKT908	null	EDLP_PHASE-2	Zone-3	P. Soobrayen Gs	0619 MP2 CC 700 0430	Rack Charger	Socket	31 May, 2020		The sockets are broken.	I2	Replacement of Socket	Need to change the sockets.	58338858	Trivial	4			0	null
New Ticket	TCKT907	null	EDLP_PHASE-1	Zone-3	Souillac Rc	No Asset Serial No	Rack Charger	Electrical Panel	31 May, 2020		Electrical panel is not working	I2	Replacement of electric panel	Need to replace the electrical panel.	58338858	Trivial	4			0	null
New Ticket	TCKT906	null	EDLP_PHASE-1	Zone-3	Grand Bel Air Gs	No Asset Serial No	Rack Charger	Lock	31 May, 2020		The lock of the rack charger is not working.	I1	Fixing of Lock CR	Need to fix.	58338858	Trivial	2			0	null
New Ticket	TCKT905	null	EDLP_PHASE-3	Zone-3	Mare D'albert Gs	CR20T000033M	Rack Charger	Padlock	31 May,		The padlock is broken.	I2	Replacement of	Need to replace.	58338858	Trivial	4			0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT904	null		EDLP_PHASE-3	Zone-3	Grand Bois Gs	CR20T000385M	Rack Charger	Padlock	2020 31 May, 2020		Padlock screws are loose.	I1	Padlock Fixing of Padlock	Need to fix the screws well	58338858	Trivial		2		0	null
New Ticket	TCKT903	null		EDLP_PHASE-2	Zone-3	Nouvelle France Gs	0619 MP2 CC 700 0471	Rack Charger	Socket	31 May, 2020		The sockets are loose.	I1	Fixing of Socket	Need to fix the sockets.	58338858	Trivial		2		0	null
New Ticket	TCKT902	null		EDLP_PHASE-1	Zone-3	G. Cheetamun Gs	No Asset Serial No	Rack Charger	Electrical Panel	31 May, 2020		No current is coming through the electrical panel.	I2	Replacement of electric panel	Need to replace.	58338858	Trivial		4		0	null
New Ticket	TCKT901	null		EDLP_PHASE-2	Zone-3	Cluny Gs	0619 MP2 CC 700 0169	Rack Charger	Solo Panel	31 May, 2020		Solo panel is broken.	I2	Replacement of Solo Panel	Need to replace solo panel.	58338858	Trivial		4		0	null
New Ticket	TCKT900	null		EDLP_PHASE-3	Zone-3	M.d. Saraswati Gs	No Asset Serial No	Rack Charger	Padlock	31 May, 2020		The padlock is not working.	I1	Fixing of Padlock	Need to fix.	58338858	Trivial		2		0	null
New Ticket	TCKT899	null		EDLP_PHASE-1	Zone-3	Sainte Cecile Rc	KT-CHR-1597079	Rack Charger	Electrical Panel	31 May, 2020		Electrical panel breaker switch is not working.	I1	Fixing of Electrical Panel	Need to check.	58338858	Trivial		2		0	null
New Ticket	TCKT898	null		EDLP_PHASE-2	Zone-3	Midlands Gs	0619 MP2 CC 700 0500	Rack Charger	Solo Panel	31 May, 2020		The solo panels are broken.	I2	Replacement of Solo Panel	Need to replace.	58338858	Trivial		4		0	null
New Ticket	TCKT897	null		EDLP_PHASE-3	Zone-3	Grand Bel Air Gs	CR20T000443M	Rack Charger	Lock	31 May, 2020		Lock is broken.	I2	Replacement of Lock CR	Need to replace the lock of the rack charger.	58338858	Trivial		4		0	null
New Ticket	TCKT896	null		EDLP_PHASE-1	Zone-3	Duperre Gs	No Asset Serial No	Rack Charger	Electrical Panel	31 May, 2020		The wires are all over the place.	I1	Fixing of Electrical Panel	Need to fix the electrical panel.	58338858	Trivial		2		0	null
New Ticket	TCKT895	null		EDLP_PHASE-2	Zone-3	Cite Attlee Gs	0619 MP2 CC 700 0415	Rack Charger	Solo Panel	31 May, 2020		Need to check solo panel.	I1	Fixing of Solo Panel	Solo panel is not charging all tablets.	58338858	Trivial		2		0	null
New Ticket	TCKT894	null		EDLP_PHASE-3	Zone-3	M.d. Mon Tresor Gs	CR20T000017M	Rack Charger	Lock	31 May, 2020		The lock of the rack charger is broken.	I2	Replacement of Lock CR	Need to replace.	58338858	Trivial		4		0	null
New Ticket	TCKT893	null		EDLP_PHASE-2	Zone-3	Mare Tabac Gs	0619 MP2 CC 700 0432	Rack Charger	Solo Panel	31 May, 2020		The solo panels have came out.	I1	Fixing of Solo Panel	Need to fix the solo panel.	58338858	Trivial		2		0	null
New Ticket	TCKT892	null		EDLP_PHASE-1	Zone-3	Dubreuil Gs	No Asset Serial No	Rack Charger	Timer	31 May, 2020		The timer is not working.	I2	Replacement of Timer	Need to change the timer.	58338858	Trivial		4		0	null
New Ticket	TCKT891	null		EDLP_PHASE-1	Zone-3	N.dame Du Refuge Rc	KT-CHR-1595413	Rack Charger	Timer	31 May, 2020		Timer is not working	I2	Replacement of Timer	Need to change the timer.	58338858	Trivial		4		0	null
New Ticket	TCKT890	null		EDLP_PHASE-3	Zone-3	M.burrenchobay Gs	CR20T000035M	Rack Charger	Lock	31 May, 2020		The lock of the rack charger is not working.	I1	Fixing of Lock CR	Need to fix.	58338858	Trivial		2		0	null
New Ticket	TCKT889	null		EDLP_PHASE-3	Zone-3	G. Cheetamun Gs	CR20T000423M	Rack Charger	Lock	31 May, 2020		Lock screws has fall out.	I1	Fixing of Lock CR	Need to fix lock screws back.	58338858	Trivial		2		0	null
New Ticket	TCKT888	null		EDLP_PHASE-2	Zone-3	Mare D'albert Gs	0619 MP2 CC 700 0431	Rack Charger	Wheels	31 May, 2020		The wheels are broken.	I2	Replacement of Wheels	Need to change.	58338858	Trivial		4		0	null
New Ticket	TCKT887	null		EDLP_PHASE-1	Zone-3	Dookee Gungah Gs	No Asset Serial No	Rack Charger	Timer	31 May, 2020		The timer is not working.	I1	Fixing/Replacement Single timer	Need to fix.	58338858	Trivial		2		0	null
New Ticket	TCKT886	null		EDLP_PHASE-2	Zone-3	Charles Telfair Gs	0619 MP2 CC 300 0099	Rack Charger	Wheels	31 May, 2020		Wheels are broken.	I2	Replacement of Wheels	Need to change the wheels of the rack charger.	58338858	Trivial		4		0	null
New Ticket	TCKT885	null		EDLP_PHASE-1	Zone-3	N.d.du G.pouvoir Rc	KT-CHR-1596049	Rack Charger	Timer	31 May, 2020		Timer is not good.	I1	Fixing/Replacement Single timer	Need to check and fix the timer.	58338858	Trivial		2		0	null
New Ticket	TCKT884	null		EDLP_PHASE-3	Zone-3	Duperre Gs	CR20T000353M	Rack Charger	Electrical Panel	31 May, 2020		Electrical panel is not working	I2	Replacement of electric panel	There is no power supply in the electrical panel, need to replace.	58338858	Trivial		4		0	null
New Ticket	TCKT883	null		EDLP_PHASE-2	Zone-3	Camp Diable Gs	0619 MP2 CC 700 0081	Rack Charger	Wheels	31 May, 2020		Wheels are loose	I1	Fixing the Wheels	Need to tighten the wheels of rack charger.	58338858	Trivial		2		0	null
New Ticket	TCKT882	null		EDLP_PHASE-1	Zone-3	N.d.de La Confiance Rc	No Asset Serial No	Rack Charger	null	31 May, 2020		Door of Rack charger is broken.	I3	Full Replacement of Rack Charger	Need to replace rack charger.	58338858	Trivial		14		0	null
New Ticket	TCKT881	Vikas Singh		EDLP_PHASE-3	Zone-3	Rose Belle North Gs	CR20T000037M	Rack Charger	Electrical Panel	31 May, 2020		No electricity from the electrical panel.	I2	Replacement of electric panel	Need to change.	58338858	Trivial		4		0	null
New Ticket	TCKT880	null		EDLP_PHASE-2	Zone-3	M.d. Saraswati Gs	0619 MP2 CC 700 0443	Rack Charger	Wheels	31 May, 2020		The wheels have came out from the rack charger.	I1	Fixing the Wheels	Need to fix the wheels.	58338858	Trivial		2		0	null
New Ticket	TCKT879	null		EDLP_PHASE-1	Zone-3	D.basant Rai Gs	No Asset Serial No	Rack Charger	null	31 May, 2020		The rack charger is broken and not charging tablets.	I3	Full Replacement of Rack Charger	Need to replace.	58338858	Trivial		14		0	null
New Ticket	TCKT878	null		EDLP_PHASE-3	Zone-3	Robinson Road Gs	CR20T000089M	Rack Charger	Electrical Panel	31 May, 2020		The wires are all over the place.	I1	Fixing of Electrical Panel	Need to fix the electrical panel.	58338858	Trivial		2		0	null
New Ticket	TCKT877	null		EDLP_PHASE-2	Zone-3	M.d. Mon Tresor Gs	0619 MP2 CC 700 0447	Rack Charger	Padlock	31 May, 2020		The padlock is broken and not working.	I2	Replacement of Padlock	Need to change.	58338858	Trivial		4		0	null
New Ticket	TCKT876	null		EDLP_PHASE-1	Zone-3	Curepipe Road Gs	No Asset Serial No	Rack Charger	null	31 May, 2020		The rack charger is not charging tablets.	I2	Repairing of Rack Charger	Need to repair.	58338858	Trivial		4		0	null
New Ticket	TCKT875	null		EDLP_PHASE-3	Zone-3	Riche En Eau Gs	CR20T000087M	Rack Charger	Timer	31 May, 2020		The timer is not working.	I2	Replacement of Timer	Need to replace.	58338858	Trivial		4		0	null
New Ticket	TCKT874	null		EDLP_PHASE-2	Zone-3	M.burrenchobay Gs	0619 MP2 CC 700 0200	Rack Charger	Padlock	31 May, 2020		The padlock is not working.	I1	Fixing of Padlock	Need to check.	58338858	Trivial		2		0	null
New Ticket	TCKT873	null		EDLP_PHASE-1	Zone-3	Cluny Gs	No Asset Serial No	Rack Charger	null	31 May, 2020		The wires of the rack charger are all over the place.	I1	Fixing of wiring	Need to fix the wires.	58338858	Trivial		2		0	null
New Ticket	TCKT872	null		EDLP_PHASE-3	Zone-3	R.sewpal Gs	CR20T000055M	Rack Charger	Timer	31 May, 2020		The time is wrongly set in the timer.	I1	Configuring the Timer	Need to fix the time.	58338858	Trivial		2		0	null
New Ticket	TCKT871	null		EDLP_PHASE-2	Zone-3	Lapeyrouse Gs	0619 MP2 CC 700 0030	Rack Charger	Lock	31 May, 2020		The lock of the rack charger is broken.	I2	Replacement of Lock CR	Need to replace lock.	58338858	Trivial		4		0	null
New Ticket	TCKT870	null		EDLP_PHASE-1	Zone-3	Cite Attlee Gs	No Asset Serial No	Rack Charger	null	31 May, 2020		The teacher does not know how to use the rack charger.	I1	Training of Rack Charger	Need to give training.	58338858	Trivial		2		0	null
New Ticket	TCKT869	null		EDLP_PHASE-3	Zone-3	R.espitalier Noel Gs	CR20T000073M	Rack Charger	null	31 May, 2020		The rack charger is broken and not charging tablets.	I3	Full Replacement of Rack Charger	Need to replace.	58338858	Trivial		14		0	null
New Ticket	TCKT868	null		EDLP_PHASE-2	Zone-3	La Sourdine Gs	0619 MP2 CC 700 0444	Rack Charger	Lock	31 May, 2020		The lock of the rack charger is not working.	I1	Fixing of Lock CR	Need to fix.	58338858	Trivial		2		0	null
New Ticket	TCKT867	null		EDLP_PHASE-1	Zone-3	Charles Telfair Gs	No Asset Serial No	Rack Charger	null	31 May,		The rack charger is not	I1	Fixing of Rack Charger	Need to check.	58338858	Trivial		2		0	null

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New Ticket	TCKT866	null	EDLP_PHASE-3	Zone-3	R.edward Hart Gs	CR20T000010M	Rack Charger	null	2020 31 May, 2020		charging tablets. The accessories of the rack charger is broken.	I2	Replacement of Broken Accessories	Need to replace.	58338858	Trivial	4		0	null	
New Ticket	TCKT865	null	EDLP_PHASE-2	Zone-3	La Flora Gs	0619 MP2 CC 700 0428	Rack Charger	Electrical Panel	31 May, 2020		The wires are broken and no current in the electrical panel.	I2	Replacement of electric panel	Need to replace the electrical panel.	58338858	Trivial	4		0	null	
New Ticket	TCKT864	null	EDLP_PHASE-1	Zone-3	Camp Diable Gs	No Asset Serial No	Dongle Wecast	null	31 May, 2020		The dongle is not working.	I2	Replacement of Dongle	Need to replace.	58338858	Trivial	4		0	null	
New Ticket	TCKT863	null	EDLP_PHASE-3	Zone-3	R.du Poste Gs	CR20T000120M	Rack Charger	null	31 May, 2020		The wires of the rack charger are all over the place.	I2	Repairing of Rack Charger	Need to repair.	58338858	Trivial	4		0	null	
New Ticket	TCKT862	null	EDLP_PHASE-2	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	0619 MP2 CC 300 0088	Rack Charger	Electrical Panel	31 May, 2020		The wires are all over the place.	I1	Fixing of Electrical Panel	Need to fix the electrical panel.	58338858	Trivial	2		0	null	
New Ticket	TCKT861	null	EDLP_PHASE-1	Zone-3	Britannia Gs	No Asset Serial No	Dongle Wecast	null	31 May, 2020		The dongle is not working.	I1	Checking of Dongle	Need to check.	58338858	Trivial	2		0	null	
New Ticket	TCKT860	null	EDLP_PHASE-3	Zone-3	R.des Anguilles Gs	CR20T000081M	Rack Charger	null	31 May, 2020		The wires of the rack charger are broken.	I2	Replacement of wiring	Need to replace.	58338858	Trivial	4		0	null	
New Ticket	TCKT859	null	EDLP_PHASE-2	Zone-3	James Toolsy Gs	0619 MP2 CC 700 0450	Rack Charger	Timer	31 May, 2020		The timer is not working.	I2	Replacement of Timer	Need to change.	58338858	Trivial	4		0	null	
New Ticket	TCKT858	null	EDLP_PHASE-1	Zone-3	Bel Ombre Gs	B865X600199B	Projector Ricoh PJRX300	null	31 May, 2020		The projector screen is broken.	I3	Replacement of Projector	Need to replace.	58338858	Trivial	14		0	null	
New Ticket	TCKT857	null	EDLP_PHASE-3	Zone-3	R. Des Creoles Gs	CR20T000060M	Rack Charger	null	31 May, 2020		The wires of the rack charger are all over the place.	I1	Fixing of wiring	Need to fix wires.	58338858	Trivial	2		0	null	
New Ticket	TCKT856	null	EDLP_PHASE-2	Zone-3	Hugh Otter Barry Gs	0619 MP2 CC 700 0439	Rack Charger	Timer	31 May, 2020		The timer is not working.	I1	Fixing/Replacement Single timer	Need to check.	58338858	Trivial	2		0	null	
New Ticket	TCKT855	null	EDLP_PHASE-1	Zone-3	Beau Vallon Gs	B865X600453A	Projector Ricoh PJRX300	Projector Screen	31 May, 2020		The projector screen is broken.	I2	Repairing of Projector Screen	Need to repair.	58338858	Trivial	4		0	null	
New Ticket	TCKT854	null	EDLP_PHASE-3	Zone-3	P. Soobrayen Gs	CR20T000099M	Rack Charger	null	31 May, 2020		The teachers do not know how to use the rack charger.	I1	Training of Rack Charger	Need to give training.	58338858	Trivial	2		0	null	
New Ticket	TCKT853	null	EDLP_PHASE-2	Zone-3	Grand Bois Gs	0619 MP2 CC 700 0494	Rack Charger	null	31 May, 2020		Everything is broken in the rack charger.	I3	Full Replacement of Rack Charger	Need to replace with a new one.	58338858	Trivial	14		0	null	
New Ticket	TCKT852	null	EDLP_PHASE-1	Zone-3	B.des Amourettes Gs	B865X800250	Projector Ricoh PJRX300	Projector Screen	31 May, 2020		The projector screen is broken.	I2	Replacement of Part of Projector Screen	Need to replace part of the projector screen.	58338858	Trivial	4		0	null	
New Ticket	TCKT851	null	EDLP_PHASE-3	Zone-3	Nouvelle France Gs	WDV7K0032503K	Dongle - BenQ Q-Cast	null	31 May, 2020		The dongle is broken and not working.	I2	Replacement of Dongle	Need to change dongle with a new one.	58338858	Trivial	4		0	null	
New Ticket	TCKT850	null	EDLP_PHASE-2	Zone-3	Grand Bel Air Gs	0619 MP2 CC 700 0479	Rack Charger	null	31 May, 2020		The rack charger is not charging tablets.	I2	Repairing of Rack Charger	Need to repair.	58338858	Trivial	4		0	null	
New Ticket	TCKT849	null	EDLP_PHASE-1	Zone-3	A. Sokappadu Gs	B865X800296	Projector Ricoh PJRX300	Projector Screen	31 May, 2020		The projector screen is not fix properly.	I1	Fixing of Projector Screen	Need to fix projector screen.	58338858	Trivial	2		0	null	
New Ticket	TCKT848	null	EDLP_PHASE-3	Zone-3	Midlands Gs	WDV7K0031603K	Dongle - BenQ Q-Cast	null	31 May, 2020		Tablet keeps on disconnecting with the projector while the teachers are using it.	I1	Fixing of Disconnection Problem	Need to fix the connection problem.	58338858	Trivial	2		0	null	
New Ticket	TCKT847	null	EDLP_PHASE-2	Zone-3	R.edward Hart Gs	0619 MP2 CC 700 0403	Rack Charger	null	31 May, 2020		The wires of the rack charger are all over the place.	I1	Fixing of wiring	Need to fix the wires.	58338858	Trivial	2		0	null	
New Ticket	TCKT846	null	EDLP_PHASE-1	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	B865X900251A	Projector Ricoh PJRX300	Ceilingmount Kit	31 May, 2020		Ceilingmount kit is broken.	I2	Replacement of Ceilingmount Kit	Need to change.	58338858	Trivial	4		0	null	
New Ticket	TCKT845	null	EDLP_PHASE-3	Zone-3	Mare Tabac Gs	WDV7K0032903K	Dongle - BenQ Q-Cast	null	31 May, 2020		Tablet is not connecting with the projector.	I1	Checking of Dongle	Need to check the dongle.	58338858	Trivial	2		0	null	
New Ticket	TCKT844	null	EDLP_PHASE-2	Zone-3	R.du Poste Gs	0619 MP2 CC 700 0484	Rack Charger	null	31 May, 2020		The teachers do not know how to use the rack charger to charge tablets.	I1	Training of Rack Charger	Need to give training.	58338858	Trivial	2		0	null	
New Ticket	TCKT843	null	EDLP_PHASE-1	Zone-3	James Toolsy Gs	B865X600526	Projector Ricoh PJRX300	Ceilingmount Kit	31 May, 2020		Ceilingmount kit not properly fixed.	I1	Checking of Ceilingmount Kit	Need to check.	58338858	Trivial	2		0	null	
New Ticket	TCKT842	null	EDLP_PHASE-3	Zone-3	Mare D'albert Gs	null	Projector BenQ MW809ST	Wallmount Kit	31 May, 2020		The wallmount kit is broken.	I2	Replacement of Wallmount Kit	Need to change.	58338858	Trivial	4		0	null	
New Ticket	TCKT841	null	EDLP_PHASE-2	Zone-3	R.des Anguilles Gs	0619 MP2 CC 700 0453	Rack Charger	null	31 May, 2020		Rack charger is not charging tablets.	I1	Fixing of Rack Charger	Need to fix the rack charger.	58338858	Trivial	2		0	null	
New Ticket	TCKT840	null	EDLP_PHASE-1	Zone-3	Hugh Otter Barry Gs	No Asset Serial No	Projector Ricoh PJRX300	Power Cord	31 May, 2020		The wires of the power cord are ripped out.	I2	Replacement of Power Cord	Need to change power cord.	58338858	Trivial	4		0	null	
New Ticket	TCKT839	null	EDLP_PHASE-3	Zone-3	Dubreuil Gs	No Asset Serial No	Rack Charger	Electrical Panel	30 May, 2020		Electrical panel is not working	I1	Fixing of Electrical Panel	There is no power supply in the electrical panel.	58338858	Trivial	2		0	null	
New Ticket	TCKT838	null	EDLP_PHASE-2	Zone-3	Britannia Gs	0619 MP2 CC 700 0476	Rack Charger	Padlock	30 May, 2020		Padlock is broken.	I2	Replacement of Padlock	Need to replace padlock.	58338858	Trivial	4		0	null	
New Ticket	TCKT837	null	EDLP_PHASE-1	Zone-3	N.d Du Mont Carmel Rc	KT-CHR-1700711	Rack Charger	null	30 May, 2020		Breaker switch of the Rack charger is not working.	I2	Repairing of Rack Charger	Need to change.	58338858	Trivial	4		0	null	
New Ticket	TCKT836	null	EDLP_PHASE-3	Zone-3	Dookee Gungah Gs	CR20T000427M	Rack Charger	Timer	30 May, 2020		Timer is not working	I2	Replacement of Timer	Need to change the timer.	58338858	Trivial	4		0	null	
New Ticket	TCKT835	null	EDLP_PHASE-2	Zone-3	Bel Ombre Gs	0619 MP2 CC 300 0087	Rack Charger	Padlock	30 May, 2020		Screws of pad lock are loose.	I1	Fixing of Padlock	Need to tighten screws of pad lock.	58338858	Trivial	2		0	null	
New Ticket	TCKT834	null	EDLP_PHASE-1	Zone-3	Mahebourg Rc	KT-CHR-1596127	Rack Charger	null	30 May, 2020		Usb cables inside the rack charger is not well plug.	I1	Fixing of wiring	Need to fix it well.	58338858	Trivial	2		0	null	
New Ticket	TCKT833	null	EDLP_PHASE-3	Zone-3	D.basant Rai Gs	CR20T000445M	Rack Charger	Timer	30 May, 2020		Timer is not good.	I1	Configuring the Timer	Need to reset the timer.	58338858	Trivial	2		0	null	
New Ticket	TCKT832	null	EDLP_PHASE-2	Zone-3	Beau Vallon Gs	0619 MP2 CC 700 0635	Rack Charger	Lock	30 May, 2020		Lock is broken.	I2	Replacement of Lock CR	Need to change lock.	58338858	Trivial	4		0	null	

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	New Ticket	TCKT831	null	EDLP_PHASE-1	Zone-3	Wooton Gs	KT-CHR-1700791	Rack Charger	null	30 May, 2020		Training of Rack charger	I1	Training of Rack Charger	Teacher is requesting for a proper training of rack charger.	58338858	Trivial		2		0	null
	New Ticket	TCKT830	null	EDLP_PHASE-3	Zone-3	Curepipe Road Gs	CR20T000470M	Rack Charger	null	30 May, 2020		Door of Rack charger is broken.	I3	Full Replacement of Rack Charger	Need to change rack charger because door is broken.	58338858	Trivial		14		0	null
	New Ticket	TCKT829	null	EDLP_PHASE-2	Zone-3	B.des Amourettes Gs	0619 MP2 CC 700 0186	Rack Charger	Lock	30 May, 2020		Need to check lock.	I1	Fixing of Lock CR	Lock is not working, need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT828	null	EDLP_PHASE-1	Zone-3	Willoughby Gs	No Asset Serial No	Rack Charger	null	30 May, 2020		Rack charger is not charging tablets.	I1	Fixing of Rack Charger	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT827	null	EDLP_PHASE-3	Zone-3	Cluny Gs	CR20T000434M	Rack Charger	null	30 May, 2020		Rack charger breaker switch are broken.	I2	Replacement of Broken Accessories	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT826	null	EDLP_PHASE-2	Zone-3	A. Sokappadu Gs	0619 MP2 CC 700 0157	Rack Charger	Electrical Panel	30 May, 2020		Electrical panel is not working	I2	Replacement of electric panel	There is no power supply in the electrical panel, need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT824	null	EDLP_PHASE-3	Zone-3	Cite Attlee Gs	CR20T000428M	Rack Charger	null	30 May, 2020		Rack charger four usb cable are not charging tablets.	I2	Repairing of Rack Charger	Need to check or change.	58338858	Trivial		4		0	null
	New Ticket	TCKT823	null	EDLP_PHASE-2	Zone-3	Ste Therese Rc	0619 MP2 CC 700 0199	Rack Charger	Electrical Panel	30 May, 2020		Need to check electrical panel	I1	Fixing of Electrical Panel	Electrical panel, main switch is not working, need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT822	null	EDLP_PHASE-1	Zone-3	Swami Sivananda Gs	DONG-B865X800266	Dongle Wecast	null	30 May, 2020		Need to check dongle.	I1	Checking of Dongle	Dongle is not working, there is no connection of projector with screen.	58338858	Trivial		2		0	null
	New Ticket	TCKT821	null	EDLP_PHASE-3	Zone-3	Charles Telfair Gs	CR20T000347M	Rack Charger	null	30 May, 2020		Cable are ripped out	I2	Replacement of wiring	Need to change rack charger cable	58338858	Trivial		4		0	null
	New Ticket	TCKT820	null	EDLP_PHASE-2	Zone-3	St Patrice Rc	No Asset Serial No	Rack Charger	Timer	30 May, 2020		Timer is not working	I2	Replacement of Timer	Need to change timer.	58338858	Trivial		4		0	null
	New Ticket	TCKT819	null	EDLP_PHASE-1	Zone-3	Sir Claude Noel Gs	B865X800295	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		Projector screen is broken	I3	Replacement of Projector Screen	Projector screen has fallen down, need to replace.	58338858	Trivial		14		0	null
	New Ticket	TCKT818	null	EDLP_PHASE-3	Zone-3	Camp Diable Gs	CR20T000433M	Rack Charger	null	30 May, 2020		Power cable is loose	I1	Fixing of wiring	Need to fix correctly the power cable with the rack charger.	583388580	Trivial		2		0	null
	New Ticket	TCKT817	null	EDLP_PHASE-2	Zone-3	St Jean Bosco Rc	0619 MP2 CC 300 0078	Rack Charger	Timer	30 May, 2020		Need to check timer	I1	Fixing/Replacement Single timer	Timer is not working.	58338858	Trivial		2		0	null
	New Ticket	TCKT816	null	EDLP_PHASE-1	Zone-3	Seegoolam Torul Gs	B865X900495	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		Need to check projector screen	I2	Repairing of Projector Screen	Screen is not coming down, need to be repaired.	58338858	Trivial		4		0	null
	New Ticket	TCKT815	null	EDLP_PHASE-1	Zone-1	P. Raffray Gs	DONG-B865X600061	Dongle Wecast	null	30 May, 2020		Projector is losing connection	I1	Checking of Dongle	In Grade 2, projector is losing connection after 15 mins of use. Need to check dongle.	6321004	Trivial		2		0	null
	New Ticket	TCKT814	null	EDLP_PHASE-3	Zone-3	Britannia Gs	CR20T000354M	Rack Charger	null	30 May, 2020		Training of Rack charger	I1	Training of Rack Charger	Teacher is requesting for a full training of rack charger.	58338858	Trivial		2		0	null
	New Ticket	TCKT813	null	EDLP_PHASE-2	Zone-3	St F. D'assisse Rc	0619 MP2 CC 300 0084	Rack Charger	null	30 May, 2020		Rack charger is door is broken	I3	Full Replacement of Rack Charger	The door of the rack charger is broken, need to change the rack charger.	58338858	Trivial		14		0	null
	New Ticket	TCKT812	null	EDLP_PHASE-1	Zone-3	Saint Hubert Gs	B865X900368	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		Replacement of switch of the projector screen	I2	Replacement of Part of Projector Screen	Switch of the projector screen is broken, need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT811	null	EDLP_PHASE-3	Zone-3	Bel Ombre Gs	WDN5K0006403K	Dongle - BenQ Q-Cast	null	30 May, 2020		No connection of dongle.	I2	Replacement of Dongle	Dongle is not working, there is no connection of projector with tablet. Need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT810	null	EDLP_PHASE-2	Zone-3	St Esprit Rc	0619 MP2 CC 300 0089	Rack Charger	null	30 May, 2020		Rack charger is not working.	I2	Repairing of Rack Charger	Rack charger has no power supply in the power cable, need to repaired or change.	58338858	Trivial		4		0	null
	New Ticket	TCKT809	null	EDLP_PHASE-1	Zone-3	Rose Belle South Gs	B865X800312B	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		Need to fix projector screen	I1	Fixing of Projector Screen	Screen is not coming down, need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT808	null	EDLP_PHASE-3	Zone-3	Beau Vallon Gs	WDV7K0032203K	Dongle - BenQ Q-Cast	null	30 May, 2020		Disconnection problem	I1	Fixing of Disconnection Problem	Projector is disconnecting ever couple of minutes with screen, need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT807	null	EDLP_PHASE-3	Zone-1	G.r.n.w Gs	CR20T000232M	Rack Charger	null	30 May, 2020		The wires are torn out	I2	Replacement of wiring	In Grade 4, the wires of the rack charger are torn out. Need to replace.	2010101	Trivial		4		0	null
	New Ticket	TCKT806	null	EDLP_PHASE-2	Zone-3	Souillac Rc	0619 MP2 CC 700 0194	Rack Charger	null	30 May, 2020		Need to check rack charger power cable	I1	Fixing of wiring	Their is no power supplying to the rack charger, need to check main power cable	58338858	Trivial		2		0	null
	New Ticket	TCKT805	null	EDLP_PHASE-2	Zone-1	Morcellement Raffray Gs	0619 MP2 CC 700 0003	Rack Charger	Timer	30 May, 2020		Rack Charger is not charging tablets	I2	Replacement of Timer	In Grade 1 Yellow, rack charger is not charging tablets. Timer is not showing proper date and time.	6302525	Trivial		4		0	null
	New Ticket	TCKT804	null	EDLP_PHASE-1	Zone-1	P. D'or Village Gs	B865X900528	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		Projector screen is not scrolling up and down	I3	Replacement of Projector Screen	In Grade 2, the projector screen is not scrolling up and down.	6520104	Trivial		14		0	null
	New Ticket	TCKT803	null	EDLP_PHASE-3	Zone-1	Fond Du Sac Gs	CR20T000289M	Rack Charger	null	30 May, 2020		Rack Charger is not switching on	I1	Fixing of wiring	In Grade 4 Blue, the rack charger is not switching on.	6589885	Trivial		2		0	null
	New Ticket	TCKT802	null	EDLP_PHASE-2	Zone-1	Mohabeer Foogooa Gs	No Asset Serial No	Rack Charger	Timer	30 May, 2020		Rack Charger is not charging tablets	I1	Fixing/Replacement Single timer	In Grade 1 Blue, the rack charger is not charging tablets. Need to fix or replace timer.	6530202	Trivial		2		0	null
	New Ticket	TCKT801	null	EDLP_PHASE-1	Zone-1	P. Des Papayes Gs	B865X900194	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		The projector screen is not scrolling up	I2	Repairing of Projector Screen	In Grade 2, the projector screen is not scrolling up.	6523004	Trivial		4		0	null
	New Ticket	TCKT800	null	EDLP_PHASE-3	Zone-1	Esp. Trebuchet Gs	CR20T000435M	Rack Charger	null	30 May, 2020		Need to give training of how to use rack charger to teacher	I1	Training of Rack Charger	In Grade 4 Blue, need to give training to teacher how to use rack charger.	6520309	Trivial		2		0	null
	New Ticket	TCKT799	null	EDLP_PHASE-2	Zone-1	Marcel Cabon Gs	0619 MP2 CC 700 0014	Rack Charger	null	30 May, 2020		Rack charger is not switching on	I3	Full Replacement of Rack Charger	The rack charger of Grade 1 Red is not switching on.	6530105	Trivial		14		0	null
	New Ticket	TCKT798	null	EDLP_PHASE-1	Zone-1	Old La Tour Koenig Gs	B865X800288A	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		Screen handle of the projector screen is broken	I2	Replacement of Part of Projector Screen	In Grade 1, the screen handle of the projector screen is broken.	4587898	Trivial		4		0	null
	New Ticket	TCKT797	null	EDLP_PHASE-3	Zone-1	E. Anquetil Gs	WDN5K0006903K	Dongle - BenQ Q-Cast	null	30 May, 2020		Projector is losing connection	I2	Replacement of Dongle	In Grade 4 Green, projector loses connection after 2 to 3 mins of use.	4523030	Trivial		4		0	null
	New Ticket	TCKT796	null	EDLP_PHASE-2	Zone-1	Mapou Gs	0619 MP2 CC 700 0460	Rack Charger	null	30 May, 2020		Rack charger is making strange noise	I2	Repairing of Rack Charger	Rack charger is making strange noise. Need to repair	2501414	Trivial		4		0	null
	New Ticket	TCKT795	null	EDLP_PHASE-1	Zone-1	Notre Dame Gs	BX865X600441	Projector Ricoh PJRX300	Projector Screen	30 May, 2020		Images are not displaying fully	I1	Fixing of Projector Screen	In Grade 2 Yellow, the images are not siplaying fully on the screen.	6520306	Trivial		2		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT794	null	EDLP_PHASE-1	Zone-3	Rose Belle North Gs	B865XA00327A	Projector Ricoh PJRX300	Ceilingmount Kit	29 May, 2020		Replacement of ceilingmount kit	I2	Replacement of Ceilingmount Kit	Ceilingmount kit is broken, need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT793	null	EDLP_PHASE-3	Zone-3	B.des Amourettes Gs	WDN5K0019503K	Dongle - BenQ Q-Cast	null	29 May, 2020		Checking of dongle	I1	Checking of Dongle	Projector keep disconnecting with tablets, need to check dongle	58338858	Trivial		2		0	null
	New Ticket	TCKT792	null	EDLP_PHASE-2	Zone-3	Sainte Cecile Rc	0619 MP2 CC 300 0090	Rack Charger	null	29 May, 2020		Training of rack charger	I1	Training of Rack Charger	Teacher is requesting for a proper training of rack charger	58338858	Trivial		2		0	null
	New Ticket	TCKT791	null	EDLP_PHASE-1	Zone-3	Robinson Road Gs	B865X800220	Projector Ricoh PJRX300	Ceilingmount Kit	29 May, 2020		Need to check screws of ceilingmount kit	I1	Checking of Ceilingmount Kit	Ceilingmount kit screws need to tightened as it is loose	58338858	Trivial		2		0	null
	New Ticket	TCKT790	null	EDLP_PHASE-3	Zone-3	A. Sokappadu Gs	null	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		Wallmount kit is broken	I2	Replacement of Wallmount Kit	Need to replace wallmount kit as it has been broken.	58338858	Trivial		4		0	null
