



Ticket Search

Start Date: End Date: Severity: 1 2 3 4 Status: Active Mitigated Resolved

Service(s): Team(s):

RUN **SAVE** **SAVE AS**

Column Chooser

Advanced Search

Bulk Actions:	ACKNOWLEDGE	MITIGATE	RESOLVE	EDIT	TRANSFER	LINK	RE-ACTIVATE	Select All Rows	Export to Excel
ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1		Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3		Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2		Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1		Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1		Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3		Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2		Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1		Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1		Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3		Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
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6855987	1		Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
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Ticket Search

Start Date:

June 2016

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

End Date:

Severity:

 1 2 3 4

Status:

 Active Mitigated Resolved

Team(s):

[Advanced Search](#)

30

[LIVE](#) [EDIT](#) [TRANSFER](#) [LINK](#) [RE-ACTIVATE](#)

Time: 08:00

Hour: Minute: [NOW](#) [DONE](#)[Select All Rows](#) [Export to Excel](#)

Id	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	12/04/2014 20:42:03	1	Lorem	Ipsum	Unassigned	Not Acknowledged
6855987	12/03/2014 02:42:11	1	Ipsum	Lorem	Bob Smith	Acknowledged - Bob Smith
6855988	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
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6855987	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
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6855987	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith



Ticket Search

Start Date: End Date: Severity: 1 2 3 4 Status: Active Mitigated Resolved

Service(s):

Commerce

- All
- Commerce
- Lorem Ipsum
- Intergrated Network

Show Description

Show Description

Show Description

Team(s):

Advanced Search

Select All Rows Export to Excel

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1		Lorem ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Unassigned		Not Acknowledged
6855988	3		Lorem ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Bob Smith		Acknowledged - Bob Smith
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Ticket Search

Start Date: End Date: Severity: 1 2 3 4 Status: Active Mitigated Resolved

Service(s):

Commerce X

- All Show Description
- Commerce Show Description
- Lorem Ipsum Show Description
- Intergrated Network Show Description

[Advanced Search](#) (→)

Team(s):

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Select All Rows [Export to Excel](#)

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
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Ticket Search

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Service(s):

Commerce

All Show Description

Commerce
Lorem Ipsum Commerce Platform Hide Description

Lore ipsum Show Description

Intergated Network Show Description

Team(s):

[Advanced Search](#) [Select All Rows](#) [Export to Excel](#)

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1	⚠	Lorem ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Unassigned		Not Acknowledged
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Service(s): Team(s):

RUN **SAVE** **SAVE AS**

[Column Chooser](#) [Advanced Search](#)

Bulk Actions: **ACKNOWLEDGE** **MITIGATE** **RESOLVE** **EDIT** **TRANSFER** **LINK** **RE-ACTIVATE** [Select All Rows](#) [Export to Excel](#)

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6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
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Ticket Search

Start Date: End Date: Severity: 1 2 3 4 Status: Active Mitigated Resolved

Service(s): Team(s):

RUN **SAVE** **SAVE AS**

Column Chooser

Advanced Search

Search to add to columns	Add All	Selected Items	Remove All	Count	Service	Team	Owner	Acknowledgement Status
ActionRequiredByDate	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> Id	<input type="button" value="-"/>	03	1	Lorem	Ipsum	Unassigned
HoverState	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> Priority	<input type="button" value="-"/>	11	1	Ipsum	Lorem	Acknowledged - Bob Smith
ActionTaken	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> TicketStatus	<input type="button" value="-"/>	4	1	Ipsum	Bob Smith	Acknowledged - Bob Smith
AdditionalComment	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> Title	<input type="button" value="-"/>	03	1	Ipsum	Unassigned	Not Acknowledged
AdditionalComments	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> HoverState	<input type="button" value="-"/>	14	1	Ipsum	Ipsum	Acknowledged - Bob Smith
AdditionalNotificationAliases	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> ModifiedBy	<input type="button" value="-"/>	03	1	Ipsum	Ipsum	Acknowledged - Bob Smith
AdditionalNotifications	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> ModifiedDate	<input type="button" value="-"/>	03	1	Ipsum	Unassigned	Not Acknowledged
AnnualSpend	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> Created	<input type="button" value="-"/>	03	1	Ipsum	Ipsum	Not Acknowledged
Area	<input type="button" value="+"/>	<input type="button" value="^"/> <input type="button" value="v"/> Template	<input type="button" value="-"/>	11	1	Ipsum	Bob Smith	Acknowledged - Bob Smith
AssignedDtim	<input type="button" value="+"/>			4	1	Ipsum	Bob Smith	Acknowledged - Bob Smith
AssignedMemberUserAlias	<input type="button" value="+"/>			03	1	Ipsum	Ipsum	Not Acknowledged
AssignedTo	<input type="button" value="+"/>			03	1	Ipsum	Unassigned	Not Acknowledged
6855988	3	<input checked="" type="checkbox"/>		03	1	Ipsum	Ipsum	Acknowledged - Bob Smith
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Incident Search

