submission_date	issue_description	resolution_date	priority_level	ticket_status
11/11/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	11/19/2024	Medium	Closed - Resolved
2/9/2025	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	2/14/2025	High	On Hold
6/9/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	6/15/2024	Urgent	Closed
12/6/2024	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	12/11/2024	Medium	Cancelled
3/11/2025	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	3/12/2025	Medium	Open
8/11/2024	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	8/20/2024	High	In Progress
12/23/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	1/2/2025	Low	Closed - Resolved
3/9/2025	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	3/19/2025	Urgent	On Hold
11/17/2024	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	11/20/2024	Low	Closed
1/18/2025	Service report PDF not attaching to customer CRM recordautomation flow broken.	1/20/2025	Medium	Closed - Resolved
12/13/2024	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	12/23/2024	High	Cancelled
12/31/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	1/9/2025	Medium	Open
4/5/2025	Return unit not accepting scanned QR codesoptical reader needs recalibration.	4/9/2025	High	Open
1/5/2025	Armature alignment reset required after shippingrequesting field calibration.	1/11/2025	High	Closed
5/18/2024	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	5/26/2024	Urgent	Closed - Resolved
2/10/2025	License expiration alerts not appearing for client adminmonitoring system inactive.	2/12/2025	High	On Hold
6/9/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	6/16/2024	Medium	Closed
7/21/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	7/31/2024	High	Closed - Resolved
11/16/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	11/20/2024	Low	Cancelled
5/1/2024	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	5/7/2024	Medium	Open
4/2/2025	Battery health metrics not populating in regional dashboardtelemetry stream missing.	4/6/2025	High	In Progress
8/25/2024	Latest patch rolled out to wrong robot model familyrollback request submitted.	9/1/2024	Low	Cancelled
4/28/2024	API returning null values for order tracking endpointbackend request timing out.	5/7/2024	High	On Hold
4/14/2025	Data not syncing across international locationstimezone setting discrepancies confirmed.	4/20/2025	Medium	Open
10/6/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	10/10/2024	Urgent	Closed - Resolved
7/9/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	7/12/2024	Medium	In Progress
12/4/2024	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	12/9/2024	Urgent	Closed - Resolved
1/16/2025	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	1/25/2025	Low	Closed
2/23/2025	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	2/24/2025	Medium	Cancelled
12/7/2024	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	12/16/2024	High	Closed - Resolved
2/26/2025	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	3/4/2025	Medium	Open
12/21/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	12/30/2024	High	In Progress
1/28/2025	Temperature sensor in robotic soldering unit reading above safe operating range.	2/4/2025	High	On Hold

Date	Description	Date	Priority	Status
10/15/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	10/23/2024	Medium	Closed
8/3/2024	LED status indicator stuck in red despite system running normallyvisual false positive?	8/4/2024	Urgent	Closed - Resolved
5/18/2024	Customer states predictive maintenance alert was missedpossible alert suppression rule.	5/20/2024	Medium	Closed - Resolved
6/12/2024	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	6/21/2024	High	In Progress
12/25/2024	System audit flagging unauthorized access attempt on robotics control API.	1/3/2025	Low	Closed - Resolved
1/1/2025	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	1/4/2025	High	Closed
9/28/2024	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	9/29/2024	Low	Cancelled
5/4/2024	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	5/13/2024	Medium	On Hold
8/29/2024	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	8/30/2024	Urgent	Open
6/16/2024	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	6/18/2024	High	Closed - Resolved
4/23/2024	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	4/30/2024	Medium	Cancelled
11/12/2024	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	11/17/2024	High	Open
11/14/2024	Return unit not accepting scanned QR codesoptical reader needs recalibration.	11/14/2024	Urgent	In Progress
9/7/2024	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	9/7/2024	Low	Closed - Resolved
9/19/2024	Unable to reset robotic arm to home positionreset protocol fails at step 3.	9/27/2024	Medium	On Hold
12/9/2024	Customer service chatbot incorrectly routing requests about robotic arms to finance.	12/19/2024	Medium	Closed
2/13/2025	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	2/19/2025	High	Closed - Resolved
