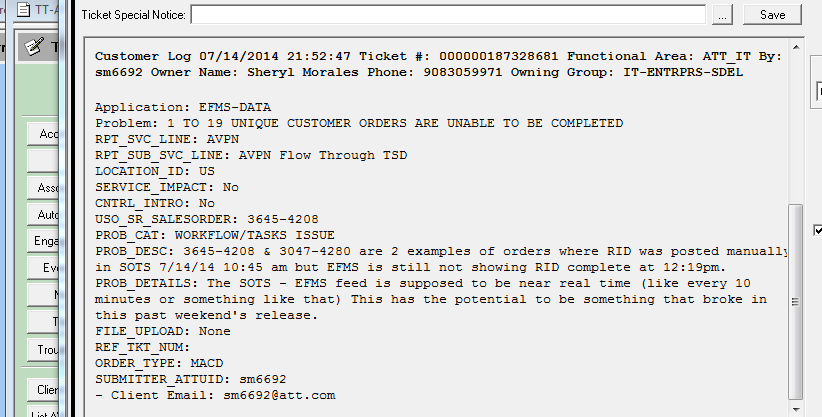
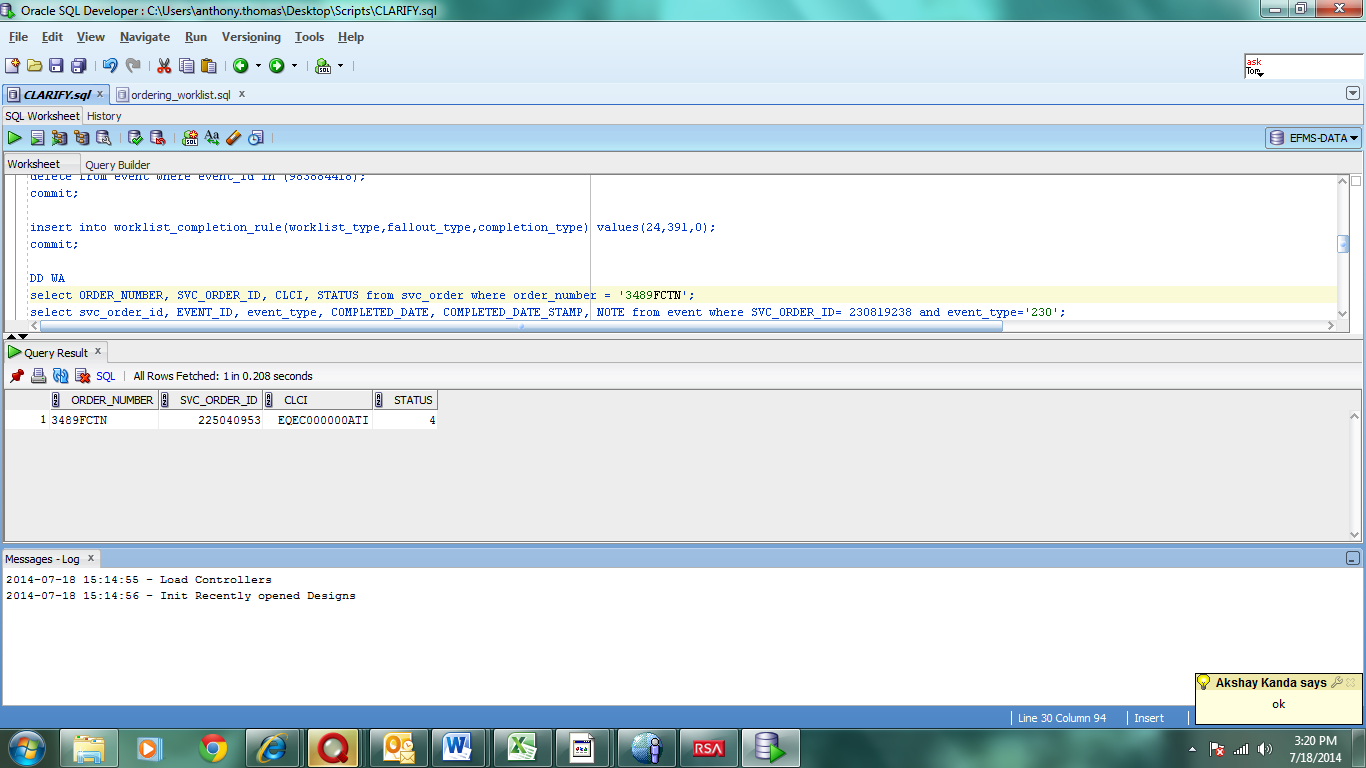
**Open the ticket and go to view log and copy the USO sales order in the view log.**



