

Basic Advanced

Service & Team

What Service Category?

What Service?

What Team?

Filters

What Environment?

PROD PPE Test Other

What State?

Active Mitigating Mitigated
 Resolved

What Severity?

0 1 2 3 4

Acknowledged?

Yes No

RUN

Queries

Tips to get started



Pick your team and service



Apply filters



Manage Tickets

Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

Basic Advanced

Service & Team

What Service Category?
LOREM X

What Service?
LOREM X NULL X
LOREM X LOREM X
LOREM X LOREM X
LOREM X LOREM X

What Team?
LOREM X

Filters

What Environment?
 PROD PPE Test Other

What State?
 Active Mitigating Mitigated
 Resolved

What Severity?
 0 1 2 3 4

Acknowledged?
 Yes No

RUN

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets Parent and Child Tickets

No Results Were Found

Queries

Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets Parent and Child Tickets

<input type="checkbox"/> Id	Severity	State	Title	Service	Team	Owner	Acknowledgement Status
<input type="checkbox"/> 6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/> 6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/> 6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/> 6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/> 6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/> 6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/> 6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/> 6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
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Basic Advanced

Service & Team

What Service Category? LOREM

What Service? LOREM NULL

What Team? LOREM

Filters

What Environment? PROD

What State? Active Mitigating Mitigated Resolved

What Severity? 0 1 2 3 4

Acknowledged? Yes No

RUN

Queries

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Feedback FAQ

← →

Ticketing Product Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets Parent and Child Tickets

<input type="checkbox"/>	<input type="checkbox"/> Id	<input type="checkbox"/> Severity	<input type="checkbox"/> State	<input type="checkbox"/> Title	<input type="checkbox"/> Service	<input type="checkbox"/> Team	<input type="checkbox"/> Owner	<input type="checkbox"/> Acknowledgement Status
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Basic Advanced

Service & Team

What Service Category? LOREM

What Service? LOREM | NULL

What Team? LOREM

Filters

What Environment? PROD (checked) PPE Test Other

What State? Active Mitigating Mitigated Resolved

What Severity? 0 (checked) 1 2 3 4

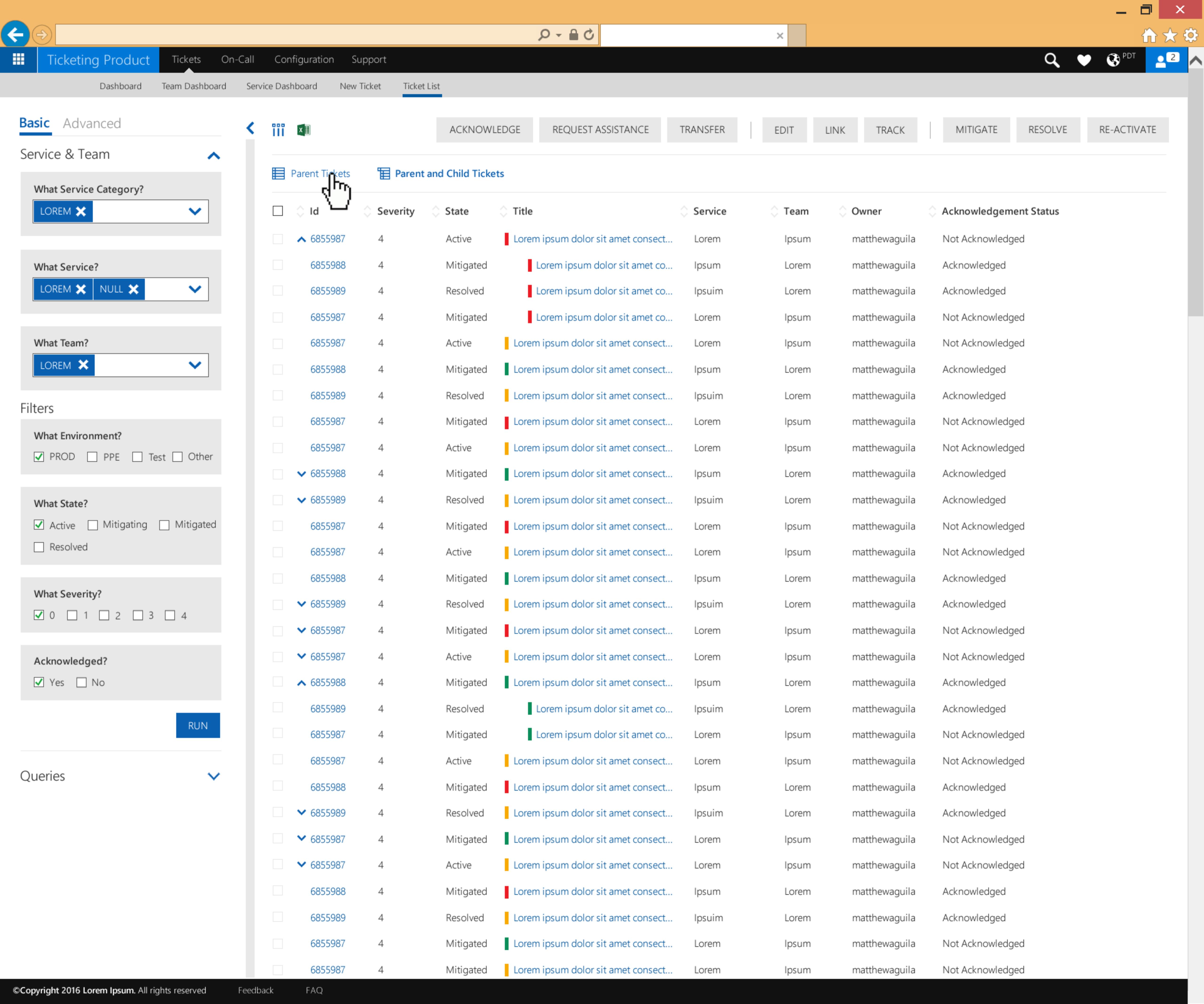
Acknowledged? Yes No

RUN

Queries

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Feedback FAQ



Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets Parent and Child Tickets

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<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Loem	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Loem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Loem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Loem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Loem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged

Basic Advanced

Service & Team

What Service Category? LOREM X

What Service? LOREM X NULL X

What Team? LOREM X

Filters

What Environment? PROD (checked) PPE Test Other

What State? Active Mitigating Mitigated Resolved

What Severity? 0 (checked) 1 2 3 4

Acknowledged? Yes No

RUN

Queries

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Feedback FAQ

Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

Basic Advanced

Service & Team

What Service Category? LOREM

What Service? LOREM NULL

What Team? LOREM

Filters

What Environment? PROD

What State? Active

What Severity? 0

Acknowledged? Yes

RUN

Column Chooser

Available Columns

- ActionRequiredByDate
- HoverState
- ActionTaken
- AdditionalComment
- AdditionalComments
- AdditionalNotificationAliases
- AdditionalNotifications
- AnnualSpend
- Area
- AssignedDtим
- AssignedMemberUserAlias
- AssignedTo

