

Ticket List

Basic	Advanced					ACKNOWLEDGE	GET HELP	TRANSFER	EDIT	LINK	MITIGATE	RESOLVE	RE-ACTIVATE
		ID	SEVERITY	STATE	TITLE	SERVICE	TEAM	OWNER			ACKNOWLEDGEMENT STATUS	TRACK	
<input checked="" type="checkbox"/> PROD		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> PPE		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input type="checkbox"/> Test		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> Active		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> Mitigating		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input type="checkbox"/> Mitigated		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> Resolved		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> 0		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input type="checkbox"/> 1		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> 2		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input type="checkbox"/> 3		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> 4		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> ACKNOWLEDGED		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> Yes		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> No		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> SERVICE		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> AZURE <input type="checkbox"/> BING		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> TEAM		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> TRIAGE		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> RUN		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> MY QUERIES		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> Ticket Workflow Team		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> Matt Saved Query		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input type="checkbox"/> Matt Saved Query		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> TEAM QUERIES		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> Lorem Team Queries		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input type="checkbox"/> Lorem Saved Query		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> Ipsum Saved Query		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input type="checkbox"/> Matt Saved Query		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> SERVICE QUERIES		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> Critical Tickets		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input type="checkbox"/> Lorem		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input type="checkbox"/> Ipsum		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		

Ticket List

Basic | Advanced

ENVIRONMENT	ID	SEVERITY	OWNER	ACKNOWLEDGEMENT STATUS	TRACK
<input checked="" type="checkbox"/> PROD	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> PPE	6855988	4	Bob Smith	Acknowledged	
<input type="checkbox"/> Test	6855989	4	Bob Smith	Acknowledged	
<input type="checkbox"/> Other	6855987	4	Unassigned	Not Acknowledged	
STATE			Unassigned	Not Acknowledged	
<input checked="" type="checkbox"/> Active	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> Mitigating	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> Mitigated	6855987	4	Bob Smith	Acknowledged	
<input type="checkbox"/> Resolved	6855988	4	Bob Smith	Acknowledged	
SEVERITY			Bob Smith	Acknowledged	
<input checked="" type="checkbox"/> 0	6855989	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> 1	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> 2	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> 3	6855987	4	Bob Smith	Acknowledged	
<input type="checkbox"/> 4	6855988	4	Bob Smith	Acknowledged	
ACKNOWLEDGED			Unassigned	Not Acknowledged	
<input checked="" type="checkbox"/> Yes	6855989	4	Bob Smith	Acknowledged	
<input type="checkbox"/> No	6855987	4	Unassigned	Not Acknowledged	
SERVICE			Bob Smith	Acknowledged	
AZURE	BING		Unassigned	Not Acknowledged	
TEAM			Unassigned	Not Acknowledged	
TRIAGE	RUN		Bob Smith	Acknowledged	
MY QUERIES			Bob Smith	Acknowledged	
Ticket Workflow Team			Unassigned	Not Acknowledged	
Matt Saved Query			Unassigned	Not Acknowledged	
Matt Saved Query			Bob Smith	Acknowledged	
TEAM QUERIES			Bob Smith	Acknowledged	
Lorem Team Queries			Unassigned	Not Acknowledged	
Lorem Saved Query			Bob Smith	Acknowledged	
Ipsum Saved Query			Bob Smith	Acknowledged	
Matt Saved Query			Unassigned	Not Acknowledged	
SERVICE QUERIES			Bob Smith	Acknowledged	
Critical Tickets			Unassigned	Not Acknowledged	
Lorem			Unassigned	Not Acknowledged	
Ipsum			Bob Smith	Acknowledged	

Mitigate Incident(s)

HOW FIXED
By Design

DESCRIBE THE MITIGATION STEPS
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin malesuada, ante malesuada auctor laoreet, dui ex convallis nisi, et sagittis odio neque id orci. Aliquam erat volutpat. Donec posuere elit eget erat mattis, non euismod lacus varius. Pellentesque arcu urna, rutrum at lorem sed, porta finibus elit. Nunc placerat fringilla lorem, in finibus erat egestas vitae. Cras mattis leo vel purus sagittis placerat. Fusce augue dolor, maximus eu metus non, pulvinar fringilla lorem. Aliquam feugiat ipsum odio, vitae tincidunt ligula aliquam sed. Curabitur nec consequat velit.

