

Report Title: Incident Details
Run Date and Time: 2018-05-08 16:56:01 Eastern Daylight Time
Run By: Muhammad Abdul-Qayyum
Table name: incident

Incident			
Number:	INC0010056	Contact type:	
Caller:	Alissa Mountjoy	State:	Resolved
Location:	Bockenheimer Landstraße 223, Frankfurt	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:			
Users cannot input homes age to be exactly 5, 10, and 20 years old.			

Notes	
Watch list:	Work notes list:
Additional comments:	
2018-05-08 16:51:52 - Muhammad Abdul-Qayyum (Additional comments) Was able to resolve this issue. Awaiting confirmation from Alissa	
2018-05-08 16:37:01 - Muhammad Abdul-Qayyum (Additional comments) User Alissa Mountjoy reports that when inputting her homes age which is of 5 years old, she gets a quote amount that is as if her homes age were 10 years old	
Work notes:	
2018-05-08 16:51:52 - Muhammad Abdul-Qayyum (Work notes) Was able to fix this value by adding " = " signs to the age comparisons in the getHomeValue() function of the QuoteBO. Before this change the website would do caluculations based on if the Age of the home was under 5, 10 and 20 years but not if it equaled them	
2018-05-08 16:37:01 - Muhammad Abdul-Qayyum (Work notes) This issue may be caused by an incomplete if else value or value comparison	

Related Records	
Problem:	Change Request:
	Caused by Change:

Resolution Information			
Knowledge:	true	Resolved by:	Muhammad Abdul-Qayyum
Resolution code:	Solved (Permanently)	Resolved:	2018-05-08 16:55:44
Resolution notes:			
The issue with this problem was that the website would check for only if the age of the home was under 5, 10 and 20 years, but not if they were equal. so users were getting incorrect quotes. The issue has been fixed by adding equals signs to the comparisons that would check for the users selected home age.			

Related List Title: Task SLA List
Table name: task_sla
Query Condition: Task = INC0010056
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
INC0010056	Priority 2 resolution (8 hour)	SLA	Resolution	Paused	7 Hours 41 Minutes	18 Minutes	3.9	2018-05-08 16:37:01	