Selected Columns

- Id
- Priority
- TicketStatus
- Title
- HoverState
- ModifiedBy
- ModifiedDate
- Created
- Template

MITIGATE RESOLVE RE-ACTIVATE

CANCEL SAVE

	ID	PRIORITY	TICKET STATUS	TITLE	HOVER STATE	MODIFIED BY	MODIFIED DATE	CREATED	TEMPLATE	ACKNOWLEDGEMENT STATUS
<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	matthewaguila	matthewaguila	Not Acknowledged

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Feedback FAQ

Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

Basic Advanced

Service & Team

What Service Category? LOREM

What Service? LOREM | NULL

What Team? LOREM

Filters

What Environment? PROD

What State? Active

What Severity? 0

Acknowledged? Yes

RUN

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets

Id	Severity	State	Title	Service	Team	Owner	Acknowledgement Status
6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Lore...	matthewaguila	Acknowledged
6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsuim	Lore...	matthewaguila	Acknowledged
6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
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6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged

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Feedback FAQ

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Home Star Globe PDT

User 2

Ticketing Product

Tickets On-Call Configuration Support

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ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER

EDIT LINK TRACK

MITIGATE RESOLVE RE-ACTIVATE

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<input type="checkbox"/>	6855987	4	Active	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855988	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855987	4	Active	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lore ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged

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Feedback

FAQ

Ticketing Product

Tickets On-Call Configuration Support

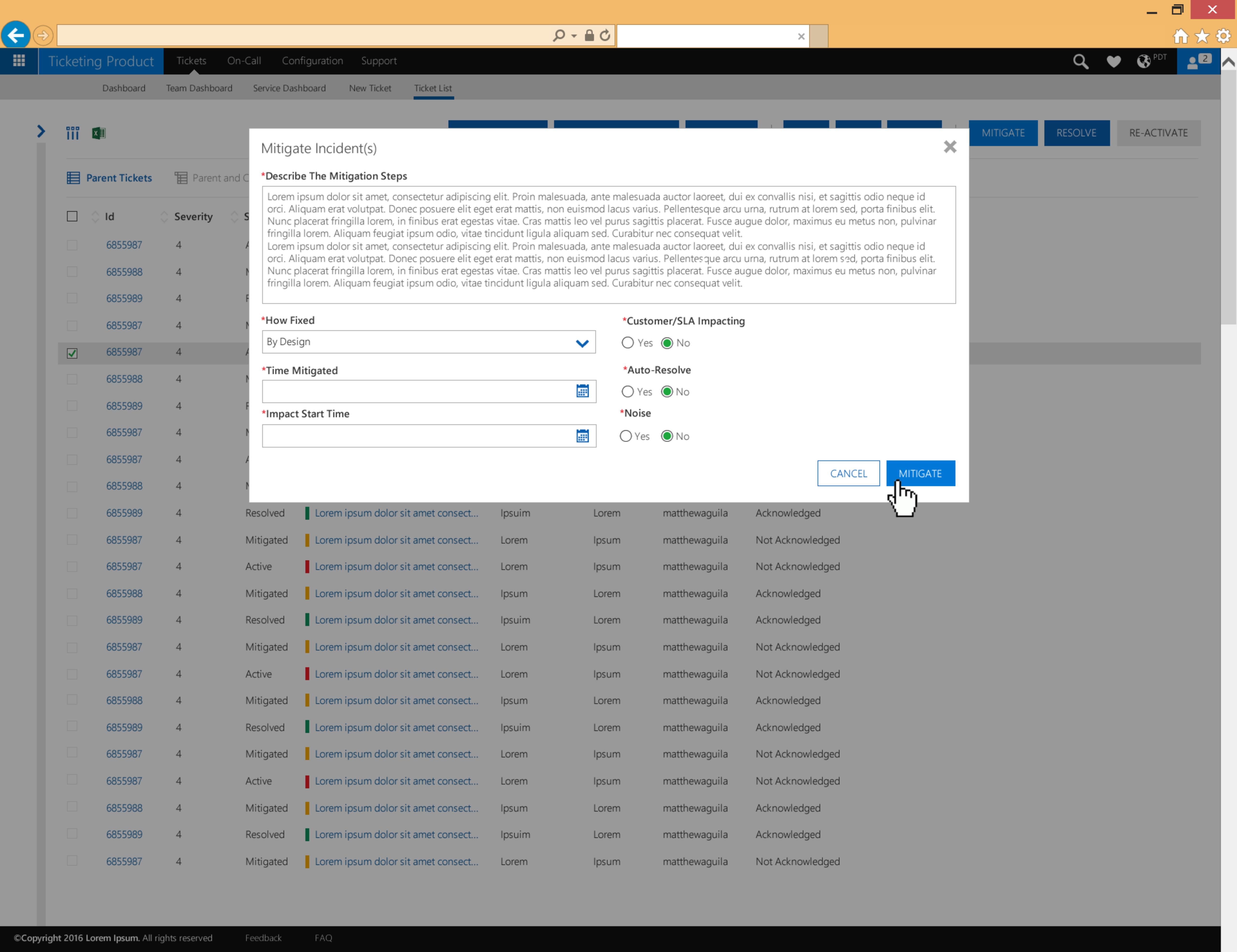
Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Incidents Parent and Child Incidents

<input type="checkbox"/>	Id	Severity	State	Title	Service	Team	Owner	Acknowledgement Status
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input checked="" type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
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<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged

