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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer:JuanchoMix

Contac Name: Carlos Mercado

Call id:

Date & Time: 09/22/20

**Cliente ID: 111**

**Descripcion:**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: QMI.json

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA

**Cliente ID: 222**

**Descripcion:**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: LatePacket.json

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA