EXPRESS SHIPPING & LOGISTICS E.A.LTD
Support Entries Report

Title	Ticket Type	Created by	Assigned To	Open Date	Closed Date	Duration
Sage Logins	Email	JOHN LAGAT	JOHN LAGAT	01/10/18	01/10/2018	1hrs
Asycuda setup	Email	JOHN LAGAT		01/10/18	01/10/2018	1hrs
Password reset	Email	JOHN LAGAT		01/10/18	01/10/2018	1hrs
pro-kazi	Email	CHRISPUS KILEI		12/10/18	08/01/2019	
pro-kazi access	Email	JOHN LAGAT		25/10/18	26/10/2018	24hrs
Third level support test	Email	JOHN LAGAT	EVANS CHIBUNGU	26/10/18	29/10/2018	68hrs
Access to office app-Merreck	Call	JOHN LAGAT	JOHN LAGAT	02/10/18	02/10/2018	2hrs
Outlook issues-Nikata	Call	JOHN LAGAT	JOHN LAGAT	02/10/18	03/10/2018	29hrs
ERP access-Mbugua	Call	JOHN LAGAT	JOHN LAGAT	03/10/18	08/10/2018	119hrs
ERP-Happiness	Call	JOHN LAGAT		12/10/18	25/10/2018	318hrs
Outlook PST repair-Muli	Call	JOHN LAGAT		12/10/18	25/10/2018	318hrs
Outlook PST repair	Call	JOHN LAGAT		25/10/18	26/10/2018	24hrs
Pro-kazi access	Call	JOHN LAGAT	JOHN LAGAT	25/10/18	26/10/2018	24hrs
Slow network-Oscar	Call	JOHN LAGAT	EVANS CHIBUNGU	25/10/18	29/10/2018	91hrs
email setup-Muguta	System	JOHN LAGAT	JOHN LAGAT	12/10/18	12/10/2018	1hrs

Title	Ticket Type	Created by	Assigned To	Open Date	Closed Date	Duration
HRIS	System	STEPHEN OMONDI		29/10/18	08/01/2019	