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Ticketing Product

Tickets On-Call Configuration Support

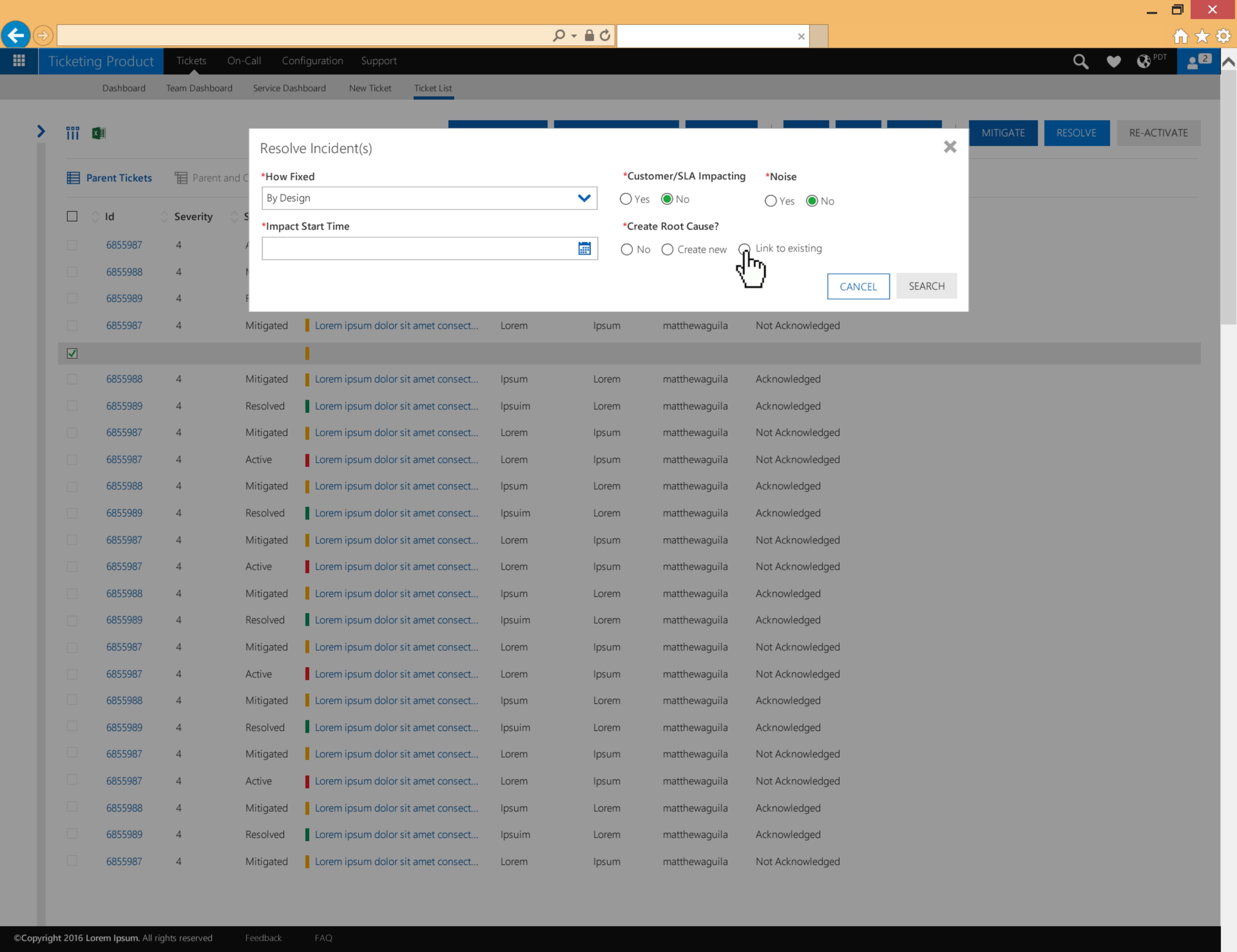
Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

 Parent Tickets 

<input type="checkbox"/>	 Id	 Severity	 State	 Title	 Service	 Team	 Owner	 Acknowledgement Status
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsuim	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input checked="" type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsuim	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsuim	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsuim	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsuim	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsuim	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged

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Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets Parent and C

Id	Severity	Status	Description	Owner	Last Update	Impact
6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	
6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	
6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	
6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	
6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	
6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	
6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	
6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Acknowledged	
6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	matthewaguila	Not Acknowledged	

Resolve Incident(s)

*How Fixed: By Design

*Customer/SLA Impacting: Yes (radio button)

*Noise: Yes (radio button)

*Impact Start Time: [Calendar icon]

*Create Root Cause?: No (radio button), Create new (radio button), Link to existing (radio button)

Two ways to search for root causes:

Start Date: [Text input field] 123456

End Date: [Text input field]

Owning Service: [Text input field]

Title Contains: [Text input field]

CANCEL SEARCH

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Feedback

FAQ

Ticketing Product

- Tickets
- On-Call
- Configuration
- Support

Dashboard **Team Dashboard** **Service Dashboard** **New Ticket** **Ticket List**

Resolve Incident(s)

***How Fixed**: By Design

***Customer/SLA Impacting**: Yes No

***Noise**: Yes No

***Impact Start Time**:

***Create Root Cause?**: No Create new Link to existing

Back to Search

Incident Id: 12345
Owning Service: Lorem Ipsum
Title: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus euismod ligula ut porttitor ullamcorper. Suspendisse potenti. Curabitur eu sapien et dui lobortis interdum. Ut scelerisque faucibus scelerisque. Sed tristique sapien non libero consectetur eleifend. Ut velit tortor, tincidunt ac arcu id, varius aliquam neque. Aliquam eleifend, eros a vestibulum eleifend, magna elit eleifend massa, a vehicula nisl ipsum eget dui. Morbi faucibus, felis sit amet convallis molestie, neque lacus ultrices nisl, nec tristique nunc velit sit amet justo.
Root Cause: This is why something broke

Incident Id: 1234
Owning Service: Lorem Ipsum
Title: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus euismod ligula ut porttitor ullamcorper. Suspendisse potenti. Curabitur eu sapien et dui lobortis interdum. Ut scelerisque faucibus scelerisque. Sed tristique sapien non libero consectetur eleifend. Ut velit tortor, tincidunt ac arcu id, varius aliquam neque. Aliquam eleifend, eros a vestibulum eleifend, magna elit eleifend massa, a vehicula nisl ipsum eget dui. Morbi faucibus, felis sit amet convallis molestie, neque lacus ultrices nisl, nec tristique nunc velit sit amet justo.
Root Cause: This is why something broke

Incident Id: 123456
Owning Service: Lorem Ipsum
Title: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus euismod ligula ut porttitor ullamcorper. Suspendisse potenti. Curabitur eu sapien et dui lobortis interdum. Ut scelerisque faucibus scelerisque. Sed tristique sapien non libero consectetur eleifend. Ut velit tortor, tincidunt ac arcu id, varius aliquam neque. Aliquam eleifend, eros a vestibulum eleifend, magna elit eleifend massa, a vehicula nisl ipsum eget dui. Morbi faucibus, felis sit amet convallis molestie, neque lacus ultrices nisl, nec tristique nunc velit sit amet justo.
Root Cause: This is why something broke