CUSTOMER/SLA IMPACTING
 Yes
 No

NOISE
 Yes
 No

MITIGATE **CANCEL**

Ticket List

Basic	Advanced					ACKNOWLEDGE	GET HELP	TRANSFER	EDIT	LINK	MITIGATE	RESOLVE	RE-ACTIVATE
		ID	SEVERITY	STATE	TITLE	SERVICE	TEAM	OWNER		ACKNOWLEDGEMENT	STATUS	TRACK	
<input checked="" type="checkbox"/> PROD		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> PPE		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input type="checkbox"/> Test		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input checked="" type="checkbox"/> Active		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> Mitigating		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned		Not Acknowledged			
<input type="checkbox"/> Mitigated		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> Resolved		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input checked="" type="checkbox"/> 0		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input type="checkbox"/> 1		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> 2		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned		Not Acknowledged			
<input type="checkbox"/> 3		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> 4		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input checked="" type="checkbox"/> ACKNOWLEDGED		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input checked="" type="checkbox"/> Yes		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> No		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned		Not Acknowledged			
<input checked="" type="checkbox"/> SERVICE		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned		Not Acknowledged			
<input checked="" type="checkbox"/> AZURE <input type="checkbox"/> BING		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input checked="" type="checkbox"/> TEAM		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input checked="" type="checkbox"/> TRIAGE		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input checked="" type="checkbox"/> RUN		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input checked="" type="checkbox"/> MY QUERIES		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned		Not Acknowledged			
<input checked="" type="checkbox"/> Ticket Workflow Team		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> Matt Saved Query		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input type="checkbox"/> Matt Saved Query		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
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<input checked="" type="checkbox"/> Lorem Team Queries		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned		Not Acknowledged			
<input type="checkbox"/> Lorem Saved Query		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input type="checkbox"/> Ipsum Saved Query		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input type="checkbox"/> Matt Saved Query		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input checked="" type="checkbox"/> SERVICE QUERIES		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned		Not Acknowledged			
<input checked="" type="checkbox"/> Critical Tickets		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned		Not Acknowledged			
<input type="checkbox"/> Lorem		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			
<input type="checkbox"/> Ipsum		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith		Acknowledged			

Ticket List

Basic | Advanced

ENVIRONMENT	ID	SEVERITY	STATE	TEAM	OWNER	ACKNOWLEDGEMENT STATUS	TRACK
<input checked="" type="checkbox"/> PROD	6855987	4	Active	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> PPE	6855988	4	Mitigated	Lorem	Bob Smith	Acknowledged	
<input type="checkbox"/> Test	6855989	4	Resolved	Lorem	Bob Smith	Acknowledged	
<input type="checkbox"/> Other	6855987	4	Mitigated	Ipsum	Unassigned	Not Acknowledged	
STATE				Ipsum	Unassigned	Not Acknowledged	
<input checked="" type="checkbox"/> Active	6855987	4	Active	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> Mitigating	6855987	4	Active	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> Mitigated	6855988	4	Mitigated	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> Resolved	6855989	4	Resolved	Ipsum	Unassigned	Not Acknowledged	
SEVERITY				Ipsum	Unassigned	Not Acknowledged	
<input checked="" type="checkbox"/> 0	6855987	4	Mitigated	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> 1	6855987	4	Active	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> 2	6855987	4	Active	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> 3	6855988	4	Mitigated	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> 4	6855989	4	Resolved	Ipsum	Unassigned	Not Acknowledged	
ACKNOWLEDGED				Ipsum	Unassigned	Not Acknowledged	
<input checked="" type="checkbox"/> Yes	6855987	4	Mitigated	Ipsum	Unassigned	Not Acknowledged	
<input type="checkbox"/> No	6855987	4	Active	Ipsum	Unassigned	Not Acknowledged	
SERVICE				Ipsum	Unassigned	Not Acknowledged	
AZURE	BING			Ipsum	Unassigned	Not Acknowledged	
TEAM				Ipsum	Unassigned	Not Acknowledged	
TRIAGE				Ipsum	Unassigned	Not Acknowledged	
				Ipsum	Unassigned	Not Acknowledged	
MY QUERIES				Ipsum	Unassigned	Not Acknowledged	
Ticket Workflow Team				Ipsum	Unassigned	Not Acknowledged	
Matt Saved Query				Ipsum	Unassigned	Not Acknowledged	
Matt Saved Query				Ipsum	Unassigned	Not Acknowledged	
TEAM QUERIES				Ipsum	Unassigned	Not Acknowledged	
Lorem Team Queries				Ipsum	Unassigned	Not Acknowledged	
Lorem Saved Query				Ipsum	Unassigned	Not Acknowledged	
Ipsum Saved Query				Ipsum	Unassigned	Not Acknowledged	
Matt Saved Query				Ipsum	Unassigned	Not Acknowledged	
SERVICE QUERIES				Ipsum	Unassigned	Not Acknowledged	
Critical Tickets				Ipsum	Unassigned	Not Acknowledged	
Lorem				Ipsum	Unassigned	Not Acknowledged	
Ipsum				Ipsum	Unassigned	Not Acknowledged	