	New Ticket	TCKT789	null	EDLP_PHASE-2	Zone-3	N.dame Du Refuge Rc	0619 MP2 CC 700 0101	Rack Charger	null	29 May, 2020		Rack charger is not working	I1	Fixing of Rack Charger	Rack charger is not charging tablets, need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT788	null	EDLP_PHASE-1	Zone-3	Riche En Eau Gs	B865X700220B	Projector Ricoh PJRX300	Power Cord	29 May, 2020		Power cord wire is ripped out	I2	Replacement of Power Cord	Need to replace power cord as the wire has been ripped out	58338858	Trivial		4		0	null
	New Ticket	TCKT787	null	EDLP_PHASE-3	Zone-3	Ste Therese Rc	null	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		Need to check wall mount kit	I1	Checking of Wallmount Kit	Wall mount kit screws are loose, need to check and tightened	58338858	Trivial		2		0	null
	New Ticket	TCKT786	null	EDLP_PHASE-2	Zone-3	N.d.du G.pouvoir Rc	WDR9J0003003K	Dongle - BenQ Q-Cast	null	29 May, 2020		Dongle is not working	I2	Replacement of Dongle	Need to change dongle as it is encountering disconnection issues	58338858	Trivial		4		0	null
	New Ticket	TCKT785	null	EDLP_PHASE-3	Zone-3	M.d. Saraswati Gs	null	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		The wallmount kit is loose and not properly fixed.	I1	Checking of Wallmount Kit	Need to check the wallmount.	58338858	Trivial		2		0	null
	New Ticket	TCKT784	null	EDLP_PHASE-1	Zone-3	R.sewpal Gs	B865X400176	Projector Ricoh PJRX300	Power Cord	29 May, 2020		Power cord is loose	I1	Checking of Power Cord	Need to check power cord	58338858	Trivial		2		0	null
	New Ticket	TCKT783	null	EDLP_PHASE-2	Zone-3	R. Des Creoles Gs	WDR9J0034703K	Dongle - BenQ Q-Cast	null	29 May, 2020		The dongle is not working.	I2	Replacement of Dongle	Need to replace the dongle.	58338858	Trivial		4		0	null
	New Ticket	TCKT782	null	EDLP_PHASE-3	Zone-3	St Patrice Rc	PD4CK51020000	Projector BenQ MW809ST	Power Cord	29 May, 2020		Power cord wire is ripped out	I2	Replacement of Power Cord	Need to replace power cord	58338858	Trivial		4		0	null
	New Ticket	TCKT781	null	EDLP_PHASE-1	Zone-3	Grand Bois Gs	B865X700224	Projector Ricoh PJRX300	Power Cord	29 May, 2020		No electricity is coming through the power cord.	I1	Checking of Power Cord	Need to check the power cord.	58338858	Trivial		2		0	null
	New Ticket	TCKT780	null	EDLP_PHASE-2	Zone-3	N.d.de La Confiance Rc	WDR9J0000203K	Dongle - BenQ Q-Cast	null	29 May, 2020		Connection issues with projector and tablet	I1	Fixing of Disconnection Problem	Need to check dongle because projector is loosing connection repeatedly with tablet	58338858	Trivial		2		0	null
	New Ticket	TCKT779	null	EDLP_PHASE-3	Zone-3	M.d. Mon Tresor Gs	null	Projector BenQ MW809ST	Power Cord	29 May, 2020		The power cord wires are ripped out.	I2	Replacement of Power Cord	Need to replace the power cord.	58338858	Trivial		4		0	null
	New Ticket	TCKT778	null	EDLP_PHASE-1	Zone-3	R.espitalier Noel Gs	B865X800314	Projector Ricoh PJRX300	Remote	29 May, 2020		Replacement of remote	I2	Replacement of Remote	Remote is broken, need to change	58338858	Trivial		4		0	null
	New Ticket	TCKT777	null	EDLP_PHASE-3	Zone-3	St Jean Bosco Rc	null	Projector BenQ MW809ST	Power Cord	29 May, 2020		Power cord is loose	I1	Checking of Power Cord	Need to check power cord	58338858	Trivial		2		0	null
	New Ticket	TCKT776	null	EDLP_PHASE-2	Zone-3	P. Soobrayen Gs	WDR9J0034603K	Dongle - BenQ Q-Cast	null	29 May, 2020		While using the projector it keeps on disconnecting after 5 min.	I1	Fixing of Disconnection Problem	Need to fix the connection.	58338858	Trivial		2		0	null
	New Ticket	TCKT775	null	EDLP_PHASE-2	Zone-3	N.d Du Mont Carmel Rc	WDR9J0002303K	Dongle - BenQ Q-Cast	null	29 May, 2020		Dongle is not working	I1	Checking of Dongle	Need to check dongle, as there is no connection of internet with devices.	58338858	Trivial		2		0	null
	New Ticket	TCKT774	null	EDLP_PHASE-1	Zone-3	Grand Bel Air Gs	No Asset Serial No	Projector Ricoh PJRX300	Remote	29 May, 2020		The remote is not working, it is broken and all the buttons have came out.	I2	Replacement of Remote	Need to change the remote.	58338858	Trivial		4		0	null
	New Ticket	TCKT773	null	EDLP_PHASE-1	Zone-3	R.edward Hart Gs	No Asset Serial No	Projector Ricoh PJRX300	Remote	29 May, 2020		Remote is not working	I1	Checking of Remote	Need to check, remote key is not working	58338858	Trivial		2		0	null
	New Ticket	TCKT772	null	EDLP_PHASE-3	Zone-3	M.burrenchobay Gs	PD4CK51013000	Projector BenQ MW809ST	Power Cord	29 May, 2020		The electricity is not coming through the power cord.	I1	Checking of Power Cord	Need to check the power cord.	58338858	Trivial		2		0	null
	New Ticket	TCKT771	null	EDLP_PHASE-3	Zone-3	St F. D'assisse Rc	PD4CK51022000	Projector BenQ MW809ST	Remote Holder	29 May, 2020		Remote holder is broken	I2	Replacement of Remote Holder	Need to change remote holder	58338858	Trivial		4		0	null
	New Ticket	TCKT770	null	EDLP_PHASE-2	Zone-3	Mahebourg Rc	PDL9J01328000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Projector screen is boken	I3	Replacement of Projector Screen	Need to change projector screen because screen is broken	58338858	Trivial		14		0	null
	New Ticket	TCKT769	null	EDLP_PHASE-2	Zone-3	Nouvelle France Gs	WDR9J0003803K	Dongle - BenQ Q-Cast	null	29 May, 2020		The dongle is not working.	I1	Checking of Dongle	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT768	null	EDLP_PHASE-1	Zone-3	G. Cheetamun Gs	B865X600201	Projector Ricoh PJRX300	Remote	29 May, 2020		The remote is not working.	I1	Checking of Remote	Need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT767	null	EDLP_PHASE-1	Zone-3	R.du Poste Gs	B865X700426	Projector Ricoh PJRX300	2 Pin Adopter	29 May, 2020		2 pin adopter is broken	I2	Replacement of 2 Pin Adopter	Need to replace 2 pin adopter as it is broken	58338858	Trivial		4		0	null
	New Ticket	TCKT766	null	EDLP_PHASE-3	Zone-3	Rose Belle North Gs	null	Projector BenQ MW809ST	Remote Holder	29 May, 2020		The remote holder is broken.	I2	Replacement of Remote Holder	Need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT765	null	EDLP_PHASE-3	Zone-3	St Esprit Rc	null	Projector BenQ MW809ST	Remote Holder	29 May, 2020		Remote holder screws are loose	I1	Checking of Remote Holder	Need to tighten screws of the remote holder	58338858	Trivial		2		0	null
	New Ticket	TCKT764	null	EDLP_PHASE-3	Zone-1	Signal Mountain Rc	PD4CK51024000	Projector BenQ MW809ST	Remote	29 May, 2020		Remote is not working	I2	Replacement of Remote	The power button of the remote came out.	58	Trivial		4		0	null
	New Ticket	TCKT763	null	EDLP_PHASE-2	Zone-3	Wooton Gs	PDL9J01268000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Screen is not coming down	I1	Fixing of Projector Screen	Need to check the screen of the projector because it is not coming down	58338858	Trivial		2		0	null
	New Ticket	TCKT762	null	EDLP_PHASE-2	Zone-3	Midlands Gs	PDL9J01195000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		The projector screen is broken.	I3	Replacement of Projector Screen	Need to replace with a new one.	58338858	Trivial		14		0	null
	New Ticket	TCKT761	null	EDLP_PHASE-1	Zone-3	R.des Anguilles Gs	B865XA00296	Projector Ricoh PJRX300	2 Pin Adopter	29 May, 2020		2 pin adopter is not working	I1	Checking of 2 Pin Adopter	Need to check 2 pin adopter	58338858	Trivial		2		0	null
	New Ticket	TCKT760	null	EDLP_PHASE-1	Zone-3	Duperre Gs	B865X900261	Projector Ricoh PJRX300	2 Pin Adopter	29 May, 2020		The 2 pin adopter is broken.	I2	Replacement of 2 Pin Adopter	Need to change the 2 pin adpoter.	58338858	Trivial		4		0	null
	New Ticket	TCKT759	null	EDLP_PHASE-2	Zone-1	D. Hurry Gs	PDL9J01354000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Projector screen is not scrolling up and down	I3	Replacement of Projector Screen	Projector screen is not scrolling up and down, due to the base of the projector screen has broken. Need to change.	5	Trivial		14		0	null
	New Ticket	TCKT757	null	EDLP_PHASE-3	Zone-3	Souillac Rc	PD4CK51053000	Projector BenQ	Remote	29 May,		Remote is broken	I2	Replacement of Remote	Need to replace remote because it has	58338858	Trivial		4		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
							MW809ST		2020					been crack in middle							
New Ticket	TCKT758	null	EDLP_PHASE-3	Zone-3	Souillac Rc	PD4CK51053000	Projector BenQ MW809ST	Remote	29 May, 2020		Remote is broken	I2	Replacement of Remote	Need to replace remote because it has been crack in middle	58338858	Trivial	4			0	null
New Ticket	TCKT756	null	EDLP_PHASE-3	Zone-3	Robinson Road Gs	null	Projector BenQ MW809ST	Remote Holder	29 May, 2020		The remote holder is loose.	I1	Checking of Remote Holder	Need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT755	null	EDLP_PHASE-1	Zone-1	Dr Edgard Millien Gs	B865X700406	Projector Ricoh PJRX300	2 Pin Adopter	29 May, 2020		Projector was not projecting image	I1	Checking of 2 Pin Adopter	Projector was not projecting image, Because 2 pin adopter was faulty.	6	Trivial	2			0	null
New Ticket	TCKT754	null	EDLP_PHASE-2	Zone-3	Mare Tabac Gs	PDL9J01474000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		The projector screen is broken.	I2	Repairing of Projector Screen	Need to repair.	58338858	Trivial	4			0	null
New Ticket	TCKT753	null	EDLP_PHASE-2	Zone-3	Willoughby Gs	PDL9J01304000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Replacement of screen	I2	Replacement of Part of Projector Screen	Screen is damaged, need to replace	58338858	Trivial	4			0	null
New Ticket	TCKT752	null	EDLP_PHASE-1	Zone-3	Dubreuil Gs	B865X700353	Projector Ricoh PJRX300	2 Pin Adopter	29 May, 2020		The 2 pin adopter is not working.	I1	Checking of 2 Pin Adopter	Need to check the 2 pin adopter.	58338858	Trivial	2			0	null
New Ticket	TCKT751	null	EDLP_PHASE-2	Zone-1	Creve Coeur Gs	PDL9J01135000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Projector screen is not scrolling up and down	I2	Repairing of Projector Screen	Projector screen is not scrolling up and down. Need to fix the rolling part.	52	Trivial	4			0	null
New Ticket	TCKT750	null	EDLP_PHASE-3	Zone-3	Riche En Eau Gs	PD4CK51009000	Projector BenQ MW809ST	Remote	29 May, 2020		The remote is not working, it is broken and all the buttons have came out.	I2	Replacement of Remote	Need to replace the remote with a new one.	58338858	Trivial	4			0	null
New Ticket	TCKT749	null	EDLP_PHASE-2	Zone-3	Mare D'albert Gs	PDL9J01342000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		The projector screen is broken.	I2	Replacement of Part of Projector Screen	Need to change.	58338858	Trivial	4			0	null
New Ticket	TCKT748	null	EDLP_PHASE-1	Zone-1	D'epinay Gs	B865X900520	Projector Ricoh PJRX300	Multiplug	29 May, 2020		The Multiplug is not giving electricity to switch on the projector.	I2	Replacement of multiplug	The Multiplug is not giving electricity to switch on the projector. Need to change the multiplug.	63	Trivial	4			0	null
New Ticket	TCKT747	null	EDLP_PHASE-1	Zone-3	R. Des Creoles Gs	No Asset Serial No	Projector Ricoh PJRX300	Multiplug	29 May, 2020		Multiplug is not working	I2	Replacement of multiplug	Need to change multiplug because it is not working.	58338858	Trivial	4			0	null
New Ticket	TCKT746	null	EDLP_PHASE-1	Zone-3	Dookee Gungah Gs	B865XA00079	Projector Ricoh PJRX300	Multiplug	29 May, 2020		The multiplug is broken.	I2	Replacement of multiplug	Need to change the multiplug.	58338858	Trivial	4			0	null
New Ticket	TCKT745	null	EDLP_PHASE-3	Zone-3	R.sewpal Gs	null	Projector BenQ MW809ST	Remote	29 May, 2020		The remote is not working.	I1	Checking of Remote	Need to check the remote.	58338858	Trivial	2			0	null
New Ticket	TCKT743	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	null	Projector BenQ MW809ST	Remote	29 May, 2020		Remote is not working	I1	Checking of Remote	Remote is not working. Need to check.	85	Trivial	2			0	null
New Ticket	TCKT744	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	null	Projector BenQ MW809ST	Remote	29 May, 2020		Remote is not working	I1	Checking of Remote	Remote is not working. Need to check.	85	Trivial	2			0	null
New Ticket	TCKT742	null	EDLP_PHASE-2	Zone-3	M.d. Saraswati Gs	PDL9J01361000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		The projector screen is not fixed properly in the right angle.	I1	Fixing of Projector Screen	Need to fix projector screen properly.	58338858	Trivial	2			0	null
New Ticket	TCKT741	null	EDLP_PHASE-3	Zone-3	Sainte Cecile Rc	null	Projector BenQ MW809ST	Remote	29 May, 2020		Remote is not working	I1	Checking of Remote	Remote key is not working, need to check.	58338858	Trivial	2			0	null
New Ticket	TCKT740	null	EDLP_PHASE-2	Zone-1	Jean Lebrun Gs	PDL9J01488000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Projector screen is not scrolling up and down	I2	Replacement of Part of Projector Screen	Projector screen is not scrolling up and down. Need to replace the rolling part.	6	Trivial	4			0	null
New Ticket	TCKT739	null	EDLP_PHASE-1	Zone-3	D.basant Rai Gs	B865XA00095	Projector Ricoh PJRX300	Multiplug	29 May, 2020		The multiplug is not working.	I1	Checking of Multiplug	Need to check the multiplug.	58338858	Trivial	2			0	null
New Ticket	TCKT738	null	EDLP_PHASE-2	Zone-3	P. Soobrayen Gs	PDL9J01242000	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Projector screen is not coming down	I1	Fixing of Projector Screen	Need to check projector screen because screen is not coming down	58338858	Trivial	2			0	null
New Ticket	TCKT737	null	EDLP_PHASE-3	Zone-3	R.espitalier Noel Gs	null	Projector BenQ MW809ST	HDMI Cable	29 May, 2020		The HDMI cable is broken.	I2	Replacement of HDMI Cable	Need to change the HDMI cable .	58338858	Trivial	4			0	null
New Ticket	TCKT736	null	EDLP_PHASE-2	Zone-3	M.d. Mon Tresor Gs	PDL9J01097000	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		The wallmount kit is broken.	I2	Replacement of Wallmount Kit	Need to replace the wallmount.	58338858	Trivial	4			0	null
New Ticket	TCKT735	null	EDLP_PHASE-1	Zone-1	Daneswock Sewraz Gs	B865X800191	Projector Ricoh PJRX300	Multiplug	29 May, 2020		The Multiplug is not giving electricity to switch on the projector.	I1	Checking of Multiplug	The Multiplug is not giving electricity to switch on the projector. Need to check the multiplug	78	Trivial	2			0	null
New Ticket	TCKT734	null	EDLP_PHASE-1	Zone-3	Curepipe Road Gs	B865X900513	Projector Ricoh PJRX300	Aux Cable	29 May, 2020		The pins of the AUX cable is broken.	I2	Replacement of Aux Cable	Need to replace the AUX cable.	58338858	Trivial	4			0	null
New Ticket	TCKT733	null	EDLP_PHASE-1	Zone-3	P. Soobrayen Gs	B865X900277	Projector Ricoh PJRX300	Multiplug	29 May, 2020		Multiplug pin is loose	I1	Checking of Multiplug	Need to check multiplug because the pin has become very loose	58338858	Trivial	2			0	null
New Ticket	TCKT732	null	EDLP_PHASE-1	Zone-3	P. Soobrayen Gs	B865X900277	Projector Ricoh PJRX300	Aux Cable	29 May, 2020		Aux cable is not working	I2	Replacement of Aux Cable	Need to replace aux cable as it is damaged	58338858	Trivial	4			0	null
New Ticket	TCKT731	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	PD4CK51046000	Projector BenQ MW809ST	HDMI Cable	29 May, 2020		The HDMI Cable is not connecting with the projector.	I2	Replacement of HDMI Cable	The HDMI Cable is not connecting with the projector.Need to change the HDMI Cable.	63	Trivial	4			0	null
New Ticket	TCKT730	null	EDLP_PHASE-3	Zone-3	R.edward Hart Gs	PD4CK51041000	Projector BenQ MW809ST	HDMI Cable	29 May, 2020		There is connection probelm.	I1	Checking of HDMI Cable	Need to check the HDMI Cable.	58338858	Trivial	2			0	null
New Ticket	TCKT729	null	EDLP_PHASE-2	Zone-1	H. Ramnarain Gs	null	Projector BenQ MW809ST	Projector Screen	29 May, 2020		Projector screen is not scrolling up and down	I1	Fixing of Projector Screen	Projector screen is not scrolling up and down.Need to fix this issue.	8	Trivial	2			0	null
New Ticket	TCKT728	null	EDLP_PHASE-1	Zone-1	D. Hurry Gs	B865X800092	Projector Ricoh PJRX300	Aux Cable	29 May, 2020		The Aux Cable wire has damage.	I2	Replacement of Aux Cable	The Aux Cable wire has damage.Need to change the Aux Cable.	45	Trivial	4			0	null
New Ticket	TCKT727	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	null	Projector BenQ MW809ST	HDMI Cable	29 May, 2020		Checking of HDMI Cable	I1	Checking of HDMI Cable	Need to check the HDMI Cable, the image of the projector is not clear.	52	Trivial	2			0	null
New Ticket	TCKT726	null	EDLP_PHASE-2	Zone-1	H. Ramnarain Gs	PDL9J01134000	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		wall-mount kit has become loose	I2	Replacement of Wallmount Kit	wall-mount kit has become loose,need to change the screw.	96	Trivial	4			0	null
New Ticket	TCKT725	null	EDLP_PHASE-1	Zone-1	Creve Coeur Gs	B865X600114	Projector Ricoh PJRX300	Aux Cable	29 May, 2020		Aux cable is worn out	I1	Checking of Aux Cable	Aux cable is worn out. Need to fix the aux cable.	52	Trivial	2			0	null
New Ticket	TCKT724	null	EDLP_PHASE-3	Zone-3	N.dame Du Refuge Rc	PD4CK51027000	Projector BenQ MW809ST	HDMI Cable	29 May, 2020		Replacement of HDMI cable	I2	Replacement of HDMI Cable	HDMI cable is broken, need to replace.	58338858	Trivial	4			0	null
New Ticket	TCKT723	null	EDLP_PHASE-3	Zone-1	Dr. O. Beaugeard Gs	WDN5K0015903K	Dongle - BenQ Q-Cast	null	29 May, 2020		Projector loses connection	I1	Fixing of Disconnection Problem	In Grade 4, projector is losing connection after every 10 minutes of use.	4569898	Trivial	2			0	null
New Ticket	TCKT722	null	EDLP_PHASE-2	Zone-1	Dr. O. Beaugeard Gs	0619 MP2 CC 700 0018	Rack Charger	null	29 May, 2020		The wires of the rack charger came out	I1	Fixing of wiring	In Grade 1, the wires of the rack charger came out. Need to fix	6320505	Trivial	2			0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT721	null	EDLP_PHASE-2	Zone-3	Swami Sivananda Gs	PDL9J01305000	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		Wallmount kit is broken	I2	Replacement of Wallmount Kit	Need to change or replace	58338858	Trivial		4		0	null
	New Ticket	TCKT720	null	EDLP_PHASE-1	Zone-1	Noe Nemorin Gs	No Asset Serial No	Projector Ricoh PJRX300	Ceilingmount Kit	29 May, 2020		The bracket of the ceiling mount kit is broken	I2	Replacement of Ceilingmount Kit	In Grade 2 Yellow, the bracket of the ceiling mount kit is broken.	2036369	Trivial		4		0	null
	New Ticket	TCKT719	null	EDLP_PHASE-2	Zone-3	M.burrenchobay Gs	PDL9J01142000	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		The wallmount kit is loose.	I1	Checking of Wallmount Kit	Need to check the wallmount kit.	58338858	Trivial		2		0	null
	New Ticket	TCKT718	null	EDLP_PHASE-3	Zone-1	Dr I.a. Goomany Gs	WDNAJ0009303K	Dongle - BenQ Q-Cast	null	29 May, 2020		Projector is not displaying any image	I1	Checking of Dongle	In Grade 4, the projector is not displaying image. Need to check dongle.	6302025	Trivial		2		0	null
	New Ticket	TCKT717	null	EDLP_PHASE-2	Zone-1	M. Kisanh Gs	0619 MP2 CC 700 0084	Rack Charger	null	29 May, 2020		Need to give training to teacher how to use rack charger	I1	Training of Rack Charger	In Grade 3 Red, need to give training to teacher about how to use rack charger.	6320000	Trivial		2		0	null
	New Ticket	TCKT716	null	EDLP_PHASE-1	Zone-1	Nicolay Gs	B865XA00103	Projector Ricoh PJRX300	Ceilingmount Kit	29 May, 2020		The screw of the ceiling mount is loose	I1	Checking of Ceilingmount Kit	In Grade 1 Yellow, the screw of the ceiling mount is loose. Need to check.	6589332	Trivial		2		0	null
	New Ticket	TCKT715	null	EDLP_PHASE-1	Zone-3	Cluny Gs	B865XA00300	Projector Ricoh PJRX300	Aux Cable	29 May, 2020		There is problem with the audio signal.	I1	Checking of Aux Cable	Need to check the AUX cable.	58338858	Trivial		2		0	null
	New Ticket	TCKT714	null	EDLP_PHASE-1	Zone-3	Nouvelle France Gs	B865X600272	Projector Ricoh PJRX300	Aux Cable	29 May, 2020		Aux cable pin is broken	I2	Replacement of Aux Cable	Need to change aux cable because the pin is broken.	58338858	Trivial		4		0	null
	New Ticket	TCKT713	null	EDLP_PHASE-3	Zone-3	R.du Poste Gs	null	Projector BenQ MW809ST	null	29 May, 2020		In grade 4 there are projectors that need to be installed.	I3	Installation of Pending Projectors	Need to do installation of pending projectors.	58338858	Trivial		14		0	null
	New Ticket	TCKT712	null	EDLP_PHASE-3	Zone-3	N.d.du G.pouvoir Rc	null	Projector BenQ MW809ST	HDMI Cable	29 May, 2020		Checking of HDMI cable	I1	Checking of HDMI Cable	Need to check HDMI cable because projector is not connecting with screen	58338858	Trivial		2		0	null
	New Ticket	TCKT711	null	EDLP_PHASE-2	Zone-3	Lapeyrouse Gs	PDL9J01480000	Projector BenQ MW809ST	Power Cord	29 May, 2020		The projector is not switching on and electricity is not coming throught.	I2	Replacement of Power Cord	Need to change the power cord.	58338858	Trivial		4		0	null
	New Ticket	TCKT710	null	EDLP_PHASE-2	Zone-3	Sir Claude Noel Gs	PDL9J01092000	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		Wall mount kit screws are loose	I1	Checking of Wallmount Kit	Need to check wall mount kit as requested by headmaster, because are loose.	58338858	Trivial		2		0	null
	New Ticket	TCKT709	null	EDLP_PHASE-1	Zone-3	Midlands Gs	B865X700317	Projector Ricoh PJRX300	Aux Cable	29 May, 2020		Aux cable is not working	I1	Checking of Aux Cable	Need to check aux cable	58338858	Trivial		2		0	null
	New Ticket	TCKT708	null	EDLP_PHASE-1	Zone-3	Cite Attlee Gs	B865X800327	Projector Ricoh PJRX300	Speaker	29 May, 2020		The speaker is not working at all.	I2	Replacement of Speaker	Need to change the speaker to a new one.	58338858	Trivial		4		0	null
	New Ticket	TCKT707	null	EDLP_PHASE-3	Zone-3	N.d.de La Confiance Rc	PD4CK51008000	Projector BenQ MW809ST	null	29 May, 2020		Installation of pending projector	I3	Installation of Pending Projectors	Need to install projector	58338858	Trivial		14		0	null
	New Ticket	TCKT706	null	EDLP_PHASE-2	Zone-3	Seegoolam Torul Gs	PDL9J01089000	Projector BenQ MW809ST	Power Cord	29 May, 2020		Power cord is damaged	I2	Replacement of Power Cord	Need to change power cord as the wire inside has been ripped out.	58338858	Trivial		4		0	null
	New Ticket	TCKT705	null	EDLP_PHASE-3	Zone-3	R.des Anguilles Gs	null	Projector BenQ MW809ST	null	29 May, 2020		The projector is broken and not switching on.	I3	Replacement of Projector	Need to replace the projector with a new one.	58338858	Trivial		14		0	null
	New Ticket	TCKT704	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	PD4CK51026000	Projector BenQ MW809ST	null	29 May, 2020		Installation of Pending Projectors	I3	Installation of Pending Projectors	Need to install projector in grade 2 blue. The Projector has not been install before.	523	Trivial		14		0	null
	New Ticket	TCKT703	null	EDLP_PHASE-2	Zone-3	La Sourdine Gs	PDL9J01110000	Projector BenQ MW809ST	Power Cord	29 May, 2020		When switching the projector on there is not any light showing on the power button.	I1	Checking of Power Cord	Need to check the power cord if electricity is passing through or not.	58338858	Trivial		2		0	null
	New Ticket	TCKT702	null	EDLP_PHASE-1	Zone-3	Mare Tabac Gs	B865X800258	Projector Ricoh PJRX300	Speaker	29 May, 2020		Speaker is not working	I2	Replacement of Speaker	Speaker is faulty, need to change.	58338858	Trivial		4		0	null
	New Ticket	TCKT701	null	EDLP_PHASE-2	Zone-1	Guy Rosemont Gs	PDL9J01347000	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		The wallmount Kit screw has become loose.	I1	Checking of Wallmount Kit	The wall-mount Kit screw has become loose. Need to fixed the screw.	2	Trivial		2		0	null
	New Ticket	TCKT700	null	EDLP_PHASE-3	Zone-3	N.d Du Mont Carmel Rc	null	Projector BenQ MW809ST	null	29 May, 2020		Projector is not good	I3	Replacement of Projector	Projector has too many lines when projecting images, need to replace.	58338858	Trivial		14		0	null
	New Ticket	TCKT699	null	EDLP_PHASE-1	Zone-1	Cottage Gs	B865X700230	Projector Ricoh PJRX300	Speaker	29 May, 2020		Speaker not functioning	I2	Replacement of Speaker	The speaker in grade 1 yellow is not working,need to the switch on and off .	5	Trivial		4		0	null
	New Ticket	TCKT698	null	EDLP_PHASE-2	Zone-3	Saint Hubert Gs	PDL9J01222000	Projector BenQ MW809ST	Power Cord	29 May, 2020		Power cord is loose .	I1	Checking of Power Cord	Need to check the power cord because the teacher is saying that the projector keep turning off and he need to pushed back the power cord to restart it.	58338858	Trivial		2		0	null
	New Ticket	TCKT697	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	null	Projector BenQ MW809ST	null	29 May, 2020		Projector is not functioning	I3	Replacement of Projector	Projector is not functioning. The projector lamp have become black. Need to change the projector.	63	Trivial		14		0	null
	New Ticket	TCKT696	null	EDLP_PHASE-1	Zone-3	Charles Telfair Gs	B865X800294	Projector Ricoh PJRX300	Speaker	29 May, 2020		The strange sound is coming from the speaker.	I1	Checking of Speaker	Need to check the speaker.	58338858	Trivial		2		0	null
	New Ticket	TCKT695	null	EDLP_PHASE-1	Zone-3	Mare D'albert Gs	B865X600502	Projector Ricoh PJRX300	Speaker	29 May, 2020		Speaker is not working	I1	Checking of Speaker	There is no audio sound from the speaker, need to check.	58338858	Trivial		2		0	null
	New Ticket	TCKT694	null	EDLP_PHASE-2	Zone-1	Grand Bay Gs	PDL9J01278000	Projector BenQ MW809ST	Power Cord	29 May, 2020		Power cord is broken	I2	Replacement of Power Cord	The power cord of the projector in grade 2 red have broken,need to replace.	52	Trivial		4		0	null
	New Ticket	TCKT693	null	EDLP_PHASE-3	Zone-3	Mahebourg Rc	PD4CK51021000	Projector BenQ MW809ST	null	29 May, 2020		Projector lamp is broken.	I2	Replacement of Broken Accessories	Projector lamp is not getting ON. Need to replace.	58338858	Trivial		4		0	null
	New Ticket	TCKT692	null	EDLP_PHASE-3	Zone-3	R. Des Creoles Gs	PD4CK51037000	Projector BenQ MW809ST	null	29 May, 2020		The projector lamp is broken.	I2	Replacement of Broken Accessories	Need to change the lamp of the projector.	58338858	Trivial		4		0	null
	New Ticket	TCKT691	null	EDLP_PHASE-2	Zone-1	Grand Bay Gs	PDL9J01278000	Projector BenQ MW809ST	Power Cord	29 May, 2020		Power cord is broken	I2	Replacement of Power Cord	The power cord of the projector in grade 2 blue has broken.Need to change the power code.	523	Trivial		4		0	null
	New Ticket	TCKT690	null	EDLP_PHASE-1	Zone-1	Cite Vallijee Gs (residence Vallijee Gs)	B865X700467	Projector Ricoh PJRX300	Speaker	29 May, 2020		Speaker not functioning	I1	Checking of Speaker	Speaker not functioning,need to check the switch on and off bottom .	52	Trivial		2		0	null
	New Ticket	TCKT689	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	PD4CK51039000	Projector BenQ MW809ST	null	29 May, 2020		Projector volume bottom have broken.	I2	Replacement of Broken Accessories	Projector volume bottom have broken. Need to change the bottom.	5	Trivial		4		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT688	null	EDLP_PHASE-2	Zone-1	G.r.n.w Gs	PDL9J01275000	Projector BenQ MW809ST	Power Cord	29 May, 2020		Power cord wire has broken.	I1	Checking of Power Cord	Power cord wire has broken. Need to check.	5	Trivial	2		0	null	
	New Ticket	TCKT687	null	EDLP_PHASE-1	Zone-1	Chitrakoot Gs	B865X900227	Projector Ricoh PJRX300	VGA to HDMI Converter	29 May, 2020		Projector is not displaying image	I2	Replacement of VGA to HDMI Converter	The VGA to HDMI Converter has broken. Need to replace.	2	Trivial	4		0	null	
	New Ticket	TCKT686	null	EDLP_PHASE-2	Zone-3	La Flora Gs	PDL9J01295000	Projector BenQ MW809ST	Remote	29 May, 2020		The remote is not working, it is broken and all the buttons have came out.	I2	Replacement of Remote	Need to replace the remote with a new one.	58338858	Trivial	4		0	null	
	New Ticket	TCKT685	null	EDLP_PHASE-3	Zone-1	C. Sacre De Jesus Rc	No Asset Serial No	Projector BenQ MW809ST	null	29 May, 2020		Projector is not displaying image	I2	Repairing of Projector	The projector in grade 2 blue is not projecting image. Need to change the lamp.	6	Trivial	4		0	null	
	New Ticket	TCKT684	null	EDLP_PHASE-1	Zone-3	Camp Diable Gs	B865X900425	Projector Ricoh PJRX300	VGA to HDMI Converter	29 May, 2020		The VGA to HDMI converter is broken and the wires are ripped out.	I2	Replacement of VGA to HDMI Converter	Need to replace the VGA to HDMI converter.	58338858	Trivial	4		0	null	
	New Ticket	TCKT683	null	EDLP_PHASE-2	Zone-3	Rose Belle South Gs	PDL9J01364000	Projector BenQ MW809ST	Remote	29 May, 2020		Remote is broken	I2	Replacement of Remote	Remote is broken, it has been crack in the middle, need to replace.	58338858	Trivial	4		0	null	
	New Ticket	TCKT682	null	EDLP_PHASE-3	Zone-3	P. Soobrayen Gs	null	Projector BenQ MW809ST	null	29 May, 2020		The projector's buttons are not working.	I2	Repairing of Projector	Need to repair the projector.	58338858	Trivial	4		0	null	
	New Ticket	TCKT681	null	EDLP_PHASE-2	Zone-1	Fond Du Sac Gs	PDL9J01484000	Projector BenQ MW809ST	Remote	29 May, 2020		Remote is not working	I2	Replacement of Remote	The Remote is not working , need to change the remote due to missing number 1.	7	Trivial	4		0	null	
	New Ticket	TCKT680	null	EDLP_PHASE-1	Zone-1	Calebasses Gs	B865X900457	Projector Ricoh PJRX300	VGA to HDMI Converter	29 May, 2020		Projector is not displaying image	I1	Checking of VGA to HDMI Converter	Need to check VGA to HDMI Converter, the image is not displaying.	3	Trivial	2		0	null	
	New Ticket	TCKT679	null	EDLP_PHASE-1	Zone-3	M.d. Saraswati Gs	B865X700250	Projector Ricoh PJRX300	VGA to HDMI Converter	29 May, 2020		Replacement of VGA to HDMI cable	I2	Replacement of VGA to HDMI Converter	VGA to HDMI cable wire has been ripped out, where the copper wire can be seen. Need to be replaced.	58338858	Trivial	4		0	null	
