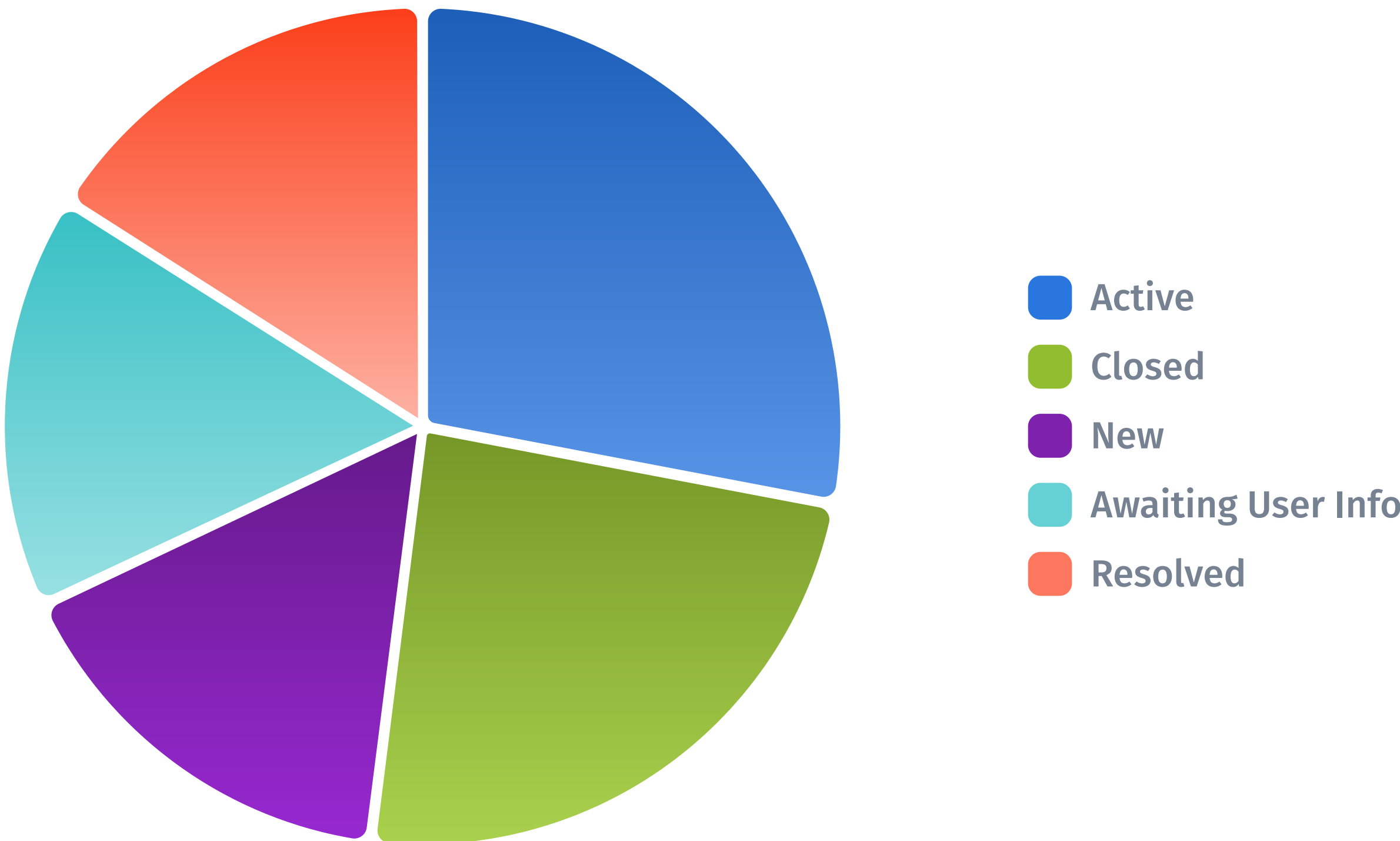
