Imagen que contiene dibujo, plato

El contenido generado por IA puede ser incorrecto.Un dibujo de una persona

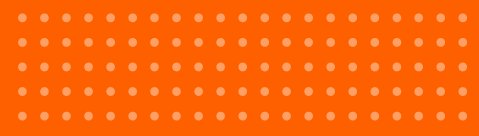
El contenido generado por IA puede ser incorrecto.A black and white logo

Description automatically generated with low confidence

**CASE REPORT**

Cliente: **{{cust}}**Case Number: **{{ inc.incident\_number }}{{ sr.sr\_number }}{{ ch.change\_number }}**

CUSTOMER SERVICE CENTER



# 

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{% if is\_incident %}

|  |  |  |  |
| --- | --- | --- | --- |
| **INDIVIDUAL CASE REPORT** | | | |
| **CUSTOMER** | {{cust}} | | |
| **CREATION DATE** | {{ inc.created\_at }} | **INCIDENT NUMBER** | {{ inc.incident\_number }} |

|  |  |  |  |
| --- | --- | --- | --- |
| **GENERAL INCIDENT INFORMATION** | | | |
| **INCIDENT STATUS** | {{ inc.status }} | **LAST UPDATED** | {{ inc.type\_incident }} |
| **IS IT A MAJOR INCIDENT?** | {{ inc.is\_major }} | **INCIDENT TYPE** | {{ inc.updated\_at }} |
| **INCIDENT REASON** | {{ inc.reason }} | | |
| **INCIDENT DESCRIPTION** | | | |
| {{ inc.description }} | | | |

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| --- | --- | --- | --- |
| **SOLUTION DETAILS** | | | |
| **SYMPTOM** | {{ inc.symptom }} | | |
| **CAUSE** | {{ inc.cause }} | | |
| **SOLUTION** | {{ inc.resolution\_summary }} | | |
| **ATTRIBUTED TO** | {{ inc.attributed\_to }} | | |
| **DOWNTIME** | {{ inc.downtime }} | **STOP THE CLOCK** | {{ inc.stop\_dw }} |
| **DOWNTIME START** | {{ inc.start\_at\_dw }} | **DOWNTIME END** | {{ inc.end\_at\_dw }} |

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| **CASE WORKLOG DETAILS** | | | |
| {% for w in worklogs\_table %} | | | |
| **{{ w.created\_by\_name }}** | {{ w.type\_worklog }} | {{ w.created\_at }} | {{ w.description }} |
| {% endfor %} | | | |

{% endif %}{% if is\_sr %}

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| --- | --- | --- | --- |
| **INDIVIDUAL CASE REPORT** | | | |
| **CUSTOMER** | {{cust}} | | |
| **CREATION DATE** | {{ sr.created\_at }} | **CASE NUMBER** | SR-{{ sr.sr\_number }} |

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| **GENERAL REQUEST INFORMATION** | | | |
| **CASE STATUS** | {{ sr.status }} | **LAST UPDATED** | {{ sr.updated\_at }} |
| **CASE REASON** | {{ sr.sr\_category }} | **CASE TYPE** | {{ sr.sr\_type }} |
| **REQUEST DESCRIPTION** | | | |
| {{ sr.symptom }} | | | |

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| --- | --- |
| **SOLUTION DETAILS** | |
| **SYMPTOM** | {{ sr.symptom }} |
| **SOLUTION** | {{ sr.solution }} |

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| **CASE WORKLOG DETAILS** | | | |
| {% for w in worklogs\_table %} | | | |
| **{{ w.created\_by\_name }}** | {{ w.type\_worklog }} | {{ w.created\_at }} | {{ w.description }} |
| {% endfor %} | | | |

{% endif %}{% if is\_change %}

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| --- | --- | --- | --- |
| **INDIVIDUAL CHANGE REPORT** | | | |
| **CUSTOMER** | {{cust}} | | |
| **CREATION DATE** | {{ ch.created\_at }} | **CHANGE NUMBER** | {{ ch.change\_number }} |

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| **GENERAL CHANGE INFORMATION** | | | |
| **CHANGE STATUS** | {{ ch.status }} | **LAST UPDATED** | {{ ch.updated\_at }} |
| **CHANGE REASON** | {{ ch.bussines\_reason }} | **CHANGE TYPE** | {{ ch.type\_change }} |
| **CHANGE DESCRIPTION** | | | |
| {{ ch.description }} | | | |

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| **SOLUTION DETAILS** | | | |
| **SYMPTOM** | {{ ch.description }} | | |
| **SOLUTION** | {{ ch.result }} | | |
| **DOWNTIME** | {{ ch.change\_downtime }} | **CHANGE END TIME** | {{ ch.end\_at\_activity }} |

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| **CHANGE WORKLOG DETAILS** | | | |
| {% for w in worklogs\_table %} | | | |
| **{{ w.created\_by\_name }}** | {{ w.type\_worklog }} | {{ w.created\_at }} | {{ w.description }} |
| {% endfor %} | | | |

{% endif %}

|  |  |  |
| --- | --- | --- |
| **ASSETS INVOLUCRADOS** | | |
| **NUMERO DE ASSET** | **LOCALIZACIÓN** | **TIPO DE ASSET** |
| {% for a in assets\_table -%} | | |
| {{ a.asset }} | {{ a.asset\_location }} | {{ a.asset\_type }} |
| {%- endfor %} | | |