**Copy the SALESORDER**

**Then run the SQL statement in SQL DEVELOPER.**

**Select ORDER\_NUMBER,SVC\_ORDER\_ID,CLCI,STATUS from svc\_order where order\_number = ‘put the uso salesorder here’ ;**



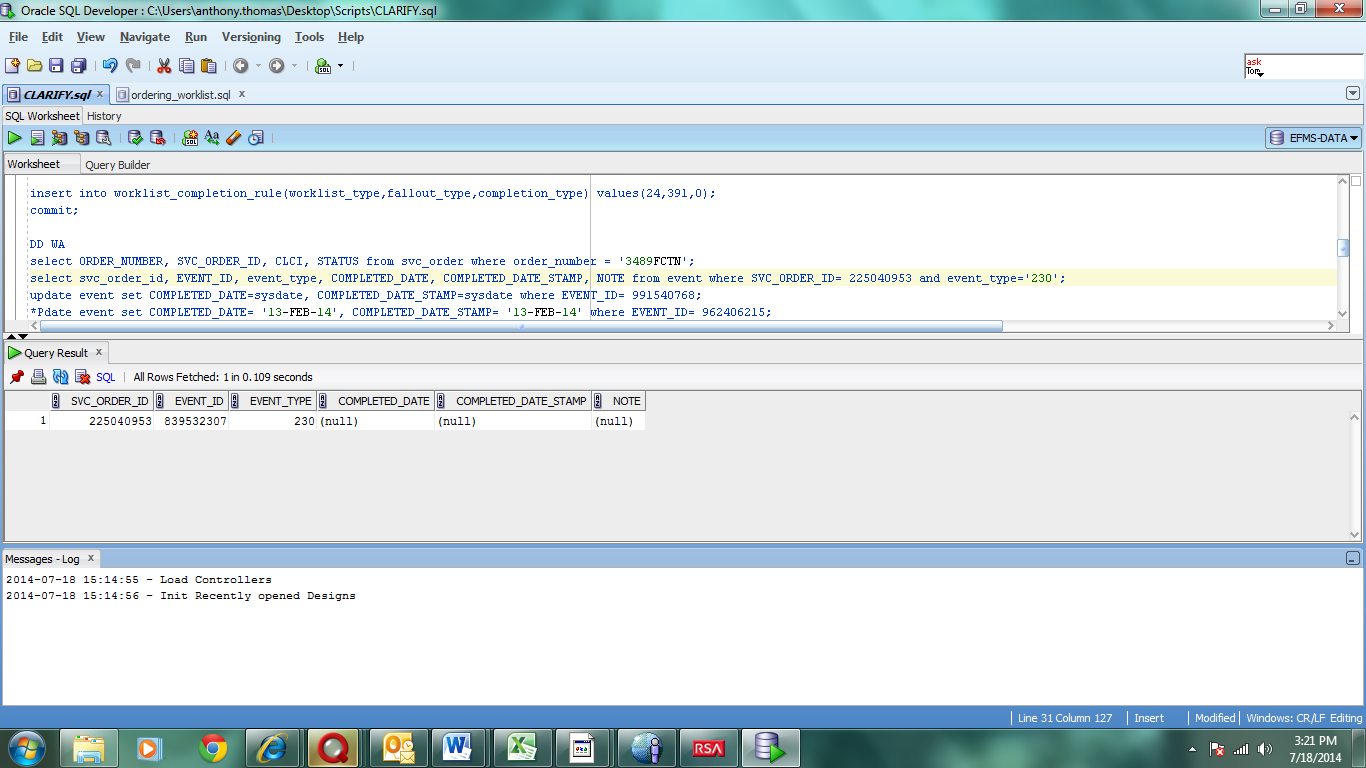
**SVC\_ORDER\_ID**

**USO SALESORDER**

**After running the first SQL statement, we get the svc-ord-id and populate the second statement...**

**COPY THE SVC\_ORDER\_ID. RUN THE SECOND SQL STATEMENT BY USING THE SVC\_ORDER\_ID.**

**Select SVC\_ORDER\_ID,EVENT ID,event\_type, completed\_date,COMPLETED\_DATE\_STAMP, NOTE from event where SVC\_ORDER\_ID=(PUT THE SVC\_ORDER\_ID) AND event\_type=’230’;**