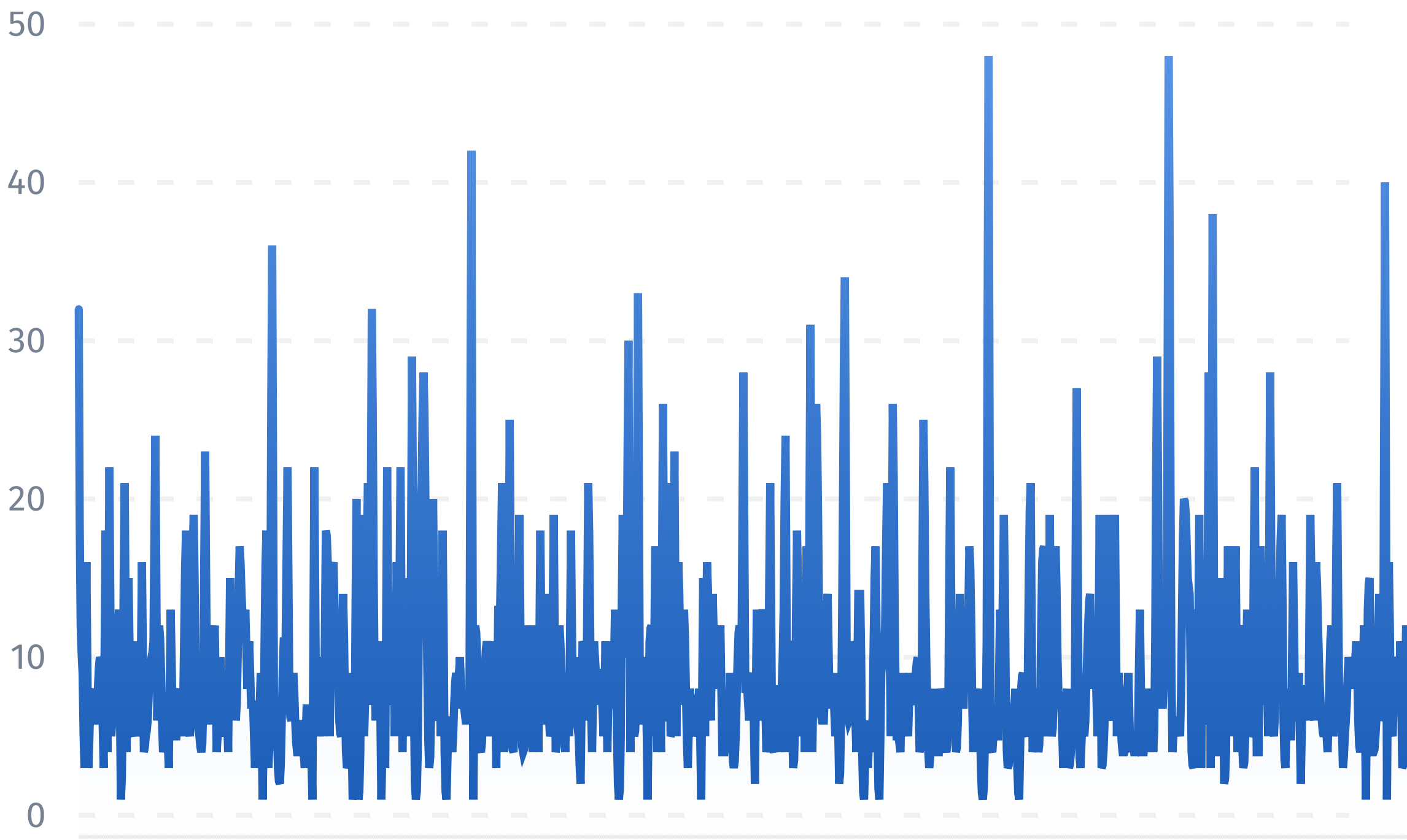


