

Envio do código priorização da OS

- Criar uma OS e validar o status e devesse estar como "open"

The screenshot shows the 'Ticket Details' form in the BR TMP system. The ticket number is 600002141009. The status is 'OPEN'. The channel is 'SELF BOARDDING'. The agent is 'KASINHAZIN'. The service provider is 'ENERGIO (DE)'. The SLA is '2021-11-29 18:00 PON'. The mobile operator is 'Algar'. The total value is R\$ 471,00. The business type is 'SALA'. The payment type is 'Credito'. The scheduled date is '2021-11-29 18:00 PON'. The total rescheduling is 0.

- OS é nova e não tem nenhum retorno do service provider.

The screenshot shows the 'Timeline' section of the ticket details. It displays the opening date as '2021-11-24 10:42 WED'. The service provider send and receive dates are also '2021-11-24 10:42 WED'. The actual delayed date is '2021-11-24 18:42:02 WED'. The reason code is 'R2'. The number of visits is 0. The timeline shows a sequence of events: '2021-11-24 10:40:13 WED' with response code '00', '2021-11-24 12:40:53 WED' with response code 'R2', '2021-11-24 12:40:46 WED' with response code 'R2', and '2021-11-24 12:40:47 WED' with response code 'R2'.

- Solicitar ao service provider o envio do código C28 priorização da OS

