https://wsd-oneclick-brdcmitsmbst.s3.us-west-2.amazonaws.com/1_Broadcom-ITSM-BST/COMPANY_LOGO/28062022_122353736_1_04042022_072723872_1_BST_LOGO_1649057243866_1656419033730.png?X-Amz-Security-Token=IQoJb3JpZ2luX2VjEBwaCXVzLXdlc3QtMiJGMEQCIB4MZs720afBtsw5t1XO%2FqLess5X8eRXqDDp6N33GVSRAiB9N61I9JTLoy2K4v9%2Fqyj2F8jggYUFOpHxnm%2BCLE4EzSrVBAi1%2F%2F%2F%2F%2F%2F%2F%2F%2F%2F8BEAAaDDI1NjE2MjQ0OTcyNyIMuyVec40pICDMBjA4KqkEvdmM%2F459vxQMuONGh1Jn7y91nUY6Hlc9ZiuUud7W%2F4WUW3sb8nW2%2BkrMRTtyyafd%2BiUGEDypWKPxCrThKMbPseFTR4BuQpUGairYJcUSgbDrY0TJKJ%2Fa1E1Cj4KR8mQjPKjb1MbPwUrmnyNoA7LG7bH3Z4t13i%2FiJGdHrsN3EAbEZMP%2Bc87CCqrXdFHQXuYJjhfnU1Rw3msfNBjcn0GJ2CfEH3J7Y0eIV4si6StkwiotHcY2ARpw%2FVnkMfun0So4Zx2HPXne7QSWHDzYZXjx7wl4yF6k3T6pEdtAQL7h0xry38C0vYWD3hA7gSYAQddjp0wvLfflmEXibQk7Nhx1iiFrc2sz7dK%2Fa56Y%2F6yuivUpAFz6Hz%2B6b1jyTGsq7nE67EZBujrksBP5vVNPuPBMxc799rUHmJfadTkvFC%2FACgPpNFMZ3Nm%2B26yF%2FVczFQ%2BStUTPXpHombPTkVDxJgotB%2BvkIhKMKn4deENU3qnlTWrjhfn8OyT%2B4SlzdPHoTMK7NwEmhQPone5liSDw0ANAzs9Aq2BPPEUwl%2FlcUZYRYsHBct0g2fDiLFj3mSQv8Enq6AJDdjlfKxLqLfXnLUwDjDYAWGU%2F7UdHByc2Okb5lGtNQ1Y703Y2FkwjoZSJtZz%2BVb4sPJ5vMuaMqUkhBerJVHiBePguYQDCn0lLE5d4tWoGHy%2F1mcVKISoSyP4A568gWJh5pN1heKYMqJCHreYU4aOx3HcUrrR%2B%2FzClo4WZBjqqAVa0%2FPM5KADw3H6SUvlkDzqL9qSlIi4ftYR%2BYY4UACENnL%2Fwupdux0ZagJLXlnw8t10r0GxtmUUnefZnHMz%2BsmpqPeAk5MUHPDCmYOzcw%2FVOIePyOjVR%2BBhSQ09XieP9W6LMyj8Blown7Tk53NOWPPoKZwYcU6yyL3qF3LCeJ8GCbgso6Pic0Ykw%2F0H6OyQtfRZ9pCdsm3IUPohAun4wdBrb0ehYh3bEr70f&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Date=20220914T051844Z&X-Amz-SignedHeaders=host&X-Amz-Expires=3600&X-Amz-Credential=ASIATXJDYZE74E3PCZAB%2F20220914%2Fus-west-2%2Fs3%2Faws4_request&X-Amz-Signature=5c857392394c968ad924aafbfa09af96f8de34f3f3a7d00b2b593353a92d75af

|  |  |
| --- | --- |
| **Incident Report** |  |
| Team | WOLKEN CA CMS Support |
| Ticket ID | [INC1221251](https://brdcmitsmbst.wolkenservicedesk.com/wolken-support/mycases/request-details?requestId=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 |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Internal Notes** |  |  |  |
| User | Description | Status | Date |
| Sachin |  | Open/Assigned | 08-September-2022 16:58:51 |
| Sachin |  | Open/Assigned | 29-August-2022 15:14:29 |