Incident Id: 1234567
Owning Service: Lorem Ipsum
Title: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus euismod ligula ut porttitor ullamcorper. Suspendisse potenti. Curabitur eu sapien et dui lobortis interdum. Ut scelerisque faucibus scelerisque. Sed tristique sapien non libero consectetur eleifend. Ut velit tortor, tincidunt ac arcu id, varius aliquam neque. Aliquam eleifend, eros a vestibulum eleifend, magna elit eleifend massa, a vehicula nisl ipsum eget dui. Morbi faucibus, felis sit amet convallis molestie, neque lacus ultrices nisl, nec tristique nunc velit sit amet justo.
Root Cause: This is why something broke

CANCEL **RESOLVE**

Id	Severity	Status	Description	Owner	Last Update	Notes	
6855987	4	Active	■ Lorem ipsum dolor sit amet conse...	Lorem	Ipsum	matthewaguila	Not Acknowledged
6855988	4	Mitigated	■ Lorem ipsum dolor sit amet conse...	Ipsum	Lorem	matthewaguila	Acknowledged
6855989	4	Resolved	■ Lorem ipsum dolor sit amet conse...	Ipsum	Lorem	matthewaguila	Acknowledged
6855987	4	Mitigated	■ Lorem ipsum dolor sit amet conse...	Lorem	Ipsum	matthewaguila	Not Acknowledged

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Feedback FAQ

Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets

<input type="checkbox"/>	Id	Severity	State	Title	Service	Team	Owner	Acknowledgement Status
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input checked="" type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged

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Ticketing Product

- Tickets
- On-Call
- Configuration
- Support

Dashboard **Team Dashboard** **Service Dashboard** **New Ticket** **Ticket List**

Transfer Ticket

1 Select Service **Search**

Petshop

Recommended **Alternatives**

Service: Lorem	Team: Ipsum	ShortName: Lorem	ServiceGroup: LOREM\IPSUM\Lorem	Tags: Lorem,IPSUM,Dolor	Lorum ipsum dolor sit amet, consectetur adipiscing elit. Duis ullamcorper quam justo, ac varius sapien ornare et. Pellentesque condimentum feugiat congue.
Service: Lorem	Team: Ipsum	ShortName: Lorem	ServiceGroup: LOREM\IPSUM\Lorem	Tags: Lorem,IPSUM,Dolor	Lorum ipsum dolor sit amet, consectetur adipiscing elit. Duis ullamcorper quam justo, ac varius sapien ornare et. Pellentesque condimentum feugiat congue.
Service: Lorem	Team: Ipsum	ShortName: Lorem	ServiceGroup: LOREM\IPSUM\Lorem	Tags: Lorem,IPSUM,Dolor	Lorum ipsum dolor sit amet, consectetur adipiscing elit. Duis ullamcorper quam justo, ac varius sapien ornare et. Pellentesque condimentum feugiat congue.

2 Transfer Reason & Description

CANCEL NEXT

Resolved	Ipsum	Ipsum	matthewaguila	Acknowledged
Mitigated	Ipsum	Ipsum	matthewaguila	Not Acknowledged
Active	Ipsum	Ipsum	matthewaguila	Not Acknowledged
Mitigated	Ipsum	Ipsum	matthewaguila	Acknowledged
Resolved	Ipsum	Ipsum	matthewaguila	Acknowledged
Mitigated	Ipsum	Ipsum	matthewaguila	Not Acknowledged
Active	Ipsum	Ipsum	matthewaguila	Not Acknowledged
Mitigated	Ipsum	Ipsum	matthewaguila	Acknowledged
Resolved	Ipsum	Ipsum	matthewaguila	Acknowledged
Mitigated	Ipsum	Ipsum	matthewaguila	Not Acknowledged

MITIGATE **RESOLVE** **RE-ACTIVATE**

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Transfer Ticket

1 Select Service [Search](#)

Petshop

Recommended [Alternatives](#)

Service: Lorem **Team:** Ipsum
We found Lorem as a service using Service Title, Front-end as Role, and RD as tag.

ShortName: Lorem **ServiceGroup:** LOREM\IPSUM\Lorem **Tags:** Lorem,IPSUM,Dolor

Service: Lorem **Team:** Ipsum
We found Lorem as a service using Service Title, Front-end as Role, and RD as tag.

ShortName: Lorem **ServiceGroup:** LOREM\IPSUM\Lorem **Tags:** Lorem,IPSUM,Dolor

Service: Lorem **Team:** Ipsum
We found Lorem as a service using Service Title, Front-end as Role, and RD as tag.

ShortName: Lorem **ServiceGroup:** LOREM\IPSUM\Lorem **Tags:** Lorem,IPSUM,Dolor

2 Transfer Reason & Description

[CANCEL](#) [NEXT](#)