Resolve Incident(s)

HOW FIXED
By Design

CUSTOMER/SLA IMPACTING
 Yes
 No

NOISE
 Yes
 No

ROOT CAUSE OPTIONS
 No Root Cause Required
 Create New Root Cause
 Link to Existing Root Cause

START TIME
12:45 AM

RESOLVE **CANCEL**

Ticket List

Basic | Advanced

ENVIRONMENT	PROD	PPE	Test	Other	ACKNOWLEDGE	GET HELP	TRANSFER	EDIT	LINK	MITIGATE	RESOLVE	RE-ACTIVATE	ACKNOWLEDGEMENT STATUS	TRACK																																																																																																																																																																																																						
<input checked="" type="checkbox"/> PROD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Acknowledged																																																																																																																																																																																																							
<input type="checkbox"/> PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Acknowledged																																																																																																																																																																																																							
<input type="checkbox"/> Test	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Acknowledged																																																																																																																																																																																																							
<input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Acknowledged																																																																																																																																																																																																							
STATE	<input checked="" type="checkbox"/> Active	<input type="checkbox"/> Mitigating	<input type="checkbox"/> Mitigated	<input type="checkbox"/> Resolved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Acknowledged																																																																																																																																																																																																							
SEVERITY	<input checked="" type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/>	Not Acknowledged																																																																																																																																																																																																													
ACKNOWLEDGED	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Acknowledged																																																																																																																																																																																																							
SERVICE	<input type="checkbox"/> AZURE X	<input type="checkbox"/> BING X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Acknowledged																																																																																																																																																																																																							
TEAM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not Acknowledged																																																																																																																																																																																																							
TRIAGE	<input type="checkbox"/> X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Acknowledged																																																																																																																																																																																																							
Resolve Incident(s)																																																																																																																																																																																																																				
IMPACT START TIME <input type="text" value="TestTest"/>																																																																																																																																																																																																																				
CUSTOMER/SLA IMPACTING <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																																																																																																																																																																																																				
NOISE <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																																																																																																																																																																																																				
ROOT CAUSE OPTIONS <input type="radio"/> No Root Cause Required <input type="radio"/> Create New Root Cause <input checked="" type="radio"/> Link to Existing Root Cause																																																																																																																																																																																																																				
HOW FIXED <input type="text" value="By Design"/>																																																																																																																																																																																																																				