CRM Dashboard - Analysis of Audit system instance of ServiceNow

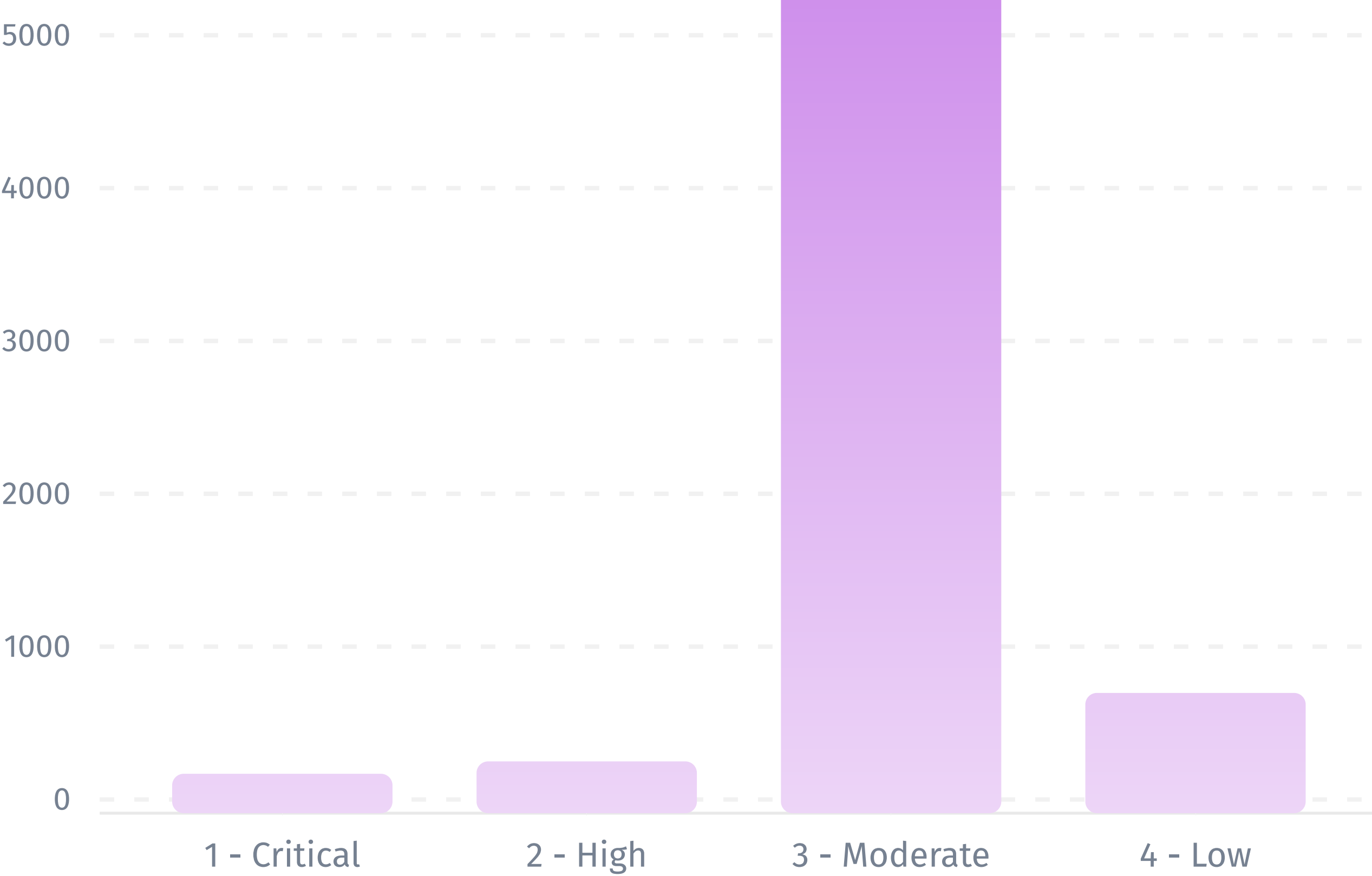
Incident State



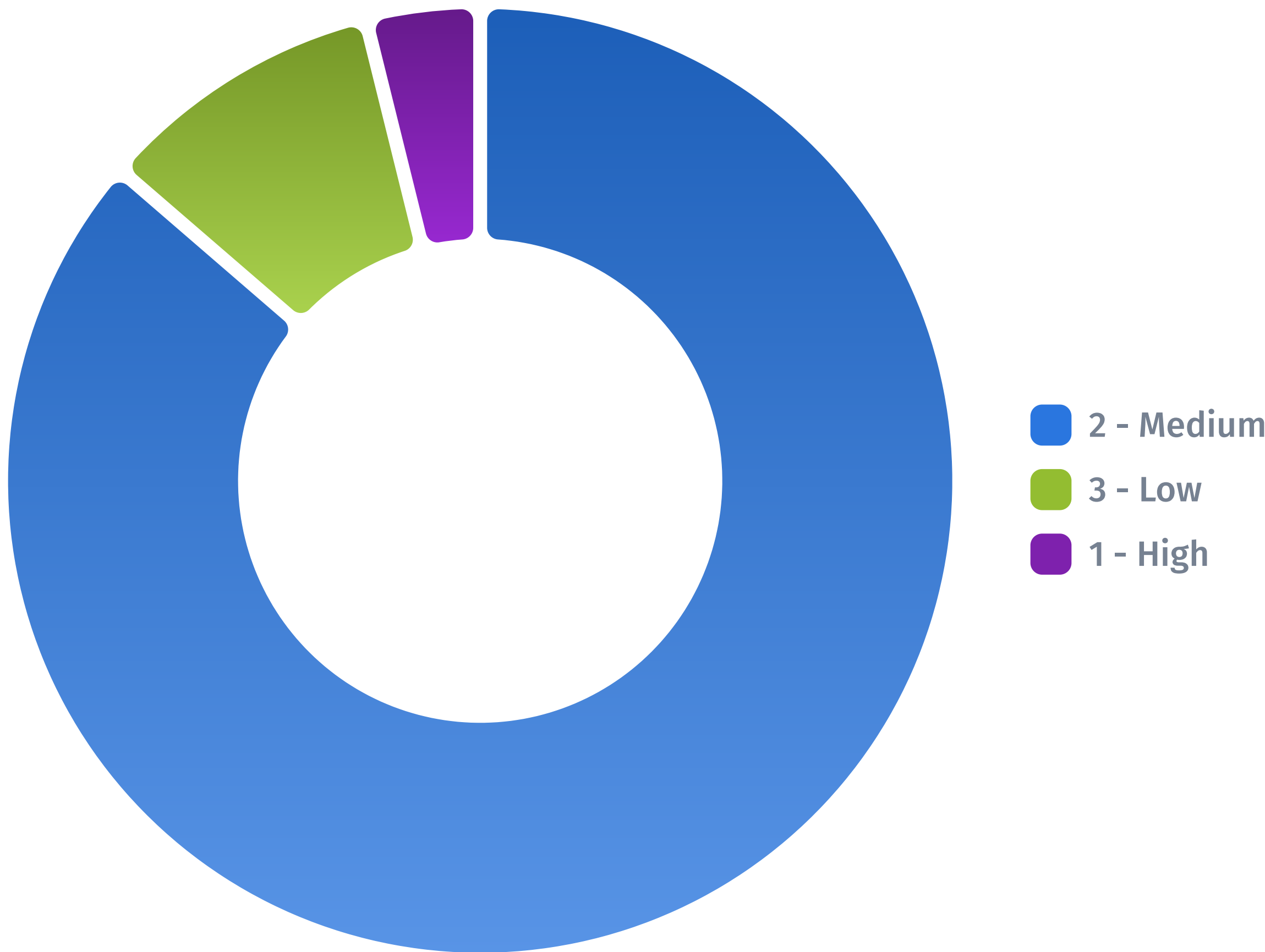
Caller ID



Priotiy status



Urgency



Filter Data

INCIDENT STATE

Choose

IMPACT

Choose

URGENCY

Choose

PRIORITY

Choose

Overall Insight's

ACTIVE1956				AWAITING EVIDENCE1				AWAITING PROBLEM80				AWAITING USER INFO			
ID	6,425	NUMBER	INC0003563	INCIDENT_STATE	ACTIVE	CALLER_ID	Caller 2032	CONTACT_TYPE	Phone	PRIORITY	3 - MODERATE	URGENCY	2 - MEDIUM	IMPACT	
ID	2,499	NUMBER	INC0001287	INCIDENT_STATE	AWAITING EVIDENCE	CALLER_ID	Caller 2374	CONTACT_TYPE	Phone	PRIORITY	3 - MODERATE	URGENCY	2 - MEDIUM	IMPACT	2 - MEDIUM
ID	6,297	NUMBER	INC0003466	INCIDENT_STATE	AWAITING PROBLEM	CALLER_ID	Caller 3031	CONTACT_TYPE	Phone	PRIORITY	3 - MODERATE	URGENCY	2 - MEDIUM	IMPACT	2 - MEDIUM
ID	6,435	NUMBER	INC0003567	INCIDENT_STATE	AWAITING USER INFO	CALLER_ID	Caller 3386	CONTACT_TYPE	Phone	PRIORITY	3 - MODERATE	URGENCY	2 - MEDIUM	IMPACT	2 - MEDIUM

Update Incidents

ID	INCIDENT_STATE (OPTIONAL)	CALLER_ID (OPTIONAL)	NUMBER (OPTIONAL)	CONTACT_TYPE (OPTIONAL)
6,435	Awaiting User Info	Caller 3386	INC0003567	Phone
CATEGORY (OPTIONAL)	IMPACT (OPTIONAL)	URGENCY (OPTIONAL)	PRIORITY (OPTIONAL)	LOCATION (OPTIONAL)
Category 46	2 - Medium	2 - Medium	3 - Moderate	Location 204
Update Incidents				