2

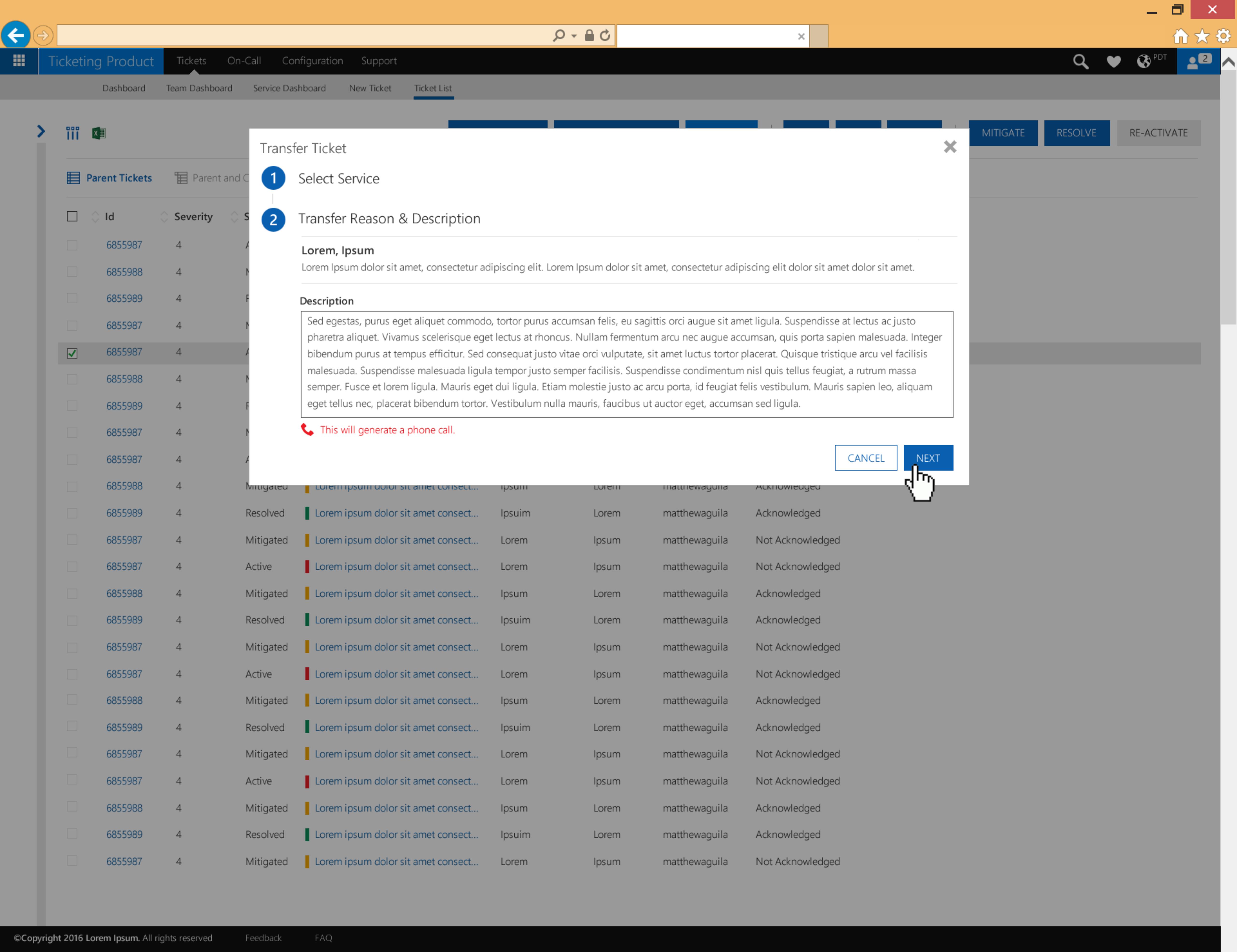
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6855988	4	Mitigated	Mitigated	Ipsum	Ipsum	matthewaguila
6855989	4	Active	Active	Ipsum	Ipsum	matthewaguila
6855987	4	Mitigated	Mitigated	Ipsum	Ipsum	matthewaguila
6855988	4	Resolved	Resolved	Ipsum	Ipsum	matthewaguila
6855987	4	Mitigated	Mitigated	Ipsum	Ipsum	matthewaguila
6855987	4	Active	Active	Ipsum	Ipsum	matthewaguila
6855988	4	Mitigated	Mitigated	Ipsum	Ipsum	matthewaguila
6855989	4	Resolved	Resolved	Ipsum	Ipsum	matthewaguila
6855987	4	Mitigated	Mitigated	Ipsum	Ipsum	matthewaguila

MITIGATE [RESOLVE](#) [RE-ACTIVATE](#)

Parent Tickets Parent and Child Tickets

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Feedback FAQ



Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

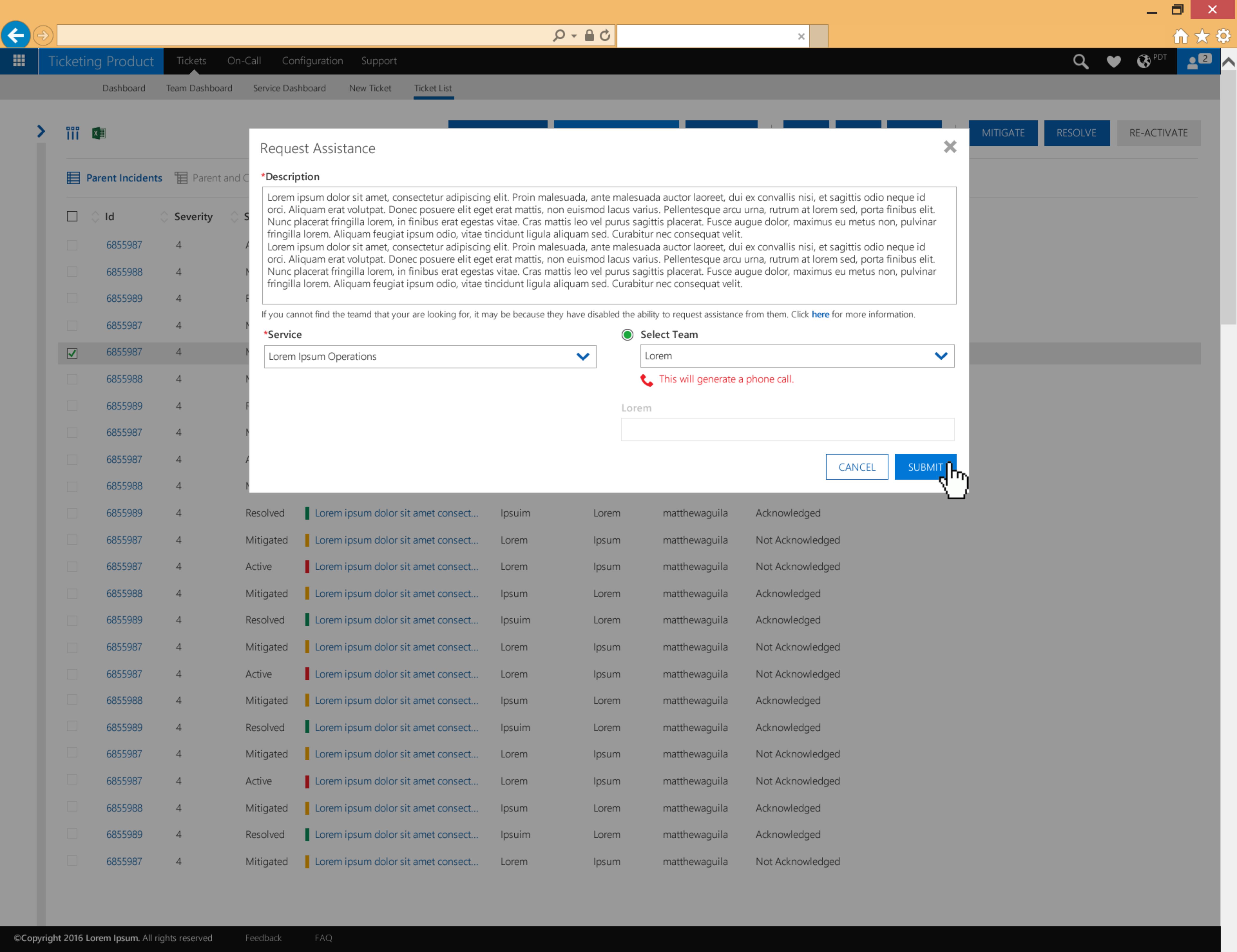
ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER | EDIT LINK TRACK | MITIGATE RESOLVE RE-ACTIVATE



Parent Tickets Parent and Child Tickets

<input type="checkbox"/>	Id	Severity	State	Title	Service	Team	Owner	Acknowledgement Status
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input checked="" type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Lorem	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
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<input type="checkbox"/>	6855987	4	Active	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged

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Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

 Parent Tickets 

<input type="checkbox"/>	Id	Severity	State	Title	Service	Team	Owner	Acknowledgement Status
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input checked="" type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855987	4	Active	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
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<input type="checkbox"/>	6855989	4	Resolved	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	 Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged

A screenshot of a web-based ticketing system interface. The top navigation bar includes links for Tickets, On-Call, Configuration, Support, and a user icon with a '2' notification. Below the navigation is a secondary header with Dashboard, Team Dashboard, Service Dashboard, New Ticket, and Ticket List.

