

Priority List

213

Smart Hands

2870

Trouble Tickets






83

CC Installs

961

Filters All Due Today Unaddressed Trouble 2 Way Received Expedite Customer Message

Updated on Jul 07, 2022

<div>Unaddressed Trouble</div>							
	Trouble Cust. Trbl. - HW Access Issue	Trouble Ticket#	Asset#	Dispatch Date	Status	Severity	
	SG2:05:B3MD50:EQUINIX (SINGAPORE)	5-214098398717	14713855	5/17/2022, 8:58 PM	Open - Dispatch	High	
<div>Unaddressed Trouble</div>							
	Trouble CT-CrossConnect	Trouble Ticket#	Asset#	Dispatch Date	Status	Severity	
	SG2:04:A2MD50:EQUINIX (SINGAPORE)	5-213759361898	1_007211105064	4/18/2022, 8:58 PM	Open - Dispatch	Medium	
<div>Unaddressed Trouble <div>2 Way Received</div></div>							
	Trouble CT-CrossConnect	Trouble Ticket#	Asset#	Dispatch Date	Status	Severity	
	CH1:05:000330:Cogent Communications	5-213285654801	11760756	3/25/2022, 9:38 AM	Customer Updated	High	
<div>Unaddressed Trouble</div>							
	Trouble Cust. Trbl. - Cooling Issue	Trouble Ticket#	Asset#	Dispatch Date	Status	Severity	
	CH2:06:001050:GOOGLE LLC	5-214666670535	4-40642667921	6/1/2022, 3:39 AM	Open - Dispatch	High	
<div>Unaddressed Trouble</div>							
	Trouble Cust. Trbl. - Cooling Issue	Trouble Ticket#	Asset#	Dispatch Date	Status	Severity	
	CH2:06:001050:GOOGLE LLC	5-214654227170	4-40642667921	5/31/2022, 7:57 PM	Open - Dispatch	High	

New Timer

Enter details below

New Task Timer

New Ticket Timer

IBX*

Select IBX

Bulk Cross Connect

Bulk Power

Ticket or Activity No.*

Eg: 5-111111111111

Note (optional)

200 characters limit

All set! Tap to begin

Start Timer

New Timer

<

Enter details below

New Task Timer

New Ticket Timer

IBX*

SV1

Bulk Cross Connect

Bulk Power

Ticket or Activity No.*

Eg: 5-111111111111

Note (optional)

200 characters limit

All set! Tap to begin

Start Timer

New Timer

<

Enter details below

New Task Timer

New Ticket Timer

IBX*

SV1

☒ Bulk Cross Connect

☐ Bulk Power

Work Order No. *

Eg. 2-111111111111

Note (optional)

200 characters limit

All set! Tap to begin

Start Timer



Work Order No. appears once Bulk CC selected



Enter details below

New Task Timer

New Ticket Timer

IBX*

SV1



☒ Bulk Cross Connect

☐ Bulk Power

Work Order No. *

2-11154352546

Note (optional)

200 characters limit

All set! Tap to begin

Start Timer

Add Work Order No. + Start Timer



See all tickets

IBX | Ticket ID

AM1 | 3-207289797978

ACTIVE

00:00

HRS

MINS



You first started working on this Ticket on:

11 Jul 2022, 05:16 PM

No note added. [Add Note](#)

Timer started (Current State)

00:00

11 Jul 2022, 05:16 PM

Completed all tasks?

Stop Timer



See all tickets

IBX | Ticket ID

AM1 | 3-207289797978

ACTIVE

02:36

HRS

MINS



You first started working on this Ticket on:

11 Jul 2022, 05:16 PM

No note added. [Add Note](#)

Timer started (Current State)

00:00

11 Jul 2022, 05:16 PM

Completed all tasks?

Stop Timer

< See all tickets

IBX | Ticket ID

AM1 | 3-213103793085

ACTIVE

02:36

HRS MINS

Time Recorded in App

02:36

Ticket or Activity No.*

5-111111111111

⌵

Commit Time

Would you like to commit the time?

No Yes

< See all tickets

IBX | Ticket ID

AM1 | 3-213103793085

ACTIVE

02:36

HRS MINS

Time Recorded in App

02:36

Ticket or Activity No.*

5-111111111111

⌵

✓ 5-111111111111

5-111133333333

5-1111354321654

5-1165465431221

5-1189746546546

5-1189666546600

Commit Time

Would you like to commit the time?

No Yes



First activity is already preselected

<

See all tickets

×

IBX | Ticket ID

AM1 | 3-213103793085

ACTIVE

02:36

HRSMINS

Time Recorded in App

×

02:36

Ticket or Activity No.*

5-111111111111

✓ 5-111111111111

✓ 5-111133333333

5-1111354321654

5-1165465431221

5-1189746546546

5-1189666546600

Commit Time

Would you like to commit the time?