8/31/2024	Customer reports excessive heat on robotics control panelcooling fan test requested.	9/1/2024	High	Closed - Resolved
7/27/2024	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	7/28/2024	Low	Open
2/12/2025	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	2/18/2025	High	Closed
6/21/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	6/26/2024	Urgent	In Progress
3/31/2025	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	4/8/2025	Medium	Cancelled
12/1/2024	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	12/6/2024	Medium	On Hold
11/3/2024	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	11/6/2024	Low	On Hold
6/11/2024	Service report PDF not attaching to customer CRM recordautomation flow broken.	6/18/2024	High	Open
2/17/2025	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	2/22/2025	Medium	Closed - Resolved
9/20/2024	Support team reports double charge on robotic part restockSLA breach inquiry pending.	9/29/2024	Urgent	Closed - Resolved
10/1/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	10/8/2024	High	Closed
7/6/2024	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	7/9/2024	Medium	In Progress
11/21/2024	Voice command module failing to recognize commands with headset mic input.	12/1/2024	Low	Cancelled
4/29/2024	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	4/30/2024	High	Cancelled
12/14/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	12/21/2024	Medium	Open
2/8/2025	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	2/16/2025	Urgent	Closed - Resolved
11/26/2024	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	12/5/2024	High	In Progress

Date	Description	Date	Priority	Status
4/3/2025	Client unable to archive closed support ticketspermission role misconfiguration.	4/3/2025	Medium	Closed - Resolved
6/9/2024	Armature alignment reset required after shippingrequesting field calibration.	6/13/2024	High	On Hold
6/1/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	6/4/2024	High	Closed
8/29/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	8/30/2024	Urgent	Cancelled
3/31/2025	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	4/7/2025	Low	Open
3/23/2025	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	3/24/2025	Medium	Closed - Resolved
9/13/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	9/23/2024	Medium	In Progress
12/22/2024	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	12/27/2024	Medium	Closed - Resolved
4/14/2025	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	4/15/2025	High	On Hold
10/13/2024	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	10/21/2024	Low	Closed
5/11/2024	High-pitched tone coming from servo in model XR100engineering to review noise profile.	5/16/2024	High	On Hold
11/23/2024	HR database not syncing with shift handoff bot schedulermissing employee record.	12/2/2024	Medium	Closed - Resolved
9/6/2024	Wireless module upgrade caused latency spikepossible firmware mismatch.	9/8/2024	Urgent	Closed - Resolved
7/28/2024	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	7/30/2024	Low	Open
3/5/2025	Unexpected motor vibration on high-speed units deployed in humid environments.	3/7/2025	High	Closed
10/16/2024	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	10/24/2024	Urgent	In Progress
5/22/2024	User permissions incorrectly assignedadmin access granted to technician role.	5/24/2024	Medium	Cancelled
8/30/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	9/8/2024	Medium	Closed
9/22/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	9/27/2024	High	Cancelled
1/2/2025	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	1/3/2025	Medium	On Hold
7/2/2024	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	7/9/2024	High	Open
9/26/2024	Service report PDF not attaching to customer CRM recordautomation flow broken.	9/30/2024	Urgent	Closed - Resolved
11/19/2024	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	11/24/2024	Low	In Progress
4/23/2024	Support team reports double charge on robotic part restockSLA breach inquiry pending.	4/30/2024	Medium	Closed - Resolved
12/29/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	1/2/2025	High	Open
2/17/2025	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	2/20/2025	Low	Closed - Resolved
11/30/2024	Voice command module failing to recognize commands with headset mic input.	12/8/2024	High	Closed - Resolved
12/27/2024	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	12/31/2024	Medium	Closed
12/8/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	12/10/2024	Urgent	In Progress
6/14/2024	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	6/21/2024	High	Cancelled
7/6/2024	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	7/12/2024	Medium	On Hold
11/17/2024	Client unable to archive closed support ticketspermission role misconfiguration.	11/23/2024	Medium	Closed
1/26/2025	Armature alignment reset required after shippingrequesting field calibration.	1/29/2025	Medium	Closed - Resolved
5/3/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	5/4/2024	High	Cancelled

Date	Description	Due Date	Priority	Status
