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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: TigoBo

Contac Name: Carlos Mercado

Call id:

Date & Time: 30-09-2020

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**Cliente ID: 123**

**Descripcion: Este es el issue Late Packet**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: No aplica

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis: prueba de Analisis

Workaround: NA

Recommendation: NA

Additional comments: NA

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**Cliente ID: 321**

**Descripcion: Este error es QMI.**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis: ya lo escribo coma ...

Workaround: se aplica fix

Recommendation: visita a sitio

Additional comments: NA

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**Cliente ID: 555**

**Descripcion: Este error es QMI.**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis: ya lo escribo coma ...

Workaround: se aplica fix

Recommendation: visita a sitio

Additional comments: NA

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**Cliente ID: 888**

**Descripcion: Este es el issue Late Packet**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: No aplica

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis: prueba de Analisis

Workaround: NA

Recommendation: NA

Additional comments: NA

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**Cliente ID: 222**

**Descripcion: Este es el issue Late Packet**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: No aplica

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis: prueba de Analisis

Workaround: NA

Recommendation: NA

Additional comments: NA