The main content area shows a table of tickets with columns for Id, Severity, Status, Description, Author, and Last Update. A modal window titled "Link Tickets" is open over the table. The modal contains fields for "Link Type" (set to "Related"), "Ticket ID" (set to "5157946"), and a "Comment" field containing "Lorem Ipsum". It also displays a preview message: "Does this look correct? 5157946 (Active): Lorem Ipsum". At the bottom of the modal are "CANCEL" and "SAVE" buttons, with "SAVE" being the active button indicated by a mouse cursor.

At the top right of the page, there are icons for search, heart, globe, and PDT, along with a user icon showing two notifications.

Id	Severity	Status	Description	Author	Last Update
6855987	4	Active	Lore...	matthewaguila	2016-01-01 12:00:00
6855988	4	New	Lore...	matthewaguila	2016-01-01 12:00:00
6855989	4	Pending	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855988	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855989	4	Resolved	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Active	Lore...	matthewaguila	2016-01-01 12:00:00
6855988	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855989	4	Resolved	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Active	Lore...	matthewaguila	2016-01-01 12:00:00
6855988	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855989	4	Resolved	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Active	Lore...	matthewaguila	2016-01-01 12:00:00
6855988	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855989	4	Resolved	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Active	Lore...	matthewaguila	2016-01-01 12:00:00
6855988	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00
6855989	4	Resolved	Lore...	matthewaguila	2016-01-01 12:00:00
6855987	4	Mitigated	Lore...	matthewaguila	2016-01-01 12:00:00

Ticketing Product

Tickets On-Call Configuration Support

Dashboard Team Dashboard Service Dashboard New Ticket Ticket List

Basic Advanced

Service & Team

What Service Category? LOREM

What Service? LOREM NULL

What Team? LOREM

Filters

What Environment? PROD

What State? Active

What Severity? 0

Acknowledged? Yes

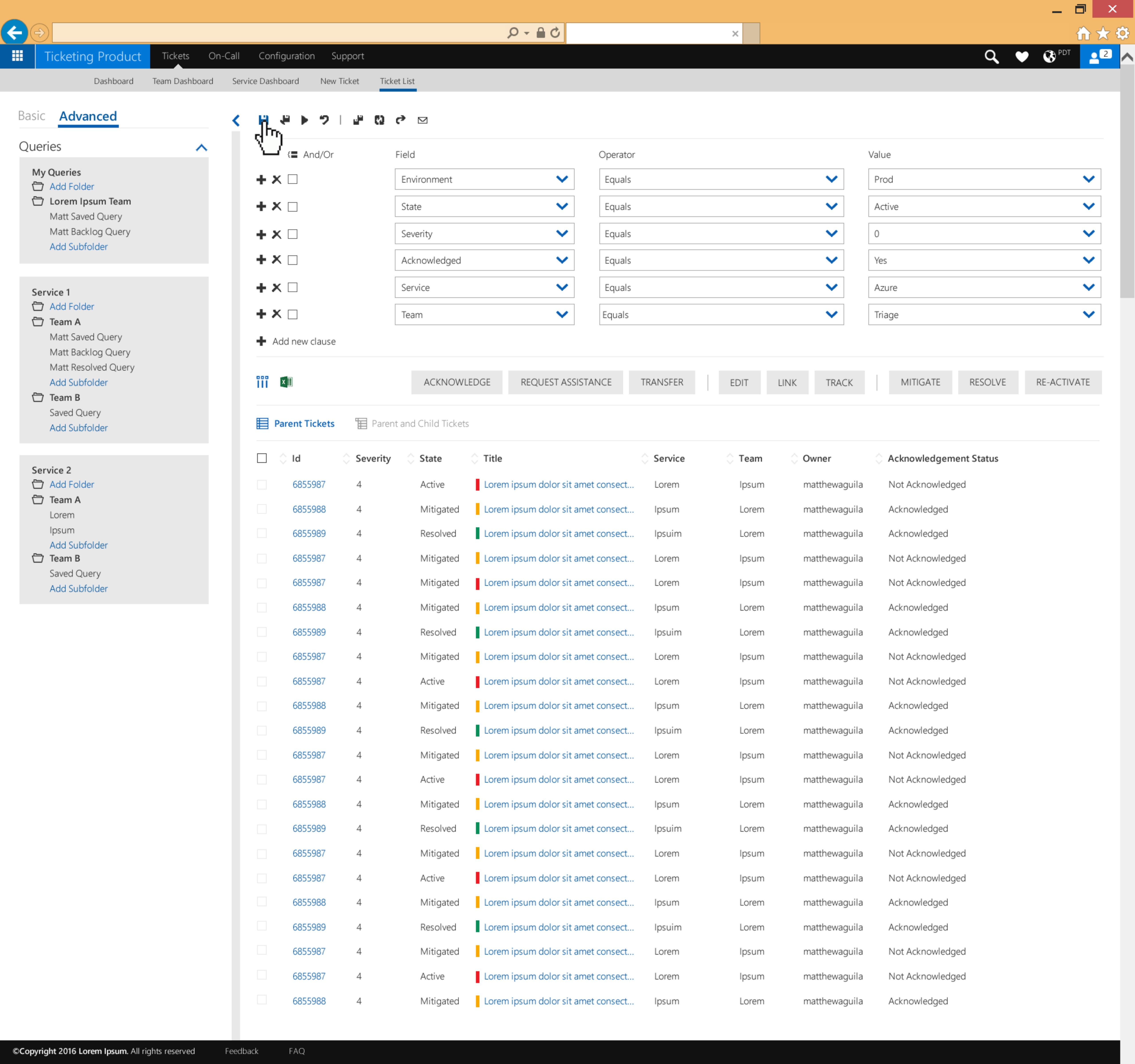
RUN

ACKNOWLEDGE REQUEST ASSISTANCE TRANSFER EDIT LINK TRACK MITIGATE RESOLVE RE-ACTIVATE

Parent Tickets Parent and Child Tickets

<input type="checkbox"/>	<input type="checkbox"/> Id	<input type="checkbox"/> Severity	<input type="checkbox"/> State	<input type="checkbox"/> Title	<input type="checkbox"/> Service	<input type="checkbox"/> Team	<input type="checkbox"/> Owner	<input type="checkbox"/> Acknowledgement Status
<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	Ipsum ipsum dolor sit amet consectetur...	Ipsum	Ipsum	matthewaguila	Acknowledged
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Ticketing Product