7/17/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	7/24/2024	High	Closed - Resolved
6/16/2024	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	6/18/2024	Urgent	Open
4/12/2025	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	4/21/2025	Low	In Progress
8/17/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	8/17/2024	High	On Hold
12/12/2024	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	12/20/2024	Low	Cancelled
6/16/2024	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	6/18/2024	High	Open
8/10/2024	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	8/10/2024	Medium	Closed - Resolved
4/5/2025	High-pitched tone coming from servo in model XR100engineering to review noise profile.	4/7/2025	Urgent	In Progress
5/13/2024	HR database not syncing with shift handoff bot schedulermissing employee record.	5/22/2024	Medium	Closed - Resolved
11/17/2024	Wireless module upgrade caused latency spikepossible firmware mismatch.	11/19/2024	Low	On Hold
7/8/2024	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	7/13/2024	Medium	Closed
11/15/2024	Unexpected motor vibration on high-speed units deployed in humid environments.	11/16/2024	Medium	Closed
1/10/2025	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	1/14/2025	High	In Progress
7/12/2024	User permissions incorrectly assignedadmin access granted to technician role.	7/16/2024	High	Cancelled
7/21/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	7/29/2024	Urgent	On Hold
3/11/2025	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	3/19/2025	Low	Closed - Resolved
4/27/2024	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	5/5/2024	High	Closed - Resolved
3/27/2025	License expiration alerts not appearing for client adminmonitoring system inactive.	3/30/2025	Medium	Open
6/17/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	6/26/2024	Urgent	Cancelled
8/28/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	9/7/2024	Medium	On Hold
4/26/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	4/29/2024	High	Open
3/28/2025	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	4/2/2025	Low	Closed - Resolved
1/11/2025	Battery health metrics not populating in regional dashboardtelemetry stream missing.	1/17/2025	High	In Progress
2/20/2025	Latest patch rolled out to wrong robot model familyrollback request submitted.	2/24/2025	Urgent	Closed - Resolved
4/11/2025	API returning null values for order tracking endpointbackend request timing out.	4/13/2025	Medium	Closed
4/11/2025	Data not syncing across international locationstimezone setting discrepancies confirmed.	4/19/2025	Medium	Open
7/17/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	7/21/2024	High	Closed
2/8/2025	Technician override mode triggering false alarmsUI miscommunication suspected.	2/15/2025	Medium	In Progress
9/2/2024	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	9/5/2024	High	On Hold
12/19/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	12/26/2024	Medium	Closed - Resolved
4/4/2025	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	4/10/2025	High	Cancelled
4/4/2025	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	4/13/2025	Urgent	Closed - Resolved
7/5/2024	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	7/8/2024	Low	Open
11/8/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	11/14/2024	Urgent	Closed - Resolved

11/13/2024	Temperature sensor in robotic soldering unit reading above safe operating range.	11/22/2024	Low	In Progress
7/25/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	7/27/2024	Medium	Closed - Resolved
1/29/2025	LED status indicator stuck in red despite system running normallyvisual false positive?	1/30/2025	Medium	Closed
2/12/2025	Customer states predictive maintenance alert was missedpossible alert suppression rule.	2/16/2025	High	Cancelled
12/28/2024	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	1/5/2025	High	On Hold
12/29/2024	System audit flagging unauthorized access attempt on robotics control API.	1/8/2025	High	Open
8/24/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	8/25/2024	Low	Closed - Resolved
3/28/2025	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	4/1/2025	High	Closed - Resolved
3/2/2025	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	3/11/2025	Medium	Closed
8/7/2024	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	8/11/2024	Urgent	In Progress
6/20/2024	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	6/23/2024	Medium	Cancelled
10/6/2024	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	10/10/2024	High	On Hold
8/1/2024	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	8/9/2024	Low	In Progress
1/16/2025	Return unit not accepting scanned QR codesoptical reader needs recalibration.	1/24/2025	High	On Hold
3/11/2025	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	3/13/2025	Medium	Closed
5/23/2024	Unable to reset robotic arm to home positionreset protocol fails at step 3.	5/28/2024	Urgent	Closed - Resolved
3/15/2025	Customer service chatbot incorrectly routing requests about robotic arms to finance.	3/21/2025	Medium	Cancelled