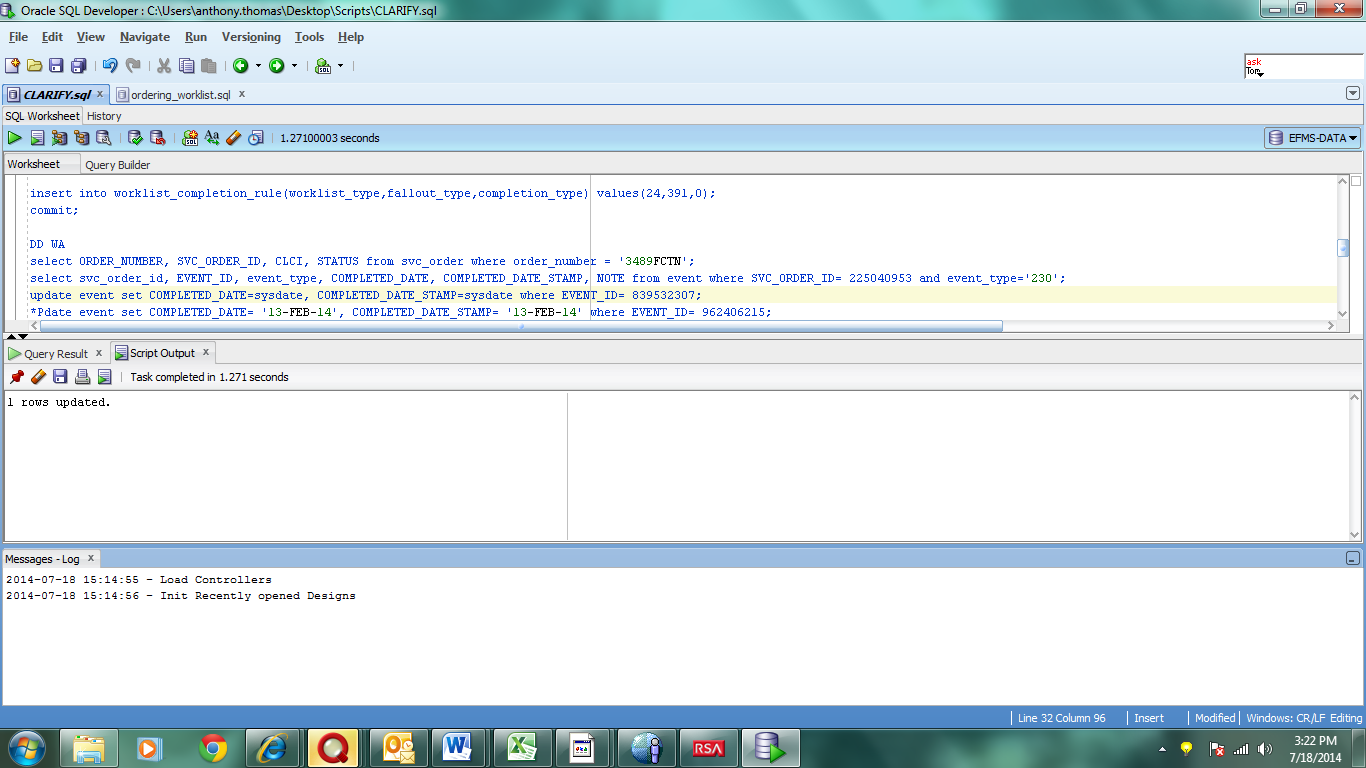


**EVENT\_ID**

**SVC\_ORDER\_ID**

**Then we take the Event Id and populate the 3rd SQL statement**

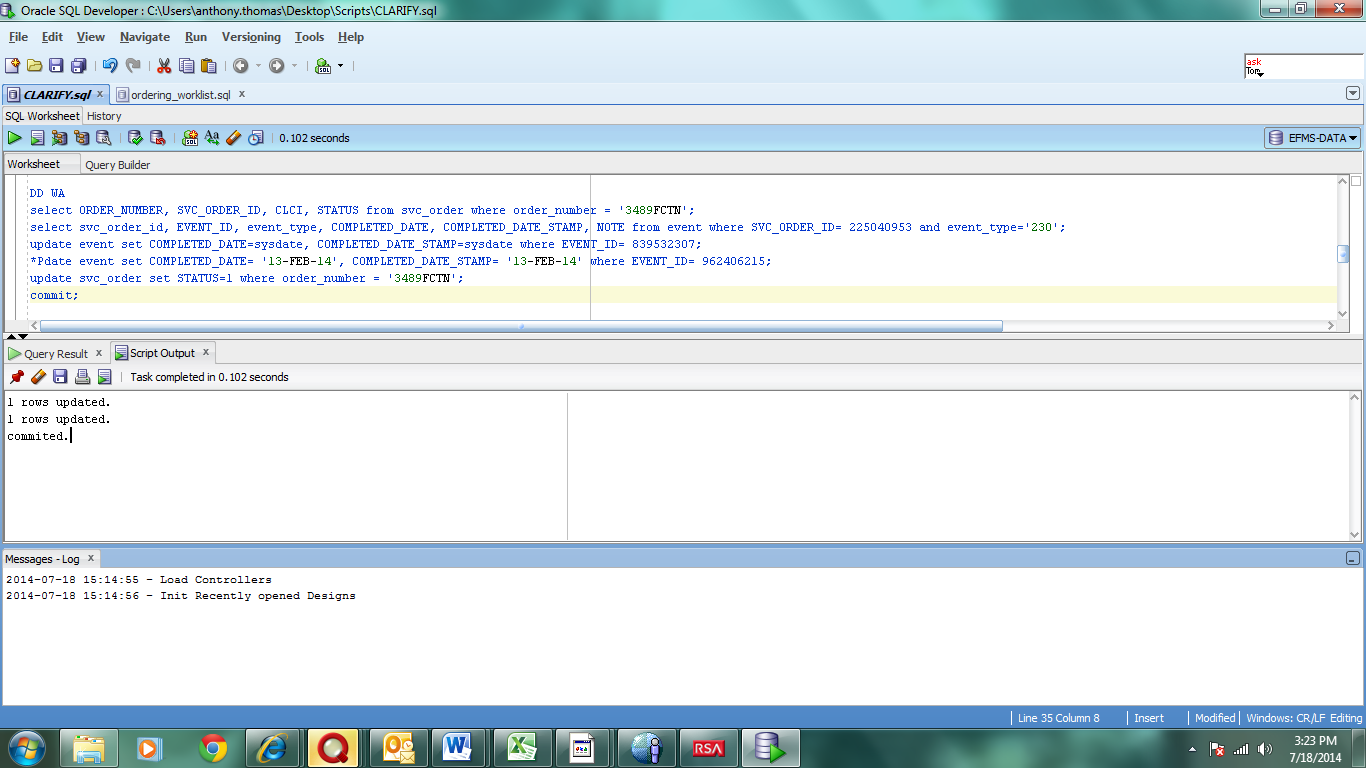
**UPDATE event set,completed\_date=sysdate,COMPLETE\_DATE\_STAMP=sysdate where event\_id=(put the event\_id here);**



**EVENT\_ID**

**Then we run the 4th statement, an Update with the same USO value as the First SQL statement....**

**Update svc\_order set STATUS=1 where order\_number = ‘PUT USO\_SALES\_ORDER’**



**USO\_SALES\_ORDER**

**After the running SQL statements, we close the ticket by Qing the user, pasting the Q in the ticket, populating the Time and Resolution Tab and setting the ticket to RTC (ready to close).**