NoYes

<

See all tickets

×

IBX | Ticket ID

AM1 | 3-213103793085

ACTIVE

Time Recorded in App

×

02:36

Ticket or Activity No.*

5-111111111111

×

5-111133333333

×

Select more

✓ 5-111111111111

✓ 5-111133333333

5-1111354321654

5-1165465431221

5-1189746546546

5-1189666546600

Commit Time

Would you like to commit the time?

NoYes



Once second activity is selected, automatically shows on top



See all tickets

IBX | Ticket ID

AM1 | 3-213103793085

ACTIVE

Time Recorded in App



02:36

Ticket or Activity No.*

5-111111111111	X
5-111133333333	X
Select more	▼
✓ 5-111111111111	
✓ 5-111133333333	
5-1111354321654	
✓ 5-1165465431221	
5-1189746546546	
5-1180666566600	

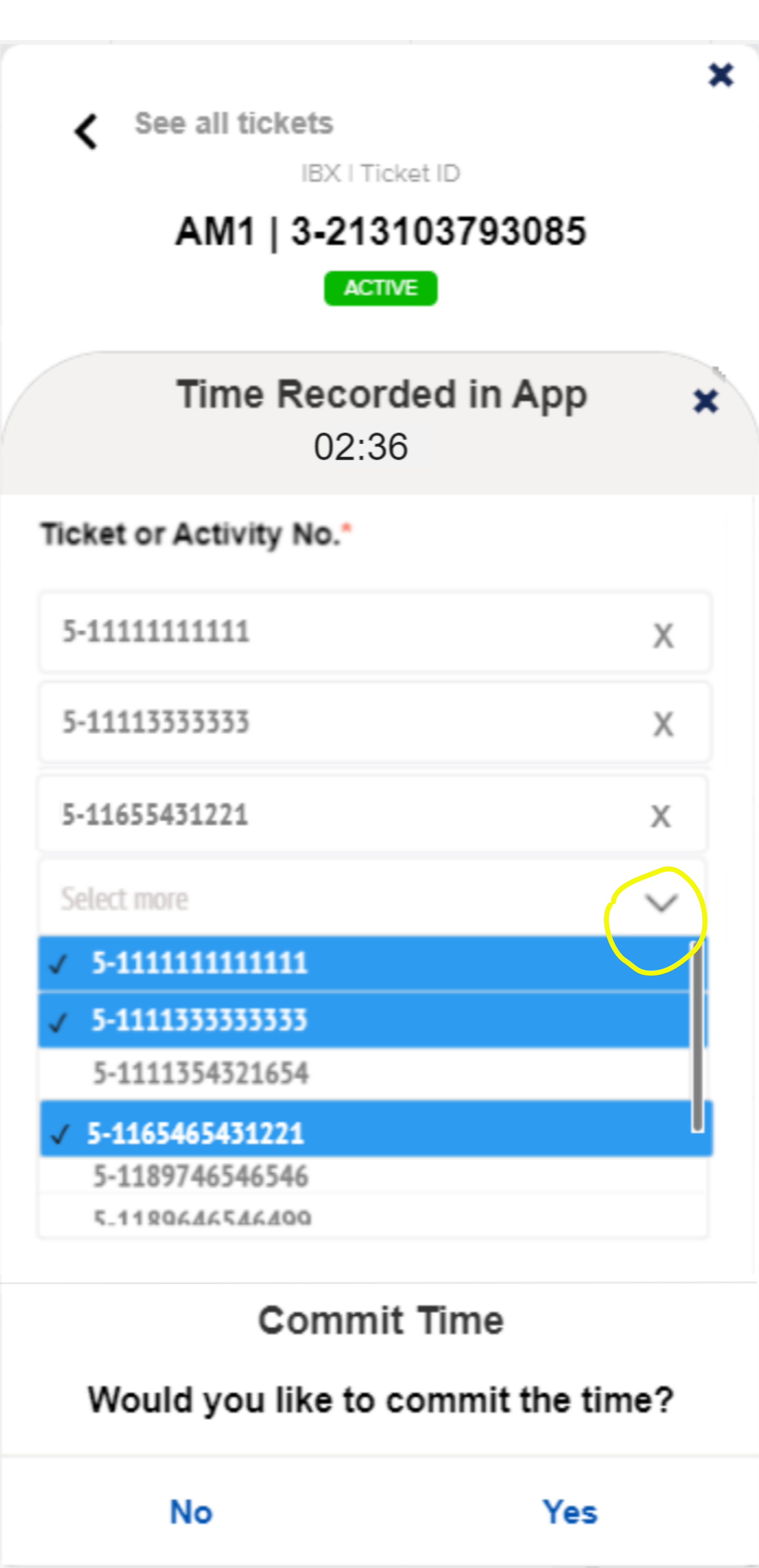
Commit Time

Would you like to commit the time?