8/1/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	8/10/2024	Urgent	Closed - Resolved
3/28/2025	Customer reports excessive heat on robotics control panelcooling fan test requested.	4/4/2025	High	Open
6/24/2024	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	6/27/2024	Medium	Closed - Resolved
11/3/2024	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	11/7/2024	High	Open
6/10/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	6/17/2024	Low	Closed
1/15/2025	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	1/24/2025	Medium	In Progress
2/27/2025	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	3/7/2025	Low	On Hold
11/16/2024	System audit flagging unauthorized access attempt on robotics control API.	11/24/2024	Medium	Closed - Resolved
3/17/2025	Client unable to archive closed support ticketspermission role misconfiguration.	3/22/2025	Urgent	Cancelled
8/25/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	8/31/2024	High	Cancelled
2/17/2025	License expiration alerts not appearing for client adminmonitoring system inactive.	2/21/2025	Medium	On Hold
4/11/2025	HR database not syncing with shift handoff bot schedulermissing employee record.	4/21/2025	High	Open
6/12/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	6/17/2024	Urgent	Closed - Resolved
1/16/2025	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	1/23/2025	Low	In Progress
12/30/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	1/6/2025	Medium	Closed - Resolved
2/6/2025	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	2/14/2025	Medium	Closed
4/9/2025	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	4/16/2025	High	On Hold

Date	Description	Due Date	Priority	Status
10/13/2024	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	10/17/2024	High	Open
11/21/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	11/27/2024	High	Closed - Resolved
8/24/2024	Return unit not accepting scanned QR codesoptical reader needs recalibration.	8/30/2024	Low	In Progress
8/1/2024	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	8/8/2024	Medium	Closed - Resolved
3/21/2025	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	3/29/2025	Urgent	Closed
6/27/2024	Battery health metrics not populating in regional dashboardtelemetry stream missing.	7/5/2024	High	Cancelled
1/26/2025	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	2/4/2025	Medium	Closed - Resolved
1/30/2025	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	1/31/2025	Low	On Hold
4/21/2025	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	4/27/2025	Medium	Closed
5/2/2024	Unexpected motor vibration on high-speed units deployed in humid environments.	5/10/2024	Urgent	Closed - Resolved
5/5/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	5/8/2024	High	Cancelled
1/8/2025	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	1/9/2025	Medium	Open
9/15/2024	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	9/18/2024	High	In Progress
5/8/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	5/8/2024	Medium	Cancelled
7/14/2024	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	7/19/2024	High	Open
6/21/2024	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	6/24/2024	Medium	In Progress
3/28/2025	Service report PDF not attaching to customer CRM recordautomation flow broken.	3/31/2025	High	Closed - Resolved
12/26/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	12/31/2024	Urgent	On Hold
6/19/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	6/24/2024	Low	Closed
10/13/2024	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	10/22/2024	High	Closed - Resolved
2/16/2025	Wireless module upgrade caused latency spikepossible firmware mismatch.	2/16/2025	Low	Closed - Resolved
3/25/2025	Mobile control app crashing after recent OS updatecompatibility fix required.	3/27/2025	High	Open
4/4/2025	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	4/13/2025	Urgent	Closed
6/8/2024	Support team reports double charge on robotic part restockSLA breach inquiry pending.	6/10/2024	Medium	In Progress
7/10/2024	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	7/16/2024	Medium	Cancelled
12/12/2024	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	12/20/2024	High	On Hold
8/16/2024	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	8/19/2024	Low	Closed - Resolved
5/4/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	5/10/2024	High	Closed - Resolved
6/16/2024	Voice command module failing to recognize commands with headset mic input.	6/25/2024	Urgent	Cancelled
12/15/2024	Customer service chatbot incorrectly routing requests about robotic arms to finance.	12/22/2024	Medium	Open
7/27/2024	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	8/2/2024	Medium	In Progress
8/11/2024	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	8/17/2024	Medium	Closed - Resolved
5/13/2024	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	5/19/2024	Medium	On Hold
9/8/2024	Customer states predictive maintenance alert was missedpossible alert suppression rule.	9/16/2024	High	Closed