<p>Two ways to search for root causes:</p> <p><input checked="" type="radio"/> START DATE END DATE <input type="text" value="11/01/2015"/> <input type="text" value="11/20/2015"/></p> <p>OWNING SERVICE TITLE <input type="text" value="Cloudnet"/> <input type="text"/></p> <p>OR</p> <p><input type="radio"/> INCIDENT ID <input type="text" value="Lorem Ipsum"/></p> <p>SEARCH</p>																																																																																																																																																																																																																				
RESOLVE CANCEL																																																																																																																																																																																																																				
<table border="1"> <thead> <tr> <th>ID</th> <th>Severity</th> <th>Status</th> <th>Type</th> <th>Description</th> <th>Owner</th> <th>Created By</th> <th>Last Modified By</th> <th>Unassigned</th> <th>ACKNOWLEDGED</th> </tr> </thead> <tbody> <tr><td>6855987</td><td>4</td><td>Active</td><td>Incident</td><td> </td><td>Ipsum</td><td>Lorem</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Active</td><td>Incident</td><td> </td><td>Ipsum</td><td>Lorem</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855988</td><td>4</td><td>Mitigated</td><td>Incident</td><td> </td><td>Ipsum</td><td>Lorem</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855989</td><td>4</td><td>Resolved</td><td>Incident</td><td> </td><td>Ipsum</td><td>Lorem</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Mitigated</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Active</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Active</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855988</td><td>4</td><td>Mitigated</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855989</td><td>4</td><td>Resolved</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Mitigated</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Active</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855988</td><td>4</td><td>Mitigated</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855989</td><td>4</td><td>Resolved</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Mitigated</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Active</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Active</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Unassigned</td><td>Not Acknowledged</td><td></td></tr> <tr><td>6855988</td><td>4</td><td>Mitigated</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855989</td><td>4</td><td>Resolved</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> <tr><td>6855987</td><td>4</td><td>Resolved</td><td>Incident</td><td> </td><td>Ipsum</td><td>Ipsum</td><td>Bob Smith</td><td>Acknowledged</td><td></td></tr> </tbody> </table>													ID	Severity	Status	Type	Description	Owner	Created By	Last Modified By	Unassigned	ACKNOWLEDGED	6855987	4	Active	Incident		Ipsum	Lorem	Unassigned	Not Acknowledged		6855987	4	Active	Incident		Ipsum	Lorem	Unassigned	Not Acknowledged		6855988	4	Mitigated	Incident		Ipsum	Lorem	Bob Smith	Acknowledged		6855989	4	Resolved	Incident		Ipsum	Lorem	Bob Smith	Acknowledged		6855987	4	Mitigated	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855987	4	Active	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855987	4	Active	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855988	4	Mitigated	Incident		Ipsum	Ipsum	Bob Smith	Acknowledged		6855989	4	Resolved	Incident		Ipsum	Ipsum	Bob Smith	Acknowledged		6855987	4	Mitigated	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855987	4	Active	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855988	4	Mitigated	Incident		Ipsum	Ipsum	Bob Smith	Acknowledged		6855989	4	Resolved	Incident		Ipsum	Ipsum	Bob Smith	Acknowledged		6855987	4	Mitigated	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855987	4	Active	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855987	4	Active	Incident		Ipsum	Ipsum	Unassigned	Not Acknowledged		6855988	4	Mitigated	Incident		Ipsum	Ipsum	Bob Smith	Acknowledged		6855989	4	Resolved	Incident		Ipsum	Ipsum	Bob Smith	Acknowledged		6855987	4	Resolved	Incident		Ipsum	Ipsum	Bob Smith	Acknowledged	
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Ticket List

Basic | Advanced

ENVIRONMENT	ID	SEVERITY	OWNER	ACKNOWLEDGEMENT STATUS	TRACK
<input checked="" type="checkbox"/> PROD	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> PPE	6855988	4	Bob Smith	Acknowledged	
<input type="checkbox"/> Test	6855989	4	Bob Smith	Acknowledged	
<input type="checkbox"/> Other	6855987	4	Unassigned	Not Acknowledged	
STATE					
<input checked="" type="checkbox"/> Active	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> Mitigating	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> Mitigated	6855988	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> Resolved	6855988	4	Unassigned	Not Acknowledged	
SEVERITY					
<input checked="" type="checkbox"/> 0	6855989	4	Bob Smith	Acknowledged	
<input type="checkbox"/> 1	6855987	4	Unassigned	Not Acknowledged	
<input type="checkbox"/> 2	6855987	4	Unassigned	Not Acknowledged	
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ACKNOWLEDGED					
<input checked="" type="checkbox"/> Yes	6855987	4	Bob Smith	Acknowledged	
<input type="checkbox"/> No	6855989	4	Unassigned	Not Acknowledged	
SERVICE					
AZURE	BING				
TEAM					
TRIAGE		RUN			
MY QUERIES					
Ticket Workflow Team					
Matt Saved Query					
Matt Saved Query					
TEAM QUERIES					
Lorem Team Queries					
>Lorem Saved Query					
Ipsum Saved Query					
Matt Saved Query					
SERVICE QUERIES					
Critical Tickets					
Lorem					
Ipsum					