My Queries

AND OR
ADD GROUP

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date
Less Than
04/01/2014 1:00 AM
X

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date
Less Than
04/01/2014 1:00 AM
X

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date
Less Than
04/01/2014 1:00 AM
X

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date
Less Than
04/01/2014 1:00 AM
X

RUN
SAVE

Column Cho

Basic Search

Bulk Actions: ACKNOWLEDGE MITIGATE RESOLVE EDIT TRANSFER LINK RE-ACTIVATE

Select All Rows Export to Excel

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	✗	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged



Incident Search

My Queries

AND OR

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date	Less Than	04/01/2014 1:00 AM	X
End Date	Less Than	04/01/2014 1:00 AM	X

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date	Less Than	04/01/2014 1:00 AM	X
End Date	Less Than	04/01/2014 1:00 AM	X

Save Query As

ADD CLAUSE ADD GROUP DELETE GROUP

Title:

Location:

SUBMIT **CANCEL**

RUN **SAVE**

Column Chooser

Basic Search

Bulk Actions: **ACKNOWLEDGE MITIGATE RESOLVE EDIT TRANSFER LINK RE-ACTIVATE** **Select All Rows** **Export to Excel**

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1	⚠	Lorem ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lorem ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	✗	Lorem ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lorem ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged



Incident Search

My Queries

AND OR

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date	Less Than	04/01/2014 1:00 AM	X
End Date	Less Than	04/01/2014 1:00 AM	X

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date	Less Than	04/01/2014 1:00 AM	X
End Date	Less Than	04/01/2014 1:00 AM	X

AND OR

ADD CLAUSE ADD GROUP DELETE GROUP

End Date	Less Than	04/01/2014 1:00 AM	X
End Date	Less Than	04/01/2014 1:00 AM	X

RUN **SAVE**

Column Chooser

Basic Search



Bulk Actions: **ACKNOWLEDGE MITIGATE RESOLVE EDIT TRANSFER LINK RE-ACTIVATE**

Select All Rows Export to Excel

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	✗	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged



Ticket Search

Start Date: End Date: Severity: 1 2 3 4 Status: Active Mitigated Resolved

Service(s): Team(s):

RUN **SAVE** **SAVE AS**

Column Chooser

Advanced Search

Bulk Actions: **ACKNOWLEDGE** **MITIGATE** **RESOLVE** **EDIT** **TRANSFER** **LINK** **RE-ACTIVATE**



Select All Rows Export to Excel

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	❗	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	❗	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	❗	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	❗	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith



Ticket Search

Start Date:

06/22/2016 09:00

End Date:

06/22/2016 09:00

Severity:

1 2 3 4

Status:

 Active Mitigated ResolvedBulk Actions: **ACKNOWLEDGE** MITIGATE RESOLVE EDIT TRANSFER LINK RE-ACTIVATE

Select All Rows Export to Excel

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	!	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged



Start Date: 01/22/2015 08:00

End Date: 01/22/2015 08:00

Severity: 1

Status: Active

Services: Commerce, Intergrated Network

Teams: All

Bulk Actions: ACKNOWLEDGE MITIGATE RESOLVE EDIT TRANSFER LINK RE-ACTIVATESelect All Rows Export to Excel

ID	Severity	State	Title	Created	Count	Service	Team	Owner	Acknowledgement Status
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	◆	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	◆	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	◆	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855987	1	⚠	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged
6855988	3	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 02:42:11	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855989	2	◆	Lore ipsum dolor sit amet, consectetur adipiscing	12/03/2014 01:07:34	1	Ipsum	Ipsum	Bob Smith	Acknowledged - Bob Smith
6855987	1	✓	Lore ipsum dolor sit amet, consectetur adipiscing	12/04/2014 20:42:03	1	Ipsum	Ipsum	Unassigned	Not Acknowledged