8/2/2024	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	8/10/2024	Low	Cancelled
9/20/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	9/27/2024	High	Open
11/19/2024	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	11/27/2024	Urgent	In Progress
12/19/2024	High-pitched tone coming from servo in model XR100engineering to review noise profile.	12/22/2024	High	Closed - Resolved
5/7/2024	Data not syncing across international locationstimezone setting discrepancies confirmed.	5/8/2024	High	On Hold
11/25/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	11/26/2024	Urgent	Closed
5/7/2024	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	5/14/2024	Low	Closed - Resolved
12/30/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	1/6/2025	Medium	In Progress
6/25/2024	Armature alignment reset required after shippingrequesting field calibration.	7/5/2024	Medium	On Hold
5/14/2024	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	5/21/2024	High	Closed
3/18/2025	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	3/23/2025	Medium	Closed - Resolved
1/24/2025	Unable to reset robotic arm to home positionreset protocol fails at step 3.	1/27/2025	Urgent	Cancelled
1/14/2025	Temperature sensor in robotic soldering unit reading above safe operating range.	1/15/2025	High	Closed - Resolved
4/11/2025	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	4/20/2025	Medium	Open
3/18/2025	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	3/28/2025	Low	On Hold
12/18/2024	User permissions incorrectly assignedadmin access granted to technician role.	12/21/2024	Urgent	Open
11/22/2024	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	11/23/2024	Low	Closed - Resolved
10/24/2024	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	10/27/2024	Medium	Closed - Resolved
4/29/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	4/30/2024	High	Closed
1/5/2025	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	1/14/2025	Medium	In Progress
6/7/2024	Latest patch rolled out to wrong robot model familyrollback request submitted.	6/10/2024	High	Cancelled
4/6/2025	Customer reports excessive heat on robotics control panelcooling fan test requested.	4/8/2025	High	Cancelled
6/16/2024	API returning null values for order tracking endpointbackend request timing out.	6/25/2024	Medium	On Hold
10/10/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	10/17/2024	High	Open
5/22/2024	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	5/23/2024	Urgent	Closed - Resolved
11/6/2024	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	11/6/2024	Low	Closed - Resolved
5/9/2024	LED status indicator stuck in red despite system running normallyvisual false positive?	5/19/2024	Medium	Closed
9/4/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	9/4/2024	High	In Progress
9/26/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	9/26/2024	Medium	Closed
9/30/2024	User permissions incorrectly assignedadmin access granted to technician role.	10/9/2024	Urgent	In Progress
2/26/2025	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	2/28/2025	High	Cancelled
4/14/2025	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	4/16/2025	Medium	On Hold
10/27/2024	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	11/2/2024	Low	Open
10/27/2024	Battery health metrics not populating in regional dashboardtelemetry stream missing.	11/1/2024	High	Closed - Resolved

Date	Description	Date	Priority	Status
2/25/2025	Latest patch rolled out to wrong robot model familyrollback request submitted.	3/2/2025	Urgent	Closed - Resolved
12/16/2024	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	12/17/2024	Low	On Hold
11/5/2024	System audit flagging unauthorized access attempt on robotics control API.	11/11/2024	Medium	Closed - Resolved
5/18/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	5/19/2024	Medium	Cancelled
11/30/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	12/6/2024	High	Closed - Resolved
6/8/2024	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	6/12/2024	Medium	Open
10/31/2024	High-pitched tone coming from servo in model XR100engineering to review noise profile.	11/4/2024	Medium	Closed
1/10/2025	Wireless module upgrade caused latency spikepossible firmware mismatch.	1/15/2025	High	In Progress
8/8/2024	Unable to reset robotic arm to home positionreset protocol fails at step 3.	8/9/2024	Low	Closed - Resolved
9/16/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	9/21/2024	High	In Progress
10/24/2024	Customer service chatbot incorrectly routing requests about robotic arms to finance.	10/31/2024	Urgent	Closed - Resolved
8/10/2024	HR database not syncing with shift handoff bot schedulermissing employee record.	8/16/2024	Urgent	On Hold
3/7/2025	Support team reports double charge on robotic part restockSLA breach inquiry pending.	3/15/2025	Low	Closed
3/14/2025	Unexpected motor vibration on high-speed units deployed in humid environments.	3/21/2025	Medium	Cancelled
8/8/2024	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	8/15/2024	Medium	Open