	New Ticket	TCKT678	null	EDLP_PHASE-2	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	PDL9J01119000	Projector BenQ MW809ST	Remote	29 May, 2020		The remote buttons are not working.	I1	Checking of Remote	Need to check the remote.	58338858	Trivial	2		0	null	
	New Ticket	TCKT677	null	EDLP_PHASE-3	Zone-1	Dr Edgard Millien Gs	null	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		The wall mount kit is broken	I2	Replacement of Wallmount Kit	In Grade 4, the wall mount kit is broken. Need to replace.	6530204	Trivial	4		0	null	
	New Ticket	TCKT676	null	EDLP_PHASE-1	Zone-3	Britannia Gs	B865X600203	Projector Ricoh PJRX300	VGA to HDMI Converter	29 May, 2020		The connection keeps on cutting while trying to connect with the dongle.	I1	Checking of VGA to HDMI Converter	Need to check VGA to HDMI converter.	58338858	Trivial	2		0	null	
	New Ticket	TCKT675	null	EDLP_PHASE-2	Zone-1	L'amitie Gs	0619 MP2 CC 700 0024	Rack Charger	null	29 May, 2020		Rack charger is not charging tablets	I1	Fixing of Rack Charger	In Grade 1, rack charger is not charging tablets.	4589872	Trivial	2		0	null	
	New Ticket	TCKT674	null	EDLP_PHASE-1	Zone-1	New Pailles Gs	B865X600489	Projector Ricoh PJRX300	Power Cord	29 May, 2020		Power cord is broken	I2	Replacement of Power Cord	The power cord of the projector is broken in Grade 1 Red.	6301230	Trivial	4		0	null	
	New Ticket	TCKT673	null	EDLP_PHASE-3	Zone-1	D'epinay Gs	null	Projector BenQ MW809ST	Wallmount Kit	29 May, 2020		Screw of the wall mount kit is loose	I1	Checking of Wallmount Kit	In Grade 4, the screw of the wall mount kit is loose. Need to check.	4566969	Trivial	2		0	null	
	New Ticket	TCKT672	null	EDLP_PHASE-2	Zone-1	Labourdonnais Gs	WDR9J0000703K	Dongle - BenQ Q-Cast	null	29 May, 2020		Disconnection Problem	I2	Replacement of Dongle	In Grade 3 Pink, tablet keeps disconnecting with tablet.	6523001	Trivial	4		0	null	
	New Ticket	TCKT671	null	EDLP_PHASE-1	Zone-1	New La Tour Koenig Gs	B865X900158	Projector Ricoh PJRX300	Power Cord	29 May, 2020		Projector is not functioning	I1	Checking of Power Cord	In Grade 2 Red, projector is not switching on	4569203	Trivial	2		0	null	
	New Ticket	TCKT670	null	EDLP_PHASE-1	Zone-4	P.c.k Aryan Vedic Aided	B865XA00108	Projector Ricoh PJRX300	null	29 May, 2020		Replacement of VGA to HDMI Converter	I2	Repairing of Projector	Grade 2 green, to replace HDMI Converter	58338860	Trivial	4		0	null	
	New Ticket	TCKT669	null	EDLP_PHASE-3	Zone-3	Wooton Gs	null	Projector BenQ MW809ST	null	28 May, 2020		Projector is not displaying anything	I2	Repairing of Projector	Need to check the projector as it is not displaying anything.	58338858	Trivial	4		0	null	
	New Ticket	TCKT668	null	EDLP_PHASE-2	Zone-3	Rose Belle North Gs	PDL9J01263000	Projector BenQ MW809ST	Remote	28 May, 2020		Remote is not working	I1	Checking of Remote	No keys in the remote is working despite having put new batteries. Need to check.	58338858	Trivial	2		0	null	
	New Ticket	TCKT667	null	EDLP_PHASE-1	Zone-3	M.d. Mon Tresor Gs	B865X800090	Projector Ricoh PJRX300	VGA to HDMI Converter	28 May, 2020		Converter VGA to HDMI is encountering some problems.	I1	Checking of VGA to HDMI Converter	Projector is having loss of signal, need to check VGA to HDMI converter.	58338858	Trivial	2		0	null	
	New Ticket	TCKT666	null	EDLP_PHASE-3	Zone-3	Willoughby Gs	null	Projector BenQ MW809ST	null	28 May, 2020		Projector power cable is not good	I2	Replacement of wiring	Projector power cable is damaged, need to be replaced.	58338858	Trivial	4		0	null	
	New Ticket	TCKT665	null	EDLP_PHASE-2	Zone-3	Robinson Road Gs	PDL9J01391000	Projector BenQ MW809ST	null	28 May, 2020		Projector is not good	I3	Replacement of Projector	Projector has vertical and broken lines while projecting images	58338858	Trivial	14		0	null	
	New Ticket	TCKT664	null	EDLP_PHASE-1	Zone-3	M.burrenchobay Gs	B865X900377	Projector Ricoh PJRX300	null	28 May, 2020		Need to replace projector	I3	Replacement of Projector	Projector is vertical and broken lines while projecting images	58338858	Trivial	14		0	null	
	New Ticket	TCKT663	null	EDLP_PHASE-3	Zone-3	Union Park Gs	null	Projector BenQ MW809ST	null	28 May, 2020		Fixing of wiring	I1	Fixing of wiring	Power cable of the projector is loose, need to check.	58338858	Trivial	2		0	null	
	New Ticket	TCKT662	null	EDLP_PHASE-3	Zone-1	Daneswock Sewraz Gs	null	Projector BenQ MW809ST	Power Cord	28 May, 2020		Projector is not switching on	I2	Replacement of Power Cord	In Grade 4 Blue, projector is not switching on.	6529696	Trivial	4		0	null	
	New Ticket	TCKT661	null	EDLP_PHASE-2	Zone-3	Riche En Eau Gs	PDL9J01238000	Projector BenQ MW809ST	null	28 May, 2020		Repairing of projector	I2	Repairing of Projector	Projector is projecting blur images, need to check	58338858	Trivial	4		0	null	
	New Ticket	TCKT660	null	EDLP_PHASE-2	Zone-1	La Briquetterie Gs	No Asset Serial No	Dongle - BenQ Q-Cast	null	28 May, 2020		Projector is losing connection	I1	Fixing of Disconnection Problem	In Grade 3 Yellow, projector loses connection after every 2 to 3 mins.	4563232	Trivial	2		0	null	
	New Ticket	TCKT659	null	EDLP_PHASE-1	Zone-3	Lapeyrouse Gs	null	Projector Ricoh PJRX300	null	28 May, 2020		Repairing of projector	I1	Checking of Projector	Projector is projecting blur images, need to check.	58338858	Trivial	2		0	null	
	New Ticket	TCKT658	null	EDLP_PHASE-1	Zone-1	Morcellement Raffray Gs	B865X600403	Projector Ricoh PJRX300	Remote	28 May, 2020		Remote's buttons are not working	I2	Replacement of Remote	In Grade 2, remote's buttons of projector are not functioning	6530201	Trivial	4		0	null	
	New Ticket	TCKT657	null	EDLP_PHASE-3	Zone-1	D. Hurry Gs	null	Projector BenQ MW809ST	Power Cord	28 May, 2020		Projector is not switching on	I1	Checking of Power Cord	In Grade 4, projector is not switching on. Need to check power cord.	4548080	Trivial	2		0	null	
	New Ticket	TCKT656	null	EDLP_PHASE-2	Zone-1	L. Serge Coutet Gs	WDR9J0079803K	Dongle - BenQ Q-Cast	null	28 May, 2020		Projector is losing connection	I1	Checking of Dongle	In Grade 3 Red, projector is losing connection after 10 mins of use. Need to check dongle	2508987	Trivial	2		0	null	
	New Ticket	TCKT655	null	EDLP_PHASE-1	Zone-1	Mohabeer Foogooa Gs	B865X700367	Projector Ricoh PJRX300	Remote	28 May, 2020		Remote of projector is not working	I1	Checking of Remote	In Grade 1 Yellow, the remote of the projector is not working. Need to check	6520303	Trivial	2		0	null	
	New Ticket	TCKT654	null	EDLP_PHASE-3	Zone-1	Creve Coeur Gs	PD4CK51056000	Projector BenQ MW809ST	Remote Holder	28 May, 2020		Remote holder is broken	I2	Replacement of Remote Holder	In Grade 4, remote holder is broken. Need to replace remote holder in class.	6321010	Trivial	4		0	null	

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT653	null	EDLP_PHASE-3	Rodrigues	Basile Allas Port Mathurin Gs	PD4CK51038000	Projector BenQ MW809ST	null	28 May, 2020		Repairing of Projector	I2	Repairing of Projector	Grade 4, projector is not working	58338860	Trivial	4		0	null	
	New Ticket	TCKT652	null	EDLP_PHASE-3	Zone-3	Nouvelle France Gs	null	Projector BenQ MW809ST	null	28 May, 2020		The wires of the projector are broken.	I2	Replacement of wiring	Need to change the wires.	58338858	Trivial	4		0	null	
	New Ticket	TCKT651	null	EDLP_PHASE-3	Zone-3	Swami Sivananda Gs	PD4CK51028000	Projector BenQ MW809ST	null	28 May, 2020		Training of projector	I1	Training about How to use Projector	Teacher is asking for a proper training about how to use a projector	58338858	Trivial	2		0	null	
	New Ticket	TCKT650	null	EDLP_PHASE-2	Zone-4	Saint Benoit Rc	PDL9J01255000	Projector BenQ MW809ST	null	28 May, 2020		Checking of Remote	I1	Checking of Projector	Grade 1 remote is not working	58338860	Trivial	2		0	null	
	New Ticket	TCKT649	null	EDLP_PHASE-1	Zone-4	Pandit Sahadeo Gs	B865X800100	Projector Ricoh PJRX300	null	28 May, 2020		Checking of VGA to HDMI Converter	I1	Checking of Projector	Grade 2 to check the HDMI Converter	57984715	Trivial	2		0	null	
	New Ticket	TCKT648	null	EDLP_PHASE-2	Zone-3	James Toolsy Gs	PDL9J01485000	Projector BenQ MW809ST	null	28 May, 2020		The projector is broken and not switching on.	I3	Replacement of Projector	Need to replace the projector with a new one.	58338858	Trivial	14		0	null	
	New Ticket	TCKT647	null	EDLP_PHASE-1	Zone-3	Bel Ombre Gs	B865X600259	Projector Ricoh PJRX300	null	28 May, 2020		The projector is broken and not switching on.	I3	Replacement of Projector	Need to replace the the projector with a new one.	58338858	Trivial	14		0	null	
	New Ticket	TCKT646	null	EDLP_PHASE-3	Zone-1	Young Men's Hindu Gs	PD4CK51035000	Projector BenQ MW809ST	null	28 May, 2020		Projector having issues	I2	Replacement of wiring	Projector is not functioning in Grade 4.	89	Trivial	4		0	null	
	New Ticket	TCKT645	null	EDLP_PHASE-3	Zone-2	Jawaharlal Nehru Gs	null	Classroom Management Software	null	28 May, 2020		Updating content at server level.	I3	Updating content at server level	New books available on server	65465463	Trivial	14		0	null	
	New Ticket	TCKT644	null	EDLP_PHASE-2	Zone-1	Esp. Trebuchet Gs	PDL9J01280000	Projector BenQ MW809ST	Remote	28 May, 2020		Remote is not working	I1	Checking of Remote	In Grade 3 Red, remote of the projector is not working. Need to check remote.	85	Trivial	2		0	null	
	New Ticket	TCKT643	null	EDLP_PHASE-3	Zone-2	Henry Buswell Gs	null	Classroom Management Software	null	28 May, 2020		Removing ambiguities in analytical reports	I3	Removing ambiguities in analytical reports	report data not accurate	64654448	Trivial	14		0	null	
	New Ticket	TCKT642	null	EDLP_PHASE-1	Zone-1	Bheewa Mahadoo Gs	B865XA00407	Projector Ricoh PJRX300	null	28 May, 2020		Projector is not functioning	I3	Replacement of Projector	In Grade 2 Blue, projector is not switching on	63	Trivial	14		0	null	
	New Ticket	TCKT641	null	EDLP_PHASE-2	Zone-3	R.sewpal Gs	PDL9J01296000	Projector BenQ MW809ST	HDMI Cable	28 May, 2020		Cables are loose	I1	Checking of HDMI Cable	Projector is loosing connection while projecting images because hdmi cables is loose	58338858	Trivial	2		0	null	
	New Ticket	TCKT640	null	EDLP_PHASE-3	Zone-3	Midlands Gs	PD4CK51064000	Projector BenQ MW809ST	null	28 May, 2020		The wires have came out.	I1	Fixing of wiring	Need to fix the wires of the projector.	58338858	Trivial	2		0	null	
	New Ticket	TCKT639	null	EDLP_PHASE-3	Zone-1	X.christian Barbe Gs	No Asset Serial No	Projector BenQ MW809ST	null	28 May, 2020		Wires of the projector came out	I1	Fixing of wiring	In Grade 4 Red, need to fix the wires of the projector.	25	Trivial	2		0	null	
	New Ticket	TCKT638	null	EDLP_PHASE-3	Zone-2	Grand Sable Gs	null	Classroom Management Software	null	28 May, 2020		Creation and assigning of new user IDs for new teachers	I2	Creation and assigning of new user IDs for new teachers	New teacher joined school	64984515	Trivial	4		0	null	
	New Ticket	TCKT637	null	EDLP_PHASE-2	Zone-1	E. Anquetil Gs	PDL9J01507000	Projector BenQ MW809ST	null	28 May, 2020		Projector is not switching on	I3	Replacement of Projector	In Grade 3 Yellow, projector is not functioning.	23	Trivial	14		0	null	
	New Ticket	TCKT636	null	EDLP_PHASE-2	Zone-3	Hugh Otter Barry Gs	PDL9J01485000	Projector BenQ MW809ST	null	28 May, 2020		The projector's buttons are not working.	I2	Repairing of Projector	Need to repair the projector.	58338858	Trivial	4		0	null	
	New Ticket	TCKT635	null	EDLP_PHASE-3	Zone-2	G. R. S. E. Gs	null	Classroom Management Software	null	28 May, 2020		Creation and assigning of new user IDs for new students	I2	Creation and assigning of new user IDs for new students	Student lost IDs	6454564	Trivial	4		0	null	
	New Ticket	TCKT634	null	EDLP_PHASE-1	Zone-3	La Sourdine Gs	B865X800312A	Projector Ricoh PJRX300	null	28 May, 2020		Cables are loose	I1	Fixing of wiring	Projector are loosing connecting while projecting image because hdmi cable are loose	58338858	Trivial	2		0	null	
	New Ticket	TCKT633	null	EDLP_PHASE-3	Zone-2	G. Chuttur Gs	null	Classroom Management Software	null	28 May, 2020		Remapping of user IDs of teachers transferred to another school/section	I2	Remapping of user IDs of teachers transferred to another school/section	Transferred teacher remapping required	68454898	Trivial	4		0	null	
	New Ticket	TCKT632	null	EDLP_PHASE-1	Zone-3	Beau Vallon Gs	B865X900005A	Projector Ricoh PJRX300	null	28 May, 2020		The projector's buttons are not working.	I2	Repairing of Projector	Need to repair the projector.	58338858	Trivial	4		0	null	
	New Ticket	TCKT631	null	EDLP_PHASE-3	Zone-2	Ernest Florent Gs	null	Classroom Management Software	null	28 May, 2020		Remapping of user IDs of students transferred to another school/section	I2	Remapping of user IDs of students transferred to another school/section	student transferred	64864865	Trivial	4		0	null	
	New Ticket	TCKT630	null	EDLP_PHASE-3	Zone-2	Coromandel Gs	null	Classroom Management Software	null	28 May, 2020		Fixing of de - synchronization of data	I2	Fixing of de - synchronization of data	Data not sync	84654645	Trivial	4		0	null	
	New Ticket	TCKT629	null	EDLP_PHASE-3	Zone-3	Sir Claude Noel Gs	null	Projector BenQ MW809ST	null	28 May, 2020		Training of projector	I1	Training about How to use Projector	Teacher is asking for a proper training about how to use a projector	58338858	Trivial	2		0	null	
	New Ticket	TCKT628	null	EDLP_PHASE-3	Zone-2	Caroline Gs	null	Classroom Management Software	null	28 May, 2020		Fixing of assessment creation	I2	Fixing of assessment creation	Features missing	84984425	Trivial	4		0	null	
	New Ticket	TCKT627	null	EDLP_PHASE-3	Zone-3	Mare Tabac Gs	null	Projector BenQ MW809ST	null	28 May, 2020		The projector is not projecting the image in the right angle.	I1	Fixing of calibration	Need to fix the calibration of the projector.	58338858	Trivial	2		0	null	
	New Ticket	TCKT626	null	EDLP_PHASE-2	Zone-3	Grand Bois Gs	No Asset Serial No	Projector BenQ MW809ST	null	28 May, 2020		The wires have came out.	I1	Fixing of wiring	Need to fix the wires.	58338858	Trivial	2		0	null	
	New Ticket	TCKT625	null	EDLP_PHASE-2	Zone-3	R.espitalier Noel Gs	PDL9J01281000	Projector BenQ MW809ST	null	28 May, 2020		Fixing of calibration	I1	Fixing of calibration	Need calibration as images are not projecting properly	58338858	Trivial	2		0	null	
	New Ticket	TCKT624	null	EDLP_PHASE-2	Zone-1	Dr. O. Beugeard Gs	PDL9J01293000	Projector BenQ MW809ST	null	28 May, 2020		Projector is not displaying anything	I2	Repairing of Projector	The projector in grade 2 red is not displaying anything, need to repair the projector.	8	Trivial	4		0	null	
	New Ticket	TCKT623	null	EDLP_PHASE-1	Zone-3	B.des Amourettes Gs	B865XA00354	Projector Ricoh PJRX300	null	28 May, 2020		The wires have came out.	I1	Fixing of wiring	Need to fix the wires.	58338858	Trivial	2		0	null	
	New Ticket	TCKT622	null	EDLP_PHASE-1	Zone-3	La Flora Gs	B865X900503	Projector Ricoh PJRX300	null	28 May, 2020		Training of projector	I1	Training about How to use Projector	Teacher is asking a proper training about how to use a projector	8338858	Trivial	2		0	null	
	New Ticket	TCKT621	null	EDLP_PHASE-3	Rodrigues	Araucaria Community Gs	null	Projector BenQ MW809ST	null	28 May, 2020		Replacement of wiring	I2	Replacement of wiring	Grade 4, to replace the wiring of projector	58338860	Trivial	4		0	null	

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT620	null	EDLP_PHASE-1	Zone-1	Barlow Gs	B865XA00397	Projector Ricoh PJRX300	null	28 May, 2020		Projector having issues.	I2	Repairing of Projector	The projector in grade 1 is having a black line when the projecting on the projector screen. Need to repair the projector.	41	Trivial		4		0	null
	New Ticket	TCKT619	null	EDLP_PHASE-2	Zone-4	Glen Park Rc (jean Paul li Rca)	PDL9J01131000	Projector BenQ MW809ST	null	28 May, 2020		Replacement of Projector	I3	Replacement of Projector	Grade 1, to replace projector	58338860	Trivial		14		0	null
	New Ticket	TCKT618	null	EDLP_PHASE-1	Zone-4	Palma Gs	B865X700139	Projector Ricoh PJRX300	null	28 May, 2020		Replacement of Projector	I3	Replacement of Projector	Grade 2 to replace projector	58338860	Trivial		14		0	null
	New Ticket	TCKT616	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	PD4CK51019000	Projector BenQ MW809ST	null	28 May, 2020		Projector is not projecting image in center	I1	Fixing of calibration	Need to calibrate the projector image in the center in grade 4	69	Trivial		2		0	null
	New Ticket	TCKT617	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	PD4CK51019000	Projector BenQ MW809ST	null	28 May, 2020		Projector is not projecting image in center	I1	Fixing of calibration	Need to calibrate the projector image in the center in grade 4	69	Trivial		2		0	null
	New Ticket	TCKT615	null	EDLP_PHASE-3	Zone-2	Camp Thorel Gs	null	Classroom Management Software	null	28 May, 2020		Fixing of transferring files	I2	Fixing of transferring files	file transferring problem	8645464	Trivial		4		0	null
	New Ticket	TCKT614	null	EDLP_PHASE-3	Zone-2	Camp Ithier Gs	null	Classroom Management Software	null	28 May, 2020		Fixing of accessing the content	I2	Fixing of accessing the content	Book missing	46416548	Trivial		4		0	null
	New Ticket	TCKT613	null	EDLP_PHASE-2	Zone-1	Dr I.a. Goomany Gs	PDL9J01103000	Projector BenQ MW809ST	null	28 May, 2020		wire of the projector in grade 3 have came out.	I1	Fixing of wiring	Need to fixed the wire in grade 3 blue.	20	Trivial		2		0	null
	New Ticket	TCKT612	null	EDLP_PHASE-3	Zone-2	Brisee Verdiere Gs	null	Classroom Management Software	null	28 May, 2020		Fixing of Login Issues	I1	Fixing of Login Issues	teacher cannot login	54444540	Trivial		2		0	null
	New Ticket	TCKT611	null	EDLP_PHASE-3	Zone-2	Bon Accueil Gs	null	Classroom Management Software	null	28 May, 2020		Fixing of CMS Application	I1	Fixing of CMS Application	CMS need to be update	6845454	Trivial		2		0	null
	New Ticket	TCKT610	null	EDLP_PHASE-1	Zone-1	B. Khemlolia Gs	B865X600051	Projector Ricoh PJRX300	null	28 May, 2020		wire of the projector in grade 2 have remove from its place.	I1	Fixing of wiring	Need to fixed the wire of grade 2.	5	Trivial		2		0	null
	New Ticket	TCKT609	null	EDLP_PHASE-3	Zone-2	Barkly Gs	null	Laptop - Software	null	28 May, 2020		Fixing of Microsoft Office	I2	Fixing of Microsoft Office	Microsoft Office outdated	84654555	Trivial		4		0	null
	New Ticket	TCKT608	null	EDLP_PHASE-3	Agalega	Antoinette Prudence Ste Famille Rcea	PD4CK51054000	Projector BenQ MW809ST	null	28 May, 2020		Fixing of wiring	I1	Fixing of wiring	Grade 4, need to fixed the wiring	58338860	Trivial		2		0	null
	New Ticket	TCKT607	null	EDLP_PHASE-3	Zone-2	Belle Mare Gs	null	Laptop - Software	null	28 May, 2020		Fixing of Windows OS	I2	Fixing of Windows OS	Laptop not booting properly	54846555	Trivial		4		0	null
	New Ticket	TCKT606	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	null	Projector BenQ MW809ST	null	28 May, 2020		How to use Projector	I1	Training about How to use Projector	Need to give training on how to use Projector in grade 4	52	Trivial		2		0	null
	New Ticket	TCKT605	null	EDLP_PHASE-2	Zone-4	Case Noyal Rc	PDL9J01262000	Projector BenQ MW809ST	null	28 May, 2020		Repairing of Projector	I2	Repairing of Projector	Grade 1 green, projector is not switching on	58338860	Trivial		4		0	null
	New Ticket	TCKT604	null	EDLP_PHASE-2	Zone-1	Dr Edgard Millien Gs	PDL9J01055000	Projector BenQ MW809ST	null	28 May, 2020		Projector is not projecting image in center	I1	Fixing of calibration	Projector is not projecting image in center , Need to do the calibration in grade 3	52	Trivial		2		0	null
	New Ticket	TCKT603	null	EDLP_PHASE-1	Zone-1	Arsenal Gs	B865X700244	Projector Ricoh PJRX300	null	28 May, 2020		Projector is not displaying image	I1	Checking of Projector	Projector is not displaying image, need to check.	9	Trivial		2		0	null
	New Ticket	TCKT602	null	EDLP_PHASE-3	Zone-2	B. Rosunee Gs	null	Laptop - Software	null	28 May, 2020		Fixing of Antivirus	I2	Fixing of Antivirus	Antivirus outdated	5944554	Trivial		4		0	null
	New Ticket	TCKT601	null	EDLP_PHASE-3	Zone-1	The Vale Gs	PD4CK51044000	Projector BenQ MW809ST	null	28 May, 2020		Projector having issues.	I1	Checking of Projector	The projector in grade 4 is having a problem, need to check.	52	Trivial		2		0	null
	New Ticket	TCKT600	null	EDLP_PHASE-3	Zone-3	Seegoolam Torul Gs	null	Projector BenQ MW809ST	null	28 May, 2020		Projector is not working	I1	Checking of Projector	Need to check projector as it is not projecting any images	58338858	Trivial		2		0	null
	New Ticket	TCKT599	null	EDLP_PHASE-3	Zone-3	Mare D'albert Gs	null	Projector BenQ MW809ST	null	28 May, 2020		The teacher does not know how to use the projector.	I1	Training about How to use Projector	Need to give training onn how to use the projector.	58338858	Trivial		2		0	null
	New Ticket	TCKT598	null	EDLP_PHASE-2	Zone-1	D'epinay Gs	PDL9J01193000	Projector BenQ MW809ST	null	28 May, 2020		Training about How to use Projector	I1	Training about How to use Projector	Need to give training to grade 3 blue on how to use projector.	78	Trivial		2		0	null
	New Ticket	TCKT597	null	EDLP_PHASE-3	Zone-2	Andre Glover Gs	599PDX2	Laptop - Dell Vostro 3590	Mouse	28 May, 2020		Replacement of Mouse	I2	Replacement of Mouse	Mouse is faulty	54865481	Trivial		4		0	null
	New Ticket	TCKT596	null	EDLP_PHASE-3	Zone-2	Andre Bazerque Gs	JJYWZX2	Laptop - Dell Vostro 3590	Mouse	28 May, 2020		Checking of Mouse	I1	Checking of Mouse	Mouse is not working properly	45654446	Trivial		2		0	null
	New Ticket	TCKT595	null	EDLP_PHASE-1	Zone-4	New Bambous Gs	B865X900524	Projector Ricoh PJRX300	null	28 May, 2020		Fixing of wiring	I1	Fixing of wiring	Grade 2 Yellow, to fixed the wiring ofprojector	58338860	Trivial		2		0	null
	New Ticket	TCKT594	null	EDLP_PHASE-3	Zone-2	Aime Cesaire Gs	JPGPDX2	Laptop - Dell Vostro 3590	Charger	28 May, 2020		Replacement of Charger	I2	Replacement of Charger	Charger is faulty	54864165	Trivial		4		0	null
	New Ticket	TCKT593	null	EDLP_PHASE-2	Zone-3	Grand Bel Air Gs	PDL9J01243000	Projector BenQ MW809ST	null	28 May, 2020		The projector is not projecting the image in the right angle.	I1	Fixing of calibration	Need to fix the calibration of the projector.	58338858	Trivial		2		0	null
	New Ticket	TCKT592	null	EDLP_PHASE-2	Zone-3	R.edward Hart Gs	PDL9J01496000	Projector BenQ MW809ST	null	28 May, 2020		Training of projector	I1	Training about How to use Projector	Teacher is requesting a proper training about how to use a projector.	58338858	Trivial		2		0	null
	New Ticket	TCKT591	null	EDLP_PHASE-1	Zone-1	Amaury Gs	B865X700415	Projector Ricoh PJRX300	null	28 May, 2020		Fixing of calibration	I1	Fixing of calibration	Need to calibrate the projector with the screen projector.	633	Trivial		2		0	null
	New Ticket	TCKT590	null	EDLP_PHASE-3	Zone-2	A.de Plevitz Gs	4QGPDX2	Laptop - Dell Vostro 3590	Charger	28 May, 2020		Checking of Charger	I1	Checking of Charger	Charger is not working properly	84564846	Trivial		2		0	null
	New Ticket	TCKT589	null	EDLP_PHASE-1	Zone-3	A. Sokappadu Gs	B865X700337	Projector Ricoh PJRX300	null	28 May, 2020		The teacher does not know how to use the projector.	I1	Training about How to use Projector	Need to give teacher training on how to use the projector	58338858	Trivial		2		0	null
	New Ticket	TCKT588	null	EDLP_PHASE-3	Zone-2	St. Leon Rc	BD8RZX2	Laptop - Dell Vostro 3590	null	28 May, 2020		Replacement of Laptop	I3	Replacement of Laptop	Laptop is faulty	54546445	Trivial		14		0	null
	New Ticket	TCKT586	null	EDLP_PHASE-3	Zone-2	St Pierre Rc	JTGWZX2	Laptop - Dell Vostro 3590	null	28 May, 2020		Replacement of Parts of Laptop	I2	Replacement of Parts of Laptop	Laptop bag is missing	65954645	Trivial		4		0	null
	New Ticket	TCKT587	null	EDLP_PHASE-1	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	B865X700326B	Projector Ricoh PJRX300	null	28 May, 2020		Calibration of projector	I1	Fixing of calibration	Need to calibrate projector as image are not projecting properly	58338858	Trivial		2		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT584	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	null	Projector BenQ MW809ST	HDMI Cable	28 May, 2020		Projector having issues.	I2	Replacement of HDMI Cable	Projector is not displaying image, need to change the HDMI Cable.	52	Trivial	4		0	null	
	New Ticket	TCKT585	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	null	Projector BenQ MW809ST	HDMI Cable	28 May, 2020		Projector having issues.	I2	Replacement of HDMI Cable	Projector is not displaying image, need to change the HDMI Cable.	52	Trivial	4		0	null	
	New Ticket	TCKT583	null	EDLP_PHASE-3	Agalega	Anse Quitar Community School (open In 2017)	null	Projector BenQ MW809ST	null	28 May, 2020		Fixing of calibration	I1	Fixing of wiring	Grade 4 to do the callibration of projector	58338860	Trivial	2		0	null	
	New Ticket	TCKT582	null	EDLP_PHASE-3	Zone-2	St Mary Rc	499PDX2	Laptop - Dell Vostro 3590	null	28 May, 2020		Fixing of Software/ Applications	I2	Fixing of Software/ Applications	CMS not well rooted to Erudex	54841544	Trivial	4		0	null	
	New Ticket	TCKT581	null	EDLP_PHASE-3	Zone-3	M.d. Saraswati Gs	PD4CK51043000	Projector BenQ MW809ST	null	28 May, 2020		The projector is not switching on.	I1	Checking of Projector	Need to check the projector.	58338858	Trivial	2		0	null	
	New Ticket	TCKT580	null	EDLP_PHASE-3	Zone-2	St Joseph Rc (ex Mt Blanche)	FKQ60Y2	Laptop - Dell Vostro 3590	null	28 May, 2020		Repairing of Laptop	I2	Repairing of Laptop	Laptop screen is not working	59659556	Trivial	4		0	null	
	New Ticket	TCKT579	null	EDLP_PHASE-3	Zone-2	St Enfant Jesus Rc	7F3PDX2	Laptop - Dell Vostro 3590	null	28 May, 2020		Reinstallation of Software	I1	Reinstallation of Software	CMS is missing	57465497	Trivial	2		0	null	
	New Ticket	TCKT578	null	EDLP_PHASE-2	Zone-1	Daneswock Sewraz Gs	PDL9J01143000	Projector BenQ MW809ST	null	28 May, 2020		Projector is not displaying image	I1	Checking of Projector	Projector is not displaying image, need to check the plug .	52	Trivial	2		0	null	
	New Ticket	TCKT577	null	EDLP_PHASE-2	Zone-3	R.edward Hart Gs	PDL9J01204000	Projector BenQ MW809ST	null	28 May, 2020		The teacher does not know how to use the projector.	I1	Training about How to use Projector	Need to give training on how to use the projector.	58338858	Trivial	2		0	null	
	New Ticket	TCKT576	null	EDLP_PHASE-1	Zone-1	A. Rahman Abdool Gs	B865X900498A	Projector Ricoh PJRX300	null	28 May, 2020		Projector is not displaying image	I1	Checking of Projector	Projector is not displaying image, need to check the plug.	23	Trivial	2		0	null	
	New Ticket	TCKT575	null	EDLP_PHASE-1	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	B865X800246	Projector Ricoh PJRX300	null	28 May, 2020		The projector is not projecting the image in the right angle.	I1	Fixing of calibration	Need to fix the calibration.	58338858	Trivial	2		0	null	
	New Ticket	TCKT574	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	null	Tablet - Software	null	28 May, 2020		There is no E-book in tablet	I1	Reinstallation of software	There is no e-book in tablet. Need to re install e-book in tablet.	85	Trivial	2		0	null	
	New Ticket	TCKT573	null	EDLP_PHASE-3	Zone-2	Saint Julien Rc	199PDX2	Laptop - Dell Vostro 3590	null	28 May, 2020		Checking of Laptop	I1	Checking of Laptop	Laptop not working properly	66256745	Trivial	2		0	null	
	New Ticket	TCKT572	null	EDLP_PHASE-2	Zone-1	D. Hurry Gs	null	Tablet - Software	null	28 May, 2020		There is no E-book in tablet	I1	Reinstallation of software	There is no e-book in tablet. Need to re install e-book in tablet.	63	Trivial	2		0	null	
	New Ticket	TCKT571	null	EDLP_PHASE-3	Zone-2	Queen Victoria Rc	HQGPDX2	Laptop - Dell Vostro 3590	null	28 May, 2020		Training of Laptop	I1	Training of Laptop	Teacher need training on laptop	57465165	Trivial	2		0	null	
	New Ticket	TCKT570	null	EDLP_PHASE-2	Zone-4	Belle Rose Rc (eugene Dethise Rca)	PDL9J01247000	Projector BenQ MW809ST	null	28 May, 2020		Fixing of wiring	I1	Fixing of wiring	Grade 1 Red, to fixed wire of projector	58338860	Trivial	2		0	null	
	New Ticket	TCKT569	null	EDLP_PHASE-3	Zone-3	M.d. Mon Tresor Gs	null	Tablet - Software	null	28 May, 2020		The student is unable to open the software.	I2	Fixing of Software/ Applications	Need to fix the software.	58338858	Trivial	4		0	null	
	New Ticket	TCKT568	null	EDLP_PHASE-1	Zone-1	E. Anquetil Gs	No Asset Serial No	Tablet - Software	null	28 May, 2020		There is no E-book in tablet	I1	Reinstallation of software	There is no e-book in tablet. Need to re install e-book in tablet.	8	Trivial	2		0	null	
	New Ticket	TCKT567	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	HA130JA3	Tablet - Lenovo Tab M10 REL	Charger	28 May, 2020		Charger is not working	I2	Replacement of Tablet Charger	Charger is not working. Need to change the USB Cable.	9	Trivial	4		0	null	
	New Ticket	TCKT566	null	EDLP_PHASE-1	Zone-4	New Bambous Gs	B865X900524	Projector Ricoh PJRX300	null	28 May, 2020		Fixing of wiring	I1	Fixing of wiring	Grade 2 ,to fixed wired of the class	58338860	Trivial	2		0	null	
	New Ticket	TCKT565	null	EDLP_PHASE-3	Zone-2	Plaine St Cloud Rc	CR20T000486M	Rack Charger	Power Cord	28 May, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Power cord is faulty	59598945	Trivial	4		0	null	
