

Incident Report	
Team	WOLKEN CA CMS Support
Ticket ID	INC1221251
Ticket Origin	Email
Ticket Type	Incident
Requester	mithun@wolkensoftware.com
Impact	Medium
Sub Category	Wolken
Urgency	High
Category	Applications
Created On	29-August-2022 11:51:05
Requester Email	mithun@wolkensoftware.com
Status/Substatus	Open/Assigned
Priority	High - P2
Owner	Sachin

CC List	
External CC	sachin.n@wolkensoftware.com,qwertyui@gamil.com
Internal CC	Sachin

Subject and Description	
Subject	test
Description	<p>testt</p> <p>test for sumanth ↗</p> <p>test</p> <p>test for sumanth</p> <hr/> <p>CA-Support Portal : Mainframe, Enterprise and Payment Securi... ↗</p> <p>What's New tab has all the latest News, Knowledge Base Articles, Community Posts, and Documentation related</p>

Ticket Other Info	
Location	IND-All Remote Location
Reminder	29-August-2022 11:44:26
Reminder Notes	test

Comments		
User	Created On	Description
Sachin	06-September-2022 11:19:55	Attachment has been uploaded by Sachin
Sachin	06-September-2022 11:19:41	Attachment has been uploaded by Sachin
Sachin	06-September-2022 11:19:26	Attachment has been uploaded by Sachin
Sachin	06-September-2022 11:19:14	Attachment has been uploaded by Sachin
Sachin	06-September-2022 11:19:07	Attachment has been uploaded by Sachin
Sachin	06-September-2022 11:18:52	Attachment has been uploaded by Sachin
Sachin	06-September-2022 11:18:32	Attachment has been uploaded by Sachin
Sachin	05-September-2022 16:37:36	Attachment has been uploaded by Sachin
Sachin	05-September-2022 16:37:26	Attachment has been uploaded by Sachin
Sachin	05-September-2022 16:37:19	Attachment has been uploaded by Sachin
Sachin	01-September-2022 18:41:02	qwertyuiop
Sachin	01-September-2022 17:01:02	qwertyuiop
Harshitha H S	29-August-2022 12:51:48	First line Second line Third line

SLA								
SLA Definition	Stage	Start Time	Breach Time	Actual Elapsed Time	Actual Time Left	Business Time Left	Business Elapsed Time	Business Elapsed Percentage
Incident-P2	In progress	29-August-2022 11:51:05	29-August-2022 13:51:05	14 Days 8 Hours 37 Minutes	0	0	14 Days 8 Hours 37 Minutes	17232.21%

Unified History				
User	Date	Response Type	Status	Description
Sachin	08-September-2022 16:58:51	Internal Note	Open/Assigned	Internal Watcher List Modified. Sachin has been added.

Sachin	08-September-2022 16:57:10	Other Updates	Open/Assigned	External Watcher List Modified. qwertyui@gamil.com has been added.
Sachin	08-September-2022 16:56:32	Other Updates	Open/Assigned	External Watcher List Modified. qwertyuiop@gmail.com has been removed.sachin.n@wolkensoftware.com has been added.
Sachin	08-September-2022 16:49:02	Other Updates	Open/Assigned	External Watcher List Modified. qwertyuiop@gmail.com has been added.
Sachin	06-September-2022 11:19:55	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148.txt
Sachin	06-September-2022 11:19:41	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1662443376777.txt
Sachin	06-September-2022 11:19:26	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148.txt
Sachin	06-September-2022 11:19:14	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148.txt
Sachin	06-September-2022 11:19:07	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1662443343099.txt
Sachin	06-September-2022 11:18:52	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148.txt
Sachin	06-September-2022 11:18:32	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148.txt
Sachin	05-September-2022 16:37:36	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148_1662376052775.txt
Sachin	05-September-2022 16:37:26	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148.txt
Sachin	05-September-2022 16:37:19	OUTBOUND	Open/Assigned	Attachment has been uploaded by Sachin Attachments - Kat_1661929506148.txt
Sachin	01-September-2022 18:41:02	OUTBOUND	Open/Assigned	qwertyuiop