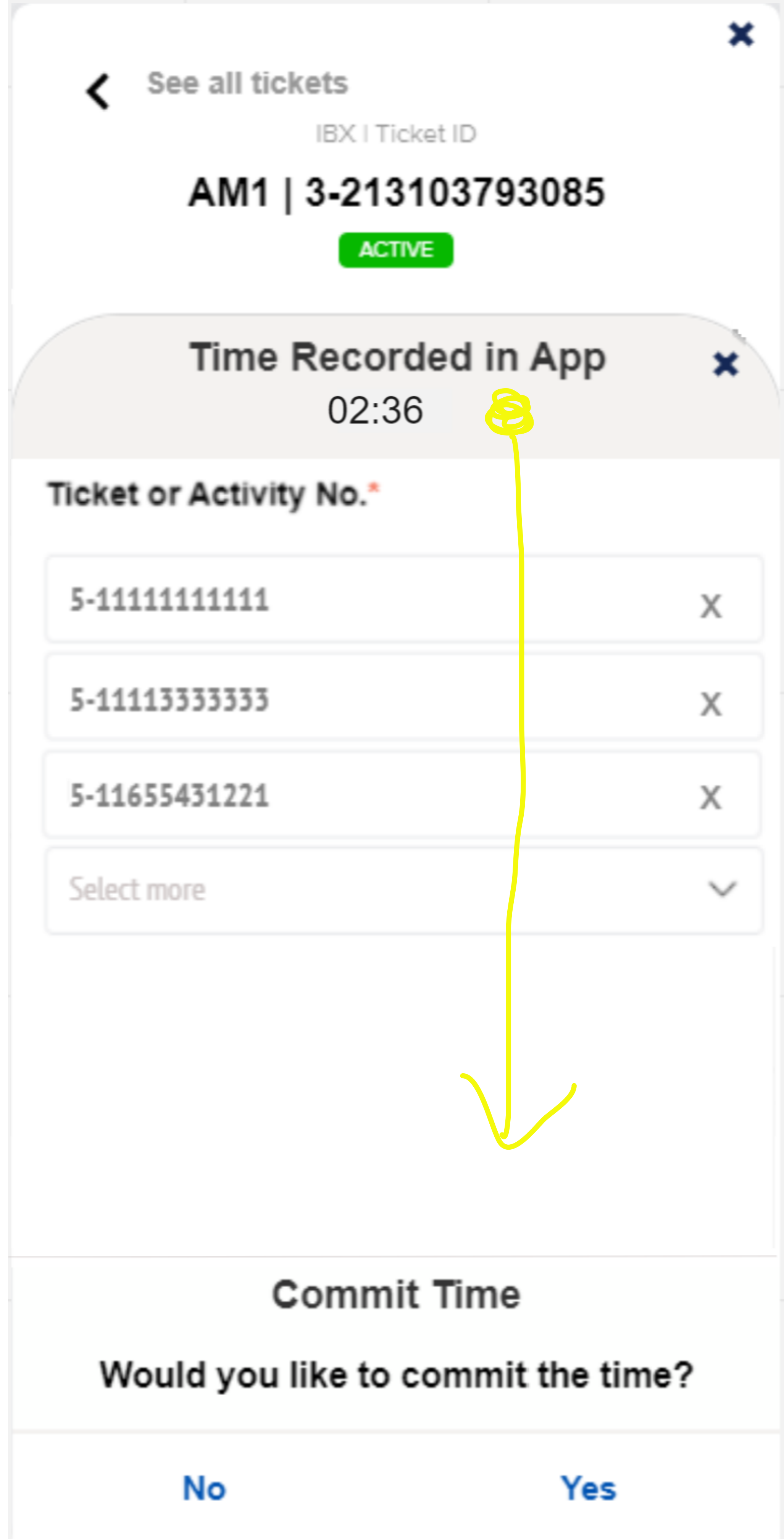
No

Yes

Third activity selected



Collapse List



Swipe Down
(not necessary step)



< See all tickets

IBX | Ticket ID

AM1 | 3-213103793085

ACTIVE

02:36

HRS

MINS



You first started working on this Ticket on:

12 Jul 2022, 10:49 AM

No note added. [Add Note](#)

Timer started (Current State)

00:00

12 Jul 2022, 10:49 AM

Time Recorded in App



02:36

Commit Time

Would you like to commit the time?

No

Yes



< See all tickets

IBX | Ticket ID

AM1 | 3-207289797978

TIME COMMITTED

02:36

HRS

MINS

You first started working on this Ticket on:

11 Jul 2022, 05:16 PM

No note added.

Timer committed (Current State)

02:36

12 Jul 2022, 1:25 PM

Timer started

00:01

12 Jul 2022, 10:49 AM

Ticket or Activity No.*

5-111111111111

X

5-111133333333

X

5-11655431221

X