Imagen que contiene dibujo, plato

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

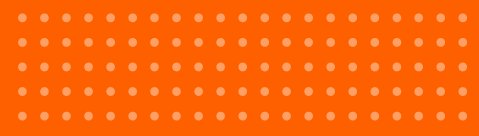
El contenido generado por IA puede ser incorrecto.A black and white logo

Description automatically generated with low confidence

**REPORTE DE CASO**

Cliente: **{{cust}}**  
Numero de caso: **{{ inc.incident\_number }}{{ sr.sr\_number }}{{ ch.change\_number }}**

CUSTOMER SERVICE CENTER



# 

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{% if is\_incident %}

|  |  |  |  |
| --- | --- | --- | --- |
| **REPORTE DE CASO INDIVIDUAL** | | | |
| **CLIENTE** | {{cust}} | | |
| **FECHA DE CREACIÓN** | {{ inc.created\_at }} | **NUMERO DE INCIDENTE** | {{ inc.incident\_number }} |

|  |  |  |  |
| --- | --- | --- | --- |
| **INFORMACIÓN GENERAL DEL INCIDENTE** | | | |
| **ESTADO DEL INCIDENTE** | {{ inc.status }} | **FECHA DE ACTUALIZACIÓN** | {{ inc.updated\_at }} |
| **¿ES UN MASIVO?** | {{ inc.is\_major }} | **TIPO DE INCIDENTE** | {{ inc.type\_incident }} |
| **RAZON DEL INCIDENTE** | {{ inc.reason }} | | |
| **DESCRIPCION DEL INCIDENTE** | | | |
| {{ inc.description }} | | | |

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| --- | --- | --- | --- |
| **DETALLES DE LA SOLUCIÓN** | | | |
| **SINTOMA** | {{ inc.symptom }} | | |
| **CAUSA** | {{ inc.cause }} | | |
| **SOLUCION** | {{ inc.resolution\_summary }} | | |
| **ATRIBUIDO A** | {{ inc.attributed\_to }} | | |
| **TIEMPO DE CAIDA** | {{ inc.downtime }} | **PARADA DE RELOJ** | {{ inc.stop\_dw }} |
| **INICIO DE LA CAIDA** | {{ inc.start\_at\_dw }} | **FINALIZACIÓN DE LA CAIDA** | {{ inc.end\_at\_dw }} |

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| **DETALLE DE LAS ACTUALIZACIONES EN EL CASO** | | | |
| {% 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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| **REPORTE DE CASO INDIVIDUAL** | | | |
| **CLIENTE** | {{cust}} | | |
| **FECHA DE CREACIÓN** | {{ sr.created\_at }} | **NUMERO DEL CASO** | SR-{{ sr.sr\_number }} |

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| **INFORMACIÓN GENERAL DE LA SOLICITUD** | | | |
| **ESTADO DEL CASO** | {{ sr.status }} | **FECHA DE ACTUALIZACIÓN** | {{ sr.updated\_at }} |
| **RAZON DEL CASO** | {{ sr.sr\_category }} | **TIPO DEL CASO** | {{ sr.sr\_type }} |
| **DESCRIPCION DE LA SOLICITUD** | | | |
| {{ sr.symptom }} | | | |

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| **DETALLES DE LA SOLUCIÓN** | |
| **SINTOMA** | {{ sr.symptom }} |
| **SOLUCION** | {{ sr.solution }} |

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| **DETALLE DE LAS ACTUALIZACIONES EN EL CASO** | | | |
| {% 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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| **REPORTE DE CASO INDIVIDUAL** | | | |
| **CLIENTE** | {{cust}} | | |
| **FECHA DE CREACIÓN** | {{ ch.created\_at }} | **NUMERO DEL CAMBIO** | {{ ch.change\_number }} |

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| **INFORMACIÓN GENERAL DEL CAMBIO** | | | |
| **ESTADO DEL CAMBIO** | {{ ch.status }} | **FECHA DE ACTUALIZACIÓN** | {{ ch.updated\_at }} |
| **RAZON DEL CAMBIO** | {{ ch.bussines\_reason }} | **TIPO DEL CAMBIO** | {{ ch.type\_change }} |
| **DESCRIPCION DE LA CAMBIO** | | | |
| {{ ch.description }} | | | |

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| **DETALLES DE LA SOLUCIÓN** | | | |
| **SINTOMA** | {{ ch.description }} | | |
| **SOLUCION** | {{ ch.result }} | | |
| **TIEMPO DE CAIDA** | {{ ch.change\_downtime }} | **FIN DEL CAMBIO** | {{ ch.end\_at\_activity }} |

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| **DETALLE DE LAS ACTUALIZACIONES EN EL CAMBIO** | | | |
| {% for w in worklogs\_table %} | | | |
| **{{ w.created\_by\_name }}** | {{ w.type\_worklog }} | {{ w.created\_at }} | {{ w.description }} |
| {% endfor %} | | | |

{% endif %} {%for a in assets\_table%}

|  |  |  |
| --- | --- | --- |
| **ASSETS INVOLUCRADOS** | | |
| **NUMERO DE ASSET** | **LOCALIZACIÓN** | **TIPO DE ASSET** |
| {{ a.asset }} | {{ a.asset\_location }} | {{ a.asset\_type }} |

{%endfor%}