Sachin	01-September-2022 17:01:02	OUTBOUND	Open/Assigned	qwertyuiop																					
Sachin	01-September-2022 17:00:38	Ticket Update	Open/Assigned	Ticket Modified. Contact changed from SHASHANK BHARADWAJN to mithun@wolkensoftware.com.																					
Sachin	29-August-2022 15:14:29	Internal Note	Open/Assigned	hi																					
System User	29-August-2022 13:52:03	OUTBOUND	Open/Assigned	<table><tr><td></td><td>INC1221251</td><td></td></tr><tr><td></td><td>test</td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td>High - P2</td><td></td></tr><tr><td></td><td>Open</td><td></td></tr><tr><td></td><td>WOLKEN CA CMS Support</td><td></td></tr><tr><td></td><td>Harish Kamath</td><td></td></tr></table> <p>* All dates in this email content are in company timezone - PDT</p>		INC1221251			test						High - P2			Open			WOLKEN CA CMS Support			Harish Kamath	
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	test																								
	High - P2																								
	Open																								
	WOLKEN CA CMS Support																								
	Harish Kamath																								
System User	29-August-2022 13:52:01	Ticket Update	Open/Assigned	Case Modified The value of Escalation Level Passed has been changed from None to Breached																					
System User	29-August-2022 13:22:03	OUTBOUND	Open/Assigned	<table><tr><td></td><td>INC1221251</td><td></td></tr><tr><td></td><td>test</td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td>High - P2</td><td></td></tr><tr><td></td><td>Open</td><td></td></tr><tr><td></td><td>WOLKEN CA CMS Support</td><td></td></tr><tr><td></td><td>Harish Kamath</td><td></td></tr></table> <p>* All dates in this email content are in company timezone - PDT</p>		INC1221251			test						High - P2			Open			WOLKEN CA CMS Support			Harish Kamath	
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System User	29-August-2022 12:52:02	OUTBOUND	Open/Assigned		INC1221251	
					test	
					High - P2	
					Open	
					WOLKEN CA CMS Support	
					Harish Kamath	
				* All dates in this email content are in company timezone - PDT		
Harshitha H S	29-August-2022 12:51:48	OUTBOUND	Open/Assigned	First line		
				Second line		
				Third line Attachments - Kat_1661757686173.txt		
Harshitha	29-August-2022 12:48:02	Manual-Assignment	Open/Assigned	Ticket has been Assigned to Sachin		
System User	29-August-2022 12:07:03	OUTBOUND	Open/Unassigned		INC1221251	
					test	
					High - P2	
					Open	
					WOLKEN CA CMS Support	
					Harish Kamath	
				* All dates in this email content are in company timezone - PDT		
System User	29-August-2022 12:03:02	OUTBOUND	Open/Unassigned		INC1221251	
					test	
					High - P2	
					Open	
					WOLKEN CA CMS Support	
					Harish Kamath	
				* All dates in this email content are in company timezone - PDT		

System User	29-August-2022 11:59:01	OUTBOU ND	Open/Una ssigned		INC1221251	
					test	
					High - P2	
					Open	
					WOLKEN CA CMS Support	
					Harish Kamath	
* All dates in this email content are in company timezone - PDT						
Rakshitha Bb	29-August-2022 11:51:06	Ticket Update	Open/Una ssigned	Ticket has been Cloned from Ticket # : 1221249		

Internal Notes			
User	Description	Status	Date
Sachin	Internal Watcher List Modified. Sachin has been added.	Open/Assigned	08-September-2022 16:58:51
Sachin	hi	Open/Assigned	29-August-2022 15:14:29

Attachments		
Sl.No	Attachment Name	Date
1	Kat_1661929506148.txt	06-September-2022 11:18:32
2	Kat_1661757686173.txt	29-August-2022 12:51:48
3	Kat_1661929506148.txt	06-September-2022 11:19:55
4	Kat_1661929506148_1662376052775.txt	05-September-2022 16:37:36
5	Kat_1661929506148.txt	05-September-2022 16:37:26
6	Kat_1661929506148.txt	05-September-2022 16:37:19
7	Kat_1662443376777.txt	06-September-2022 11:19:41
8	Kat_1661929506148.txt	06-September-2022 11:19:26

9	Kat_1661929506148.txt	06-September-2022 11:18:52
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