	New Ticket	TCKT564	null	EDLP_PHASE-2	Zone-3	R.du Poste Gs	PDL9J01363000	Projector BenQ MW809ST	null	28 May, 2020		The projector is not switching on.	I1	Checking of Projector	Need to check the projector.	58338858	Trivial	2		0	null	
	New Ticket	TCKT563	null	EDLP_PHASE-2	Zone-1	Creve Coeur Gs	HKL4TNS4	Tablet Lenovo Tab3 10 Plus	Charger	28 May, 2020		Charger is not charging tablet	I2	Replacement of Tablet Charger	Charger is not charging tablet. Need to change the USB Cable.	523	Trivial	4		0	null	
	New Ticket	TCKT562	null	EDLP_PHASE-1	Zone-3	James Toolsy Gs	No Asset Serial No	Projector Ricoh PJRX300	null	28 May, 2020		The projector is not switching on.	I1	Checking of Projector	Need to check the projector.	58338858	Trivial	2		0	null	
	New Ticket	TCKT561	null	EDLP_PHASE-1	Zone-1	Dr. O. Beaugeard Gs	HKL3Q5G5	Tablet Lenovo Tab3 10 Plus	Charger	28 May, 2020		Charger has stopped charging tablet	I2	Replacement of Tablet Charger	Charger has stopped charging tablet. Need to change the USB cable	8	Trivial	4		0	null	
	New Ticket	TCKT560	null	EDLP_PHASE-1	Zone-2	St. Leon Rc	No Asset Serial No	Rack Charger	Power Cord	28 May, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Power Cord is Faulty	54466442	Trivial	4		0	null	
	New Ticket	TCKT559	null	EDLP_PHASE-3	Zone-2	Philippe Rivalland Rc	CR20T000476M	Rack Charger	Power Cord	28 May, 2020		Fixing of Power Cord	I1	Fixing of Power Cord	Power Cord is loose	45565654	Trivial	2		0	null	
	New Ticket	TCKT558	null	EDLP_PHASE-1	Zone-2	St Pierre Rc	No Asset Serial No	Rack Charger	Power Cord	28 May, 2020		Fixing of Power Cord	I1	Fixing of Power Cord	power Cord is loose	97454548	Trivial	2		0	null	
	New Ticket	TCKT557	null	EDLP_PHASE-3	Zone-2	Olivia Rc	CR20T000487M	Rack Charger	Ball Catcher	28 May, 2020		Replacement of Ball Catcher	I2	Replacement of Ball Catcher	Ball catcher is faulty	54549844	Trivial	4		0	null	
	New Ticket	TCKT556	null	EDLP_PHASE-1	Zone-2	St Mary Rc	No Asset Serial No	Rack Charger	Handle	28 May, 2020		Replacement of Handle	I2	Replacement of Handle	Handle is faulty	84562165	Trivial	4		0	null	
	New Ticket	TCKT555	null	EDLP_PHASE-3	Zone-2	N.d. Des Victoires Rc	CR20T000463M	Rack Charger	Ball Catcher	28 May, 2020		Fixing of Ball Catcher	I1	Fixing of Ball Catcher	Ball catcher is not fixed properly	54459564	Trivial	2		0	null	
	New Ticket	TCKT554	null	EDLP_PHASE-1	Zone-2	St Joseph Rc (ex Mt Blanche)	No Asset Serial No	Rack Charger	Handle	28 May, 2020		Fixing of Handle	I1	Fixing of Handle	Handle not fixed properly	56556654	Trivial	2		0	null	
	New Ticket	TCKT553	null	EDLP_PHASE-3	Zone-2	N.d. De Lourdes Rc	CR20T000351M	Rack Charger	Handle	28 May, 2020		Replacement of Handle	I2	Replacement of Handle	Handle is faulty	54426549	Trivial	4		0	null	
	New Ticket	TCKT552	null	EDLP_PHASE-1	Zone-2	St Enfant Jesus Rc	KT-CHR-1700393	Rack Charger	Latch	28 May, 2020		Replacement of Latch	I2	Replacement of Latch	Latch is faulty	54564585	Trivial	4		0	null	
	New Ticket	TCKT551	null	EDLP_PHASE-3	Zone-4	Visitation Rc	null	Projector BenQ MW809ST	null	28 May, 2020		Training about How to use Projector	I1	Checking of Projector	Grade 4, to give training to teacher how to use projector	58338860	Trivial	2		0	null	
	New Ticket	TCKT550	null	EDLP_PHASE-2	Zone-1	Jean Lebrun Gs	PDL9J01287000	Projector BenQ MW809ST	Projector Screen	28 May, 2020		Projector screen is not scrolling up and down	I3	Replacement of Projector Screen	Projector screen is not scrolling up and down in Grade 3 Red.	6398989	Trivial	14		0	null	
	New Ticket	TCKT549	null	EDLP_PHASE-1	Zone-1	Marcel Cabon Gs	B865X800075B	Projector Ricoh PJRX300	2 Pin Adopter	28 May, 2020		Projector is not projecting image	I2	Replacement of 2 Pin Adopter	In Grade 2 Yellow, projector is not projecting image. Need to replace 2 pin adopter as it can be faulty.	4321515	Trivial	4		0	null	
	New Ticket	TCKT548	null	EDLP_PHASE-3	Zone-1	Cottage Gs	No Asset Serial No	Projector BenQ	Remote Holder	28 May,		Remote holder's screw is	I1	Checking of Remote	In Grade 4, the screw of the remote	4566669	Trivial	2		0	null	

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT547	null	EDLP_PHASE-2	Zone-4	Sookun Gaya Gs	PDL9J01277000	MW809ST Projector BenQ	null		2020 28 May, 2020		loose Fixing of calibration	I1	Holder Fixing of calibration	holder is loose. Need to check. Grade 1 Blue, need to fixed the calibration	58338860	Trivial		2		0	null
New Ticket	TCKT546	null	EDLP_PHASE-1	Zone-4	New Bambous (geoffrey) Gs	B865X900278	Projector Ricoh PJRX300	null		28 May, 2020		Training about How to use Projector	I1	Training about How to use Projector	Grade 2, to give training how to use projector	58338860	Trivial		2		0	null
New Ticket	TCKT545	null	EDLP_PHASE-2	Zone-1	Ilot Gs	PDL9J01333000	Projector BenQ MW809ST	Projector Screen		28 May, 2020		Projector screen is not scrolling up and down	I2	Repairing of Projector Screen	In Grade 3 Blue, need to repair the screen handle of the projector screen.	6302010	Trivial		4		0	null
New Ticket	TCKT544	null	EDLP_PHASE-3	Zone-4	St. Jacques Rc	null	Projector BenQ MW809ST	null		28 May, 2020		Checking of Projector	I1	Checking of Projector	Grade 4 Red, to check projector as its not working	58338860	Trivial		2		0	null
New Ticket	TCKT543	null	EDLP_PHASE-1	Zone-1	Mapou Gs	B865X900395	Projector Ricoh PJRX300	2 Pin Adopter		28 May, 2020		Projector is not projecting image	I1	Checking of 2 Pin Adopter	In Grade 2 Blue, projector is not projecting image.	4552021	Trivial		2		0	null
New Ticket	TCKT542	null	EDLP_PHASE-2	Zone-4	Sir V. Ringadoo Gs	PDL9J01253000	Projector BenQ MW809ST	null		28 May, 2020		Training about How to use Projector	I1	Training about How to use Projector	Grade 1, to give training to teacher how to use projector	58338860	Trivial		2		0	null
New Ticket	TCKT541	null	EDLP_PHASE-3	Zone-1	Cite Vallijee Gs (residence Vallijee Gs)	PD4CK51014000	Projector BenQ MW809ST	Remote		28 May, 2020		Remote's buttons are not working	I2	Replacement of Remote	In Grade 4 Yellow, need to replace remote as remote's buttons are not functioning.	6354578	Trivial		4		0	null
New Ticket	TCKT540	null	EDLP_PHASE-2	Zone-1	H. Ramnarain Gs	PDL9J01324000	Projector BenQ MW809ST	Projector Screen		28 May, 2020		Support beam of the projector screen is broken	I2	Replacement of Part of Projector Screen	In Grade 3 Green, need to replace the support beam of the projector screen.	6398585	Trivial		4		0	null
New Ticket	TCKT539	null	EDLP_PHASE-1	Zone-4	N. Saddul Gs	B865X700375	Projector Ricoh PJRX300	null		28 May, 2020		Fixing of calibration	I1	Fixing of calibration	Grade 2 Red, to calibration of projector	58338860	Trivial		2		0	null
New Ticket	TCKT538	null	EDLP_PHASE-1	Zone-1	Maheshwarnath Gs	B865X900477	Projector Ricoh PJRX300	Multiplug		28 May, 2020		Multiplug is not working	I2	Replacement of multiplug	Need to replace multiplug in Grade 1 Green. Multiplug is not working.	6321818	Trivial		4		0	null
New Ticket	TCKT537	null	EDLP_PHASE-3	Zone-4	Saint Paul Rc	null	Tablet - Software	null		28 May, 2020		Fixing of Software/ Applications	I2	Fixing of Software/ Applications	Grade 4 Red, to fix application of software	58338860	Trivial		4		0	null
New Ticket	TCKT536	null	EDLP_PHASE-3	Zone-1	Chitrakoot Gs	null	Projector BenQ MW809ST	Remote		28 May, 2020		Remote is not working	I1	Checking of Remote	In Grade 4, the remote of the projector is not working when pressing the buttons. Need to check remote	6548282	Trivial		2		0	null
New Ticket	TCKT535	null	EDLP_PHASE-2	Zone-4	Shri Shamboonath Gs	PDL9J01095000	Projector BenQ MW809ST	null		28 May, 2020		Checking of Projector	I1	Checking of Projector	Grade 1 Blue, projector is not working	58338860	Trivial		2		0	null
New Ticket	TCKT534	null	EDLP_PHASE-2	Zone-1	Guy Rosemont Gs	PDL9J01237000	Projector BenQ MW809ST	Projector Screen		28 May, 2020		Projector screen is not scrolling up and down	I1	Fixing of Projector Screen	In Grade 3 Blue, the projector screen is not scrolling up and down. Need to check projector screen.	6523030	Trivial		2		0	null
New Ticket	TCKT533	null	EDLP_PHASE-1	Zone-4	Mesnil Gs	B865X900140	Projector Ricoh PJRX300	null		28 May, 2020		Checking of Projector	I1	Checking of Projector	Grade 2 Green, projector is not working	58338860	Trivial		2		0	null
New Ticket	TCKT532	null	EDLP_PHASE-1	Zone-1	M. Kisnah Gs	B865X900357A	Projector Ricoh PJRX300	Multiplug		28 May, 2020		Burning smell coming out of multiplug.	I1	Checking of Multiplug	In Grade 1 Yellow, burning smell coming out of multiplug. Need to check multiplug.	4563636	Trivial		2		0	null
New Ticket	TCKT531	null	EDLP_PHASE-3	Zone-2	Louis Dorbec Rc	CR20T000457M	Rack Charger	Handle		28 May, 2020		Fixing of Handle	I1	Fixing of Handle	Handle fall off	48464552	Trivial		2		0	null
New Ticket	TCKT530	null	EDLP_PHASE-1	Zone-2	Saint Julien Rc	No Asset Serial No	Rack Charger	Latch		28 May, 2020		Fixing of Latch	I1	Fixing of Latch	Latch not fixed properly	54548456	Trivial		2		0	null
New Ticket	TCKT529	null	EDLP_PHASE-3	Zone-1	Calebasses Gs	PD4CK51016000	Projector BenQ MW809ST	HDMI Cable		28 May, 2020		Projector is not displaying image	I2	Replacement of HDMI Cable	In Grade 4 Yellow, projector is not displaying image.	4322100	Trivial		4		0	null
New Ticket	TCKT528	null	EDLP_PHASE-3	Zone-4	Saint Benoit Rc	null	Tablet - Software	null		28 May, 2020		Re-installation of software	I1	Re-Installation of Software	Grade 4 Student tablet to re-install software on it	58338860	Trivial		2		0	null
New Ticket	TCKT527	null	EDLP_PHASE-2	Zone-1	Grand Bay Gs	PDL9J01127000	Projector BenQ MW809ST	Wallmount Kit		28 May, 2020		The bracket of the wall mount kit is broken	I2	Replacement of Wallmount Kit	In Grade 3 Red, need to replace wall mount kit.	4252525	Trivial		4		0	null
New Ticket	TCKT526	null	EDLP_PHASE-2	Zone-4	Richelieu Gs	null	Tablet - Software	null		28 May, 2020		Re-installation of software	I1	Re-Installation of Software	Grade 1 Green, to re-instal software in student tablet	58338860	Trivial		2		0	null
New Ticket	TCKT525	null	EDLP_PHASE-1	Zone-4	Madho Gopaul Gs	null	Tablet - Software	null		28 May, 2020		Re-installation of software	I1	Re-Installation of Software	Grade 2 yellow,theres no software in one student tablet	58338860	Trivial		2		0	null
New Ticket	TCKT524	null	EDLP_PHASE-1	Zone-1	L'amitie Gs	B865X800103	Projector Ricoh PJRX300	Aux Cable		28 May, 2020		Aux cable is worn out	I2	Replacement of Aux Cable	Need to replace aux cable in Grade 2 Yellow.	4332525	Trivial		4		0	null
New Ticket	TCKT523	null	EDLP_PHASE-3	Zone-2	Flacq Post Rc	CR20T000449M	Rack Charger	Latch		28 May, 2020		Replacement of Latch	I2	Replacement of Latch	Latch is faulty	56484842	Trivial		4		0	null
New Ticket	TCKT522	null	EDLP_PHASE-1	Zone-2	Queen Victoria Rc	No Asset Serial No	Rack Charger	Fans		28 May, 2020		Replacement of Fan	I1	Fixing of Fan	Fan is faulty	54654845	Trivial		2		0	null
New Ticket	TCKT521	null	EDLP_PHASE-3	Zone-1	Bheewa Mahadoo Gs	null	Projector BenQ MW809ST	HDMI Cable		28 May, 2020		Projector is not working	I1	Checking of HDMI Cable	Projector is not functioning. Need to check the wires.	2312525	Trivial		2		0	null
New Ticket	TCKT520	null	EDLP_PHASE-3	Zone-2	Camp De Masque Rc	CR20T000437M	Rack Charger	Latch		28 May, 2020		Fixing of Latch	I1	Fixing of Latch	Latch is not fixed properly	54846644	Trivial		2		0	null
New Ticket	TCKT519	null	EDLP_PHASE-2	Zone-2	Plaine St Cloud Rc	0619 MP2 CC 700 0079	Rack Charger	Power Cord		28 May, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Power Cord is faulty	54549845	Trivial		4		0	null
New Ticket	TCKT518	null	EDLP_PHASE-1	Zone-2	Plaine St Cloud Rc	No Asset Serial No	Rack Charger	Fans		28 May, 2020		Fixing of Fan	I1	Fixing of Fan	Fan is not fixed properly	46848446	Trivial		2		0	null
New Ticket	TCKT517	null	EDLP_PHASE-2	Zone-1	G.r.n.w Gs	PDL9J01314000	Projector BenQ MW809ST	Wallmount Kit		28 May, 2020		One screw of the Wall mount kit is loose	I1	Checking of Wallmount Kit	In Grade 3 Blue, one screw of the wall mount kit is loose. Need to check wall mount kit.	6321010	Trivial		2		0	null
New Ticket	TCKT516	null	EDLP_PHASE-3	Zone-2	Bon Accueil Rc	CR20T000346M	Rack Charger	Fans		28 May, 2020		Replacement of Fan	I2	Replacement of Fan	Fan is faulty	44548451	Trivial		4		0	null
New Ticket	TCKT515	null	EDLP_PHASE-2	Zone-2	Philippe Rivalland Rc	0619 MP2 CC 300 0069	Rack Charger	Power Cord		28 May, 2020		Fixing of Power Cord	I1	Fixing of Power Cord	Power cord is loose	56448564	Trivial		2		0	null
New Ticket	TCKT514	null	EDLP_PHASE-1	Zone-2	Philippe Rivalland Rc	KT-CHR-1595572	Rack Charger	MCB (Bracker)		28 May, 2020		Replacement of MCB (Bracker)	I2	Replacement of MCB (Bracker)	Bracker is faulty	65484815	Trivial		4		0	null
New Ticket	TCKT513	null	EDLP_PHASE-3	Zone-4	Glen Park Rc (jean Paul li Rca)	HA12XH9Y	Tablet - Lenovo Tab M10 REL	Charger		28 May, 2020		Replacement of Tablet Charger	I2	Replacement of Tablet Charger	Grade 4 Blue, student tablet charger has been broken	58338860	Trivial		4		0	null
New Ticket	TCKT512	null	EDLP_PHASE-3	Zone-2	Vuillemin Gs	CR20T000488M	Rack Charger	Fans		28 May, 2020		Fixing of Fan	I1	Fixing of Fan	Fan is not working properly	68418814	Trivial		2		0	null
New Ticket	TCKT511	null	EDLP_PHASE-2	Zone-2	Olivia Rc	0619 MP2 CC 300	Rack Charger	Handle		28 May,		Replacement of Handle	I2	Replacement of Handle	Handle is Faulty	86518461	Trivial		4		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT510	null	EDLP_PHASE-1	Zone-2	Olivia Rc	0083 KT-CHR-1700869	Rack Charger	MCB (Bracker)	28 May, 2020		Fixing of MCB (Bracker)	I1	Fixing of MCB (Bracker)	MCB is not working properly	111111111	Trivial	2			0	null
New Ticket	TCKT509	null	EDLP_PHASE-2	Zone-4	Reunion Road Gs	HKL4TN8Q	Tablet Lenovo Tab3 10 Plus	Charger	28 May, 2020		Replacement of Tablet Charger	I2	Replacement of Tablet Charger	Grade 1 Blue, teachers tablet charger has been broken	58338860	Trivial	4			0	null
New Ticket	TCKT508	null	EDLP_PHASE-3	Zone-2	Verdun Gs	CR20T000264M	Rack Charger	MCB (Bracker)	28 May, 2020		Replacement of MCB (Bracker)	I2	Replacement of MCB (Bracker)	MCB Bracker is faulty	51544561	Trivial	4			0	null
New Ticket	TCKT507	null	EDLP_PHASE-2	Zone-2	N.d. Des Victoires Rc	0619 MP2 CC 700 0191	Rack Charger	Handle	28 May, 2020		Fixing of Handle	I1	Fixing of Handle	Handle is not fixed properly	54517811	Trivial	2			0	null
New Ticket	TCKT506	null	EDLP_PHASE-1	Zone-4	Louis Nellan Gs	HKL3Q4ZU	Tablet Lenovo Tab3 10 Plus	Charger	28 May, 2020		Replacement of Tablet Charger	I2	Replacement of Tablet Charger	Grade 2 blue,teachers tablet has been broken	58338860	Trivial	4			0	null
New Ticket	TCKT505	null	EDLP_PHASE-1	Zone-1	Labourdonnais Gs	B865X700430	Projector Ricoh PJRX300	Aux Cable	28 May, 2020		Speaker not functioning	I1	Checking of Aux Cable	In Grade 1 Red, speaker is not functioning. Need to check the AUX cable.	2023053	Trivial	2			0	null
New Ticket	TCKT504	null	EDLP_PHASE-1	Zone-2	N.d. Des Victoires Rc	No Asset Serial No	Rack Charger	Switch	28 May, 2020		Replacement of Switch	I2	Replacement of Switch	Switch is faulty	54645654	Trivial	4			0	null
New Ticket	TCKT503	null	EDLP_PHASE-3	Zone-4	Case Noyal Rc	HA12XPGE	Tablet - Lenovo Tab M10 REL	null	28 May, 2020		Checking of Charger	I1	Checking of Tablet	Grade 4 red, students charger is not charging one tablet	58338860	Trivial	2			0	null
New Ticket	TCKT502	null	EDLP_PHASE-3	Zone-2	Vele Govinden Gs	CR20T000352M	Rack Charger	MCB (Bracker)	28 May, 2020		Fixing of MCB (Bracker)	I1	Fixing of MCB (Bracker)	Bracker is not working properly	55645642	Trivial	2			0	null
New Ticket	TCKT501	null	EDLP_PHASE-2	Zone-4	Remy Ollier Gs	HKL4TN8V	Tablet Lenovo Tab3 10 Plus	null	28 May, 2020		Checking of Charger	I1	Checking of Tablet	Grade 1 Blue , charger is not charging one student tablet	58338860	Trivial	2			0	null
New Ticket	TCKT500	null	EDLP_PHASE-2	Zone-2	N.d. De Lourdes Rc	0619 MP2 CC 300 0073	Rack Charger	Latch	28 May, 2020		Replacement of Latch	I2	Replacement of Latch	Latch is faulty	6464654	Trivial	4			0	null
New Ticket	TCKT499	null	EDLP_PHASE-3	Zone-1	Barlow Gs	PD4CK51029000	Projector BenQ MW809ST	null	28 May, 2020		Need to install projectors	I3	Installation of Pending Projectors	In Grade 4, need to install projector in class	45639339	Trivial	14			0	null
New Ticket	TCKT498	null	EDLP_PHASE-1	Zone-2	N.d. De Lourdes Rc	KT-CHR-1596206	Rack Charger	Switch	28 May, 2020		Fixing of Switch	I1	Fixing of Switch	Switch is stuck. need to fix	54564843	Trivial	2			0	null
New Ticket	TCKT497	null	EDLP_PHASE-1	Zone-4	Le Morne Gs	HKL3Q4YD	Tablet Lenovo Tab3 10 Plus	null	28 May, 2020		Checking of Charger	I1	Checking of Tablet	Grade 2 tablet ,charger is not working	58338860	Trivial	2			0	null
New Ticket	TCKT496	null	EDLP_PHASE-3	Zone-2	Valetta Gs	CR20T000478M	Rack Charger	Switch	28 May, 2020		Replacement of Switch	I2	Replacement of Switch	Switch is faulty	54548631	Trivial	4			0	null
New Ticket	TCKT495	null	EDLP_PHASE-2	Zone-2	Louis Dorbec Rc	0619 MP2 CC 700 0077	Rack Charger	Latch	28 May, 2020		Fixing of Latch	I1	Fixing of Latch	Latch is not fixed properly	96565954	Trivial	2			0	null
New Ticket	TCKT494	null	EDLP_PHASE-1	Zone-2	Louis Dorbec Rc	KT-CHR-1595888	Rack Charger	Socket	28 May, 2020		Replacement of Socket	I2	Replacement of Socket	socket is faulty	84545815	Trivial	4			0	null
New Ticket	TCKT493	null	EDLP_PHASE-3	Zone-2	Stanley Gs	CR20T000360M	Rack Charger	Switch	28 May, 2020		Fixing of Switch	I1	Fixing of Switch	Switch is not working properly	54448944	Trivial	2			0	null
New Ticket	TCKT492	null	EDLP_PHASE-2	Zone-2	Flacq Post Rc	0619 MP2 CC 300 0077	Rack Charger	Fans	28 May, 2020		Replacement of Fan	I2	Replacement of Fan	Fan RC is faulty	86465454	Trivial	4			0	null
New Ticket	TCKT491	null	EDLP_PHASE-1	Zone-2	Flacq Post Rc	No Asset Serial No	Rack Charger	Socket	28 May, 2020		Fixing of Socket	I1	Fixing of Socket	SOCKET is not fixed properly	56645646	Trivial	2			0	null
New Ticket	TCKT490	null	EDLP_PHASE-2	Zone-1	Fond Du Sac Gs	PDL9J01482000	Projector BenQ MW809ST	Power Cord	28 May, 2020		Power cord is broken	I2	Replacement of Power Cord	The power cord of the projector is broken. Need to replace power cord.	6523232	Trivial	4			0	null
New Ticket	TCKT489	null	EDLP_PHASE-1	Zone-1	La Briquetterie Gs	B865X700158	Projector Ricoh PJRX300	Speaker	28 May, 2020		No sound is coming through the speaker	I2	Replacement of Speaker	In Grade 2 Red, no sound is coming through the speaker despite switching it on and off several times.	4566562	Trivial	4			0	null
New Ticket	TCKT488	null	EDLP_PHASE-3	Zone-4	Belle Rose Rc (eugene Dethise Rca)	HA12X049	Tablet - Lenovo Tab M10 REL	Headset	28 May, 2020		Replacement of HeadPhones	I2	Replacement of HeadPhones	Grade 4 green, to replace student headset	58338860	Trivial	4			0	null
New Ticket	TCKT487	null	EDLP_PHASE-3	Zone-2	Soopaya Soobiah Gs	CR20T000389M	Rack Charger	Socket	27 May, 2020		Replacement of Socket	I2	Replacement of Socket	Socket is faulty	65465722	Trivial	4			0	null
New Ticket	TCKT486	null	EDLP_PHASE-2	Zone-2	Camp De Masque Rc	0619 MP2 CC 700 0475	Rack Charger	Fans	27 May, 2020		Fixing of Fan	I1	Fixing of Fan	Fan is not working properly	25465454	Trivial	2			0	null
New Ticket	TCKT485	null	EDLP_PHASE-1	Zone-2	Camp De Masque Rc	No Asset Serial No	Rack Charger	Solo Panel	27 May, 2020		Replacement of Solo Panel	I2	Replacement of Solo Panel	Solo panel is faulty	84654415	Trivial	4			0	null
New Ticket	TCKT484	null	EDLP_PHASE-3	Zone-2	Sir S. Boolell Gs	CR20T000373M	Rack Charger	Socket	27 May, 2020		Fixing of Socket	I1	Fixing of Socket	Socket out of panel	56456451	Trivial	2			0	null
New Ticket	TCKT483	null	EDLP_PHASE-2	Zone-2	Bon Accueil Rc	0619 MP2 CC 700 0100	Rack Charger	MCB (Bracker)	27 May, 2020		Replacement of MCB (Bracker)	I2	Replacement of MCB (Bracker)	MCB (bracker) is faulty	54514842	Trivial	4			0	null
New Ticket	TCKT482	null	EDLP_PHASE-1	Zone-2	Bon Accueil Rc	KT-CHR-1595809	Rack Charger	Solo Panel	27 May, 2020		Fixing of Solo Panel	I1	Fixing of Solo Panel	Solo Panel not fixed properly	4579845	Trivial	2			0	null
New Ticket	TCKT481	null	EDLP_PHASE-3	Zone-2	Sir P. Dalais Gs	CR20T000377M	Rack Charger	Solo Panel	27 May, 2020		Replacement of Solo Panel	I2	Replacement of Solo Panel	Solo panel is faulty	56484156	Trivial	4			0	null
New Ticket	TCKT480	null	EDLP_PHASE-2	Zone-2	Vuillemin Gs	0619 MP2 CC 700 0059	Rack Charger	MCB (Bracker)	27 May, 2020		Fixing of MCB (Bracker)	I1	Fixing of MCB (Bracker)	MCB Breaker not working properly	68751564	Trivial	2			0	null
New Ticket	TCKT479	null	EDLP_PHASE-1	Zone-2	Vuillemin Gs	KT-CHR-1596918	Rack Charger	Wheels	27 May, 2020		Replacement of Wheels	I2	Replacement of Wheels	Wheel of RC is faulty	456168784	Trivial	4			0	null
New Ticket	TCKT478	null	EDLP_PHASE-3	Zone-2	Sir Emile Series Gs	CR20T000480M	Rack Charger	Solo Panel	27 May, 2020		Fixing of Solo Panel	I1	Fixing of Solo Panel	Solo panel not fixed properly	98495445	Trivial	2			0	null
New Ticket	TCKT477	null	EDLP_PHASE-2	Zone-2	Verdun Gs	0619 MP2 CC 700 0009	Rack Charger	Switch	27 May, 2020		Replacement of Switch	I2	Replacement of Switch	Switch is faulty	54984154	Trivial	4			0	null
New Ticket	TCKT476	null	EDLP_PHASE-1	Zone-2	Verdun Gs	KT-CHR-1595651	Rack Charger	Wheels	27 May, 2020		Fixing the Wheels	I1	Fixing the Wheels	Wheels not fixed properly	95948464	Trivial	2			0	null
New Ticket	TCKT475	null	EDLP_PHASE-3	Zone-2	Shri R.gandhi Gs	CR20T000466M	Rack Charger	Wheels	27 May, 2020		Replacement of Wheels	I2	Replacement of Wheels	Wheels are faulty	95955826	Trivial	4			0	null
New Ticket	TCKT474	null	EDLP_PHASE-2	Zone-2	Vele Govinden Gs	0619 MP2 CC 700 0022	Rack Charger	Switch	27 May, 2020		Fixing of Switch	I1	Fixing of Switch	Switch not fixed properly	54495674	Trivial	2			0	null

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	New Ticket	TCKT473	null	EDLP_PHASE-1	Zone-2	Vele Govinden Gs	KT-CHR-1700554	Rack Charger	Lock	27 May, 2020		Replacement of Lock CR	I2	Replacement of Lock CR	Lock CR is faulty	54851452	Trivial		4		0	null
	New Ticket	TCKT472	null	EDLP_PHASE-3	Zone-2	S. Ramudhin Gs	CR20T000390M	Rack Charger	Wheels	27 May, 2020		Fixing the Wheels	I1	Fixing the Wheels	Wheels not fixed properly	75857674	Trivial		2		0	null
	New Ticket	TCKT471	null	EDLP_PHASE-2	Zone-2	Valetta Gs	0619 MP2 CC 300 0079	Rack Charger	Socket	27 May, 2020		Replacement of Socket	I2	Replacement of Socket	Socket is faulty	28445548	Trivial		4		0	null
	New Ticket	TCKT470	null	EDLP_PHASE-1	Zone-2	Valetta Gs	KT-CHR-1595254	Rack Charger	Lock	27 May, 2020		Fixing of Lock CR	I1	Fixing of Lock CR	Lock is not fixed properly	84654815	Trivial		2		0	null
	New Ticket	TCKT469	null	EDLP_PHASE-3	Zone-2	S. Bissoondoyal Gs	CR20T000472M	Rack Charger	Padlock	27 May, 2020		Replacement of Padlock	I2	Replacement of Padlock	Padlock is faulty	24255267	Trivial		4		0	null
	New Ticket	TCKT468	null	EDLP_PHASE-2	Zone-2	Stanley Gs	0619 MP2 CC 700 0064	Rack Charger	Socket	27 May, 2020		Fixing of Socket	I1	Fixing of Socket	Socket out of electric Panel	46542452	Trivial		2		0	null
	New Ticket	TCKT467	null	EDLP_PHASE-1	Zone-2	Stanley Gs	No Asset Serial No	Rack Charger	Electrical Panel	27 May, 2020		Replacement of electric panel	I2	Replacement of electric panel	Electric Panel is faulty	56345345	Trivial		4		0	null
	New Ticket	TCKT466	null	EDLP_PHASE-3	Zone-2	R.ramguttu A.v. Aided	CR20T000484M	Rack Charger	Padlock	27 May, 2020		Fixing of Padlock	I1	Fixing of Padlock	Padlock not fixed properly	84626851	Trivial		2		0	null
	New Ticket	TCKT465	null	EDLP_PHASE-2	Zone-2	Soopaya Soobiah Gs	0619 MP2 CC 700 0031	Rack Charger	Solo Panel	27 May, 2020		Replacement of Solo Panel	I2	Replacement of Solo Panel	Solo Panel is faulty	54645956	Trivial		4		0	null
	New Ticket	TCKT464	null	EDLP_PHASE-1	Zone-2	Soopaya Soobiah Gs	KT-CHR-1700948	Rack Charger	Electrical Panel	27 May, 2020		Fixing of Electrical Panel	I1	Fixing of Electrical Panel	Electric Panel not fixed properly	15456455	Trivial		2		0	null
	New Ticket	TCKT463	null	EDLP_PHASE-3	Zone-1	B. Khemloliva Gs	No Asset Serial No	Projector BenQ MW809ST	null	27 May, 2020		Projector is not working	I3	Replacement of Projector	In Grade 4, projector is not switching on.	4335125	Trivial		14		0	null
	New Ticket	TCKT462	null	EDLP_PHASE-2	Zone-1	Esp. Trebuchet Gs	PDL9J01307000	Projector BenQ MW809ST	Power Cord	27 May, 2020		Projector is not switching on	I1	Checking of Power Cord	In Grade 3 Yellow, the projector is not switching on. Need to check the power cord of the projector.	2025654	Trivial		2		0	null
	New Ticket	TCKT461	null	EDLP_PHASE-1	Zone-1	L. Serge Coutet Gs	B865X600388	Projector Ricoh PJRX300	Speaker	27 May, 2020		No sound is coming through the btsp	I1	Checking of Speaker	In Grade 1 Pink, no sound is coming through the speaker. Need to check speaker.	6806565	Trivial		2		0	null
	New Ticket	TCKT460	null	EDLP_PHASE-3	Zone-1	Arsenal Gs	PD4CK51030000	Projector BenQ MW809ST	null	27 May, 2020		The image of the projector is dimming	I2	Replacement of Broken Accessories	In Grade 4 Green, the projector bulb has died. Need to replace projector lamp.	4336454	Trivial		4		0	null
	New Ticket	TCKT459	null	EDLP_PHASE-2	Zone-1	E. Anquetil Gs	PDL9J01128000	Projector BenQ MW809ST	Remote	27 May, 2020		Remote of projector is not working	I2	Replacement of Remote	Remote's buttons are not working. Need to replace remote in Grade 3 Red.	6238898	Trivial		4		0	null
	New Ticket	TCKT458	null	EDLP_PHASE-1	Zone-1	Jean Lebrun Gs	B865X900383	Projector Ricoh PJRX300	VGA to HDMI Converter	27 May, 2020		Projector is not functioning	I2	Replacement of VGA to HDMI Converter	In Grade 2 Blue, projector is not projecting image.	6321010	Trivial		4		0	null
	New Ticket	TCKT457	null	EDLP_PHASE-3	Zone-1	Amaury Gs	null	Projector BenQ MW809ST	null	27 May, 2020		Projector is not functioning	I2	Repairing of Projector	In Grade 4 Yellow, projector is not switching on.	4587963	Trivial		4		0	null
	New Ticket	TCKT456	null	EDLP_PHASE-2	Zone-1	Dr. O. Beaugeard Gs	PDL9J01088000	Projector BenQ MW809ST	Remote	27 May, 2020		Remote of projector is not working	I1	Checking of Remote	In Grade 3 Red, the remote of the projector has stopped working. Need to check remote.	6238787	Trivial		2		0	null
	New Ticket	TCKT455	null	EDLP_PHASE-1	Zone-1	Ilot Gs	B865X700330	Projector Ricoh PJRX300	VGA to HDMI Converter	27 May, 2020		Projector is not functioning	I1	Checking of VGA to HDMI Converter	Projector is showing auto searching.	4335202	Trivial		2		0	null
	New Ticket	TCKT454	null	EDLP_PHASE-3	Zone-2	Roches Brunes Gs	CR20T000441M	Rack Charger	Lock	27 May, 2020		Replacement of Lock CR	I2	Replacement of Lock CR	Lock is faulty	56547954	Trivial		4		0	null
	New Ticket	TCKT453	null	EDLP_PHASE-2	Zone-2	Sir S. Boolell Gs	0619 MP2 CC 700 0060	Rack Charger	Solo Panel	27 May, 2020		Fixing of Solo Panel	I1	Fixing of Solo Panel	Solo panel not fixed properly	5149955	Trivial		2		0	null
	New Ticket	TCKT452	null	EDLP_PHASE-1	Zone-2	Sir S. Boolell Gs	No Asset Serial No	Rack Charger	Timer	27 May, 2020		Replacement of Timer	I2	Replacement of Timer	Timer is faulty in grade 2 blue	59456499	Trivial		4		0	null
	New Ticket	TCKT451	null	EDLP_PHASE-3	Zone-2	Rhill Central Gs	CR20T000334M	Rack Charger	Lock	27 May, 2020		Fixing of Lock CR	I1	Fixing of Lock CR	Lock not properly installed	95659984	Trivial		2		0	null
	New Ticket	TCKT450	null	EDLP_PHASE-3	Zone-3	M.burrenchobay Gs	null	Tablet - Software	null	27 May, 2020		The software of the tablet is not opening.	I1	Reinstallation of software	Need to reinstall the software.	58338858	Trivial		2		0	null
	New Ticket	TCKT449	null	EDLP_PHASE-2	Zone-3	R.des Anguilles Gs	null	Tablet - Software	null	27 May, 2020		The software of the tablet is not opening.	I1	Reinstallation of software	Need to reinstall the software.	58338858	Trivial		2		0	null
	New Ticket	TCKT448	null	EDLP_PHASE-1	Zone-3	Hugh Otter Barry Gs	null	Tablet - Software	null	27 May, 2020		The software of the tablet is not opening.	I1	Reinstallation of software	Need to reinstall the software.	58338858	Trivial		2		0	null
	New Ticket	TCKT447	null	EDLP_PHASE-2	Zone-4	Phoenix Gs	HKL4TP8E	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Checking of Headset/ Headphone	I1	Checking of Tablet	Grade 3 Red student headset is not working need to check the headset	58338860	Trivial		2		0	null
	New Ticket	TCKT446	null	EDLP_PHASE-1	Zone-4	La Gaulette Gs	HKL3Q5NE	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Replacement of HeadPhones	I2	Replacement of HeadPhones	Phase 1 Blue student headphone has been broken	58338860	Trivial		4		0	null
	New Ticket	TCKT445	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	PD4CK51023000	Projector BenQ MW809ST	null	27 May, 2020		Wires are broken	I2	Replacement of wiring	In Grade 4 Pink, the wires of the projector are broken. Need to replace.	6532141	Trivial		4		0	null
	New Ticket	TCKT444	null	EDLP_PHASE-3	Zone-3	Rose Belle North Gs	HA12X8G0	Tablet - Lenovo Tab M10 REL	Charger	27 May, 2020		The charger pin is broken.	I2	Replacement of Tablet Charger	Need to change the charger of the tablet.	58338858	Trivial		4		0	null
	New Ticket	TCKT443	null	EDLP_PHASE-2	Zone-1	Dr I.a. Goomany Gs	PDL9J01114000	Projector BenQ MW809ST	null	27 May, 2020		Disconnection Problem	I3	Replacement of Projector	In Grade 3 Red, projector disconnects automatically after 10 mins of use.	4548080	Trivial		14		0	null
