

## Incident Detail

Task Closed Controller	00185022	State Open	<input type="checkbox"/>
JIRA Issue ID		HT#	
JIRA Issue Key		Approved	<input type="checkbox"/>
Issue Type		All Tasks Closed Controller	<input checked="" type="checkbox"/>
Select Approver Manually		Short Description	Access Request
First Approval	<input type="checkbox"/>	Estimated Budget / Capital Investment	
From Workday	<input type="checkbox"/>	Estimated Project Duration	
Region		Business Personnel Time Investment	
Employee ID		Legal / Compliance / Regulatory	
AO_New_Emp_ED	5/20/2019	Increased Revenue / Profit Generation	
AO_New_Emp_FN	First Name: Erzsebet	Operational Efficiency / Cost Savings	
AO_New_Emp_LN	Last Name:: Gagyor	Root Cause	
	Sales Planning Workbench Roles:		
AO_Data_New_Emp_Roles	Additional Felix Roles: felix-postlift-adjustment	Root Cause for incident	
	Oracle WatchList (Marine):		
	FileNet:		
AO_New_Emp_OL		Fast Track	No
AO_New_Emp_LN_Trimmed	Gagyor	Value Justification	
AO_New_Emp_LN_NoSpace		Need by Date	
Company		Ticket Source	
AO_New_Emp_Dept		Business Rank	
AO_New_Emp_Title		Business Urgency	
AO_New_Emp_Title_Trimmed		Issue Summary	
Preferred Name		Assignee	
Manager Employee ID		Client ID~	<a href="mailto:egagyor@wfscorp.com">egagyor@wfscorp.com</a>
Manager Email Address		Fix Version/s	
is Manager		Urgency~	MEDIUM
Division		Impact~	LOW
WD_Description		Segment	
Street		Business Impact	
State		Business Impact	

City  
Country  
Zip  
Transaction Type  
NewHireRescind ☐  
Domain  
Activity Time (in min) 0  
Term\_Type\_Comp  
ContractToPerm ☐  
Opened At Hour 10  
Prod Deploy Access ☐  
UserNameSuggestedByWorkday  
First Call Resolution1 ☐  
DayDiffOfCreatedAndTermDate  
Incorrect Escalation ☐  
Incorrect Classification ☐  
Insufficient Information ☐  
Service Desk FCR Eligible ☐  
Comments

Status Details:

Passdown Info  
Licensed Software

AO Data:

SamAccountNameegagyor

Client Details:

Last Name	Gagyor	Client TypeUser
First Name	Erzsebet	Account
Client ID	<a href="#">Erzsebet Gagyor</a>	Call Count
Preferred Contact Method		
Reason for Completing		

## Incident Details:

Template	<a href="#">CLOSED</a>	First Call Resolution	<input type="checkbox"/>
Category	<a href="#">ACCESS REQUESTS</a>	Broadcast	
Request Definition	<a href="#">Access Request</a>	Last Modified By	<a href="#">Mohamed Yasin</a> , 5/29/2019 11:41 AM
Description	Access Request		
	First Name: Erzsebet		
	Middle Name::		
	Last Name:: Gagyor		
Request Details	Effective Date:: 5/20/2019		
	End Date::		
	Job Title: (Select Other if not listed): Billing Coordinator		
	Company:: Gib Oil Limited		
	Department: Finance & Accounting		
Resolution			

## Status and Priority:

Status	<a href="#">CLOSED</a>	Impact	<a href="#">LOW</a>
Closure Category		Urgency	<a href="#">MEDIUM</a>
		Priority	<a href="#">4</a>

## Date and Time Details:

Opened Date	5/20/2019 11:27 AM	Due Date	5/23/2019 11:27 PM
Responded Date		Closed Date	5/29/2019 11:41 AM

## Service and Configuration Item Details:

Service	<a href="#">Human Resources</a>	Outage Start	
Service Offering	<a href="#">Access_Request</a>	Outage End	
Configuration Item / Asset			



## EIP:

Application

Staff Assignment Details:

Owner[Global – EMEA Support](#) [\[Change\]](#)

Linked Tasks[Linked Tasks Help](#)

Action	Launch Console	Approval Status	Approval Information	Description	Status~	Resolution	Queue
<a href="#">Edit</a>	<a href="#">00184310</a>		Marine Controller Approved	Marine Controller - Access Requested in Marine segment  Felix Main Role: Felix-Admin Market Reports: Sales Planning Workbench Roles: Felix Region: Europe Additional Felix Roles: felix-postlift-adjustment MEGA - Marine: Oracle WatchList (Marine): REX(CRM):	CLOSED	SUCCESS - Oracle - Account Already Exists  -	AO
<a href="#">Edit</a>	<a href="#">00185022</a>				CLOSED		Global Account Administration

Action History[Action History Help](#)

No records to display

Incident Service Target

ActionIncident Service Target#  
[00323484](#)  
[00323485](#)  
[00323486](#)

Approval History

No records to display

Linked Knowledge Articles

No records to display

Linked Configuration Items and Assets[Linked Configuration Items and Assets Help](#)

No records to display

Linked Change Requests[Linked Change Requests Help](#)

No records to display

Linked Problems[Linked Problems Help](#)

No records to display

Notes & Attachments

No records to display

Incident History

Date	User	Action
5/29/2019 11:41 AM	<a href="#">Mohamed Yasin</a>	Changed Status from IN PROGRESS to CLOSED.
5/29/2019 11:41 AM	<a href="#">Mohamed Yasin</a>	Changed Status from OPENED to IN PROGRESS.
5/21/2019 4:14 AM	<a href="#">Gareth Barnett</a>	Changed Last Queue from Support - Helpdesk to Global – EMEA Support.
5/20/2019 11:27 AM	<a href="#">Erzsebet Gagyor</a>	Changed SamAccountName from egagyor@wfscorp.com to egagyor. Changed Last Queue to Support - Helpdesk.

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