Resolve Incident(s)

IMPACT START TIME
TestTest

CUSTOMER/SLA IMPACTING
 Yes No

NOISE
 Yes No

ROOT CAUSE OPTIONS
 No Root Cause Required Create New Root Cause Link to Existing Root Cause

HOW FIXED
By Design

BACK **RESOLVE** **CANCEL**

Ticket List

Basic Advanced						ACKNOWLEDGE		GET HELP		TRANSFER		EDIT		LINK		MITIGATE		RESOLVE		RE-ACTIVATE							
ENVIRONMENT				<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"/> TRACK					
<input checked="" type="checkbox"/> PROD		<input type="checkbox"/> PPE		<input type="checkbox"/> Test		<input type="checkbox"/> Other		<input type="checkbox"/> 6855987		4		Active		Lorem ipsum dolor sit amet, consec...		Lorem		Ipsum		Unassigned		Not Acknowledged					
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<input type="checkbox"/> Other		<input type="checkbox"/> 6855989		4		Resolved		Lorem ipsum dolor sit amet, consec...		Ipsum		Lorem		Bob Smith		Acknowledged											
STATE		<input type="checkbox"/> 6855987		4		Mitigated		Lorem ipsum dolor sit amet, consec...		Lorem		Ipsum		Unassigned		Not Acknowledged											
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SERVICE		AZURE		BING		<input type="checkbox"/> RUN																					
TEAM		TRIAGE		<input type="checkbox"/> RUN																							
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Ticket List

Basic | Advanced



ACKNOWLEDGE

GET HELP

TRANSFER

EDIT

LINK

MITIGATE

RESOLVE

RE-ACTIVATE

ENVIRON

Incident Timeline

 PROD PPE Test Other

STATE

15 | Wednesday June 5th

15 | Thursday June 6th

15 | Friday June 7th

15 | Saturday June 8th

15 | Sunday June 9th

15 | Monday June 10th

15 | Tuesd June 5th

 Active Mitig Mitig Resol

Impact Start

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Source Create Date

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Incident Create Date

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Initial Acknowledgement

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Request Assistance

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Mitigated

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Resolved

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

SEVERITY

<

 0 1 2 3 4

ACKNOWLEDGED

 Yes No

SERVICE

AZURE X BING X

TEAM

TRIAGE X

RUN

MY QUERIES

Ticket Workflow Team

Matt Saved Query

Matt Saved Query

TEAM QUERIES

Lorem Team Queries

Lorem Saved Query

Ipsum Saved Query

Matt Saved Query

SERVICE QUERIES

Critical Tickets

Lorem

Ipsum

ACKNOWLEDGE

GET HELP

TRANSFER

EDIT

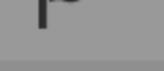
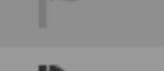
LINK

MITIGATE

RESOLVE

RE-ACTIVATE

TRACK



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<input type="checkbox"/>	6855989	4	Resolved	Lorem ipsum dolor sit amet, consec...	Ipsum	Bob Smith	Acknowledged
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<input type="checkbox"/> Test		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> Active		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> Mitigating		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input type="checkbox"/> Mitigated		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> Resolved		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> 0		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input type="checkbox"/> 1		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> 2		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
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<input type="checkbox"/> 4		6855988	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> ACKNOWLEDGED		6855989	4	Resolved	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith			Acknowledged		
<input checked="" type="checkbox"/> Yes		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input type="checkbox"/> No		6855987	4	Mitigated	>Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> SERVICE		6855987	4	Active	>Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned			Not Acknowledged		
<input checked="" type="checkbox"/> AZURE		BING											
<input checked="" type="checkbox"/> TEAM													
<input checked="" type="checkbox"/> TRIAGE									RUN				
<input checked="" type="checkbox"/> MY QUERIES													
<input checked="" type="checkbox"/> Ticket Workflow Team													
Matt Saved Query													
Matt Saved Query													
<input checked="" type="checkbox"/> TEAM QUERIES													
<input checked="" type="checkbox"/> Lorem Team Queries													
Lorem Saved Query													
Ipsum Saved Query													
Matt Saved Query													
<input checked="" type="checkbox"/> SERVICE QUERIES													
<input checked="" type="checkbox"/> Critical Tickets													
Lorem													
Ipsum													