	New Ticket	TCKT442	null	EDLP_PHASE-2	Zone-3	R. Des Creoles Gs	HKL4TNC8	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		The charger pin is broken.	I2	Replacement of Tablet Charger	Need to change the charger.	58338858	Trivial		4		0	null
	New Ticket	TCKT441	null	EDLP_PHASE-1	Zone-1	H. Ramnarain Gs	B865X600015	Projector Ricoh PJRX300	null	27 May, 2020		Projector switches off by itself while using	I3	Replacement of Projector	In Grade 2 Yellow, projector switches off by itself while educator is using it.	432149	Trivial		14		0	null
	New Ticket	TCKT440	null	EDLP_PHASE-1	Zone-3	Grand Bois Gs	HKL3Q4FW	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		The pin of the charger is broken.	I2	Replacement of Tablet Charger	need to change the charger.	58338858	Trivial		4		0	null
	New Ticket	TCKT439	null	EDLP_PHASE-3	Zone-3	Saint Hubert Gs	null	Tablet - Software	null	27 May, 2020		Fixing of software / Application	I1	Reinstallation of software	Need to add new software in order to avoid bugs.	58338858	Trivial		2		0	null
	New Ticket	TCKT438	null	EDLP_PHASE-3	Zone-3	Robinson Road Gs	HA12X8GC	Tablet - Lenovo Tab M10 REL	Charger	27 May, 2020		The tablet is not charging.	I1	Checking of Charger	Need to check the charger.	58338858	Trivial		2		0	null
	New Ticket	TCKT437	null	EDLP_PHASE-2	Zone-3	P. Soobrayen Gs	HKL4TNFC	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		The tablet is not charging.	I1	Checking of Charger	Need to check the charger.	58338858	Trivial		2		0	null
	New Ticket	TCKT435	null	EDLP_PHASE-2	Zone-3	R.du Poste Gs	PDL9J01334000	Projector BenQ MW809ST	null	27 May, 2020		Projector is not working	I1	Checking of Projector	Projector is not showing anything	58338858	Trivial		2		0	null

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	New Ticket	TCKT436	null	EDLP_PHASE-2	Zone-3	R.du Poste Gs	PDL9J01334000	Projector BenQ MW809ST	null	27 May, 2020		Projector is not working	I1	Checking of Projector	Projector is not showing anything	58338858	Trivial		2		0	null
	New Ticket	TCKT434	null	EDLP_PHASE-1	Zone-3	Grand Bel Air Gs	HKL3Q4JC	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		The tablet is not charging.	I1	Checking of Charger	Need to check the charger.	58338858	Trivial		2		0	null
	New Ticket	TCKT433	null	EDLP_PHASE-1	Zone-3	James Toolsy Gs	No Asset Serial No	Projector Ricoh PJRX300	null	27 May, 2020		Projector is not working	I1	Checking of Projector	Projector is not displaying anything on screen	58338858	Trivial		2		0	null
	New Ticket	TCKT432	null	EDLP_PHASE-3	Zone-3	Riche En Eau Gs	HA12ZPP4	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		The headset of the tablet is broken.	I2	Replacement of HeadPhones	Need to replace headset with a new one.	58338858	Trivial		4		0	null
	New Ticket	TCKT431	null	EDLP_PHASE-3	Zone-4	Sookun Gaya Gs	HA12WT2V	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Checking of Headset/ Headphone	I1	Checking of Tablet	Grade 4 Red, student headset is not working	58338860	Trivial		2		0	null
	New Ticket	TCKT430	null	EDLP_PHASE-2	Zone-3	Nouvelle France Gs	HKL4TMXS	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		The headset of the tablet is broken.	I2	Replacement of HeadPhones	Need to replace the headset.	58338858	Trivial		4		0	null
	New Ticket	TCKT429	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	null	Projector BenQ MW809ST	null	27 May, 2020		Projector not projecting image	I1	Fixing of wiring	In Grade 4 Blue, the USB cable came out from the projector. Need to fix wires.	6547892	Trivial		2		0	null
	New Ticket	TCKT428	null	EDLP_PHASE-2	Zone-4	Phoenix Gs	HKL4TP8E	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Checking of Headset/ Headphone	I1	Checking of Tablet	Grade 1 headset is not working	58338860	Trivial		2		0	null
	New Ticket	TCKT427	null	EDLP_PHASE-2	Zone-1	Dr Edgard Millien Gs	PDL9J01327000	Projector BenQ MW809ST	null	27 May, 2020		Projector having issues	I2	Repairing of Projector	Projector is not displaying anything in Grade 1 Green.	6452528	Trivial		4		0	null
	New Ticket	TCKT426	null	EDLP_PHASE-1	Zone-1	Guy Rosemont Gs	B865X800266	Projector Ricoh PJRX300	null	27 May, 2020		Projector is not displaying anything	I2	Repairing of Projector	In Grade 2 Yellow, projector is not displaying anything	4335898	Trivial		4		0	null
	New Ticket	TCKT425	null	EDLP_PHASE-1	Zone-4	J.t.ramsoonder Gs	HKL3Q50U	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Checking of Headset/ Headphone	I1	Checking of Tablet	Grade 2, yellow students headset is not working	58338860	Trivial		2		0	null
	New Ticket	TCKT424	null	EDLP_PHASE-2	Zone-2	Sir P. Dalais Gs	0619 MP2 CC 700 0119	Rack Charger	Wheels	27 May, 2020		Replacement of Wheels	I2	Replacement of Wheels	Wheels are faulty	59564645	Trivial		4		0	null
	New Ticket	TCKT423	null	EDLP_PHASE-1	Zone-2	Sir P. Dalais Gs	KT-CHR-1700473	Rack Charger	Timer	27 May, 2020		Fixing/Replacement Single timer	I1	Fixing/Replacement Single timer	Timer is not working properly	65985451	Trivial		2		0	null
	New Ticket	TCKT422	null	EDLP_PHASE-1	Zone-3	G. Cheetamun Gs	HKL3QAVN	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		The headset of the tablet is broken.	I2	Replacement of HeadPhones	Need to change the headset.	58338858	Trivial		4		0	null
	New Ticket	TCKT421	null	EDLP_PHASE-3	Zone-2	Ramnarain Roy Gs	CR20T000450M	Rack Charger	Electrical Panel	27 May, 2020		Replacement of electric panel	I2	Replacement of electric panel	Electric Panel is faulty	54956585	Trivial		4		0	null
	New Ticket	TCKT420	null	EDLP_PHASE-3	Zone-4	Sir V. Ringadoo Gs	HA12XPKZ	Tablet - Lenovo Tab M10 REL	Screen Protector/ Tempered Glass	27 May, 2020		Replacement of screen guard	I2	Replacement of screen guard	Grade 3 Red to replace screen guard	58338860	Trivial		4		0	null
	New Ticket	TCKT419	null	EDLP_PHASE-2	Zone-2	Sir Emile Series Gs	0619 MP2 CC 700 0080	Rack Charger	Wheels	27 May, 2020		Fixing the Wheels	I1	Fixing the Wheels	Wheel coming off RC	59464659	Trivial		2		0	null
	New Ticket	TCKT418	null	EDLP_PHASE-3	Zone-3	R.sewpal Gs	HA12ZPRC	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		The headset is not working.	I1	Checking of Headset/ Headphone	Need to check the headset of the tablet.	58338858	Trivial		2		0	null
	New Ticket	TCKT417	null	EDLP_PHASE-1	Zone-2	Sir Emile Series Gs	No Asset Serial No	Rack Charger	null	27 May, 2020		Full Replacement of Rack Charger	I3	Full Replacement of Rack Charger	RC is faulty	59446445	Trivial		14		0	null
	New Ticket	TCKT416	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	PD4CK51048000	Projector BenQ MW809ST	null	27 May, 2020		Projector is not projecting image in center	I1	Fixing of calibration	In Grade 4 Red, projector is not projecting image in center. Need to fix.	6523132	Trivial		2		0	null
	New Ticket	TCKT415	null	EDLP_PHASE-3	Zone-2	Ramlall Motee Gs	CR20T000425M	Rack Charger	Electrical Panel	27 May, 2020		Fixing of Electrical Panel	I1	Fixing of Electrical Panel	socket came out of Electric Panel	59946542	Trivial		2		0	null
	New Ticket	TCKT414	null	EDLP_PHASE-2	Zone-3	Midlands Gs	HKL4TMYH	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		The headset is not working.	I1	Checking of Headset/ Headphone	Need to check the headset of the tablet.	58338858	Trivial		2		0	null
	New Ticket	TCKT413	null	EDLP_PHASE-2	Zone-2	Shri R.gandhi Gs	0619 MP2 CC 700 0072	Rack Charger	Padlock	27 May, 2020		Replacement of Padlock	I2	Replacement of Padlock	padlock is faulty	84466541	Trivial		4		0	null
	New Ticket	TCKT412	null	EDLP_PHASE-2	Zone-4	Petite Riviere Gs	HKL4TP85	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	27 May, 2020		Replacement of screen guard	I2	Replacement of screen guard	Grade 2 Red,to replace screen guard	58338860	Trivial		4		0	null
	New Ticket	TCKT411	null	EDLP_PHASE-1	Zone-2	Shri R.gandhi Gs	KT-CHR-1595333	Rack Charger	null	27 May, 2020		Repairing of Rack Charger	I2	Repairing of Rack Charger	Fan is not working	59154408	Trivial		4		0	null
	New Ticket	TCKT410	null	EDLP_PHASE-2	Zone-1	D'epinay Gs	PDL9J01235000	Projector BenQ MW809ST	null	27 May, 2020		Projector is not functioning	I1	Fixing of wiring	In Grade 2 Blue, projector is not connecting with tablet.	6541221	Trivial		2		0	null
	New Ticket	TCKT409	null	EDLP_PHASE-3	Zone-2	R.edward Walter Gs	CR20T000345M	Rack Charger	Timer	27 May, 2020		Replacement of Timer	I2	Replacement of Timer	timer is faulty	5959484	Trivial		4		0	null
	New Ticket	TCKT408	null	EDLP_PHASE-1	Zone-1	Grand Bay Gs	B865X700420	Projector Ricoh PJRX300	null	27 May, 2020		Projector is not switching on	I1	Fixing of wiring	In Grade 1 Red, projector is not switching on.	4521160	Trivial		2		0	null
	New Ticket	TCKT407	null	EDLP_PHASE-2	Zone-2	S. Ramudhin Gs	0619 MP2 CC 700 0088	Rack Charger	Padlock	27 May, 2020		Fixing of Padlock	I1	Fixing of Padlock	padlock not fixed properly	59446568	Trivial		2		0	null
	New Ticket	TCKT406	null	EDLP_PHASE-1	Zone-2	S. Ramudhin Gs	No Asset Serial No	Rack Charger	null	27 May, 2020		Fixing of wiring	I1	Fixing of wiring	power cable not plug properly	65945148	Trivial		2		0	null
	New Ticket	TCKT405	null	EDLP_PHASE-3	Zone-2	R.c Nuckchady Gs	CR20T000422M	Rack Charger	Timer	27 May, 2020		Configuring the Timer	I1	Configuring the Timer	time is not set properly on timer	54546845	Trivial		2		0	null
	New Ticket	TCKT404	null	EDLP_PHASE-2	Zone-2	S. Bissoondoyal Gs	0619 MP2 CC 700 0038	Rack Charger	Lock	27 May, 2020		Replacement of Lock CR	I2	Replacement of Lock CR	Lock is faulty	59444594	Trivial		4		0	null
	New Ticket	TCKT403	null	EDLP_PHASE-1	Zone-2	S. Bissoondoyal Gs	KT-CHR-1595494	Rack Charger	null	27 May, 2020		Training of Rack Charger	I1	Training of Rack Charger	Teacher need training on RC	54964645	Trivial		2		0	null
	New Ticket	TCKT402	null	EDLP_PHASE-1	Zone-3	Duperre Gs	HKL3QAT8	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		The headset is not working.	I1	Checking of Headset/ Headphone	Need to check the headset.	58338858	Trivial		2		0	null
	New Ticket	TCKT401	null	EDLP_PHASE-3	Zone-2	R. Gujadhur Gs	CR20T000447M	Rack Charger	null	27 May, 2020		Full Replacement of Rack Charger	I3	Full Replacement of Rack Charger	R C is faulty	59444454	Trivial		14		0	null
	New Ticket	TCKT400	null	EDLP_PHASE-2	Zone-2	R.ramgutty A.v. Aided	0619 MP2 CC 700 0034	Rack Charger	Lock	27 May, 2020		Fixing of Lock CR	I1	Fixing of Lock CR	Lock is not fixed properly	59146542	Trivial		2		0	null
	New Ticket	TCKT399	null	EDLP_PHASE-1	Zone-2	R.ramgutty A.v. Aided	No Asset Serial No	Rack Charger	null	27 May, 2020		Fixing of Rack Charger	I1	Fixing of Rack Charger	Door Of RC not closing properly	54946684	Trivial		2		0	null
	New Ticket	TCKT398	null	EDLP_PHASE-3	Zone-2	R. Bundhun Gs	CR20T000419M	Rack Charger	null	27 May, 2020		Replacement of Broken Accessories	I2	Replacement of Broken Accessories	Solo panel broken	59494426	Trivial		4		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT397	null	EDLP_PHASE-3	Zone-3	Rose Belle South Gs	null	Tablet - Software	null	27 May, 2020		Re-installation of software	I1	Re-Installation of Software	Tablet need to re-install software as some content of the software is missing	58338858	Trivial	2			0	null
New Ticket	TCKT396	null	EDLP_PHASE-3	Zone-3	R.espitalier Noel Gs	HA12X9F5	Tablet - Lenovo Tab M10 REL	Screen Protector/ Tempered Glass	27 May, 2020		The screen protector is broken.	I2	Replacement of screen guard	Need to change the screen protector of the tablet.	58338858	Trivial	4			0	null
New Ticket	TCKT395	null	EDLP_PHASE-2	Zone-2	Roches Brunes Gs	0619 MP2 CC 700 0105	Rack Charger	Electrical Panel	27 May, 2020		Replacement of electric panel	I2	Replacement of electric panel	Electric Panel is faulty	54884554	Trivial	4			0	null
New Ticket	TCKT394	null	EDLP_PHASE-2	Zone-3	Mare Tabac Gs	HKL4TNFF	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	27 May, 2020		The screen protector is broken.	I2	Replacement of screen guard	Need to change the screen protector.	58338858	Trivial	4			0	null
New Ticket	TCKT393	null	EDLP_PHASE-1	Zone-2	Roches Brunes Gs	DONG-B865X700420	Dongle Wecast	null	27 May, 2020		Replacement of Dongle	I2	Replacement of Dongle	Dongle is faulty	45949442	Trivial	4			0	null
New Ticket	TCKT392	null	EDLP_PHASE-1	Zone-3	Dubreuil Gs	HKL3QAUZ	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	27 May, 2020		The screen protector is broken.	I2	Replacement of screen guard	Need to change the screen protector.	58338858	Trivial	4			0	null
New Ticket	TCKT391	null	EDLP_PHASE-3	Zone-2	R. Balgobin Gs	CR20T000329M	Rack Charger	null	27 May, 2020		Repairing of Rack Charger	I2	Repairing of Rack Charger	R C is faulty	59545956	Trivial	4			0	null
New Ticket	TCKT390	null	EDLP_PHASE-3	Zone-3	R.edward Hart Gs	HA12XDFG	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	27 May, 2020		The Micro SD Card is broken.	I2	Replacement of Micro SD Card	Need to replace the Micro SD Card.	58338858	Trivial	4			0	null
New Ticket	TCKT389	null	EDLP_PHASE-1	Zone-4	Highlands Gs	HKL3Q5MZ	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	27 May, 2020		Replacement of screen guard	I2	Replacement of screen guard	Grade 1 screen tempered glass of student tablet has been broken ,must replaced	58338860	Trivial	4			0	null
New Ticket	TCKT388	null	EDLP_PHASE-2	Zone-2	Rhill Central Gs	0619 MP2 CC 700 0013	Rack Charger	Electrical Panel	27 May, 2020		Fixing of Electrical Panel	I1	Fixing of Electrical Panel	breaker is not working properly	59645645	Trivial	2			0	null
New Ticket	TCKT387	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	HA12ZPMB	Tablet - Lenovo Tab M10 REL	Charger	27 May, 2020		Charger is not charging tablet	I1	Checking of Charger	Charger is not charging the tablet. Need to check the tablet.	96	Trivial	2			0	null
New Ticket	TCKT386	null	EDLP_PHASE-3	Zone-4	Shri Shamboonath Gs	HA12XMJY	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Replacement of Micro SD Card	I2	Replacement of Broken Accessories	Grade 3 Yellow, to replace micro SD Card	58338860	Trivial	4			0	null
New Ticket	TCKT385	null	EDLP_PHASE-1	Zone-2	Rhill Central Gs	DONG-B865X800214	Dongle Wecast	null	27 May, 2020		Checking of Dongle	I1	Checking of Dongle	Dongle is not working properly	59416595	Trivial	2			0	null
New Ticket	TCKT384	null	EDLP_PHASE-3	Zone-2	Quatre Soeurs Gs	CR20T000401M	Rack Charger	null	27 May, 2020		Replacement of wiring	I2	Replacement of wiring	wire is faulty	59451655	Trivial	4			0	null
New Ticket	TCKT383	null	EDLP_PHASE-2	Zone-3	Mare D'albert Gs	HKL4TMQZ	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	27 May, 2020		The Micro SD Card is broken.	I2	Replacement of Micro SD Card	Need to replace the Micro SD Card.	58338858	Trivial	4			0	null
New Ticket	TCKT382	null	EDLP_PHASE-2	Zone-2	Ramnarain Roy Gs	0619 MP2 CC 700 0359	Rack Charger	Timer	27 May, 2020		Replacement of Timer	I2	Replacement of Timer	Timer is faulty	6595454	Trivial	4			0	null
New Ticket	TCKT381	null	EDLP_PHASE-3	Zone-4	P.c.k Aryan Vedic Aided	No Asset Serial No	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	27 May, 2020		Replacement of Micro SD Card	I2	Replacement of Micro SD Card	Grade 2 green, to replace SD Card	68338860	Trivial	4			0	null
New Ticket	TCKT380	null	EDLP_PHASE-1	Zone-2	Ramnarain Roy Gs	B865X900128	Projector Ricoh PJRX300	Projector Screen	27 May, 2020		Replacement of Projector Screen	I3	Replacement of Projector Screen	Projector screen is faulty	59446595	Trivial	14			0	null
New Ticket	TCKT379	null	EDLP_PHASE-2	Zone-1	Jean Lebrun Gs	HKL4TNRL	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger is not working	I1	Checking of Charger	The charger is not charging the tablet. Need to check.	85	Trivial	2			0	null
New Ticket	TCKT378	null	EDLP_PHASE-3	Zone-2	Quatre Cocos Gs	CR20T000341M	Rack Charger	null	27 May, 2020		Fixing of wiring	I1	Fixing of wiring	power cable not connected properly	54949598	Trivial	2			0	null
New Ticket	TCKT376	null	EDLP_PHASE-1	Zone-1	Dr I.a. Goomany Gs	HKL3Q4SL	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger has stopped charging tablets	I1	Checking of Charger	The charger is not charging the tablet, need to check.	52	Trivial	2			0	null
New Ticket	TCKT377	null	EDLP_PHASE-1	Zone-1	Dr I.a. Goomany Gs	HKL3Q4SL	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger has stopped charging tablets	I1	Checking of Charger	The charger is not charging the tablet, need to check.	52	Trivial	2			0	null
New Ticket	TCKT375	null	EDLP_PHASE-1	Zone-4	Henrietta Gs	HKL3Q53S	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	27 May, 2020		Replacement of Micro SD Card	I2	Replacement of Micro SD Card	Grade 1 Red, to replace micro sd card	58338860	Trivial	4			0	null
New Ticket	TCKT374	null	EDLP_PHASE-2	Zone-2	Ramlall Motee Gs	0619 MP2 CC 700 0008	Rack Charger	Timer	27 May, 2020		Fixing/Replacement Single timer	I1	Fixing/Replacement Single timer	Timer not set properly	65594459	Trivial	2			0	null
New Ticket	TCKT373	null	EDLP_PHASE-2	Zone-3	R.des Anguilles Gs	null	Tablet - Software	null	27 May, 2020		Tablet have no software	I1	Reinstallation of software	Need to install software in tablet.	58338858	Trivial	2			0	null
New Ticket	TCKT372	null	EDLP_PHASE-1	Zone-2	Ramlall Motee Gs	B865X800104	Projector Ricoh PJRX300	Projector Screen	27 May, 2020		Repairing of Projector Screen	I2	Repairing of Projector Screen	projector Screen is broken	84545445	Trivial	4			0	null
New Ticket	TCKT371	null	EDLP_PHASE-3	Zone-1	St Antoine Rc	HA12XBDF	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		Headset is not working	I2	Replacement of HeadPhones	The audio sound of the the headset is not working. Need to replace the headset.	63	Trivial	4			0	null
New Ticket	TCKT370	null	EDLP_PHASE-1	Zone-3	Dookee Gungah Gs	HKL3QAVW	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	27 May, 2020		The SD card is broken.	I2	Replacement of Micro SD Card	Need to replace the SD Card.	58338858	Trivial	4			0	null
New Ticket	TCKT369	null	EDLP_PHASE-2	Zone-1	Ilot Gs	HKL4TNRN	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is not working	I2	Replacement of HeadPhones	Headphone is not working, need to change.	85	Trivial	4			0	null
New Ticket	TCKT368	null	EDLP_PHASE-1	Zone-1	Dr Edgard Millien Gs	HKL3Q4WX	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headset is not working	I2	Replacement of HeadPhones	The plug of the headset is not plugging with the tablet.	63	Trivial	4			0	null
New Ticket	TCKT367	null	EDLP_PHASE-3	Zone-2	Poste De Flacq Gs	CR20T000371M	Rack Charger	null	27 May, 2020		Training of Rack Charger	I1	Training of Rack Charger	teacher need training on RC	5954455	Trivial	2			0	null
New Ticket	TCKT366	null	EDLP_PHASE-2	Zone-2	R.edward Walter Gs	0619 MP2 CC 700 0061	Rack Charger	null	27 May, 2020		Full Replacement of Rack Charger	I3	Full Replacement of Rack Charger	whole RC is faulty	84959955	Trivial	14			0	null
New Ticket	TCKT365	null	EDLP_PHASE-3	Zone-1	SIGNAL Mountain Rc	HA12X5WK	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		Headset is not working	I1	Checking of Headset/ Headphone	The audio sound is not playing in the headset.Need to check.	63	Trivial	2			0	null
New Ticket	TCKT364	null	EDLP_PHASE-1	Zone-2	R.edward Walter Gs	B865X700500	Projector Ricoh PJRX300	Projector Screen	27 May, 2020		Replacement of Part of Projector Screen	I2	Replacement of Part of Projector Screen	projector Screen broken	9565944	Trivial	4			0	null
New Ticket	TCKT363	null	EDLP_PHASE-2	Zone-1	H. Ramnarain Gs	HKL4TNS0	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headset is not working	I1	Checking of Headset/ Headphone	The audio sound of the headset is not working,need to check.	52	Trivial	2			0	null
New Ticket	TCKT362	null	EDLP_PHASE-3	Zone-2	Petit Verger Gs	WDNAJ0010003K	Dongle - BenQ Q-Cast	null	27 May, 2020		Replacement of Dongle	I2	Replacement of Dongle	Dongle is faulty	49565986	Trivial	4			0	null
New Ticket	TCKT361	null	EDLP_PHASE-1	Zone-1	D'epinay Gs	HKL3Q5JH	Tablet Lenovo	Headphone	27 May,		Headphone is not working	I1	Checking of Headset/	The Audio sound of the Headphone is	52	Trivial	2			0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT360	null	EDLP_PHASE-2	Zone-2	R.c Nuckchady Gs	0619 MP2 CC 700 0082	Tab3 10 Plus Rack Charger	null	2020 27 May, 2020	Repairing of Rack Charger	I2	Headphone Repairing of Rack Charger	not working. Need to check. socket came out of panel	64616443	Trivial	4	0	null				
New Ticket	TCKT359	null	EDLP_PHASE-1	Zone-2	R.c Nuckchady Gs	B865XA00114	Projector Ricoh PJRX300	Projector Screen	27 May, 2020	Fixing of Projector Screen	I1	Fixing of Projector Screen	Projector screen not secured properly	844444848	Trivial	2	0	null				
New Ticket	TCKT358	null	EDLP_PHASE-3	Zone-4	Richelieu Gs	HA12X20V	Tablet - Lenovo Tab M10 REL	null	27 May, 2020	Checking of Micro SD Card	I1	Checking of Tablet	Grade 3 red, to check micro SD card	58338860	Trivial	2	0	null				
New Ticket	TCKT357	null	EDLP_PHASE-2	Zone-4	Pandit Sahadeo Gs	No Asset Serial No	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020	Checking of Micro SD Card	I1	Checking of Tablet	Grade 2 red, to check micro sd	58338860	Trivial	2	0	null				
New Ticket	TCKT356	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	HA12WSV1	Tablet - Lenovo Tab M10 REL	null	27 May, 2020	Screen protector is cracked	I2	Replacement of Broken Accessories	The Screen Protector is broken,need to change the screen protector.	56	Trivial	4	0	null				
New Ticket	TCKT355	null	EDLP_PHASE-1	Zone-4	H. Chooromoney Gs	HKL3Q51F	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020	Checking of Micro SD Card	I1	Checking of Tablet	Grade 1 yellow to check micro sd card	58338860	Trivial	2	0	null				
New Ticket	TCKT353	null	EDLP_PHASE-1	Zone-3	Hugh Otter Barry Gs	null	Tablet - Software	null	27 May, 2020	Tablet have no software	I1	Reinstallation of software	Need to install software in tablet	58338858	Trivial	2	0	null				
New Ticket	TCKT354	null	EDLP_PHASE-2	Zone-1	Guy Rosemont Gs	HKL4TNRJ	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020	Screen protector is cracked	I2	Replacement of Tablet parts	The Screen protector is broken,need to change the screen protector.	63	Trivial	4	0	null				
New Ticket	TCKT352	null	EDLP_PHASE-3	Zone-3	R.du Poste Gs	HA130AAH	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	27 May, 2020	The Micro SD card is not detecting in the tablet.	I1	Checking of Micro SD Card	Need to check the Micro SD Card.	58338858	Trivial	2	0	null				
New Ticket	TCKT351	null	EDLP_PHASE-3	Zone-2	Osman Peerun Gs	WDN5K0006603K	Dongle - BenQ Q-Cast	null	27 May, 2020	Fixing of Disconnection Problem	I1	Fixing of Disconnection Problem	Connection breaking every 2 mins	94621652	Trivial	2	0	null				
New Ticket	TCKT350	null	EDLP_PHASE-1	Zone-1	Daneswock Sewraz Gs	HKL3QCVJ	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020	The Screen proctor is broken	I2	Replacement of Tablet parts	The Screen protector is broken,need to change.	52	Trivial	4	0	null				
New Ticket	TCKT349	null	EDLP_PHASE-2	Zone-2	R. Gujadhur Gs	0619 MP2 CC 700 0057	Rack Charger	null	27 May, 2020	Fixing of wiring	I1	Fixing of wiring	power cable is loose	45845146	Trivial	2	0	null				
New Ticket	TCKT348	null	EDLP_PHASE-2	Zone-3	M.d. Saraswati Gs	HKL4TMZF	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	27 May, 2020	The Micro SD card is not detecting in the tablet.	I1	Checking of Micro SD Card	Need to check the Micro SD Card.	58338858	Trivial	2	0	null				
New Ticket	TCKT347	null	EDLP_PHASE-3	Zone-3	Rose Belle North Gs	HA12X9YY	Tablet - Lenovo Tab M10 REL	Charger	27 May, 2020	Charger is broken	I2	Replacement of Tablet Charger	Charger pin is broken. Need to be replaced.	58338858	Trivial	4	0	null				
New Ticket	TCKT346	null	EDLP_PHASE-1	Zone-3	D.basant Rai Gs	HKL3QAVS	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	27 May, 2020	The Micro SD card is not detecting in the tablet.	I1	Checking of Micro SD Card	Need to check micro SD Card.	58338858	Trivial	2	0	null				
New Ticket	TCKT345	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	HA1304NQ	Tablet - Lenovo Tab M10 REL	null	27 May, 2020	Micro SD Card is not working.	I2	Replacement of Tablet parts	Micro SD Card is not working, Need to replace the Micro SD Card.	20	Trivial	4	0	null				
New Ticket	TCKT344	null	EDLP_PHASE-1	Zone-2	R. Gujadhur Gs	B865X700260	Projector Ricoh PJRX300	Ceilingmount Kit	27 May, 2020	Replacement of Ceilingmount Kit	I2	Replacement of Ceilingmount Kit	Ceiling mount is faulty	84546484	Trivial	4	0	null				
New Ticket	TCKT343	null	EDLP_PHASE-2	Zone-1	Grand Bay Gs	HKL4TP3P	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020	Micro SD Card is not working	I2	Replacement of Tablet parts	The Micro SD is not connecting with the tablet. Need to change the SD card.	8	Trivial	4	0	null				
New Ticket	TCKT342	null	EDLP_PHASE-2	Zone-3	R. Des Creoles Gs	HKL4TNQP	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020	Charger is broken	I2	Replacement of Tablet Charger	Charger pin is broken. Need to be replaced.	58338858	Trivial	4	0	null				
New Ticket	TCKT341	null	EDLP_PHASE-3	Zone-2	N. Decouverte Gs	WDV7K0032703K	Dongle - BenQ Q-Cast	null	27 May, 2020	Checking of Dongle	I1	Checking of Dongle	Dongle not connected properly	54484685	Trivial	2	0	null				
New Ticket	TCKT340	null	EDLP_PHASE-1	Zone-1	D. Hurry Gs	HKL3QCSA	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020	The Micro SD is not working.	I2	Replacement of Tablet parts	The Micro SD is not working, Need to change the SD card.	52	Trivial	4	0	null				
New Ticket	TCKT339	null	EDLP_PHASE-3	Zone-4	Reunion Road Gs	HA12X3VA	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	27 May, 2020	Replacement of Keyboard Case	I2	Replacement of Keyboard Case	Grade 3 Red, to replace keyboard case	58338860	Trivial	4	0	null				
New Ticket	TCKT338	null	EDLP_PHASE-1	Zone-3	Grand Bois Gs	HKL3Q4J3	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020	Charger is broken	I2	Replacement of Tablet Charger	Charger pin is broken. Need to check.	58338858	Trivial	4	0	null				
New Ticket	TCKT337	null	EDLP_PHASE-3	Zone-3	R.des Anguilles Gs	HA1300DG	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	27 May, 2020	The keyboard is broken as keys on the keyboard has came out.	I2	Replacement of Keyboard Case	Need to replace keyboard case.	58338858	Trivial	4	0	null				
New Ticket	TCKT336	null	EDLP_PHASE-2	Zone-2	R. Bundhun Gs	0619 MP2 CC 700 0026	Rack Charger	null	27 May, 2020	Training of Rack Charger	I1	Training of Rack Charger	teacher does not know how to charge tablet	66565464	Trivial	2	0	null				
New Ticket	TCKT335	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	HA1306M6	Tablet - Lenovo Tab M10 REL	null	27 May, 2020	Micro SD Card is not working	I1	Cleaning or transferring data from internal memory to external memory	Micro SD Card is not working with the tablet. Need to update the SD card.	63	Trivial	2	0	null				
New Ticket	TCKT334	null	EDLP_PHASE-3	Zone-3	Robinson Road Gs	HA12XBKW	Tablet - Lenovo Tab M10 REL	Charger	27 May, 2020	Charger is not charging	I1	Checking of Charger	Charger is not charging tablets. Need to check.	58338858	Trivial	2	0	null				
New Ticket	TCKT333	null	EDLP_PHASE-2	Zone-3	M.d. Mon Tresor Gs	HKL4TP4Q	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020	Stylus tip is broken.	I2	Replacement of Stylus	Need to replace stylus.	58338858	Trivial	4	0	null				
New Ticket	TCKT332	null	EDLP_PHASE-1	Zone-2	R. Bundhun Gs	B865X900388	Projector Ricoh PJRX300	Ceilingmount Kit	27 May, 2020	Checking of Ceilingmount Kit	I1	Checking of Ceilingmount Kit	Ceilingmount moving	56465595	Trivial	2	0	null				
New Ticket	TCKT331	null	EDLP_PHASE-1	Zone-4	Palma Gs	HKL3Q51F	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020	Replacement of Stylus	I2	Replacement of Stylus	Grade 2 blue, student stylus has been broken	58338860	Trivial	4	0	null				
New Ticket	TCKT330	null	EDLP_PHASE-2	Zone-1	G.r.n.w Gs	HKL4TP38	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	27 May, 2020	The Micro SD Card is not working	I1	Checking of Micro SD Card	The Micro SD card is not connecting with the tablet. Need to update the SD card.	9	Trivial	2	0	null				
New Ticket	TCKT329	null	EDLP_PHASE-1	Zone-3	Curepipe Road Gs	HKL3QCFY	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020	The stylus tip is broken.	I2	Replacement of Stylus	Need to to replace stylus.	58338858	Trivial	4	0	null				
New Ticket	TCKT328	null	EDLP_PHASE-2	Zone-3	P. Soobrayen Gs	HKL4TMRQ	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020	Charger is not charging	I1	Checking of Charger	Charger is not charging tablets. Need to check.	58338858	Trivial	2	0	null				
New Ticket	TCKT327	null	EDLP_PHASE-1	Zone-1	Creve Coeur Gs	HKL3QCUZ	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	27 May, 2020	The Micro SD Card is not working	I1	Checking of Micro SD Card	The Micro SD is not connecting with the tablet. Need to check.	52	Trivial	2	0	null				
New Ticket	TCKT326	null	EDLP_PHASE-1	Zone-4	Flic En Flac Gs	HKL3Q50W	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020	Replacement of Stylus	I2	Replacement of Stylus	Grade 1 blue, stylus has been broken	58338860	Trivial	4	0	null				
New Ticket	TCKT325	null	EDLP_PHASE-3	Zone-3	R. Des Creoles Gs	HA1306AG	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	27 May, 2020	The keyboard is not working.	I1	Checking of Keyboard Case	Need to check keyboard.	58338858	Trivial	2	0	null				
