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| | Ticket ID | Created Date | Short Description | Category | Subcategory | Priority | Assigned To | State | Resolution Code | Resolved Date | Customer Impact | Description | Work Notes | Additional Comments | Resolution Details | Knowledge Article | AI Suggested Resolution | |
| |------------|--------------|-------------------------|----------------|-----------------------|----------|---------------|--------------|-----------------|---------------|-----------------|-------------------------------------------------|---------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------|----------------------|------------------------------------------------------------------------------------------| |
| | TICKET-1 | 2023-09-15 | Application crash issue | Software | Application Crash | P1 | John Doe | Resolved | Fixed | 2023-09-16 | High | Application crashes on launch. Needs urgent fix. | Checked logs for error messages, restarted the app. | Customer confirmed issue resolved after reboot. | Fixed issue by rebooting the application. | KB-1 | AI suggested resolution for Application Crash: Check logs. | |
| | TICKET-2 | 2023-07-05 | Cannot access VPN | Network | Connection Issue | P2 | Sarah Lee | In Progress | | | Medium | User cannot connect to the VPN server. | Ran diagnostics, detected network latency, restarting router. | Customer still cannot access the VPN. | Rebooted router, testing connectivity. | KB-2 | AI suggested resolution for Connection Issue: Restart router. | |
| | TICKET-3 | 2024-01-12 | Printer not working | Hardware | Printer Issue | P3 | None | Resolved | Fixed | 2024-01-13 | Low | Printer not printing, showing error message. | Replaced faulty cable, checked printer drivers. | Customer confirmed printer is now working. | Replaced cable and updated drivers. | KB-3 | AI suggested resolution for Printer Issue: Replace cable. | |
| | TICKET-4 | 2024-02-28 | Cannot reset password | Account Access | Password Reset | P1 | Mark Lee | Resolved | Escalated | 2024-03-01 | High | Password reset fails. | Escalated to security team, verified user identity. | Customer confirmed password reset worked. | Escalated issue to security for manual reset. | KB-4 | AI suggested resolution for Password Reset: Verify identity. | |
| | TICKET-5 | 2023-08-21 | Slow application startup | Software | Performance Issue | P3 | John Smith | In Progress | | | Medium | The application takes too long to start up. | Investigating startup logs and background processes. | Customer is experiencing slow startup on multiple devices. | Trying to identify memory hogs in the application. | KB-5 | AI suggested resolution for Performance Issue: Optimize startup processes. | |
| | TICKET-6 | 2024-04-10 | Software license expired | Software | Licensing Issue | P2 | Emily Clark | Resolved | Fixed | 2024-04-11 | High | License for software expired. | Contacted vendor for renewal code, applied to system. | License renewal processed successfully. | Renewed software license, verified functionality. | KB-6 | AI suggested resolution for Licensing Issue: Contact vendor for renewal. | |
| | TICKET-7 | 2024-05-05 | App not syncing data | Software | Syncing Issue | P1 | Sarah Lee | Resolved | Fixed | 2024-05-06 | High | Data is not syncing between devices. | Checked network settings, reconfigured sync settings. | Customer confirmed data sync is working post-fix. | Reset sync configuration, checked network. | KB-7 | AI suggested resolution for Syncing Issue: Reset sync settings. | |
| | TICKET-8 | 2024-03-22 | Unable to open file | Software | File Access Issue | P2 | David Kim | Resolved | Fixed | 2024-03-23 | Medium | User cannot open a specific file. | Reinstalled relevant software, checked file permissions. | Customer was able to open the file after reinstall. | Reinstalled application and fixed file permissions. | KB-8 | AI suggested resolution for File Access Issue: Reinstall software and check permissions. | |
| | TICKET-9 | 2024-02-15 | System freezes frequently | Software | Stability Issue | P1 | Jane Doe | In Progress | | | High | The system freezes at random intervals. | Analyzing crash dumps, running memory diagnostics. | Customer confirmed the issue is affecting productivity. | Running memory tests and scanning for malware. | KB-9 | AI suggested resolution for Stability Issue: Check for memory issues or malware. | |
| | TICKET-10 | 2023-11-02 | Cannot update software | Software | Update Issue | P2 | John Smith | Resolved | Fixed | 2023-11-03 | Medium | Software update fails to install. | Cleared cache, downloaded fresh update package. | Customer confirmed the software is now updated. | Re-downloaded the update and installed it manually. | KB-10 | AI suggested resolution for Update Issue: Clear cache and try re-downloading update. | |
| | TICKET-11 | 2023-12-05 | Login page not loading | Web Application| UI/UX Issue | P1 | Emily Clark | Resolved | Fixed | 2023-12-06 | High | Login page doesn't load properly, stuck at "loading". | Checked browser console for errors, tested in different browsers. | Issue confirmed resolved after clearing cache. | Fixed issue by clearing browser cache and cookies. | KB-11 | AI suggested resolution for UI/UX Issue: Clear browser cache. | |
| | TICKET-12 | 2024-01-25 | Error while printing | Software | Printing Issue | P2 | David Lee | Resolved | Fixed | 2024-01-26 | Medium | User receives error message when printing. | Checked printer settings, reinstalled printer drivers. | Customer confirmed that printing works after fix. | Reinstalled printer drivers and reset settings. | KB-12 | AI suggested resolution for Printing Issue: Reinstall printer drivers. | |
| | TICKET-13 | 2023-10-10 | Video call lagging | Software | Communication Issue | P1 | Mark Lee | Resolved | Fixed | 2023-10-11 | High | Video calls are lagging and causing delays. | Checked bandwidth, closed unnecessary apps. | Customer confirmed improved call quality post-fix. | Optimized bandwidth and closed background apps. | KB-13 | AI suggested resolution for Communication Issue: Check bandwidth and close background apps. | |
| | TICKET-14 | 2024-03-03 | App not responding | Software | Application Hang | P1 | John Smith | Resolved | Fixed | 2024-03-04 | High | Application freezes and becomes unresponsive. | Checked for updates, force quit app and restarted. | Customer confirmed issue resolved after restart. | Force quit app, restarted and applied updates. | KB-14 | AI suggested resolution for Application Hang: Force quit and restart app. | |
| | TICKET-15 | 2023-12-01 | Software crashing on startup | Software | Startup Issue | P1 | Sarah Lee | Resolved | Fixed | 2023-12-02 | High | Software crashes immediately after startup. | Reinstalled the app, checked system logs for errors. | Customer confirmed issue resolved after reinstallation. | Reinstalled software and checked event logs. | KB-15 | AI suggested resolution for Startup Issue: Reinstall application. | |
| | TICKET-16 | 2024-04-07 | Error message during software install | Software | Installation Issue | P2 | David Lee | Resolved | Fixed | 2024-04-08 | Medium | Installation fails with an error message. | Verified disk space, reattempted installation. | Customer confirmed installation was successful. | Verified disk space, reinstalled application. | KB-16 | AI suggested resolution for Installation Issue: Verify disk space. | |
| | TICKET-17 | 2024-01-10 | Application unresponsive | Software | Application Hang | P2 | Emily Clark | Resolved | Fixed | 2024-01-11 | Medium | Application freezes and doesn't respond. | Closed unresponsive processes, rebooted system. | Customer confirmed that app is working fine post-fix. | |