Ticket List

Basic | Advanced

Ticket List

Basic | Advanced

Ticket List

Basic | **Advanced**

ENVIRONMENT

- PROD
- PPE
- Test
- Other

STATE

- Active
- Mitigating
- Mitigated
- Resolved

SEVERITY

- 0
- 1
- 2
- 3
- 4

ACKNOWLEDGED

- Yes
- No

SERVICE

- AZURE X
- BING X

TEAM

- TRIAGE X

MY QUERIES

- Ticket Workflow Team
 - Matt Saved Query
 - Matt Saved Query
- TEAM QUERIES
 - Lorem Team Queries
 - Lorem Saved Query
 - Ipsum Saved Query
 - Matt Saved Query
- SERVICE QUERIES
 - Critical Tickets
 - Lorem
 - Ipsum
 - New Query

☰ Column Options | ✖ Flat List Only ☷ Parent/Child List

And/Or

Field	Operator	Value
Environment	Equals	Prod
State	Equals	Active
Severity	Equals	0
Acknowledged	Equals	Yes
Service	Equals	Azure
Team	Equals	Triage

Add new clause

ID	SEVERITY	STATE	TITLE	SERVICE	TEAM	OWNER	ACKNOWLEDGEMENT STATUS	TRACK
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855988	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855989	4	Resolved	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855988	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855989	4	Resolved	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855989	4	Resolved	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855988	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855989	4	Resolved	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855989	4	Resolved	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Unassigned	Not Acknowledged	FLAG
6855987	4	Active	Lorem ipsum dolor sit amet, consec...	Lorem	Ipsum	Unassigned	Not Acknowledged	FLAG
6855988	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
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6855987	4	Mitigated	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG
6855989	4	Resolved	Lorem ipsum dolor sit amet, consec...	Ipsum	Lorem	Bob Smith	Acknowledged	FLAG



18957954 - Test Ticket for Lorem Ipsum

**SEVERITY 2
ACTIVE**Impact Duration
29 days
20 hours
22 minsEnvironment
PPE**CREATE
BRIDGE**

ACKNOWLEDGE GET HELP TRANSFER | SAVE LINK MITIGATE RESOLVE RE-ACTIVATE



Location

DC/REGION
Lorem

INSTANCE CLUSTER
Ipsum

ROLE
Lorem

SLICE
Ipsum

Classification

INCIDENT TYPE
Lorem

INCIDENT SUBTYPE
Ipsum

HOW FOUND?
Lorem

ALERT SOURCE
Ipsum

At-A-Glance

HIT COUNT
Lorem

LAST CORRELATED
Ipsum

SERVICE RESPONSIBLE
Lorem

INCIDENT RESPONSIBLE
Ipsum

Notes About This Incident

DETAILS

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras et sem ut erat rhoncus auctor eget et elit. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Aenean elit leo, fermentum a ipsum at, consectetur rutrum elit. Donec varius justo fermentum ex porta, a venenatis arcu sodales. Donec mattis lorem a velit lacinia volutpat. Pellentesque sodales eu leo eget viverra. Donec porta tellus et egestas laoreet. Fusce porta porttitor nibh, a hendrerit metus luctus et. Vestibulum semper euismod sapien ornare molestie. Ut sagittis vestibulum magna at molestie. Sed dapibus tempus placerat.