New Ticket	TCKT323	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	HA130EFT	Tablet - Lenovo Tab M10 REL	null	27 May, 2020	The tablet is not working	I2	Replacement of Broken Accessories	The keyboard is not working with the tablet.Need to replace the case cover.	5	Trivial	4	0	null				

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT324	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	HA130EFT	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		The tablet is not working	I2	Replacement of Broken Accessories	The keyboard is not working with the tablet.Need to replace the case cover.	5	Trivial		4		0	null
	New Ticket	TCKT321	null	EDLP_PHASE-2	Zone-1	Fond Du Sac Gs	HKL4TP4B	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Stylus is broken	I2	Replacement of Tablet parts	The stylus is broken, cannot touch the screen. Need to replace.	2	Trivial		4		0	null
	New Ticket	TCKT322	null	EDLP_PHASE-2	Zone-1	Fond Du Sac Gs	HKL4TP4B	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Stylus is broken	I2	Replacement of Tablet parts	The stylus is broken, cannot touch the screen. Need to replace.	2	Trivial		4		0	null
	New Ticket	TCKT320	null	EDLP_PHASE-3	Zone-4	Remy Ollier Gs	HA12XKRT	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Checking of Keyboard Case	I1	Checking of Tablet	Grade 3 green to check keyboard case	58338860	Trivial		2		0	null
	New Ticket	TCKT319	null	EDLP_PHASE-2	Zone-4	P.d. De Marigny Gs	HKL4TMXJ	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Checking of Stylus	I1	Checking of Tablet	Grade 2 yellow to check stylus	58338860	Trivial		2		0	null
	New Ticket	TCKT318	null	EDLP_PHASE-1	Zone-1	Cottage Gs	HKL3QCNT	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020		Stylus is not working	I2	Replacement of Stylus	Stylus is not working in the tablet, need to replace the front of the stylus.	6	Trivial		4		0	null
	New Ticket	TCKT317	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	HA12X22D	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	27 May, 2020		The keyboard is not working	I1	Checking of Keyboard Case	The Keyboard is not connecting with the screen. Need to check the Keyboard.	10	Trivial		2		0	null
	New Ticket	TCKT316	null	EDLP_PHASE-1	Zone-4	E. Rochecouste Gs	HKL3QCXC	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Checking of Stylus	I1	Checking of Tablet	Grade 1 Red to check student stylers	58338860	Trivial		2		0	null
	New Ticket	TCKT315	null	EDLP_PHASE-3	Zone-1	St Antoine Rc	No Asset Serial No	Projector BenQ MW809ST	null	27 May, 2020		Training for usage of projector	I1	Training about How to use Projector	In Grade 4 Yellow, the teacher does not know how to connect the projector with the laptop.	6458282	Trivial		2		0	null
	New Ticket	TCKT314	null	EDLP_PHASE-3	Zone-4	Quinze Cantons Gs	HA12XE2J	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Replacement of Tablet	I3	Replacement of Tablet	Grade 3 red tablet is not working to replace it	583398860	Trivial		14		0	null
	New Ticket	TCKT313	null	EDLP_PHASE-2	Zone-1	Daneswock Sewraz Gs	PDL9J01105000	Projector BenQ MW809ST	null	27 May, 2020		Projector is not projecting image in center	I1	Fixing of calibration	In Grade 3 Pink, projector is projecting image on the wall not in center. Need to fix.	4578998	Trivial		2		0	null
	New Ticket	TCKT312	null	EDLP_PHASE-2	Zone-4	New Bambous Gs	HKL4TMXM	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Replacement of Keyboard Case	I2	Replacement of Tablet parts	Grade 2 Blue, to replace keyboard case	58338860	Trivial		4		0	null
	New Ticket	TCKT311	null	EDLP_PHASE-1	Zone-1	G.r.n.w Gs	B865X800214	Projector Ricoh PJRX300	null	27 May, 2020		Training for usage of projector	I1	Training about How to use Projector	In Grade 2 Red, the teacher does not know how to connect the projector with the tablet. Need to give training to teacher.	6523131	Trivial		2		0	null
	New Ticket	TCKT310	null	EDLP_PHASE-3	Zone-1	Signal Mountain Rc	PD4CK51040000	Projector BenQ MW809ST	null	27 May, 2020		The projector is not connecting with teacher's laptop	I1	Checking of Projector	In Grade 4 Yellow, the teacher is unable to connect the projector with the laptop. Need to check projector.	6549898	Trivial		2		0	null
	New Ticket	TCKT309	null	EDLP_PHASE-1	Zone-4	Cascavelle Gs	HKL3QD90	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Replacement of Keyboard Case	I2	Replacement of Tablet parts	Grade 1 Red keyboard is not working	58338860	Trivial		4		0	null
	New Ticket	TCKT308	null	EDLP_PHASE-2	Zone-1	D. Hurry Gs	PDL9J01299000	Projector BenQ MW809ST	null	27 May, 2020		Training for usage of of projector	I1	Training about How to use Projector	In Grade 3 marigold, the ICTSO does not know how to connect the projector with the tablet. Need to give training to the ictso.	2125658	Trivial		2		0	null
	New Ticket	TCKT307	null	EDLP_PHASE-1	Zone-1	Fond Du Sac Gs	B865X700378	Projector Ricoh PJRX300	null	27 May, 2020		Projector is not projecting image in center.	I1	Fixing of calibration	In Grade 1 Blue, projector is not projecting image in center. Need to re calibrate projector.	6302525	Trivial		2		0	null
	New Ticket	TCKT306	null	EDLP_PHASE-3	Zone-4	Phoenix Gs	HA12XN55	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Replacement of Broken Accessories	I2	Replacement of Broken Accessories	Grade 3 Green to replace broken accessories	58338860	Trivial		4		0	null
	New Ticket	TCKT305	null	EDLP_PHASE-3	Zone-1	Pere Laval Rc	null	Tablet - Software	null	27 May, 2020		In shot -video editing application is not functioning	I2	Fixing of Software/ Applications	The video editing app is not working. Need to fix the application.	4569090	Trivial		4		0	null
	New Ticket	TCKT304	null	EDLP_PHASE-2	Zone-4	New Bambous (geoffrey) Gs	No Asset Serial No	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Checking of Keyboard Case	I1	Checking of Tablet	Grade 2 to check keyboard of student	58338860	Trivial		2		0	null
	New Ticket	TCKT303	null	EDLP_PHASE-2	Zone-1	Esp. Trebuchet Gs	HKL4TP09	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020		Stylus is not working	I1	Checking of Stylus	Stylus is not working on the tablet. Need to check.	63	Trivial		2		0	null
	New Ticket	TCKT302	null	EDLP_PHASE-1	Zone-1	Cite Vallijee Gs (residence Vallijee Gs)	HKL3QCQ1	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020		Stylus is not working	I1	Checking of Stylus	Need to check the stylus as it is not working on tablet.	7	Trivial		2		0	null
	New Ticket	TCKT301	null	EDLP_PHASE-1	Zone-4	Candos Gs	HKL3QD4N	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Checking of Keyboard Case	I1	Checking of Tablet	Grade 1 Red Blue, teachers keyboard is not working	58338858	Trivial		2		0	null
	New Ticket	TCKT300	null	EDLP_PHASE-3	Zone-2	Mount Ory Gs	null	Projector BenQ MW809ST	Wallmount Kit	27 May, 2020		Replacement of Wallmount Kit	I2	Replacement of Wallmount Kit	Wallmount kit is faulty	46859897	Trivial		4		0	null
	New Ticket	TCKT299	null	EDLP_PHASE-2	Zone-2	R. Balgobin Gs	0619 MP2 CC 700 0092	Rack Charger	null	27 May, 2020		Fixing of Rack Charger	I1	Fixing of Rack Charger	door not closing properly	45565956	Trivial		2		0	null
	New Ticket	TCKT298	null	EDLP_PHASE-2	Zone-3	M.burrenchobay Gs	HKL4TP59	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020		Stylus is not working.	I1	Checking of Stylus	Need to check stylus.	58338858	Trivial		2		0	null
	New Ticket	TCKT297	null	EDLP_PHASE-1	Zone-2	R. Balgobin Gs	B865X600460	Projector Ricoh PJRX300	Power Cord	27 May, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Power cord is faulty	4548466	Trivial		4		0	null
	New Ticket	TCKT296	null	EDLP_PHASE-1	Zone-3	Grand Bel Air Gs	HKL3QB5Y	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger is not working	I1	Checking of Charger	Charging is not charging tablets. Need to check	58338858	Trivial		2		0	null
	New Ticket	TCKT295	null	EDLP_PHASE-3	Zone-2	Moka Gs	null	Projector BenQ MW809ST	Wallmount Kit	27 May, 2020		Checking of Wallmount Kit	I1	Checking of Wallmount Kit	Wallmount swinging	65485651	Trivial		2		0	null
	New Ticket	TCKT294	null	EDLP_PHASE-2	Zone-2	Quatre Soeurs Gs	WDR9J0079503K	Dongle - BenQ Q-Cast	null	27 May, 2020		Replacement of Dongle	I2	Replacement of Dongle	Dongle is faulty	65959848	Trivial		4		0	null
	New Ticket	TCKT293	null	EDLP_PHASE-1	Zone-2	Quatre Soeurs Gs	B865X700269	Projector Ricoh PJRX300	Power Cord	27 May, 2020		Checking of Power Cord	I1	Checking of Power Cord	Power cord is loose	44696463	Trivial		2		0	null
	New Ticket	TCKT292	null	EDLP_PHASE-3	Zone-3	Riche En Eau Gs	HA12X9QG	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		Headset is broken	I2	Replacement of HeadPhones	Headset jack is broken thus need to be replaced.	58338858	Trivial		4		0	null
	New Ticket	TCKT291	null	EDLP_PHASE-3	Zone-2	Mohunlall Mohit Gs	null	Projector BenQ MW809ST	Power Cord	27 May, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Power Cord is faulty	56487895	Trivial		4		0	null
	New Ticket	TCKT290	null	EDLP_PHASE-2	Zone-2	Quatre Cocos Gs	WDR9J0002203K	Dongle - BenQ	null	27 May,		Fixing of Disconnection	I1	Fixing of Disconnection	Dongle disconnecting every 5mins	68455456	Trivial		2		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT289	null	EDLP_PHASE-2	Zone-1	Creve Coeur Gs	PDL9J01346000	Q-Cast Projector BenQ MW809ST	null	2020 27 May, 2020		Problem Projector is not functioning.	I1	Problem Checking of Projector	In Grade 3 Blue, projector is not showing proper image. Need to check projector.	6523030	Trivial	2		0	null	
New Ticket	TCKT288	null	EDLP_PHASE-2	Zone-3	Midlands Gs	HKL4TMVP	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is broken	I2	Replacement of HeadPhones	Headphone jack is broken, thus need to replace.	58338858	Trivial	4		0	null	
New Ticket	TCKT287	null	EDLP_PHASE-1	Zone-2	Quatre Cocos Gs	B865X700149	Projector Ricoh PJRX300	Remote	27 May, 2020		Replacement of Remote	I2	Replacement of Remote	remote is faulty	55649845	Trivial	4		0	null	
New Ticket	TCKT286	null	EDLP_PHASE-1	Zone-3	Cluny Gs	HKL3QC02	Tablet Lenovo Tab3 10 Plus	Stylus	27 May, 2020		Stylus is not working.	I1	Checking of Stylus	Need to check stylus.	58338858	Trivial	2		0	null	
New Ticket	TCKT285	null	EDLP_PHASE-1	Zone-1	Esp. Trebuchet Gs	B865X600061	Projector Ricoh PJRX300	null	27 May, 2020		Projector is not functioning	I1	Checking of Projector	In Grade 1 Red, projector is not connecting with tablet. Need to check projector.	6251515	Trivial	2		0	null	
New Ticket	TCKT284	null	EDLP_PHASE-3	Zone-3	P. Soobrayen Gs	HA12ZRJ2	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		The tablet is not working and not switching.	I3	Replacement of Tablet	Need to check or replace tablet.	58338858	Trivial	14		0	null	
New Ticket	TCKT283	null	EDLP_PHASE-1	Zone-3	Grand Bel Air Gs	HKL3QB5Y	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is broken	I2	Replacement of HeadPhones	Grade 2, headphone jack is broken. Need to be replaced.	58338858	Trivial	4		0	null	
New Ticket	TCKT282	null	EDLP_PHASE-2	Zone-3	Lapeyrouse Gs	HKL4TP4V	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	27 May, 2020		The keyboard is broken as keys on the keyboard has came out.	I2	Replacement of Keyboard Case	Need to replace the keyboard case.	58338858	Trivial	4		0	null	
New Ticket	TCKT281	null	EDLP_PHASE-1	Zone-3	G. Cheetamun Gs	HKL3QAW1	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is broken	I2	Replacement of HeadPhones	Grade 1, headphone jack is broken. Need to replace.	58338858	Trivial	4		0	null	
New Ticket	TCKT280	null	EDLP_PHASE-3	Zone-2	Mohiputh Fowdar Gs	PD4CK51025000	Projector BenQ MW809ST	Power Cord	27 May, 2020		Checking of Power Cord	I1	Checking of Power Cord	power cord is loose	84564845	Trivial	2		0	null	
New Ticket	TCKT279	null	EDLP_PHASE-3	Zone-1	N. D. Du B. Secours Rc	null	Tablet - Software	null	27 May, 2020		There is no E-book in tablet	I1	Reinstallation of software	There is no E-book in tablet. Need to re install software in tablet.	4521010	Trivial	2		0	null	
New Ticket	TCKT278	null	EDLP_PHASE-1	Zone-3	Cite Attlee Gs	HKL3QBZN	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	27 May, 2020		The keyboard is broken as keys on the keyboard has came out.	I2	Replacement of Keyboard Case	Need to replace keyboard case.	58338858	Trivial	4		0	null	
New Ticket	TCKT277	null	EDLP_PHASE-2	Zone-2	Poste De Flacq Gs	WDR9J0079903K	Dongle - BenQ Q-Cast	null	27 May, 2020		Checking of Dongle	I1	Checking of Dongle	Connection issue with projector	88454872	Trivial	2		0	null	
New Ticket	TCKT276	null	EDLP_PHASE-3	Zone-3	R.sewpal Gs	HA12WRKS	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		Headphone is not working.	I1	Checking of Headset/ Headphone	Grade 3, headphone has no sound, need to check.	58338858	Trivial	2		0	null	
New Ticket	TCKT275	null	EDLP_PHASE-1	Zone-2	Poste De Flacq Gs	B865X900034	Projector Ricoh PJRX300	Remote	27 May, 2020		Checking of Remote	I1	Checking of Remote	Remote is out of battery	35446959	Trivial	2		0	null	
New Ticket	TCKT274	null	EDLP_PHASE-2	Zone-1	Cottage Gs	null	Tablet - Software	null	27 May, 2020		There is no E-book in tablet	I1	Reinstallation of software	There is no E-book in tablet. Need to re install software in tablet.	4546363	Trivial	2		0	null	
New Ticket	TCKT273	null	EDLP_PHASE-3	Zone-3	Nouvelle France Gs	HA130J4K	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		The keyboard is broken as keys on the keyboard has came out.	I2	Replacement of Broken Accessories	Need to replace keyboard.	58338858	Trivial	4		0	null	
New Ticket	TCKT272	null	EDLP_PHASE-3	Zone-2	Melrose Gs	null	Projector BenQ MW809ST	Remote Holder	27 May, 2020		Replacement of Remote Holder	I2	Replacement of Remote Holder	Remote Holder is faulty	54484545	Trivial	4		0	null	
New Ticket	TCKT271	null	EDLP_PHASE-2	Zone-3	Midlands Gs	HKL4TP4P	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is not working.	I1	Checking of Headset/ Headphone	Grade 2, headphone has no sound, need to check.	58338858	Trivial	2		0	null	
New Ticket	TCKT270	null	EDLP_PHASE-1	Zone-1	E. Anquetil Gs	No Asset Serial No	Tablet - Software	null	27 May, 2020		There is no E-book in tablet	I1	Reinstallation of software	There is no E-book in tablet. Need to re-install software	4897878	Trivial	2		0	null	
New Ticket	TCKT269	null	EDLP_PHASE-2	Zone-2	Petit Verger Gs	PDL9J01497000	Projector BenQ MW809ST	Projector Screen	27 May, 2020		Replacement of Projector Screen	I3	Replacement of Projector Screen	projector Screen is faulty	8784653	Trivial	14		0	null	
New Ticket	TCKT268	null	EDLP_PHASE-1	Zone-2	Petit Verger Gs	B865X700371	Projector Ricoh PJRX300	2 Pin Adopter	27 May, 2020		Replacement of 2 Pin Adopter	I2	Replacement of 2 Pin Adopter	Adopter is faulty	5646744	Trivial	4		0	null	
New Ticket	TCKT267	null	EDLP_PHASE-2	Zone-3	La Sourdine Gs	HKL4TP44	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	27 May, 2020		The keyboard is not working.	I1	Checking of Keyboard Case	Need to check keyboard.	58338858	Trivial	2		0	null	
New Ticket	TCKT266	null	EDLP_PHASE-3	Zone-1	N. D. De Lorette Rc	HA12XB6D	Tablet - Lenovo Tab M10 REL	Charger	27 May, 2020		Charger is not working	I2	Replacement of Tablet Charger	The charger is not charging the tablets. Need to replace charger	4331516	Trivial	4		0	null	
New Ticket	TCKT265	null	EDLP_PHASE-3	Zone-2	Mare La Chaux Gs	PD4CK51032000	Projector BenQ MW809ST	Remote Holder	27 May, 2020		Checking of Remote Holder	I1	Checking of Remote Holder	not fixed properly	4445495	Trivial	2		0	null	
New Ticket	TCKT264	null	EDLP_PHASE-2	Zone-1	Cite Vallijee Gs (residence Vallijee Gs)	HKL4TNSG	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger is not charging tablets	I2	Replacement of Tablet Charger	Charger is not charging tablets. Need to replace charger.	6202020	Trivial	4		0	null	
New Ticket	TCKT263	null	EDLP_PHASE-2	Zone-2	Osman Peerun Gs	PDL9J01145000	Projector BenQ MW809ST	Projector Screen	27 May, 2020		Repairing of Projector Screen	I2	Repairing of Projector Screen	Projector Screen broken	46444445	Trivial	4		0	null	
New Ticket	TCKT262	null	EDLP_PHASE-1	Zone-3	Charles Telfair Gs	HKL3QD09	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	27 May, 2020		The keyboard is not working.	I1	Checking of Keyboard Case	Need to check keyboard.	58338858	Trivial	2		0	null	
New Ticket	TCKT261	null	EDLP_PHASE-1	Zone-2	Osman Peerun Gs	B865X700322	Projector Ricoh PJRX300	2 Pin Adopter	27 May, 2020		Checking of 2 Pin Adopter	I1	Checking of 2 Pin Adopter	2 pin adopter is loose	95444684	Trivial	2		0	null	
New Ticket	TCKT260	null	EDLP_PHASE-1	Zone-1	Dr. O. Beaugeard Gs	HKL3Q51E	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger has stopped charging tablets	I2	Replacement of Tablet Charger	Charger has stopped charging tablets. Need to replace charger.	2123030	Trivial	4		0	null	
New Ticket	TCKT259	null	EDLP_PHASE-1	Zone-3	Duperre Gs	HKL3QB6G	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is not working.	I1	Checking of Headset/ Headphone	Grade 1, headphone has no sound, need to check.	58338858	Trivial	2		0	null	
New Ticket	TCKT258	null	EDLP_PHASE-3	Zone-2	M. Rambarrun Gs	null	Projector BenQ MW809ST	Remote	27 May, 2020		Replacement of Remote	I2	Replacement of Remote	remote is faulty	65456465	Trivial	4		0	null	
New Ticket	TCKT257	null	EDLP_PHASE-3	Zone-3	Midlands Gs	HA12ZWWZ	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		The tablet is not working and not switching.	I2	Replacement of Tablet parts	Need to check or replace tablet.	58338858	Trivial	4		0	null	
New Ticket	TCKT256	null	EDLP_PHASE-3	Zone-1	N. D. De La Paix Rc	HA1302MK	Tablet - Lenovo Tab M10 REL	Charger	27 May, 2020		Charger is not working	I1	Checking of Charger	Charger is not charging tablets. Need to check charger	4542089	Trivial	2		0	null	
New Ticket	TCKT255	null	EDLP_PHASE-2	Zone-2	N. Decouverte Gs	PDL9J01115000	Projector BenQ MW809ST	Projector Screen	27 May, 2020		Replacement of Part of Projector Screen	I2	Replacement of Part of Projector Screen	Fixing Screw of projector is faulty	84454542	Trivial	4		0	null	
New Ticket	TCKT254	null	EDLP_PHASE-2	Zone-1	Chitrakoot Gs	HKL4TNT5	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger is not working	I1	Checking of Charger	Charger is not charging tablets. Need to check charger.	2516060	Trivial	2		0	null	

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT253	null	EDLP_PHASE-1	Zone-2	N. Decouverte Gs	B865X700142	Projector Ricoh PJRX300	Multiplug	27 May, 2020		Replacement of multiplug	I2	Replacement of multiplug	multiplug is faulty	54646848	Trivial		4		0	null
	New Ticket	TCKT252	null	EDLP_PHASE-2	Zone-3	La Flora Gs	HKL4TP2L	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		The tablet is not working and not switching.	I3	Replacement of Tablet	Need to check or replace tablet.	58338858	Trivial		14		0	null
	New Ticket	TCKT251	null	EDLP_PHASE-1	Zone-1	Dr I.a. Goomany Gs	HKL3Q4T0	Tablet Lenovo Tab3 10 Plus	Charger	27 May, 2020		Charger is not working	I1	Checking of Charger	Charger is not charging tablet	6452025	Trivial		2		0	null
	New Ticket	TCKT250	null	EDLP_PHASE-3	Zone-2	M. Ghurburrun Gs	PD4CK51033000	Projector BenQ MW809ST	Remote	27 May, 2020		Checking of Remote	I1	Checking of Remote	remote out of battery	65545485	Trivial		2		0	null
	New Ticket	TCKT249	null	EDLP_PHASE-3	Zone-1	Marie Reine Rc	HA12XFB9	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		Headset is not working	I2	Replacement of HeadPhones	No sound is coming through headphone. Need to replace headset.	4541010	Trivial		4		0	null
	New Ticket	TCKT248	null	EDLP_PHASE-1	Zone-3	Camp Diable Gs	HKL3QD23	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		The tablet is not working and not switching.	I3	Replacement of Tablet	Need to check or place tablet.	58338858	Trivial		14		0	null
	New Ticket	TCKT247	null	EDLP_PHASE-2	Zone-2	Mount Ory Gs	PDL9J01153000	Projector BenQ MW809ST	Projector Screen	27 May, 2020		Fixing of Projector Screen	I1	Fixing of Projector Screen	Projector Screen stuck half way	54545648	Trivial		2		0	null
	New Ticket	TCKT246	null	EDLP_PHASE-2	Zone-1	Calebasses Gs	HKL4TP4A	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is not working	I2	Replacement of HeadPhones	No sound is coming on headphone. Need to replace.	6459090	Trivial		4		0	null
	New Ticket	TCKT245	null	EDLP_PHASE-1	Zone-2	Mount Ory Gs	B865X700116	Projector Ricoh PJRX300	Multiplug	27 May, 2020		Checking of Multiplug	I1	Checking of Multiplug	Multiplug is loose	87541564	Trivial		2		0	null
	New Ticket	TCKT244	null	EDLP_PHASE-1	Zone-1	Dr Edgard Millien Gs	HKL3QB5H	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Headphone is not working	I2	Replacement of HeadPhones	No sound is coming on headphone	6452023	Trivial		4		0	null
	New Ticket	TCKT243	null	EDLP_PHASE-3	Zone-4	Petite Riviere Gs	HA12X9KQ	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	Grade 3 Red to replace charging port of tablet	58338860	Trivial		4		0	null
	New Ticket	TCKT242	null	EDLP_PHASE-3	Zone-3	Mare Tabac Gs	HA12XFHX	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		The charging port of the tablet is broken.	I2	Replacement of Tablet parts	Need to repair the charging port of the tablet.	58338858	Trivial		4		0	null
	New Ticket	TCKT241	null	EDLP_PHASE-3	Zone-2	L'esperance Gs	null	Projector BenQ MW809ST	HDMI Cable	27 May, 2020		Replacement of HDMI Cable	I2	Replacement of HDMI Cable	HDMI Cable is faulty	5865454	Trivial		4		0	null
	New Ticket	TCKT240	null	EDLP_PHASE-2	Zone-4	N. Saddul Gs	HKL4TMXP	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Replacement of Tablet	I3	Replacement of Tablet	Grade 2 Red, to replace tablet of student	58338860	Trivial		14		0	null
	New Ticket	TCKT239	null	EDLP_PHASE-2	Zone-2	Moka Gs	PDL9J01522000	Projector BenQ MW809ST	Wallmount Kit	27 May, 2020		Replacement of Wallmount Kit	I2	Replacement of Wallmount Kit	Wallmount kit faulty	64465465	Trivial		4		0	null
	New Ticket	TCKT238	null	EDLP_PHASE-1	Zone-2	Moka Gs	B865X600456	Projector Ricoh PJRX300	Aux Cable	27 May, 2020		Replacement of Aux Cable	I2	Replacement of Aux Cable	Aux cable is Faulty	6874544	Trivial		4		0	null
	New Ticket	TCKT237	null	EDLP_PHASE-3	Zone-2	Lady P.k Boolell Gs	PD4CK51049000	Projector BenQ MW809ST	HDMI Cable	27 May, 2020		Checking of HDMI Cable	I1	Checking of HDMI Cable	line visible on projection	87684687	Trivial		2		0	null
	New Ticket	TCKT236	null	EDLP_PHASE-2	Zone-2	Mohunlall Mohit Gs	PDL9J01316000	Projector BenQ MW809ST	Wallmount Kit	27 May, 2020		Checking of Wallmount Kit	I1	Checking of Wallmount Kit	projector is moving	53484646	Trivial		2		0	null
	New Ticket	TCKT235	null	EDLP_PHASE-1	Zone-2	Mohunlall Mohit Gs	B865X600199A	Projector Ricoh PJRX300	Aux Cable	27 May, 2020		Checking of Aux Cable	I1	Checking of Aux Cable	Aux cable is loose	45644845	Trivial		2		0	null
	New Ticket	TCKT234	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	HA12X1WR	Tablet - Lenovo Tab M10 REL	Headset	27 May, 2020		Audio coming in one ear only	I1	Checking of Headset/ Headphone	Audio is coming from one ear only. Need to check headset	4546060	Trivial		2		0	null
	New Ticket	TCKT233	null	EDLP_PHASE-1	Zone-4	Black River Gs	HKL3QCX0	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Replacement of Tablet	I3	Replacement of Tablet	Grade 3 Red ,to replace tablet	58338858	Trivial		14		0	null
	New Ticket	TCKT232	null	EDLP_PHASE-3	Zone-2	Lady L.ringadoo Gs	null	Projector BenQ MW809ST	null	27 May, 2020		Installation of Pending Projectors	I3	Installation of Pending Projectors	Projector not install yet in grade 4 yellow	54454654	Trivial		14		0	null
	New Ticket	TCKT231	null	EDLP_PHASE-2	Zone-1	Bheewa Mahadoo Gs	HKL4TP46	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		No audio coming from the headphone	I1	Checking of Headset/ Headphone	There is no audio coming from the headphone. Need to check headset.	4331885	Trivial		2		0	null
	New Ticket	TCKT230	null	EDLP_PHASE-2	Zone-2	Mohiputh Fowdar Gs	PDL9J01252000	Projector BenQ MW809ST	Power Cord	27 May, 2020		Replacement of Power Cord	I2	Replacement of Power Cord	Power cord is faulty	5465648	Trivial		4		0	null
	New Ticket	TCKT229	null	EDLP_PHASE-1	Zone-2	Mohiputh Fowdar Gs	B865X900282	Projector Ricoh PJRX300	Speaker	27 May, 2020		Replacement of Speaker	I2	Replacement of Speaker	Speaker is faulty	6485598	Trivial		4		0	null
	New Ticket	TCKT228	null	EDLP_PHASE-1	Zone-1	D'epinay Gs	HKL3QAUK	Tablet Lenovo Tab3 10 Plus	Headphone	27 May, 2020		Audio coming in one ear only	I1	Checking of Headset/ Headphone	Audio is coming in one ear only. Need to check headphone.	4542020	Trivial		2		0	null
	New Ticket	TCKT227	null	EDLP_PHASE-3	Zone-2	Jules Koenig Gs	PD4CK51015000	Projector BenQ MW809ST	null	27 May, 2020		Replacement of Projector	I3	Replacement of Projector	projector is faulty	54984546	Trivial		14		0	null
	New Ticket	TCKT226	null	EDLP_PHASE-3	Zone-4	P.c.k Aryan Vedic Aided	HA12X2EE	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	Grade 4 Yellow, changing of charging port	58338858	Trivial		4		0	null
	New Ticket	TCKT225	null	EDLP_PHASE-2	Zone-2	Melrose Gs	PDL9J01322000	Projector BenQ MW809ST	Power Cord	27 May, 2020		Checking of Power Cord	I1	Checking of Power Cord	power cord is loose	54414984	Trivial		2		0	null
	New Ticket	TCKT224	null	EDLP_PHASE-3	Zone-1	C. Sacre De Jesus Rc	HA12XPN4	Tablet - Lenovo Tab M10 REL	Screen Protector/ Tempered Glass	27 May, 2020		Screen protector is cracked	I2	Replacement of screen guard	The screen guard in the tablet is cracked. Need to replace screen protector.	2122020	Trivial		4		0	null
	New Ticket	TCKT223	null	EDLP_PHASE-2	Zone-1	Barlow Gs	HKL4TP45	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	27 May, 2020		Screen protector is cracked	I2	Replacement of screen guard	The screen guard in the tablet is cracked. Need to replace screen protector.	4897878	Trivial		4		0	null
	New Ticket	TCKT222	null	EDLP_PHASE-1	Zone-2	Melrose Gs	B865X700462	Projector Ricoh PJRX300	Speaker	27 May, 2020		Checking of Speaker	I1	Checking of Speaker	speaker is not working properly	45685425	Trivial		2		0	null
	New Ticket	TCKT221	null	EDLP_PHASE-3	Zone-2	Jawaharlal Nehru Gs	null	Projector BenQ MW809ST	null	27 May, 2020		Replacement of Broken Accessories	I2	Replacement of Broken Accessories	HDMI cable is faulty	54646584	Trivial		4		0	null
	New Ticket	TCKT220	null	EDLP_PHASE-2	Zone-2	Mare La Chaux Gs	PDL9J01355000	Projector BenQ MW809ST	Remote	27 May, 2020		Replacement of Remote	I2	Replacement of Remote	Remote is faulty	56944847	Trivial		4		0	null
	New Ticket	TCKT219	null	EDLP_PHASE-1	Zone-1	Daneswock Sewraz Gs	No Asset Serial No	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	27 May, 2020		Screen protector is cracked	I2	Replacement of screen guard	The screen guard in the tablet is cracked. Need to replace screen protector.	4332148	Trivial		4		0	null
	New Ticket	TCKT218	null	EDLP_PHASE-1	Zone-2	Mare La Chaux Gs	B865X600433	Projector Ricoh PJRX300	VGA to HDMI Converter	27 May, 2020		Replacement of VGA to HDMI Converter	I2	Replacement of VGA to HDMI Converter	VGA to HDMI Converter is faulty	15455456	Trivial		4		0	null
	New Ticket	TCKT217	null	EDLP_PHASE-2	Zone-4	Mesnil Gs	HKL4TMXA	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	Grade 2 Red, to replace charging port of student tablet	58338860	Trivial		4		0	null
	New Ticket	TCKT216	null	EDLP_PHASE-1	Zone-4	Beau Sejour Gs	HKL3QCWP	Tablet Lenovo Tab3 10 Plus	null	27 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	Grade 2 yellow, charging port has been broken	58338858	Trivial		4		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT215	null	EDLP_PHASE-3	Zone-4	Pandit Sahadeo Gs	HA12WT46	Tablet - Lenovo Tab M10 REL	null	27 May, 2020		Repairing of Tablet	I2	Repairing of Tablet	Grade 4 Red, one student tablets screen has been broken	58338858	Trivial		4		0	null
	New Ticket	TCKT214	null	EDLP_PHASE-3	Zone-2	Henry Buswell Gs	PD4CK51047000	Projector BenQ MW809ST	null	26 May, 2020		Repairing of Projector	I2	Repairing of Projector	projector is broken	54462644	Trivial		4		0	null
	New Ticket	TCKT213	null	EDLP_PHASE-2	Zone-2	M. Rambarrun Gs	PDL9J01336000	Projector BenQ MW809ST	Remote	26 May, 2020		Checking of Remote	I1	Checking of Remote	remote is not working	6645454	Trivial		2		0	null
	New Ticket	TCKT212	null	EDLP_PHASE-1	Zone-2	M. Rambarrun Gs	No Asset Serial No	Projector Ricoh PJRX300	VGA to HDMI Converter	26 May, 2020		Checking of VGA to HDMI Converter	I1	Checking of VGA to HDMI Converter	Connection issue (searching computer 1 &2)	5144566	Trivial		2		0	null
	New Ticket	TCKT211	null	EDLP_PHASE-3	Zone-2	Grand Sable Gs	null	Projector BenQ MW809ST	null	26 May, 2020		Replacement of wiring	I2	Replacement of wiring	power cable is faulty	6484255	Trivial		4		0	null
	New Ticket	TCKT210	null	EDLP_PHASE-2	Zone-2	M. Ghurburrun Gs	PDL9J01487000	Projector BenQ MW809ST	null	26 May, 2020		Replacement of Projector	I3	Replacement of Projector	projector is broken	54548449	Trivial		14		0	null
	New Ticket	TCKT209	null	EDLP_PHASE-1	Zone-2	M. Ghurburrun Gs	B865X900385	Projector Ricoh PJRX300	null	26 May, 2020		Replacement of Projector	I3	Replacement of Projector	projector is broken	56451454	Trivial		14		0	null
	New Ticket	TCKT208	null	EDLP_PHASE-3	Zone-2	G. R. S. E. Gs	PD4CK51036000	Projector BenQ MW809ST	null	26 May, 2020		Fixing of calibration	I1	Fixing of calibration	image of projector is blur	57455472	Trivial		2		0	null