- Tickets
- On-Call
- Configuration
- Support

Dashboard **Team Dashboard** **Service Dashboard** **New Ticket** **Ticket List**

Basic **Advanced**

Queries

My Queries

- Add Folder**
- Lorem Ipsum Team**
 - Matt Saved Query
 - Matt Backlog Query
 - Add Subfolder**

Service 1

- Add Folder**
- Team A**
 - Matt Saved Query
 - Matt Backlog Query
 - Matt Resolved Query
 - Add Subfolder**
- Team B**
 - Saved Query
 - Add Subfolder**

Service 2

- Add Folder**
- Team A**
 - Lorem
 - Ipsum
 - Add Subfolder**
- Team B**
 - Saved Query
 - Add Subfolder**

Save Query

***Title**: New Query

***Save To**: Service 1, Team A

Severity: Equals (Yes)

Acknowledged: Equals (Yes)

Service: Equals (Azure)

Team: Equals (Triage)

Cancel **SAVE**

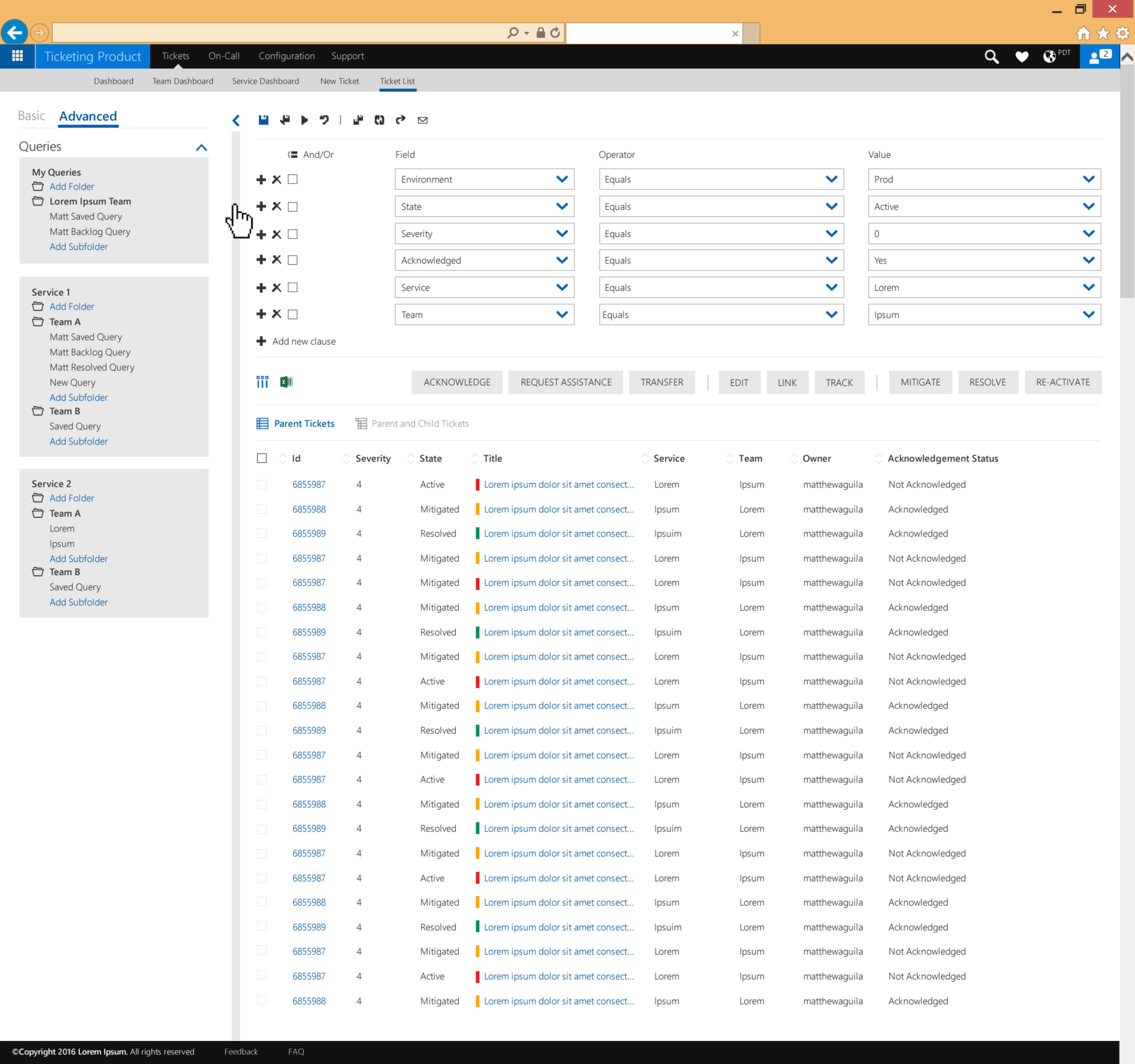
ACKNOWLEDGE **REQUEST ASSISTANCE** **TRANSFER** | **EDIT** **LINK** **TRACK** | **MITIGATE** **RESOLVE** **RE-ACTIVATE**

