|  |  |
| --- | --- |
| **Incident Overview** | |
| **Incident Number** | {{ inc.incident\_number }} |
| **Customer** | {{cust}} |
| **City/Location** | {{cust\_country}} |
| **Incident Details** | |
| **Start Date/Time** | {{ inc.start\_at\_dw }} – GMT-5 |
| **Resolution Date/Time** | {{ inc.end\_at\_dw }} – GMT-5 |
| **Incident Duration** | {{ inc.duration }} |
| **Downtime** | {{ inc.downtime }} |
| **Incident Type** | {{ inc.type\_incident }} |
| **Type of Impact** | {{ inc.afectation\_type }} |
| **Incident Priority** | {{ inc.priority }} |
| **ID-Asset / Affected Services** | {{cust\_assets}} |

|  |
| --- |
| **Failure Description** |
| {{ inc.symptom }} |
| **Failure Cause** |
| {{ inc.cause }} |
| **Failure Solution** |
| {{ inc.resolution\_summary }} |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action Plan** | | | | |
| **Action Type** | **Activity** | **Responsible** | **Execution Date** | **Status** |
| Elija un elemento. |  |  | Ingrese fecha | Elija un elemento. |
| Elija un elemento. |  |  | Ingrese fecha | Elija un elemento. |

|  |
| --- |
| **Annex 1. Additional Information**  When needed, enter any incident details you think are relevant for understanding the failure or its resolution. E.g., underlying events, actions taken to fix the issue, images, or documents. |

**Report Author:** *Customer Service Center***Report Preparation Date:** {{Actual\_Time}}