	New Ticket	TCKT207	null	EDLP_PHASE-2	Zone-2	L'esperance Gs	PDL9J01236000	Projector BenQ MW809ST	null	26 May, 2020		Repairing of Projector	I2	Repairing of Projector	projector bulb burned	54846546	Trivial		4		0	null
	New Ticket	TCKT206	null	EDLP_PHASE-1	Zone-2	L'esperance Gs	B865X600009	Projector Ricoh PJRX300	null	26 May, 2020		Repairing of Projector	I2	Repairing of Projector	projector is not projecting image	6484545	Trivial		4		0	null
	New Ticket	TCKT205	null	EDLP_PHASE-3	Zone-2	G. Chuttur Gs	null	Projector BenQ MW809ST	null	26 May, 2020		Fixing of calibration	I1	Fixing of wiring	power cable is loose	45488544	Trivial		2		0	null
	New Ticket	TCKT204	null	EDLP_PHASE-2	Zone-2	Lady P.k Boolell Gs	PDL9J01226000	Projector BenQ MW809ST	null	26 May, 2020		Fixing of wiring	I1	Fixing of wiring	power cable is loose	56484545	Trivial		2		0	null
	New Ticket	TCKT203	null	EDLP_PHASE-1	Zone-2	Lady P.k Boolell Gs	B865X700304	Projector Ricoh PJRX300	null	26 May, 2020		Fixing of wiring	I1	Fixing of wiring	Power cable not connected properly	62656444	Trivial		2		0	null
	New Ticket	TCKT202	null	EDLP_PHASE-3	Zone-2	Ernest Florent Gs	PD4CK51042000	Projector BenQ MW809ST	null	26 May, 2020		Training about How to use Projector	I1	Training about How to use Projector	teacher need training on projector functions	59414444	Trivial		2		0	null
	New Ticket	TCKT201	null	EDLP_PHASE-2	Zone-2	Lady L.ringadoo Gs	PDL9J01283000	Projector BenQ MW809ST	null	26 May, 2020		Fixing of calibration	I1	Fixing of calibration	Display image off screen	46578555	Trivial		2		0	null
	New Ticket	TCKT200	null	EDLP_PHASE-1	Zone-2	Lady L.ringadoo Gs	No Asset Serial No	Projector Ricoh PJRX300	null	26 May, 2020		Training about How to use Projector	I1	Training about How to use Projector	teacher need training about projector function	54496234	Trivial		2		0	null
	New Ticket	TCKT199	null	EDLP_PHASE-3	Zone-2	Coromandel Gs	null	Projector BenQ MW809ST	null	26 May, 2020		Checking of Projector	I1	Checking of Projector	Noise in the projector Need to check	54663324	Trivial		2		0	null
	New Ticket	TCKT198	null	EDLP_PHASE-2	Zone-2	Jules Koenig Gs	PDL9J01276000	Projector BenQ MW809ST	null	26 May, 2020		Training about How to use Projector	I1	Training about How to use Projector	Need to give training to teacher	54654652	Trivial		2		0	null
	New Ticket	TCKT197	null	EDLP_PHASE-1	Zone-2	Jules Koenig Gs	B865X700300	Projector Ricoh PJRX300	null	26 May, 2020		Fixing of calibration	I1	Fixing of calibration	Display is outside screen	26656154	Trivial		2		0	null
	New Ticket	TCKT196	null	EDLP_PHASE-3	Zone-2	Caroline Gs	null	Tablet - Software	null	26 May, 2020		Fixing of Software/ Applications	I2	Fixing of Software/ Applications	Books missing for teacher tab	54894632	Trivial		4		0	null
	New Ticket	TCKT195	null	EDLP_PHASE-2	Zone-2	Jawaharlal Nehru Gs	PDL9J01330000	Projector BenQ MW809ST	null	26 May, 2020		Checking of Projector	I1	Checking of Projector	projector Image inverted	54848452	Trivial		2		0	null
	New Ticket	TCKT194	null	EDLP_PHASE-1	Zone-2	Jawaharlal Nehru Gs	B865X700302	Projector Ricoh PJRX300	null	26 May, 2020		Checking of Projector	I1	Checking of Projector	projector display image small	54944974	Trivial		2		0	null
	New Ticket	TCKT193	null	EDLP_PHASE-3	Zone-2	Camp Thorel Gs	null	Tablet - Software	null	26 May, 2020		Re-Installation of Software	I1	Re-Installation of Software	Software missing	54956432	Trivial		2		0	null
	New Ticket	TCKT192	null	EDLP_PHASE-2	Zone-2	Henry Buswell Gs	null	Tablet - Software	null	26 May, 2020		Reinstallation of software	I1	Reinstallation of software	software missing	58441548	Trivial		2		0	null
	New Ticket	TCKT191	null	EDLP_PHASE-1	Zone-2	Henry Buswell Gs	null	Tablet - Software	null	26 May, 2020		Reinstallation of software	I1	Reinstallation of software	Software missing	48465266	Trivial		2		0	null
	New Ticket	TCKT190	null	EDLP_PHASE-3	Zone-2	Camp Ithier Gs	HA12ZMRL	Tablet - Lenovo Tab M10 REL	Charger	26 May, 2020		Replacement of Tablet Charger	I2	Replacement of Tablet Charger	Tab Charger broken	54626596	Trivial		4		0	null
	New Ticket	TCKT189	null	EDLP_PHASE-2	Zone-2	Grand Sable Gs	HKL4TNPW	Tablet Lenovo Tab3 10 Plus	Charger	26 May, 2020		Replacement of Tablet Charger	I2	Replacement of Tablet Charger	Charger broken	54884564	Trivial		4		0	null
	New Ticket	TCKT188	null	EDLP_PHASE-1	Zone-2	Grand Sable Gs	HKL3Q9AM	Tablet Lenovo Tab3 10 Plus	Charger	26 May, 2020		Replacement of Tablet Charger	I2	Replacement of Tablet Charger	Charger Broken	59445945	Trivial		4		0	null
	New Ticket	TCKT187	null	EDLP_PHASE-3	Zone-2	Brisee Verdiere Gs	HA1300HL	Tablet - Lenovo Tab M10 REL	Charger	26 May, 2020		Checking of Charger	I1	Checking of Charger	charger is not charging properly	54719532	Trivial		2		0	null
	New Ticket	TCKT186	null	EDLP_PHASE-2	Zone-2	G. R. S. E. Gs	HKL4TP8Q	Tablet Lenovo Tab3 10 Plus	Charger	26 May, 2020		Checking of Charger	I1	Checking of Charger	Charger pin is loose	51311422	Trivial		2		0	null
	New Ticket	TCKT185	null	EDLP_PHASE-1	Zone-2	G. R. S. E. Gs	HKL3QAN3	Tablet Lenovo Tab3 10 Plus	Charger	26 May, 2020		Checking of Charger	I1	Checking of Charger	charger pin is loose	9795659	Trivial		2		0	null
	New Ticket	TCKT184	null	EDLP_PHASE-3	Zone-2	Bon Accueil Gs	HA1300LL	Tablet - Lenovo Tab M10 REL	Headset	26 May, 2020		Replacement of HeadPhones	I2	Replacement of HeadPhones	headset broken	59419456	Trivial		4		0	null
	New Ticket	TCKT183	null	EDLP_PHASE-2	Zone-2	G. Chuttur Gs	HKL4TP8Z	Tablet Lenovo Tab3 10 Plus	Headphone	26 May, 2020		Replacement of HeadPhones	I2	Replacement of HeadPhones	Headset broken	65944465	Trivial		4		0	null
	New Ticket	TCKT182	null	EDLP_PHASE-1	Zone-2	G. Chuttur Gs	HKL3Q9AQ	Tablet Lenovo Tab3 10 Plus	Headphone	26 May, 2020		Replacement of HeadPhones	I2	Replacement of HeadPhones	Headset broken	59494945	Trivial		4		0	null
	New Ticket	TCKT181	null	EDLP_PHASE-3	Zone-2	Barkly Gs	HA12X7Y5	Tablet - Lenovo Tab M10 REL	Headset	26 May, 2020		Checking of Headset/ Headphone	I1	Checking of Headset/ Headphone	Headset not working properly	65955595	Trivial		2		0	null
	New Ticket	TCKT180	null	EDLP_PHASE-2	Zone-2	Ernest Florent Gs	HKL4TP82	Tablet Lenovo Tab3 10 Plus	Headphone	26 May, 2020		Checking of Headset/ Headphone	I1	Checking of Headset/ Headphone	Headset not working properly	29494949	Trivial		2		0	null
	New Ticket	TCKT179	null	EDLP_PHASE-1	Zone-2	Ernest Florent Gs	HKL3QBYL	Tablet Lenovo Tab3 10 Plus	Headphone	26 May, 2020		Checking of Headset/ Headphone	I1	Checking of Headset/ Headphone	headset not working properly	54949445	Trivial		2		0	null
	New Ticket	TCKT178	null	EDLP_PHASE-3	Zone-2	Belle Mare Gs	HA12X3RK	Tablet - Lenovo Tab M10 REL	Screen Protector/ Tempered Glass	26 May, 2020		Replacement of screen guard	I2	Replacement of screen guard	screen guard broken	59649629	Trivial		4		0	null
	New Ticket	TCKT177	null	EDLP_PHASE-2	Zone-2	Coromandel Gs	No Asset Serial No	Tablet Lenovo	Screen	26 May,		Replacement of screen	I2	Replacement of screen	screen guard broken	59552645	Trivial		4		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT176	null	EDLP_PHASE-1	Zone-2	Coromandel Gs	HKL3Q5GD	Tab3 10 Plus	Protector/ Tempered Glass	26 May, 2020		guard	I2	guard	Screen guard broken	49556556	Trivial	4			0	null
							Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass			Replacement of screen guard		Replacement of screen guard								
New Ticket	TCKT175	null	EDLP_PHASE-3	Zone-2	B. Rosunee Gs	HA12XPB1	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	26 May, 2020		Replacement of Micro SD Card	I2	Replacement of Micro SD Card	SD card broken	45626599	Trivial	4			0	null
New Ticket	TCKT174	null	EDLP_PHASE-2	Zone-2	Caroline Gs	HKL4TP2E	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Replacement of Micro SD Card	I2	Replacement of Micro SD Card	SD card missing	54995625	Trivial	4			0	null
New Ticket	TCKT173	null	EDLP_PHASE-1	Zone-2	Caroline Gs	HKL3Q4RT	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Replacement of Micro SD Card	I2	Replacement of Micro SD Card	SD card broken	54984489	Trivial	4			0	null
New Ticket	TCKT172	null	EDLP_PHASE-3	Zone-2	Andre Glover Gs	HA12XKL4	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	26 May, 2020		Checking of Micro SD Card	I1	Checking of Micro SD Card	SD card corrupted	54895007	Trivial	2			0	null
New Ticket	TCKT171	null	EDLP_PHASE-2	Zone-2	Camp Thorel Gs	HKL4TP26	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Checking of Micro SD Card	I1	Checking of Micro SD Card	SD Card full. need to make space	56164856	Trivial	2			0	null
New Ticket	TCKT170	null	EDLP_PHASE-1	Zone-2	Camp Thorel Gs	HKL3Q5HZ	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Checking of Micro SD Card	I1	Checking of Micro SD Card	SD card got corrupted	4949468	Trivial	2			0	null
New Ticket	TCKT169	null	EDLP_PHASE-3	Zone-2	Andre Bazerque Gs	HA12XC08	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	26 May, 2020		Replacement of Keyboard Case	I2	Replacement of Keyboard Case	keyboard is not working	89458814	Trivial	4			0	null
New Ticket	TCKT168	null	EDLP_PHASE-2	Zone-2	Camp Ithier Gs	HKL4TP2K	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Replacement of Stylus	I2	Replacement of Stylus	Stylus broken	44495445	Trivial	4			0	null
New Ticket	TCKT167	null	EDLP_PHASE-1	Zone-2	Camp Ithier Gs	HKL3Q5GJ	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Replacement of Stylus	I2	Replacement of Stylus	Broken stylus	54149594	Trivial	4			0	null
New Ticket	TCKT166	null	EDLP_PHASE-3	Zone-2	Aime Cesaire Gs	HA12XFHL	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	26 May, 2020		Checking of Keyboard Case	I1	Checking of Keyboard Case	keyboard not working properly	56841561	Trivial	2			0	null
New Ticket	TCKT165	null	EDLP_PHASE-2	Zone-2	Brisee Verdieri Gs	HKL4TP2Q	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Checking of stylus	I1	Checking of Stylus	Stylus is not working properly	82881268	Trivial	2			0	null
New Ticket	TCKT164	null	EDLP_PHASE-3	Zone-3	R.espitalier Noel Gs	HA12WZY2	Tablet - Lenovo Tab M10 REL	Screen Protector/ Tempered Glass	26 May, 2020		Broken screen protector	I2	Replacement of screen guard	Grade 3, tablet screen protector is broken, need to be replaced	58338858	Trivial	4			0	null
New Ticket	TCKT163	null	EDLP_PHASE-2	Zone-3	Mare Tabac Gs	HKL4TMVA	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	26 May, 2020		Broken screen protector	I2	Replacement of screen guard	Grade 2, tablet screen protector is broken, need to be replaced	58338858	Trivial	4			0	null
New Ticket	TCKT162	null	EDLP_PHASE-1	Zone-3	Dubreuil Gs	HKL3QB6T	Tablet Lenovo Tab3 10 Plus	Screen Protector/ Tempered Glass	26 May, 2020		Broken screen protector	I2	Replacement of screen guard	Grade 1, screen protector is broken, need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT161	null	EDLP_PHASE-3	Zone-3	R.edward Hart Gs	HA12X5NY	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	26 May, 2020		SD card is faulty	I2	Replacement of Micro SD Card	Grade 3, sd card is broken thus need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT160	null	EDLP_PHASE-2	Zone-3	Dookee Gungah Gs	HKL4TP2W	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Stylus is broken	I2	Replacement of Micro SD Card	Grade 2, stylus is broken. Need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT159	null	EDLP_PHASE-1	Zone-3	Dookee Gungah Gs	HKL3QB68	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		SD card is broken	I2	Replacement of Micro SD Card	Grade 1, sd card is broken. Need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT158	null	EDLP_PHASE-3	Zone-3	R.du Poste Gs	HA130JGR	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	26 May, 2020		SD card is faulty	I1	Checking of Micro SD Card	Grade 3, tablet is not detecting sd card. Need to check sd card	58338858	Trivial	2			0	null
New Ticket	TCKT157	null	EDLP_PHASE-2	Zone-3	M.d. Saraswati Gs	HKL4TNTP	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		SD card is faulty	I1	Checking of Micro SD Card	Grade 2, tablet is not detecting micro sd card. Need to checked sd card	58338858	Trivial	2			0	null
New Ticket	TCKT156	null	EDLP_PHASE-1	Zone-3	D.basant Rai Gs	HKL3QAMR	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		SD card is faulty	I1	Checking of Micro SD Card	Grade 1, tablet is not detecting micro SD card. Need to check micro sd card.	58338858	Trivial	2			0	null
New Ticket	TCKT155	null	EDLP_PHASE-3	Zone-3	R.des Anguilles Gs	HA12ZPSG	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	26 May, 2020		Keyboard has been detached from the case	I2	Replacement of Keyboard Case	Grade 2, keyboard has been detached from the case	58338858	Trivial	4			0	null
New Ticket	TCKT154	null	EDLP_PHASE-2	Zone-3	M.d. Mon Tresor Gs	HKL4TNG8	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus tip is broken	I2	Replacement of Stylus	Grade 2, stylus tip is broken, need to be replaced	58338858	Trivial	4			0	null
New Ticket	TCKT153	null	EDLP_PHASE-1	Zone-3	Curepipe Road Gs	HKL3QAPA	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus tip is broken	I2	Replacement of Stylus	Grade 1, stylus tip is broken, need to be replaced	58338858	Trivial	4			0	null
New Ticket	TCKT152	null	EDLP_PHASE-3	Zone-3	R. Des Creoles Gs	HA12XBTA	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	26 May, 2020		Keyboard case is not working	I1	Checking of Keyboard Case	Grade 3, keyboard case is not working when connected with tablet	58338858	Trivial	2			0	null
New Ticket	TCKT151	null	EDLP_PHASE-1	Zone-2	Brisee Verdieri Gs	HKL3Q5D0	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Checking of stylus	I1	Checking of Stylus	Stylus not working properly	53435797	Trivial	2			0	null
New Ticket	TCKT150	null	EDLP_PHASE-2	Zone-3	M.burrenchobay Gs	HKL4TNJA	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus is not working	I1	Checking of Stylus	Grade 2, stylus is not working when tip is touching the screen	58338858	Trivial	2			0	null
New Ticket	TCKT149	null	EDLP_PHASE-1	Zone-3	Cluny Gs	HKL3Q9YD	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus is not working	I1	Checking of Stylus	Grade 1, stylus is not working when stylus tip is touching the screen.	58338858	Trivial	2			0	null
New Ticket	TCKT148	null	EDLP_PHASE-3	Zone-3	P. Soobrayen Gs	HA1302MA	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet screen went black.	I2	Repairing of Tablet	Grade 3, tablet is broken, the screen went black. Need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT147	null	EDLP_PHASE-3	Zone-3	P. Soobrayen Gs	HA1302MA	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet screen went black.	I2	Repairing of Tablet	Grade 3, tablet is broken, the screen went black. Need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT146	null	EDLP_PHASE-2	Zone-3	Lapeyrouse Gs	HKL4TNT3	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Replacement of keyboard cover	I2	Replacement of Keyboard Case	Grade 2, keyboard is detached from the cover, need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT145	null	EDLP_PHASE-1	Zone-3	Cite Attlee Gs	HKL3Q9YE	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Keyboard is detached from the cover	I2	Replacement of Keyboard Case	Grade 1, keyboard is detached from the cover, need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT144	null	EDLP_PHASE-3	Zone-3	Nouvelle France Gs	HA1300PZ	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Replacement of stylus	I2	Replacement of Broken Accessories	Grade 3, stylus is broken, thus need to be replaced.	58338858	Trivial	4			0	null
New Ticket	TCKT143	null	EDLP_PHASE-2	Zone-3	La Sourdine Gs	HKL4TMQ9	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Need to check keyboard case	I1	Checking of Keyboard Case	Grade 2, keyboard is not connecting with tablet, need to be checked.	58338858	Trivial	2			0	null
New Ticket	TCKT142	null	EDLP_PHASE-1	Zone-3	Charles Telfair Gs	HKL3QAQH	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Need to check keyboard case cover.	I1	Checking of Keyboard Case	Grade 1, keyboard is not connecting with tablet.	58338858	Trivial	2			0	null
New Ticket	TCKT140	null	EDLP_PHASE-2	Zone-3	La Flora Gs	HKL4TNHT	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet screen is broken.	I3	Replacement of Tablet	Grade 2, tablet screen is broken, thus need to be replaced.	58338858	Trivial	14			0	null
New Ticket	TCKT139	null	EDLP_PHASE-1	Zone-3	Camp Diable Gs	No Asset Serial No	Tablet Lenovo	null	26 May,		Tablet screen is broken.	I3	Replacement of Tablet	Grade 1, tablet screen is broken, thus	58338858	Trivial	14			0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT138	null	EDLP_PHASE-3	Zone-3	Mare Tabac Gs	HA1300CX	Tab3 10 Plus Tablet - Lenovo Tab M10 REL	null	2020 26 May, 2020		Replacement of charging port.	I2	Replacement of Tablet parts	need to be replaced. Grade 3, tablet charging port has been damaged. Need to be replaced.	58338858	Trivial		4		0	null
New Ticket	TCKT137	null	EDLP_PHASE-2	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	HKL4TN48	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Changing of charging port.	I2	Replacement of Tablet parts	Grade 2 tablet, charging port has been damaged. Need to be replaced.	58338858	Trivial		4		0	null
New Ticket	TCKT136	null	EDLP_PHASE-1	Zone-3	Britannia Gs	HKL3Q4SC	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Replacement of charging port.	I2	Replacement of Tablet parts	Grade 1, charging port has been damaged.	58338858	Trivial		4		0	null
New Ticket	TCKT135	null	EDLP_PHASE-1	Zone-1	Young Men's Hindu Gs	HGERLYAU	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Micro SD card is physically damaged	I2	Replacement of Micro SD Card	The Micro SD card is physically damaged. Need to replace micro SD card.	4546060	Trivial		4		0	null
New Ticket	TCKT134	null	EDLP_PHASE-2	Zone-1	B. Khemlolia Gs	HKL4TP3Y	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Micro SD card is physically damaged	I2	Replacement of Micro SD Card	The micro SD card is physically damaged. Need to replace micro SD card.	2421414	Trivial		4		0	null
New Ticket	TCKT133	null	EDLP_PHASE-3	Zone-3	Mare D'albert Gs	HA12X29X	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet need to be repaired.	I2	Repairing of Tablet	Grade 3, tablet screen is not responding, thus need to be repaired.	58338858	Trivial		4		0	null
New Ticket	TCKT132	null	EDLP_PHASE-1	Zone-1	D. Hurry Gs	HKL3QAUS	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Micro SD card is physically damaged	I2	Replacement of Micro SD Card	The micro SD card is physically damaged. Need to replace micro SD card.	4547070	Trivial		4		0	null
New Ticket	TCKT131	null	EDLP_PHASE-2	Zone-3	James Toolsy Gs	HKL4TNHU	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet need to be repaired.	I2	Repairing of Tablet	Grade 2 tablet screen is not responding, thus need to be repaired.	58338858	Trivial		4		0	null
New Ticket	TCKT130	null	EDLP_PHASE-2	Zone-3	Hugh Otter Barry Gs	HKL4TN8A	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not working.	I1	Checking of Tablet	Grade 2 tablet, is not working is not working, thus need to be checked.	58338858	Trivial		2		0	null
New Ticket	TCKT129	null	EDLP_PHASE-3	Zone-1	X.christian Barbe Gs	HA12XPEP	Tablet - Lenovo Tab M10 REL	Micro SD Card - 64 GB	26 May, 2020		Micro SD card is unreadable	I1	Checking of Micro SD Card	The micro SD card is not readable. Need to check micro SD card.	4159898	Trivial		2		0	null
New Ticket	TCKT128	null	EDLP_PHASE-2	Zone-1	Arsenal Gs	HKL4TP5J	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Micro SD Card is running slow	I1	Checking of Micro SD Card	The Micro SD Card is running slow. Need to check micro SD card.	4558080	Trivial		2		0	null
New Ticket	TCKT127	null	EDLP_PHASE-1	Zone-1	Creve Coeur Gs	HKL3QAUG	Tablet Lenovo Tab3 10 Plus	Micro SD Card - 16 GB	26 May, 2020		Micro SD card is unreadable	I1	Checking of Micro SD Card	Micro SD Card is unreadable. Need to check Micro SD Card.	4162020	Trivial		2		0	null
New Ticket	TCKT126	null	EDLP_PHASE-1	Zone-3	Bel Ombre Gs	HKL3Q55S	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet touch is not working.	I2	Repairing of Tablet	Grade 1, tablet screen is not responding.	58338858	Trivial		4		0	null
New Ticket	TCKT125	null	EDLP_PHASE-3	Zone-2	A.de Plevitz Gs	HA12WSV2	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Replacement of Tablet	I3	Replacement of Tablet	Tablet broken. Need to replace tablet in grade 4 blue	54815474	Trivial		14		0	null
New Ticket	TCKT124	null	EDLP_PHASE-2	Zone-2	Bon Accueil Gs	HKL4TNWK	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Replacement of keyboard Case	I2	Replacement of Keyboard Case	Broken keyboard Case .Need to replace in grade 3 red	54894655	Trivial		4		0	null
New Ticket	TCKT123	null	EDLP_PHASE-1	Zone-2	Bon Accueil Gs	HKL3QC1R	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Replacement of keyboard Case	I2	Replacement of Keyboard Case	Keyboard case broken. need to replace	46894569	Trivial		4		0	null
New Ticket	TCKT122	null	EDLP_PHASE-2	Zone-4	Madho Gopaul Gs	HKL4TNX5	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Repairing of Tablet	I2	Repairing of Tablet	Grade 1 Red, Teachers tablet is not switching on	58338860	Trivial		4		0	null
New Ticket	TCKT121	Pavan Sai Ram	EDLP_PHASE-3	Zone-4	Albion Gs	No Asset Serial No	Classroom Management Software	null	26 May, 2020		storage issue in tablet	I2	Fixing of transferring files	need to copy internal storage files to sd card	5201122	Critical		4		0	null
Cancelled	TCKT120	null	EDLP_PHASE-3	Zone-2	St. Leon Rc	HA12XHJP	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Replacement of Broken Accessories	I2	Replacement of Broken Accessories	screen is broken for grade 4 blue student .	4357591	Trivial		4		0	null
New Ticket	TCKT119	null	EDLP_PHASE-1	Zone-4	Bambous "a" Gs	HKL3Q4EE	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Repairing of Tablet	I2	Repairing of Tablet	Grade 2 Green, teachers tablet is not switching on	58338860	Trivial		4		0	null
New Ticket	TCKT118	null	EDLP_PHASE-3	Zone-3	M.d. Saraswati Gs	HA1300SG	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet is not working.	I1	Checking of Tablet	Grade 3 tablet is not working, its not switching ON, need to check.	58338858	Trivial		2		0	null
New Ticket	TCKT117	null	EDLP_PHASE-2	Zone-3	Grand Bois Gs	HKL4TN3E	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Need to check the tablet.	I1	Checking of Tablet	Grade 2 tablet has been freezed, need to check.	58338858	Trivial		2		0	null
New Ticket	TCKT116	null	EDLP_PHASE-3	Zone-2	A.de Plevitz Gs	No Asset Serial No	Classroom Management Software	null	26 May, 2020		issue with the content available	I2	Fixing of accessing the content	need to recopy the content	789456	Trivial		4		0	null
New Ticket	TCKT115	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	null	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		The tablet is not working	I3	Replacement of Tablet	The tablet is not functioning , need to replace the tablet.	63	Trivial		14		0	null
New Ticket	TCKT114	null	EDLP_PHASE-1	Zone-3	Beau Vallon Gs	HKL3Q4TL	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Checking of tablet	I1	Checking of Tablet	Grade 1 tablet application is not working thus need to check.	58338858	Trivial		2		0	null
New Ticket	TCKT113	null	EDLP_PHASE-2	Zone-3	Jaynarain Roy Gs (trois Boutiques Gs)	HKL4TMTS	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The charging port of the tablet is broken.	I2	Replacement of Tablet parts	Need to replace the charging port of the tablet.	58338858	Trivial		4		0	null
New Ticket	TCKT112	null	EDLP_PHASE-2	Zone-1	E. Anquetil Gs	HKL4TP34	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The keyboard is not working	I2	Replacement of Tablet parts	Need to replace the alphabet "D" in the tablet	52	Trivial		4		0	null
New Ticket	TCKT111	null	EDLP_PHASE-1	Zone-1	Chitrakoot Gs	HKL3QCV5	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Need to replace part of keyboard	I2	Replacement of Tablet parts	The alphabet "S" have remove from the tablet.	9	Trivial		4		0	null
New Ticket	TCKT110	null	EDLP_PHASE-1	Zone-1	Chitrakoot Gs	HKL3QCV5	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Need to replace part of keyboard	I2	Replacement of Tablet parts	The alphabet "S" have remove from the tablet.	9	Trivial		4		0	null
New Ticket	TCKT109	null	EDLP_PHASE-3	Zone-4	Palma Gs	HA12XE8M	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Checking of Tablet	I1	Checking of Tablet	Grade 3,student tablet is not switching on	58338858	Trivial		2		0	null
New Ticket	TCKT108	null	EDLP_PHASE-1	Zone-3	Britannia Gs	HGERLTT5	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The charging port of the tablet is broken.	I2	Replacement of Tablet parts	Need to replace charging port of the tablet.	58338858	Trivial		4		0	null
New Ticket	TCKT107	Vikas Singh	EDLP_PHASE-1	Zone-1	C. Sacre De Jesus Rc	KT-CHR-SPR0055	Rack Charger	Timer	26 May, 2020		Timer is not working at all	I2	Replacement of Timer	Need to change the timer.	12345678	Trivial		4		0	null
New Ticket	TCKT106	null	EDLP_PHASE-2	Zone-1	Dr. O. Beaugeard Gs	null	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The keyboard is not working	I1	Checking of Tablet	Need to check Keyboard Case in Grade 2	6	Trivial		2		0	null
New Ticket	TCKT104	null	EDLP_PHASE-1	Zone-1	Calebasses Gs	HKL3Q3LQ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The tablet is not working	I1	Checking of Tablet	Need to check the tablet in grade 1 as it is not working	5	Trivial		2		0	null
New Ticket	TCKT105	null	EDLP_PHASE-1	Zone-1	Calebasses Gs	HKL3Q3LQ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The tablet is not working	I1	Checking of Tablet	Need to check the tablet in grade 1 as it is not working	5	Trivial		2		0	null
New Ticket	TCKT103	null	EDLP_PHASE-3	Zone-3	M.d. Mon Tresor Gs	HA12XL27	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Transferring of data.	I1	Cleaning or transferring data from internal memory to external	Grade 3 tablet, transferring all internal data to external memory as it is full.	58338858	Trivial		2		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT102	null	EDLP_PHASE-3	Zone-3	Wooton Gs	No Asset Serial No	Classroom Management Software	null	26 May, 2020		Login issue	I1	memory Fixing of Login Issues	need to fix the login	85858585	Urgent		2		0	null
New Ticket	TCKT101	null	EDLP_PHASE-2	Zone-3	Grand Bois Gs	HKL4TN3E	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Transferring of data.	I1	Cleaning or transferring data from internal memory to external memory	Grade 2 tablet, internal memory is full thus transferring all data to external storage.	58338858	Trivial		2		0	null
New Ticket	TCKT100	null	EDLP_PHASE-2	Zone-4	Louis Nellan Gs	HKL4TMQP	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Checking of Tablet	I1	Checking of Tablet	Grade 1 yellow, tablet is not switching on	58338858	Trivial		2		0	null
New Ticket	TCKT99	null	EDLP_PHASE-3	Zone-1	Young Men's Hindu Gs	HA12X00W	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		The Screen proctor is broken	I2	Replacement of Tablet parts	Screen Protector/ Tempered Glass	8	Trivial		4		0	null
New Ticket	TCKT98	null	EDLP_PHASE-1	Zone-4	Baichoo Madhoo Gs	HKL3Q4HC	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Checking of Tablet	I1	Checking of Tablet	Grade 2 Green, tablet is not switching on	58338858	Trivial		2		0	null
New Ticket	TCKT97	null	EDLP_PHASE-2	Zone-1	Dr I.a. Goomany Gs	HKL4TMQY	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The tablet is not working	I3	Replacement of Tablet	The screen of the tablet is not functioning , need to change the tablet.	5	Trivial		14		0	null
New Ticket	TCKT96	null	EDLP_PHASE-1	Zone-1	Bheewa Mahadoo Gs	HKL3Q3KL	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not working	I3	Replacement of Tablet	Need to change the tablet in grade 1	8	Trivial		14		0	null
New Ticket	TCKT95	null	EDLP_PHASE-3	Zone-4	P.d. De Marigny Gs	HA12WRGE	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	Grade 3 Blue,Transferring data from internal memory	58338860	Trivial		2		0	null
New Ticket	TCKT94	null	EDLP_PHASE-3	Zone-1	X.christian Barbe Gs	HA12X4DH	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Need to replace part of the tablet	I2	Replacement of Tablet parts	The tablet is not taking charge need replace the USB port cable	4	Trivial		4		0	null
New Ticket	TCKT93	null	EDLP_PHASE-1	Zone-3	B.des Amourettes Gs	HKL3Q5C4	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Transfer of data	I1	Cleaning or transferring data from internal memory to external memory	Grade 1 tablet, internal storage is full, thus transferring all data to external storage.	58338858	Trivial		2		0	null
New Ticket	TCKT91	null	EDLP_PHASE-2	Zone-1	Dr Edgard Millien Gs	HKL4TMY Y	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The tablet is not working	I2	Repairing of Tablet	The tablet is not working , need to repair.	6	Trivial		4		0	null
New Ticket	TCKT92	null	EDLP_PHASE-2	Zone-1	Dr Edgard Millien Gs	HKL4TMY Y	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The tablet is not working	I2	Repairing of Tablet	The tablet is not working , need to repair.	6	Trivial		4		0	null
