

Report Title: Incident Details
Run Date and Time: 2018-05-08 14:14:46 Pacific Daylight Time
Run By: Beth Anglin
Table name: incident

Incident			
Number:	INC0010048	Contact type:	
Caller:	Alissa Mountjoy	State:	Resolved
Location:	3260 Jay Street, Santa Clara, CA	On hold reason:	
Category:	Software	Impact:	1 - High
Subcategory:	Home Insurance	Urgency:	2 - Medium
Business service:		Priority:	2 - High
Configuration item:		Assignment group:	
		Assigned to:	Muhammad Abdul-Qayyum
Short description:			

The input field for Address Line 2 on Home Insurance, location page allows empty values to be put in

Notes	
Watch list:	Work notes list:
Additional comments:	
2018-05-08 14:14:35 - Beth Anglin (Additional comments) This issue is now resolved. Am awaiting Alissa Mopuntjoys response for closure	
2018-05-08 10:45:24 - Muhammad Abdul-Qayyum (Additional comments) Alissa noticed and reported that when filling out information in the Home Insurance location page, there is no prompt telling the user. She reports that the issue causes database inconsistencies	
Work notes:	
2018-05-08 10:45:24 - Muhammad Abdul-Qayyum (Work notes) This issue with the Home Insurance website database that this causes is with the Quote_ID column. If a user enters their address with no Address line 2, then the quote_ID of their quote will be set to 0.	

Related Records			
Problem:	PRB0040016	Change Request:	CHG0030019
		Caused by Change:	

Resolution Information			
Knowledge:	true	Resolved by:	Beth Anglin
Resolution code:	Solved (Permanently)	Resolved:	2018-05-08 14:14:35
Resolution notes:			

Issue has been resolved by adding the appropriate check for non values in the Address Line 2 field in websites.jsp page.

Related List Title: Task SLA List
Table name: task_sla
Query Condition: Task = INC0010048

Sort Order: None

1 Task SLAs

Task	SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
INC0010048	Priority 2 resolution (8 hour)	SLA	Resolution	Paused	4 Hours 30 Minutes	3 Hours 29 Minutes	43.58	2018-05-08 10:45:24	