

## BOC - HelpDesk Ticket System

| ID | INCEDENT CATEGORY | ISSUE               | PRIORITY | STATUS   | CREATED ON       | Action |
|----|-------------------|---------------------|----------|----------|------------------|--------|
| 1  | Software          | Printer Not Working | Medium   | Open     | 2024-03-02 10:06 |        |
| 3  | Software          | T4S Install         | Medium   | Closed   | 2024-03-03 10:33 |        |
| 4  | Software          | Printer Not Working | High     | Closed   | 2024-03-03 10:35 |        |
| 5  | Software          | Other               | Medium   | Open     | 2024-03-03 11:56 |        |
| 6  | Software          | Other               | Medium   | Open     | 2024-03-03 11:58 |        |
| 9  | Software          | Other               | Severe   | Open     | 2024-03-03 12:01 |        |
| 10 | Software          | Other               | Low      | Open     | 2024-03-04 02:11 |        |
| 11 | Software          | Printer Not Working | Medium   | Closed   | 2024-03-02 10:06 |        |
| 12 | Software          | Other               | Medium   | Working  | 2024-03-03 11:58 |        |
| 13 | Software          | Printer Not Working | Medium   | Working  | 2024-03-02 10:06 |        |
| 14 | Software          | Printer Not Working | High     | Approval | 2024-03-03 10:35 |        |
| 15 | Software          | Other               | Medium   | Approved | 2024-03-03 11:56 |        |
| 16 | Software          | Printer Not Working | High     | Approved | 2024-03-03 10:35 |        |
| 17 | Software          | Printer Not Working | High     | Closed   | 2024-03-03 10:35 |        |
| 18 | Software          | Printer Not Working | High     | Closed   | 2024-03-03 10:35 |        |
| 19 | Software          | Printer Not Working | Severe   | Open     | 2024-03-05 02:49 |        |