New Ticket	TCKT90	null	EDLP_PHASE-3	Zone-2	Aime Cesaire Gs	No Asset Serial No	Classroom Management Software	null	26 May, 2020		not loging in CMS	I1	Fixing of CMS Application	Need to check the issue	54258525	Trivial		2		0	null
New Ticket	TCKT89	null	EDLP_PHASE-3	Zone-3	Mare D'albert Gs	HA12WVW1	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		The screen of the tablet is blur and is not displaying anything properly.	I2	Repairing of Tablet	Need to check or repair tablet.	58338858	Trivial		4		0	null
New Ticket	TCKT88	null	EDLP_PHASE-2	Zone-4	Le Morne Gs	HKL4TMYC	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	Grade 2 Blue, transferring data from internal memory	58338858	Trivial		2		0	null
New Ticket	TCKT87	null	EDLP_PHASE-2	Zone-3	James Toolsy Gs	HKL4TMUJ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The screen of the tablet is blur and is not displaying anything properly.	I2	Repairing of Tablet	Need to check or repair tablet.	58338858	Trivial		4		0	null
New Ticket	TCKT86	null	EDLP_PHASE-1	Zone-1	Barlow Gs	HKL3Q368	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The screen of the tablet is not functioning.	I2	Repairing of Tablet	The screen of the tablet is not function need to repair.	8	Trivial		4		0	null
New Ticket	TCKT85	null	EDLP_PHASE-1	Zone-3	Bel Ombre Gs	HKL3Q5AM	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		The screen of the tablet is blur and is not displaying anything properly.	I2	Repairing of Tablet	Need to check or repair tablet.	58338858	Trivial		4		0	null
New Ticket	TCKT84	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	HA12XFSS	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Need to replace part of the tablet	I2	Repairing of Tablet	Need to repair the pug charging of the tablet.	6	Trivial		4		0	null
New Ticket	TCKT83	null	EDLP_PHASE-2	Zone-1	D'epinay Gs	null	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not working	I2	Repairing of Tablet	Need to repair the tablet as it is not functioning.	6	Trivial		4		0	null
New Ticket	TCKT82	null	EDLP_PHASE-3	Zone-3	M.d. Saraswati Gs	HA12X1R5	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet is not working.	I1	Checking of Tablet	Need to check tablet.	58338858	Trivial		2		0	null
New Ticket	TCKT81	null	EDLP_PHASE-1	Zone-1	B. Khemoliva Gs	null	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not switching on	I2	Repairing of Tablet	Need to repair the tablet, the tablet is not taking charge	7	Trivial		4		0	null
New Ticket	TCKT80	null	EDLP_PHASE-1	Zone-4	Allee Brillant Gs	HKL3Q4EN	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	Grade 1 Red, to transfer memory to internal	58338858	Trivial		2		0	null
New Ticket	TCKT79	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	HA12XBG7	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet is not charging	I1	Checking of Tablet	Need to check the tablet, the tablet is not taking charge.	5	Trivial		2		0	null
New Ticket	TCKT78	null	EDLP_PHASE-3	Zone-4	New Bambous Gs	HA12XL80	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Training of tablet	I1	Training of Tablet	Grade 2 Blue, to give teacher training for tablet	58338860	Trivial		2		0	null
New Ticket	TCKT77	null	EDLP_PHASE-2	Zone-1	Daneswock Sewraz Gs	HKL4TMYE	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not charging	I1	Checking of Tablet	The tablet is not charging. Need to check the tablet.	6	Trivial		2		0	null
New Ticket	TCKT76	null	EDLP_PHASE-2	Zone-3	Hugh Otter Barry Gs	HKL4TMTG	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not working.	I1	Checking of Tablet	Need to check tablet.	58338858	Trivial		2		0	null
New Ticket	TCKT75	null	EDLP_PHASE-1	Zone-3	Beau Vallon Gs	HKL3Q5K0	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not working.	I1	Checking of Tablet	Need to check tablet.	58338858	Trivial		2		0	null
New Ticket	TCKT74	null	EDLP_PHASE-1	Zone-1	Arsenal Gs	HKL3Q3Q5	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not working	I1	Checking of Tablet	The tablet is not switching on. Need to check tablet.	5	Trivial		2		0	null
New Ticket	TCKT73	null	EDLP_PHASE-2	Zone-4	La Gaulette Gs	HKL4TMQQ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of tablet	I1	Training of Tablet	Grade 1,yellow, to give training to teacher,theres no application on a student tablet	58338860	Trivial		2		0	null
New Ticket	TCKT72	null	EDLP_PHASE-3	Zone-1	The Vale Gs	HA12XN1Z	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Cleaning or transferring data.	I1	Cleaning or transferring data from internal memory to external memory	The memory of the tablet is full. Need to clean data	3	Trivial		2		0	null

	Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
	New Ticket	TCKT71	null	EDLP_PHASE-1	Zone-1	Amaury Gs	HKL3Q5LY	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Cleaning or transferring data	I1	Cleaning or transferring data from internal memory to external memory	The internal memory of the tablet is full. Need to clean or transfer data from internal memory to external memory	1	Trivial		2		0	null
	New Ticket	TCKT70	null	EDLP_PHASE-1	Zone-4	Albion Gs	null	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of tablet	I1	Training of Tablet	Grade 2 green, need to give training	58338860	Trivial		2		0	null
	New Ticket	TCKT69	null	EDLP_PHASE-3	Zone-1	Villiers Rene Gs	HA12WZST	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	26 May, 2020		Need to replace keyboard case	I2	Replacement of Keyboard Case	The "S" button of the keyboard came out. Need to replace keyboard.	4332014	Trivial		4		0	null
	New Ticket	TCKT68	null	EDLP_PHASE-2	Zone-2	Barkly Gs	HKL4TNXA	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		checking of keyboard Case	I1	Checking of Keyboard Case	Keyboard is disconnecting every 5mins. Need to check USB cable if well connected	4540998	Trivial		2		0	null
	New Ticket	TCKT67	null	EDLP_PHASE-2	Zone-1	Amaury Gs	HKL4TNNZ	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus is broken	I2	Replacement of Stylus	Stylus is broken	4335064	Trivial		4		0	null
	New Ticket	TCKT66	null	EDLP_PHASE-3	Zone-3	M.d. Mon Tresor Gs	HA12X3SN	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet storage memory is full.	I1	Cleaning or transferring data from internal memory to external memory	Need to transfer internal data to external memory storage (SD card)	58338858	Trivial		2		0	null
	New Ticket	TCKT65	null	EDLP_PHASE-1	Zone-2	Barkly Gs	HKL3QBSK	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		checking of keyboard Case	I1	Checking of Keyboard Case	dust is stuck under keypads. need to check and clean	4540998	Trivial		2		0	null
	New Ticket	TCKT64	null	EDLP_PHASE-1	Zone-1	Cottage Gs	HKL3QAAM	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus is broken	I2	Replacement of Stylus	Stylus is broken	431514	Trivial		4		0	null
	New Ticket	TCKT63	null	EDLP_PHASE-3	Zone-2	St Pierre Rc	HA12X6F5	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	Camera of tablet is broken in grade 4 green	4334400	Trivial		4		0	null
	New Ticket	TCKT62	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	HA12XHJG	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	26 May, 2020		Keyboard is not working	I1	Checking of Keyboard Case	The keyboard of the tablet is not working. Need to check keyboard.	4331554	Trivial		2		0	null
	New Ticket	TCKT61	null	EDLP_PHASE-2	Zone-2	Belle Mare Gs	HKL4TNZ2	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Replacement of Tablet	I3	Replacement of Tablet	tablet is stuck on white screen even after rebooting	4151311	Trivial		14		0	null
	New Ticket	TCKT60	null	EDLP_PHASE-2	Zone-3	Grand Bois Gs	HKL4TMUE	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet storage memory is full.	I1	Cleaning or transferring data from internal memory to external memory	Need to transfer internal data to external memory storage (SD card).	58338858	Trivial		2		0	null
	New Ticket	TCKT59	null	EDLP_PHASE-1	Zone-2	Belle Mare Gs	HKL3QBM1	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Replacement of Tablet	I3	Replacement of Tablet	Tablet is not booting even after 24 hours of charging in grade 2 red	4151309	Trivial		14		0	null
	New Ticket	TCKT58	null	EDLP_PHASE-2	Zone-1	A. Rahman Abdool Gs	HKL4TNNT	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus is not working	I1	Checking of Stylus	The stylus is not functioning. Need to check stylus	6235020	Trivial		2		0	null
	New Ticket	TCKT57	null	EDLP_PHASE-3	Zone-2	St Mary Rc	HA12XL09	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	Broken power button in student tablet in grad 4 blue. Need to replace	4330609	Trivial		4		0	null
	New Ticket	TCKT56	null	EDLP_PHASE-1	Zone-3	B.des Amourettes Gs	HKL3Q5F3	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet storage memory is full.	I1	Cleaning or transferring data from internal memory to external memory	Need to transfer internal data to external memory (SD card).	58338858	Trivial		2		0	null
	New Ticket	TCKT55	null	EDLP_PHASE-1	Zone-1	Cite Vallijee Gs (residence Vallijee Gs)	HKL3QALH	Tablet Lenovo Tab3 10 Plus	Stylus	26 May, 2020		Stylus is not working	I1	Checking of Stylus	Stylus is not working. Need to check stylus.	6427898	Trivial		2		0	null
	New Ticket	TCKT54	null	EDLP_PHASE-2	Zone-2	B. Rosunee Gs	HKL4TNYQ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	screen broken in grade 3 yellow	4132886	Trivial		4		0	null
	New Ticket	TCKT53	null	EDLP_PHASE-3	Zone-1	The Vale Gs	HA12X0C3	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet is not switching on	I3	Replacement of Tablet	Tablet is not switching on. Need to replace tablet	6421520	Trivial		14		0	null
	New Ticket	TCKT52	null	EDLP_PHASE-1	Zone-2	B. Rosunee Gs	HKL3QBSG	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Replacement of Tablet parts	I2	Replacement of Tablet parts	USB port broken. Need to replace tablet USB port in grade 2 green	4132886	Trivial		4		0	null
	New Ticket	TCKT51	null	EDLP_PHASE-2	Zone-1	St J.b De La Salle Rc	HKL4TNV1	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Need to replace part of the tablet	I2	Replacement of Keyboard Case	The "R" button in the keyboard of the tablet came out. Need to replace keyboard case.	4335080	Trivial		4		0	null
	New Ticket	TCKT50	null	EDLP_PHASE-3	Zone-3	M.burrenchobay Gs	HA130ADJ	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Teacher does not know how to use tablet.	I1	Training of Tablet	Need to give training for tablet.	58338858	Trivial		2		0	null
	New Ticket	TCKT49	null	EDLP_PHASE-3	Zone-2	St Joseph Rc (ex Mt Blanche)	HA12WWN9	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Repairing of tablet	I2	Repairing of Tablet	screen protector of student tablet broken in grade 4red	4375702	Trivial		4		0	null
	New Ticket	TCKT48	null	EDLP_PHASE-1	Zone-1	Chitrakoot Gs	HKL3QA9Q	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Need to replace keyboard case	I2	Replacement of Keyboard Case	The "M" button of the tablet came out from the keyboard. Need to replace keyboard case.	57080608	Trivial		4		0	null
	New Ticket	TCKT47	null	EDLP_PHASE-2	Zone-2	Andre Glover Gs	HKL4TNXJ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Repairing of tablet	I2	Repairing of Tablet	tablet is not switching ON in grade 3 blue	4646399	Trivial		4		0	null
	New Ticket	TCKT45	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	HA12WWAM	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Replacement of broken accessory of the tablet	I2	Replacement of Broken Accessories		4332147	Trivial		4		0	null
	New Ticket	TCKT46	null	EDLP_PHASE-2	Zone-3	Grand Bel Air Gs	HKL4TMU8	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Teacher does not know how to use tablet.	I1	Training of Tablet	Need to give training on tablet.	58338858	Trivial		2		0	null
	New Ticket	TCKT44	null	EDLP_PHASE-1	Zone-2	Andre Glover Gs	HKL3QC13	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Repairing of tablet	I2	Repairing of Tablet	Screen of tablet is broken in grade 1 red . need to replace tablet	4646399	Trivial		4		0	null
	New Ticket	TCKT43	null	EDLP_PHASE-1	Zone-3	A. Sokappadu Gs	HKL3Q5AQ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Teacher does not know to use the application.	I1	Training of Tablet	Need to give training for tablet.	58338858	Trivial		2		0	null
	New Ticket	TCKT42	null	EDLP_PHASE-2	Zone-1	St Francois Xavier Rc	HKL4TNQK	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Keyboard is not working	I1	Checking of Keyboard Case	The keyboard of the tablet is not working. Need to check keyboard.	4050000	Trivial		2		0	null
	New Ticket	TCKT41	null	EDLP_PHASE-3	Zone-3	M.burrenchobay Gs	HA130JK6	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Training of tablet.	I1	Training of Tablet	Grade 3 Yellow , teacher is asking for a full training of tablet as some application are not be able to run.	58338858	Trivial		2		0	null
	New Ticket	TCKT40	null	EDLP_PHASE-1	Zone-1	Calebasses Gs	HKL3QAAF	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	26 May, 2020		Keyboard is not working	I1	Checking of Keyboard Case	The tablet's keyboard is not working.	57700947	Trivial		2		0	null
	New Ticket	TCKT39	null	EDLP_PHASE-3	Zone-2	St Enfant Jesus Rc	HA12X8CP	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Checking of Tablet	I1	Checking of Tablet	camera features is not working properly	4642563	Trivial		2		0	null
	New Ticket	TCKT37	null	EDLP_PHASE-3	Zone-1	St Croix Gs (Elsie	HA12WW62	Tablet - Lenovo	null	26 May,		Need to replace part of the	I2	Replacement of Tablet	Need to replace damaged part of the	59085756	Trivial		4		0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
					Prele)		Tab M10 REL		2020		tablet		parts	tablet							
New Ticket	TCKT38	null	EDLP_PHASE-2	Zone-2	Andre Bazerque Gs	HKL4TNWF	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Checking of Tablet	I1	Checking of Tablet	software is missing in grade 2 yellow	4139917	Trivial	2			0	null
New Ticket	TCKT36	null	EDLP_PHASE-2	Zone-3	Grand Bel Air Gs	HKL4TP3V	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of tablet.	I1	Training of Tablet	Grade 2 Blue, teacher is requesting for tablet training as she cant access some file.	58338858	Trivial	2			0	null
New Ticket	TCKT35	null	EDLP_PHASE-2	Zone-1	St Antoine Rc	HKL4TNWA	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not charging	I3	Replacement of Tablet	Tablet is not taking charge. Need to replace tablet	4332147	Trivial	14			0	null
New Ticket	TCKT34	null	EDLP_PHASE-1	Zone-2	Andre Bazerque Gs	No Asset Serial No	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Checking of Tablet	I1	Checking of Tablet	Software is not up to date in grade 1 blue	4649917	Trivial	2			0	null
New Ticket	TCKT33	null	EDLP_PHASE-1	Zone-3	A. Sokappadu Gs	HKL3QAPQ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Teacher is requesting of training tablet.	I1	Training of Tablet	Grade 1, teacher is not be able to use tablet application, service center technician will be giving teacher proper training.	58338858	Trivial	2			0	null
New Ticket	TCKT32	null	EDLP_PHASE-1	Zone-1	Bheewa Mahadoo Gs	HKL3QAKY	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not switching on	I3	Replacement of Tablet	Tablet is not switching on after charging the tablet several times. Need to replace tablet.	4335742	Trivial	14			0	null
New Ticket	TCKT31	null	EDLP_PHASE-3	Zone-2	Saint Julien Rc	HA12WXK2	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	Memory is full. Need to free space as tablet is too slow	4137257	Trivial	2			0	null
New Ticket	TCKT30	null	EDLP_PHASE-3	Zone-1	Sir S. Ramgoolam Gs	HA12X8HY	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Need to replace part of the tablet	I2	Replacement of Tablet parts	Need to replace damaged part of the tablet	4335742	Trivial	4			0	null
New Ticket	TCKT29	null	EDLP_PHASE-2	Zone-1	Signal Mountain Rc	HKL4TMP8	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Need to replace part of the tablet	I2	Replacement of Tablet parts	Need to replace damaged part of the tablet	57557098	Trivial	4			0	null
New Ticket	TCKT28	null	EDLP_PHASE-1	Zone-1	Barlow Gs	HKL3QAN0	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Need to replace part of the tablet	I2	Replacement of Tablet parts	Need to replace damage part of the tablet	57557098	Trivial	4			0	null
New Ticket	TCKT27	null	EDLP_PHASE-2	Zone-2	Aime Cesaire Gs	HKL4TNVX	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	internal memory full need to transfer to external	4672889	Trivial	2			0	null
New Ticket	TCKT26	null	EDLP_PHASE-3	Zone-1	Sir H. Vaghjee Gs	HA12XHBP	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Need to repair tablet	I2	Repairing of Tablet	Tablet is not functioning properly. Need to repair tablet	57557098	Trivial	4			0	null
New Ticket	TCKT25	null	EDLP_PHASE-1	Zone-2	Aime Cesaire Gs	HKL3Q5DJ	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	Memory full. tablet is too slow to operate CMS	4672889	Trivial	2			0	null
New Ticket	TCKT24	null	EDLP_PHASE-2	Zone-1	Pere Laval Rc	HKL4TNFB	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Need to repair tablet	I2	Repairing of Tablet	Tablet is not working properly. Need to repair tablet	57557098	Trivial	4			0	null
New Ticket	TCKT23	null	EDLP_PHASE-1	Zone-1	B. Khemloliva Gs	HKL3QALK	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Need to repair tablet	I2	Repairing of Tablet	Tablet is not working. Need to repair tablet	57557098	Trivial	4			0	null
New Ticket	TCKT22	null	EDLP_PHASE-3	Zone-1	Sir Edgar Laurent Gs	HA12WRKL	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Tablet is freezing	I1	Checking of Tablet	In Grade 4 Green, teacher's tablet is freezing. Need to check tablet	57557098	Trivial	2			0	null
New Ticket	TCKT21	null	EDLP_PHASE-3	Zone-2	Queen Victoria Rc	HA12X8AH	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Training of Tablet	I1	Training of Tablet	teacher does not know how to use the Book module	4135037	Trivial	2			0	null
New Ticket	TCKT20	null	EDLP_PHASE-2	Zone-1	N. D. Du B. Secours Rc	HKL4TMPS	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not charging	I1	Checking of Tablet	Tablet is not charging as per ICTSO. Need to check tablet.	57557098	Trivial	2			0	null
New Ticket	TCKT19	null	EDLP_PHASE-2	Zone-2	A.de Plevitz Gs	HKL4TNW5	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of Tablet	I1	Training of Tablet	Teacher does not know how to use reports module	4330956	Trivial	2			0	null
New Ticket	TCKT18	null	EDLP_PHASE-1	Zone-1	Arsenal Gs	HKL3QACB	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Tablet is not switching on	I1	Checking of Tablet	In Grade 3 Green, teacher's tablet is not switching on. Need to check tablet	57557098	Trivial	2			0	null
New Ticket	TCKT17	null	EDLP_PHASE-1	Zone-2	A.de Plevitz Gs	HKL3Q5JR	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of Tablet	I1	Training of Tablet	Teacher does know how to use E-Assessment	4330956	Trivial	2			0	null
New Ticket	TCKT16	null	EDLP_PHASE-3	Zone-1	Sir A. Jugnauth Gs	HA12XC39	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Cleaning or Transferring of data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	In Grade 4 Yellow, teacher's tablet internal memory is full. Need to transfer data to external memory	57557098	Trivial	2			0	null
New Ticket	TCKT15	null	EDLP_PHASE-2	Zone-1	D. Hurry Gs	HKL4TN8R	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	Need to clean and transfer data	4	Trivial	2			0	null
New Ticket	TCKT14	null	EDLP_PHASE-2	Zone-1	N. D. De Lorette Rc	HKL4TNE6	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Transferring of data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	In Grade 1 Blue, the teacher's tablet internal memory is full. Need to transfer data to the external memory.	57557098	Trivial	2			0	null
New Ticket	TCKT13	null	EDLP_PHASE-1	Zone-1	Amaury Gs	HKL3Q5LY	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Cleaning or transferring data from internal memory to external memory	I1	Cleaning or transferring data from internal memory to external memory	Need to clean and transfer data	3	Trivial	2			0	null
New Ticket	TCKT12	null	EDLP_PHASE-1	Zone-1	Amaury Gs	HKL3QALC	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Transferring of data from internal to external memory	I1	Cleaning or transferring data from internal memory to external memory	In Grade 3 Red , the memory in the teacher's tablet is full. Need to transfer data from internal to external memory.	57557098	Trivial	2			0	null
New Ticket	TCKT11	null	EDLP_PHASE-3	Zone-1	Surtee Soonnee Gs	HA12WRGB	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Training of Tablet	I1	Training of Tablet	need to give training	2	Trivial	2			0	null
New Ticket	TCKT10	null	EDLP_PHASE-3	Zone-1	Seeneevassen Gs	HA12WRMP	Tablet - Lenovo Tab M10 REL	null	26 May, 2020		Training of the tablet to the teacher	I1	Training of Tablet	Need to give training of the tablet to the teacher in Grade 4 Red	2089504	Trivial	2			0	null
New Ticket	TCKT09	null	EDLP_PHASE-2	Zone-1	Creve Coeur Gs	HKL4TMZC	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of Tablet	I1	Training of Tablet	need to give training	1	Trivial	2			0	null
New Ticket	TCKT08	null	EDLP_PHASE-2	Zone-1	N. D. De La Paix Rc	HKL4TNE8	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of the tablet to the teacher	I1	Training of Tablet	Need to give training of the tablet to the teacher in Grade 1	2411600	Trivial	2			0	null

Current Status	Ticket Id	Assigned To	Project	Zone	School	Asset Serial No	Asset Type	Asset Sub Type	Raised On	Closed On	Summary	Incident	Issue	Comments	Contact	Priority	SLA	Defined Days	Summary	Days To Complete	Completed In
New Ticket	TCKT07	null	EDLP_PHASE-1	Zone-1	A. Rahman Abdool Gs	No Asset Serial No	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020		Training of tablet	I1	Training of Tablet	Need to give training of the tablet to the teacher	2423020	Trivial		2		0	null
New Ticket	TCKT05	Vikas Singh	EDLP_PHASE-2	Zone-1	Marcel Cabon Gs	WD44J0002403K	Dongle - BenQ Q-Cast	null	25 May, 2020		Teacher Cannot connect the Dongle	I1	Fixing of Disconnection Problem		7700777777	Critical		2		0	null
Completed	TCKT1470	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	test rack charger 1	Rack Charger	null	25 Jun, 2020	20 Jul, 2020	rack charger	I1	Fixing of Rack Charger		1234	Urgent	>T3	2	Replaced with new asset by aravind	0	25
Completed	TCKT1468	null	EDLP_PHASE-3	Zone-1	Young Men's Hindu Gs	No Asset Serial No	Dongle - BenQ Q-Cast	null	19 Jun, 2020	08 Jul, 2020	Not detecting	I1	Checking of Dongle		4525513	Trivial	>T3	2	completed	0	19
Completed	TCKT1467	null	EDLP_PHASE-3	Zone-1	A. Rahman Abdool Gs	No Asset Serial No	Classroom Management Software	null	19 Jun, 2020	09 Jul, 2020	Login issue	I1	Fixing of Login Issues		2222	Trivial	>T3	2	Rectified	0	20
Completed	TCKT1466	Vikas Singh	EDLP_PHASE-1	Zone-1	Arsenal Gs	No Asset Serial No	Rack Charger	null	17 Jun, 2020	08 Jul, 2020	Projector is not working	I1	Fixing of Rack Charger	In Grade 2, projector is not working. Need to check.	2488157	Trivial	T3	2	Replaced with new Asset	0	21
Completed	TCKT1465	null	EDLP_PHASE-3	Zone-1	St J.b De La Salle Rc	null	Classroom Management Software	null	04 Jun, 2020	15 Jul, 2020	Need to update content	I2	Fixing of transferring files	In Grade 4 Blue, need to update content of the	2584141	Trivial	>T3	14		0	41
Completed	TCKT1464	null	EDLP_PHASE-3	Zone-1	St Francois Xavier Rc	No Asset Serial No	Classroom Management Software	null	04 Jun, 2020	16 Jul, 2020	Teacher cannot read analytical report	I3	Removing ambiguities in analytical reports	In Grade 4 Red, teacher cannot read analytical report. Need to remove ambiguities.	2589890	Trivial	>T0	14		0	42
Completed	TCKT1463	null	EDLP_PHASE-3	Zone-1	St Antoine Rc	null	Classroom Management Software	null	04 Jun, 2020	09 Jul, 2020	Need to create new user ID for teacher	I2	Creation and assigning of new user IDs for new teachers	In Grade 4 Blue, need to create and assign new user ID for teacher.	2369001	Trivial	>T3	4	rectified	0	35
Completed	TCKT1394	null	EDLP_PHASE-3	Agalega	Antoinette Prudence Ste Famille Rcea	HMZ7723	Laptop - Dell Vostro 3590	Charger	04 Jun, 2020	27 Jun, 2020	Replacement of Charger	I2	Replacement of Charger	Grade 4, to replace charger of laptop	58338860	Trivial	>T3	4		0	23
Completed	TCKT1378	null	EDLP_PHASE-3	Zone-4	Visitation Rc	No Asset Serial No	Tablet - Lenovo Tab M10 REL	null	04 Jun, 2020	09 Jul, 2020	Replacement of Laptop	I3	Replacement of Tablet	To replace laptop of grade 4	58338860	Trivial	>T0	14	Tablet has been repaired	0	35
Completed	TCKT825	null	EDLP_PHASE-1	Zone-3	Union Park Gs	DONG-B865X600015	Dongle Wecast	null	30 May, 2020	27 Jun, 2020	Dongle is not working	I2	Replacement of Dongle	There is no connection of internet, need to change the dongle.	58338858	Trivial	T3	4		0	28
Completed	TCKT06	null	EDLP_PHASE-1	Zone-1	A. Rahman Abdool Gs	HKL3Q5NT	Tablet Lenovo Tab3 10 Plus	null	26 May, 2020	24 Jun, 2020	Training of Tablet	I1	Training of Tablet	Need to give training of the tablet	2423020	Trivial	T3	2	Testing the Closure of Tickets	0	29
Completed	TCKT04	null	EDLP_PHASE-1	Zone-1	R. Goburdhun Gs	No Asset Serial No	Rack Charger	Electrical Panel	24 May, 2020	20 Jul, 2020	Burning Smell from Panel	I1	Fixing of Electrical Panel		7702722047	Critical	T3	2	Panel Wiring checked and rectified	0	57
Completed	TCKT02	null	EDLP_PHASE-3	Zone-1	Amaury Gs	WDV7K0032103K	Dongle - BenQ Q-Cast	null	22 May, 2020	18 Jun, 2020	Dongle not working	I1	Fixing of Disconnection Problem		58856086	Critical	>T3	2	Testing the Ticket Closure	0	27
Completed	TCKT01	Anirudh	EDLP_PHASE-1	Zone-1	A. Rahman Abdool Gs	KT-CHR-SPR0043	Rack Charger	null	22 May, 2020	16 Jul, 2020	Rack Charger not working	I1	Fixing of Rack Charger		7660900022	Critical	T3	2	Issue Is resolved and ticket closed	0	55
Completed	TCKT1481	null	EDLP_PHASE-3	Zone-1	Nicolay Gs	WDV7K0032903K	Dongle - BenQ Q-Cast	null	09 Jul, 2020	09 Jul, 2020	Qcast not connecting	I1	Checking of Dongle	Need to check the Dongle	11221122	Critical	>T3	2	Replaced with new dongle	0	0
Completed	TCKT1480	null	EDLP_PHASE-3	Zone-1	V. Des Pretres Gs	HA13B5CM	Tablet - Lenovo Tab M10 REL	null	08 Jul, 2020	08 Jul, 2020	not charging	I3	Replacement of Tablet	need to replace this with the new tablet	12345	Critical	>T0	4	Assigned the new tablet	0	0
Completed	TCKT1479	null	EDLP_PHASE-3	Zone-1	Raoul Rivet Gs	HA12XF86	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	08 Jul, 2020	09 Jul, 2020	keys not good	I2	Replacement of Keyboard Case	need to change the Keyboard cover	789456	Urgent	>T3	4	replaced	0	1
Completed	TCKT1475	null	EDLP_PHASE-3	Zone-1	Nicolay Gs	HA13B5CM	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	07 Jul, 2020	07 Jul, 2020	Not switching ON	I1	Checking of Keyboard Case	Need to check the working Condition of the	58584	Critical	>T3	14	Working of the Keyboard is good	0	0
Completed	TCKT1474	null	EDLP_PHASE-3	Zone-1	Barlow Gs	7QGPDX2	Laptop - Dell Vostro 3590	Charger	07 Jul, 2020	08 Jul, 2020	need to check charger	I1	Checking of Charger	need to see the problem in the charger	966666	Critical	>T3	2	replaced it with new charger	0	1
Completed	TCKT1472	null	EDLP_PHASE-3	Zone-1	D. Hurry Gs	HA12XC39	Tablet - Lenovo Tab M10 REL	Keyboard Case (Cover)	06 Jul, 2020	08 Jul, 2020	keys not working	I2	Replacement of Keyboard Case	Need to	5862116400	Trivial	>T3	4	checked	0	2
Completed	TCKT1471	null	EDLP_PHASE-3	Zone-1	Sir A. Jugnauth Gs	No Asset Serial No	Classroom Management Software	null	06 Jul, 2020	09 Jul, 2020	Need to check the Login issue	I1	Fixing of Login Issues		2282234444	Trivial	>T3	2	replaced with new asset	0	3
Completed	TCKT1469	null	EDLP_PHASE-3	Zone-1	Creve Coeur Gs	No Asset Serial No	Classroom Management Software	null	19 Jun, 2020	26 Jun, 2020	Check with the analytical reports	I3	Removing ambiguities in analytical reports	Need to check the errors in the reports	085520	Trivial	>T0	14		0	7
Completed	TCKT1230	null	EDLP_PHASE-3	Zone-4	Phoenix Gs	null	Rack Charger	Handle	02 Jun, 2020	03 Jun, 2020	Fixing of Latch	I2	Replacement of Handle	Grade 4 red, to fix the latch of rack charger	58338860	Trivial	>T3	2	Handle was problem, replaced it	0	1
Completed	TCKT1212	null	EDLP_PHASE-1	Zone-1	A. Rahman Abdool Gs	HKL3QCL2	Tablet Lenovo Tab3 10 Plus	Keyboard Case (Cover)	02 Jun, 2020	02 Jun, 2020	Keys are not working	I1	Checking of Keyboard Case	Keyboard Case to be checked	00000000	Urgent	T3	2	The keyboard case is working Fine	0	0
Completed	TCKT1208	null	EDLP_PHASE-3	Zone-1	Jean Eon Rc	CR20T000294M	Rack Charger	null	02 Jun, 2020	02 Jun, 2020	Rack Charger is not charging tablets	I2	Replacement of wiring	Rack Charger is not charging tablets. Need to change the connection wire.	2	Trivial	>T3	4		0	0
Completed	TCKT141	null	EDLP_PHASE-3	Zone-3	Midlands Gs	HA130JA8	Tablet - Lenovo Tab M10 REL	null	26 May, 2020	26 May, 2020	Tablet screen is broken.	I3	Replacement of Tablet	Grade 3, tablet screen is broken, thus need to be replaced.	58338858	Trivial	>T0	14		0	0
In Progress	TCKT03	Veerendra Saini	EDLP_PHASE-3	Zone-1	Arsenal Gs	null	Classroom Management Software	null	23 May, 2020	23 May, 2020	Issue with CMS Application	I1	Fixing of CMS Application	CMS Application crashing	58938484	Critical	>T3	2	Issue closed with the help of Anydesk	0	0