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TROUBLESHOOTING GUIDE

Lorem Ipsum

Owner Information

OWNING SERVICE
Lorem

OWNING TEAM
Ipsum

OWNER
Lorem

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.Mitigated
Lorem ipsum dolor sit amet, consectetur adipiscing elit.Resolved
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Impact

CUSTOMER/SLA IMPACT

 Yes No

IMPACTED SERVICES

LOREM X LOREM X

IMPACTED COMPONENTS

LOREM X LOREM X

IMPACTED TEAMS

LOREM X LOREM X

CUSTOMER

Lorem

SUBSCRIPTION ID

Ipsum



18957954 - Test Ticket for Lorem Ipsum

**SEVERITY 2
ACTIVE**Impact Duration
29 days
20 hours
22 mins

ACKNOWLEDGE GET HELP TRANSFER | SAVE LINK

Location

DC/REGION
Lorem

INSTANCE CLUSTER
Ipsum

ROLE
Lorem

SLICE
Ipsum

Classification

INCIDENT TYPE
Lorem

INCIDENT SUBTYPE
Ipsum

HOW FOUND?
Lorem

ALERT SOURCE
Ipsum

Notes About This Incident

DETAILS

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras et sem ut erat rhoncus auctor eget et elit. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Aenean elit leo, fermentum a ipsum at, consectetur rutrum elit. Donec varius justo fermentum ex porta, a venenatis arcu sodales. Donec mattis lorem a velit lacinia volutpat. Pellentesque sodales eu leo eget viverra. Donec porta tellus et egestas laoreet. Fusce porta porttitor nibh, a hendrerit metus luctus et. Vestibulum semper euismod sapien ornare molestie. Ut sagittis vestibulum magna at molestie. Sed dapibus tempus placerat.

Fusce metus turpis, bibendum nec elit sit amet, pulvinar porttitor dolor. Suspendisse et nunc sed felis tempus convallis. Mauris felis neque, commodo nec hendrerit a, imperdiet eget eros. Ut dictum pellentesque rutrum. Pellentesque non lectus vel nibh sagittis maximus non eu neque. Vivamus at nisi nec neque laoreet sollicitudin. Nulla et sem id sem consectetur aliquet. Sed urna est, convallis non ligula sed, dapibus luctus ex. Proin ut mollis lectus. Sed nec mollis nulla. Vivamus accumsan ornare malesuada. Nulla pharetra arcu augue, at dapibus odio tristique non. Ut semper vehicula finibus. In quis dui ac mi ornare pharetra non in elit. Nunc pharetra dolor eget nibh bibendum tristique. Cras vehicula imperdiet molestie.

