# INC 2023-000006
Fallo en calle de Gijón al entregar un paquete

| | | | |
|---|---|---|---|
| **Code:** | INC 2023-000006 | **Dedicated hours:** | 0.25 hour(s) |
| **Status:** | Closed | **Other costs:** | 0 € |
| **Source / Creation date:** | User portal 11/23/2023 6:27:17 PM | | |
| **Registered by:** | Telefonía_01, CP_Operador de | | |
| **Last modification:** | Telefonía_01, CP_Operador de 11/23/2023 6:29:51 PM | | |
| **Type:** | Incidencia | | |
| **Category:** | /Transporte/Transporte privado | **1st response time:** | 0.03 |
| **Escalated:** | No | **Solution time:** | 0.03 |
| **Solution tries:** | 1 | **Closing time:** | 0.03 |

## Record

| | |
|---|---|
| **Source / Creation date:** | User portal 11/23/2023 6:27:17 PM |
| **Registered by:** | Telefonía_01, CP_Operador de |
| **Reported by:** | Contacto, SEUR |
| **Location:** | **Customer:** SEUR |
| **Title:** | Fallo en calle de Gijón al entregar un paquete |

**Description:**

Un repartidor ha reportado algún tipo de fallo en la calle  Avenida de Roces en Gijón, puede que sea algo relacionado con un sensor o una cámara en la calle.

## Classification

| | |
|---|---|
| **Type:** | Incidencia |
| **Category:** | /Transporte/Transporte privado |
| **Priority:** | Media |
| **Calendar:** | Asturias |
| **SLA:** | CP General B      **Estimated date:**      11/24/2023 1:27:00 PM |

### 1st line service end

| | | | |
|---|---|---|---|
| **1st line service:** | Esta incidencia se refiere a un problema ya descubierto. Existen cámaras alternativas en la misma calle que solventan este problema de manera temporal. La reparación de la cámara no depende de CP. | **Hours:** | 0.25 |
| **Task to do:** | Solve at 1st line | **Expenses:** | 0 |
| **Group:** | | **2nd line technician:** | |
| **Register signature:** | Telefonía_01, CP_Operador de 11/23/2023 6:29:49 PM | | |

## Identify incident / request source

| Name | Source | Type | Supplier | Contract |
|---|---|---|---|---|

## Service levels

| | | | |
| --- | --- | --- | --- |
| **Agreement:** | CP General B | | |
| **Group:** | | **Technician:** | |
| **Is fulfilled  SLA?:** | Si | | |

### First response

| | | | |
| --- | --- | --- | --- |
| **Max. hours:** | 3h 00m | **Real hours:** | 0h 02m |
| **Maximum date:** | 11/24/2023 | **Real Date:** | 11/23/2023 |
| **Is fulfilled first response?:** | Si | | |

### Resolution

| | | | |
| --- | --- | --- | --- |
| **Max. hours:** | 6h 00m | **Real hours:** | 0h 02m |
| **Maximum date:** | 11/24/2023 | **Real Date:** | |
| **Is fulfilled resolution?:** | SI | | |

### Summary OLAs/UCs

| Name | Group | Time calculation | Start date | Estimated date | End date | Time consumed | Solution time | Is fulfilled OLA/UC? | No. iterations |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

## Investigation

**Investigation comments:**

### Activities

| Activity | Date and responsible | Comments |
| --- | --- | --- |

### Annotations history

| Details | Annotation |
| --- | --- |

**User solution:**

**Send email to user:** Yes

**Solution signature:**

## Closing

**Comments:**

**Resolution:**

**Closure / revoke solution signature:**

## Additional information

### Incident / Request related attachments

| Name | Description | Attached by | Date | Shared |
| --- | --- | --- | --- | --- |
| | | | | No |

## Related incidents / requests

**Relation type:**          Independent

## Related Knowledge Base topics (KB)

| Code | Title | Status | Relation comments |
|------|-------|--------|-------------------|

## Related problems

| Code | Title | Status | Relation comments |
|------|-------|--------|-------------------|

## Related RFCs

| Code | Title | Status | Relation comments |
|------|-------|--------|-------------------|

## Custom fields