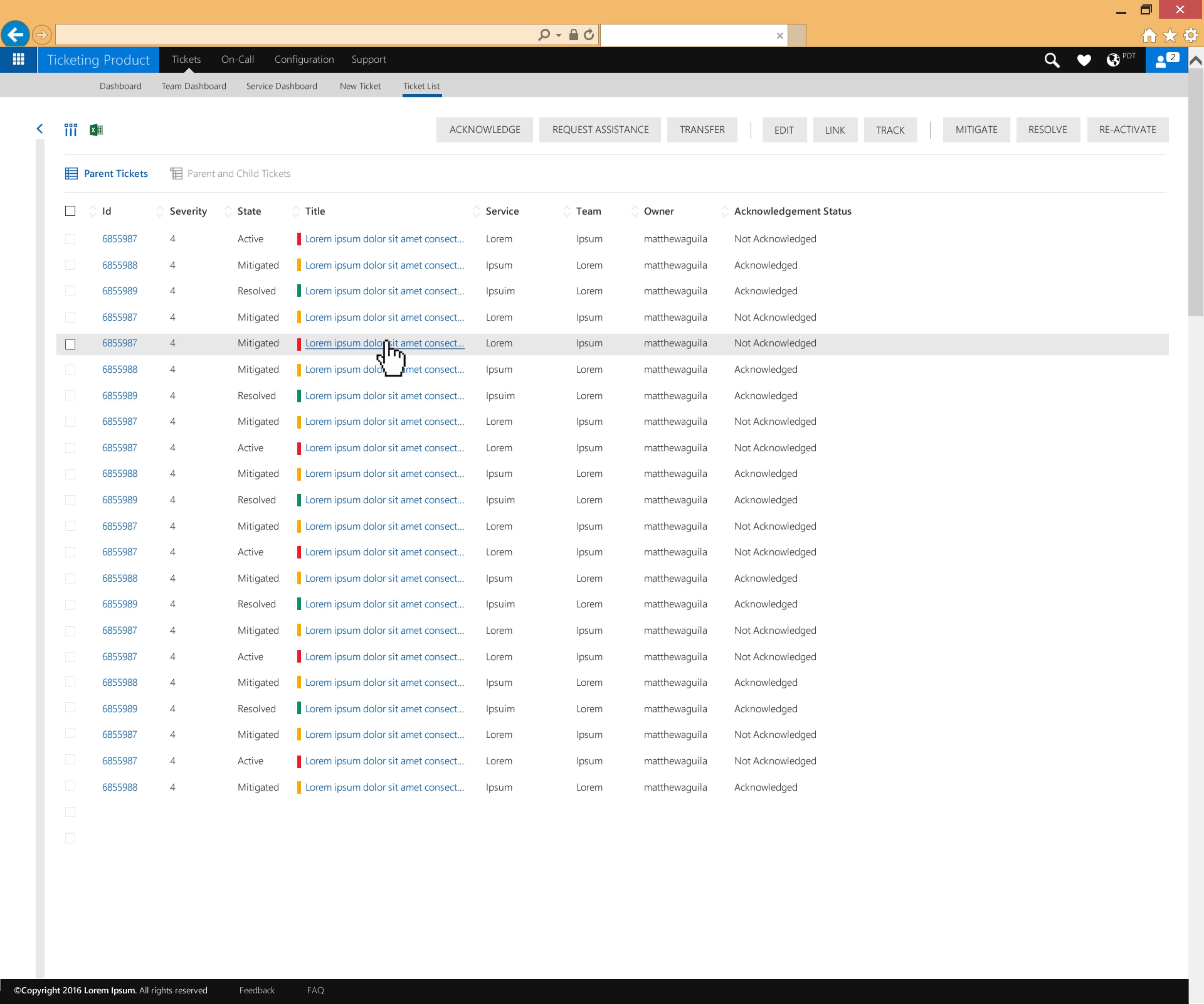
Parent Tickets **Parent and Child Tickets**

<input type="checkbox"/>	Id	Severity	State	Title	Service	Team	Owner	Acknowledgement Status
<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Lorem	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Loren	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsuim	Loren	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Loren	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Loren	Ipsum	matthewaguila	Not Acknowledged
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<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Loren	Ipsum	matthewaguila	Not Acknowledged
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<input type="checkbox"/>	6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Loren	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsuim	Loren	matthewaguila	Acknowledged
<input type="checkbox"/>	6855987	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Loren	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Loren	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Loren	matthewaguila	Acknowledged
<input type="checkbox"/>	6855989	4	Resolved	>Lorem ipsum dolor sit amet consectetur...	Ipsuim	Loren	matthewaguila	Acknowledged
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<input type="checkbox"/>	6855987	4	Active	>Lorem ipsum dolor sit amet consectetur...	Loren	Ipsum	matthewaguila	Not Acknowledged
<input type="checkbox"/>	6855988	4	Mitigated	>Lorem ipsum dolor sit amet consectetur...	Ipsum	Loren	matthewaguila	Acknowledged
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Feedback FAQ





 Parent Tickets Parent and Child Ticket

18957954 - Lorem ipsum dolor sit amet consectetur

**SEVERITY 2
ACTIVE**

Parent Incident	Impact Duration	Environment	Create Bridge	Owner	Owning Service
18957954	02:12:36	PPE		Lorem Ipsum	Lorem Ipsum
				Owning Team	Dolor

[ACKNOWLEDGE](#)
[REQUEST ASSISTANCE](#)
[TRANSFER](#)
|
[TRACK](#)
|
[MITIGATE](#)
[RE-ACTIVATE](#)

<
>
Metrics

TTD 4 hours, 7 minutes

TTE 6 hours, 35 minutes

TTM 10 hours, 45 minutes

TTR 20 hours, 56 minutes

^
Location
^

DC/Region
(No Change)

Instance/Cluster
BL2GR1MTF003

Role
lorem ipsum-mtf

Slice
Lorem Ipsum

Environment
PPE

Classification

Severity
2

Incident Type
Lorem Ipsum

Incident Subtype
Dolor

How Found?
Lorem Ipsum

Alert Source
LOREM-IPSUM-DOLOR: 8c36ea56-b353-41fc-9ab3

At-A-Glance

Hit Count
0

Last Correlated
Lorem Ipsum

Service Responsible
LOREMIPSUM

Incident Responsible
Lorem Ipsum

^
Timeline
^

June 5th, 2015

Impact Start
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Source Create Date
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Ticket Create Date
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Initial Acknowledgement
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

12:00AM

12:05AM

12:10AM

12:20AM

June 6th, 2015

Mitigated
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Resolved
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

^
Notes About This Incident
^

Details

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Donec ornare ultrices vulputate. Quisque finibus justo in vulputate pretium. Proin auctor pellentesque erat quis scelerisque. Sed non tincidunt neque. Proin at lectus a risus pulvinar condimentum quis at nisl. Quisque tempor, leo vitae pulvinar lobortis, lacus nibh ultricies lorem, ut vulputate leo orci vitae tortor. Ut quis consequat est, a facilisis nulla.

Impact

Customer/SLA Impact
Yes

Impacted Services
Lorem, Lorem

Impacted Components
Lorem, Lorem

Impacted Teams
Lorem, Lorem

Customer
Lorem Ipsum

Subscription ID
Lorem Ipsum

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Feedback

FAQ