|  |  |  |
| --- | --- | --- |
| **Comments** |  |  |
| User | Created On | Description |
| Sachin | 06-September-2022 11:19:55 |  |
| Sachin | 06-September-2022 11:19:41 |  |
| Sachin | 06-September-2022 11:19:26 |  |
| Sachin | 06-September-2022 11:19:14 |  |
| Sachin | 06-September-2022 11:19:07 |  |
| Sachin | 06-September-2022 11:18:52 |  |
| Sachin | 06-September-2022 11:18:32 |  |
| Sachin | 05-September-2022 16:37:36 |  |
| Sachin | 05-September-2022 16:37:26 |  |
| Sachin | 05-September-2022 16:37:19 |  |
| Sachin | 01-September-2022 18:41:02 |  |
| Sachin | 01-September-2022 17:01:02 |  |
| Harshitha H S | 29-August-2022 12:51:48 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | 15 Days 22 Hours 57 Minutes | 0 | 0 | 15 Days 22 Hours 57 Minutes | 19148.78% |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Unified History** |  |  |  |  |
| User | Date | Response Type | Status | Description |
| Sachin | 08-September-2022 16:58:51 | Internal Note | Open/Assigned |  |
| Sachin | 08-September-2022 16:57:10 | Other Updates | Open/Assigned |  |
| Sachin | 08-September-2022 16:56:32 | Other Updates | Open/Assigned |  |
| Sachin | 08-September-2022 16:49:02 | Other Updates | Open/Assigned |  |
| Sachin | 06-September-2022 11:19:55 | OUTBOUND | Open/Assigned |  |
| Sachin | 06-September-2022 11:19:41 | OUTBOUND | Open/Assigned |  |
| Sachin | 06-September-2022 11:19:26 | OUTBOUND | Open/Assigned |  |
| Sachin | 06-September-2022 11:19:14 | OUTBOUND | Open/Assigned |  |
| Sachin | 06-September-2022 11:19:07 | OUTBOUND | Open/Assigned |  |
| Sachin | 06-September-2022 11:18:52 | OUTBOUND | Open/Assigned |  |
| Sachin | 06-September-2022 11:18:32 | OUTBOUND | Open/Assigned |  |
| Sachin | 05-September-2022 16:37:36 | OUTBOUND | Open/Assigned |  |
| Sachin | 05-September-2022 16:37:26 | OUTBOUND | Open/Assigned |  |
| Sachin | 05-September-2022 16:37:19 | OUTBOUND | Open/Assigned |  |
| Sachin | 01-September-2022 18:41:02 | OUTBOUND | Open/Assigned |  |
| Sachin | 01-September-2022 17:01:02 | OUTBOUND | Open/Assigned |  |
| Sachin | 01-September-2022 17:00:38 | Ticket Update | Open/Assigned |  |
| Sachin | 29-August-2022 15:14:29 | Internal Note | Open/Assigned |  |
| System User | 29-August-2022 13:52:03 | OUTBOUND | Open/Assigned |  |
| System User | 29-August-2022 13:52:01 | Ticket Update | Open/Assigned |  |
| System User | 29-August-2022 13:22:03 | OUTBOUND | Open/Assigned |  |
| System User | 29-August-2022 12:52:02 | OUTBOUND | Open/Assigned |  |
| Harshitha H S | 29-August-2022 12:51:48 | OUTBOUND | Open/Assigned |  |
| Harshitha | 29-August-2022 12:48:02 | Manual-Assignment | Open/Assigned |  |
| System User | 29-August-2022 12:07:03 | OUTBOUND | Open/Unassigned |  |
| System User | 29-August-2022 12:03:02 | OUTBOUND | Open/Unassigned |  |
| System User | 29-August-2022 11:59:01 | OUTBOUND | Open/Unassigned |  |
| Rakshitha Bb | 29-August-2022 11:51:06 | Ticket Update | Open/Unassigned |  |

|  |  |  |
| --- | --- | --- |
| **Attachments** |  |  |
| Sl No. | Attachments | Date |
| 1. | [Kat\_1661929506148.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=7WEm0SLlxKAYIwWuhBxUCw==) | 06-September-2022 11:19:55 |
| 2. | [Kat\_1662443376777.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=4oWUjOx0R0RLar1xvvDDgQ==) | 06-September-2022 11:19:41 |
| 3. | [Kat\_1661929506148.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=ZvMXV2voMutj4zFHauBAkw==) | 06-September-2022 11:19:26 |
| 4. | [Kat\_1661929506148.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=p8NGy8qhhV7BP1J28PUI6g==) | 06-September-2022 11:19:14 |
| 5. | [Kat\_1662443343099.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=XvTyi1KuPb/cJbENtAEFqA==) | 06-September-2022 11:19:07 |
| 6. | [Kat\_1661929506148.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=c3cC3BhPtGfXCeoj3SKqHw==) | 06-September-2022 11:18:52 |
| 7. | [Kat\_1661929506148.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=N4zr2K6sjZa2MqJNgb7Iug==) | 06-September-2022 11:18:32 |
| 8. | [Kat\_1661929506148\_1662376052775.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=19/UP5vzd7l3uS+1usndEQ==) | 05-September-2022 16:37:36 |
| 9. | [Kat\_1661929506148.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=Vby80ykvj695XwjvT3P2vg==) | 05-September-2022 16:37:26 |
| 10. | [Kat\_1661929506148.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=lxr/6W4Yyi6Kh7X0dyNj8A==) | 05-September-2022 16:37:19 |
| 11. | [Kat\_1661757686173.txt](https://api-brdcmitsmbst.wolkenservicedesk.com/attachment/get_attachment_content?uniqueFileId=V+mvyVJHNHIEOIlhyGrOAA==) | 29-August-2022 12:51:48 |