TROUBLESHOOTING GUIDE

Lorem Ipsum

Link Incidents

LINK TYPE
Related

INCIDENT ID
5157946

DOES THIS LOOK CORRECT?
5157946 (New): Lorem Ipsum

COMMENT
Lorem Ipsum

SAVE CANCEL

Owner Information

OWNER INFORMATION

OWNING SERVICE
Lorem

OWNING TEAM
Ipsum

OWNER
Lorem

Incident Details

INCIDENT DETAILS

LAST CORRELATED
Ipsum

SERVICE RESPONSIBLE
Lorem

INCIDENT RESPONSIBLE
Ipsum

Impact

CUSTOMER/SLA IMPACT
 Yes No

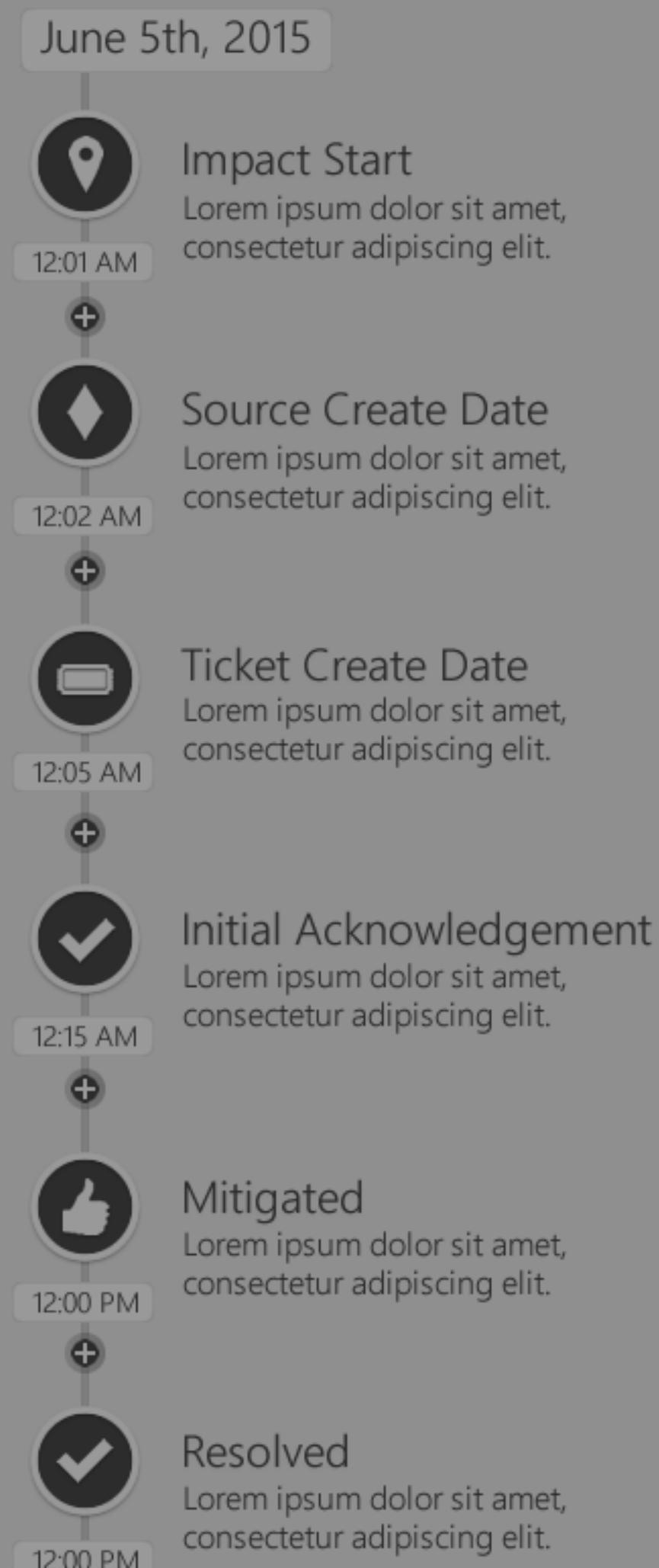
IMPACTED SERVICES
LOREM X LOREM X

IMPACTED COMPONENTS
LOREM X LOREM X

IMPACTED TEAMS
LOREM X LOREM X

CUSTOMER
Lorem

SUBSCRIPTION ID
Ipsum





18957954 - Test Ticket for Lorem Ipsum

**SEVERITY 2
ACTIVE**Impact Duration
29 days
20 hours
22 minsEnvironment
PPECREATE
BRIDGE

ACKNOWLEDGE GET HELP TRANSFER | SAVE LINK | MITIGATE RESOLVE RE-ACTIVATE

Location

DC/REGION
Lorem

INSTANCE CLUSTER
Ipsum

ROLE
Lorem

SLICE
Ipsum

Classification

INCIDENT TYPE
Lorem

INCIDENT SUBTYPE
Ipsum

HOW FOUND?
Lorem

ALERT SOURCE
Ipsum

At-A-Glance

HIT COUNT
Lorem

LAST CORRELATED
Ipsum

SERVICE RESPONSIBLE
Lorem

INCIDENT RESPONSIBLE
Ipsum

Notes About This Incident

DETAILS

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras et sem ut erat rhoncus auctor eget et elit. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Aenean elit leo, fermentum a ipsum at, consectetur rutrum elit. Donec varius justo fermentum ex porta, a venenatis arcu sodales. Donec mattis lorem a velit lacinia volutpat. Pellentesque sodales eu leo eget viverra. Donec porta tellus et egestas laoreet. Fusce porta porttitor nibh, a hendrerit metus luctus et. Vestibulum semper euismod sapien ornare molestie. Ut sagittis vestibulum magna at molestie. Sed dapibus tempus placerat.

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TROUBLESHOOTING GUIDE

Lorem Ipsum

Owner Information

OWNING SERVICE
Lorem

OWNING TEAM
Ipsum

OWNER
Lorem

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.Mitigated
Lorem ipsum dolor sit amet, consectetur adipiscing elit.Resolved
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Impact

CUSTOMER/SLA IMPACT

 Yes No

IMPACTED SERVICES

LOREM X LOREM X

IMPACTED COMPONENTS

LOREM X LOREM X

IMPACTED TEAMS

LOREM X LOREM X

CUSTOMER

Lorem

SUBSCRIPTION ID

Ipsum