1/15/2025	Service report PDF not attaching to customer CRM recordautomation flow broken.	1/21/2025	High	Closed - Resolved
5/21/2024	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	5/23/2024	High	Open
8/2/2024	License expiration alerts not appearing for client adminmonitoring system inactive.	8/11/2024	Low	In Progress
3/8/2025	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	3/17/2025	Medium	On Hold
4/22/2025	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	4/28/2025	Urgent	Closed
6/18/2024	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	6/26/2024	High	Closed - Resolved
4/4/2025	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	4/13/2025	Medium	Cancelled
11/26/2024	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	11/28/2024	High	On Hold
6/1/2024	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	6/9/2024	Medium	Closed
6/27/2024	Client unable to archive closed support ticketspermission role misconfiguration.	7/5/2024	High	Closed - Resolved
8/28/2024	Armature alignment reset required after shippingrequesting field calibration.	9/2/2024	High	Cancelled
1/20/2025	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	1/21/2025	Urgent	Closed - Resolved
3/1/2025	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	3/8/2025	Low	Open
3/28/2025	LED status indicator stuck in red despite system running normallyvisual false positive?	3/31/2025	Medium	In Progress
7/15/2024	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	7/19/2024	High	Closed - Resolved
9/11/2024	API returning null values for order tracking endpointbackend request timing out.	9/19/2024	Urgent	In Progress
11/20/2024	Return unit not accepting scanned QR codesoptical reader needs recalibration.	11/21/2024	Low	Closed - Resolved
8/13/2024	Customer states predictive maintenance alert was missedpossible alert suppression rule.	8/18/2024	Medium	On Hold
9/24/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	9/26/2024	Medium	Closed

Date	Description	Due Date	Priority	Status
10/30/2024	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	11/5/2024	High	Cancelled
3/24/2025	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	3/28/2025	Medium	Open
5/12/2024	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	5/19/2024	Low	Closed - Resolved
3/31/2025	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	4/3/2025	High	Cancelled
8/19/2024	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	8/28/2024	Medium	Closed - Resolved
6/15/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	6/18/2024	Urgent	Open
5/31/2024	Customer reports excessive heat on robotics control panelcooling fan test requested.	6/4/2024	High	Closed
3/5/2025	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	3/7/2025	Medium	In Progress
4/22/2025	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	4/29/2025	Urgent	On Hold
12/4/2024	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	12/6/2024	High	Closed
8/11/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	8/20/2024	Medium	In Progress
1/25/2025	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	1/27/2025	Low	Cancelled
7/14/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	7/20/2024	High	On Hold
2/22/2025	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	2/24/2025	High	Open
3/29/2025	Voice command module failing to recognize commands with headset mic input.	3/30/2025	Urgent	Closed - Resolved
11/13/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	11/16/2024	Medium	Closed - Resolved
11/27/2024	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	12/5/2024	High	Open
12/27/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	1/2/2025	Low	Closed
5/21/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	5/26/2024	Urgent	In Progress
9/4/2024	Temperature sensor in robotic soldering unit reading above safe operating range.	9/14/2024	High	Cancelled
3/1/2025	Data not syncing across international locationstimezone setting discrepancies confirmed.	3/5/2025	Medium	On Hold
8/23/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	8/30/2024	Low	Closed - Resolved
8/25/2024	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	8/27/2024	High	Open
2/11/2025	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	2/15/2025	Medium	In Progress
2/11/2025	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	2/12/2025	Medium	Closed - Resolved
4/18/2025	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	4/24/2025	Urgent	On Hold
10/16/2024	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	10/18/2024	Medium	Closed
8/7/2024	Discrepancy between scanned and delivered SKUpotential robotic misclassification event.	8/9/2024	High	Closed - Resolved
9/30/2024	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	10/4/2024	Low	Cancelled
6/8/2024	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	6/14/2024	High	In Progress
8/1/2024	Wireless module upgrade caused latency spikepossible firmware mismatch.	8/8/2024	Low	Cancelled
4/25/2024	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	4/29/2024	High	On Hold
12/29/2024	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	1/4/2025	Urgent	Closed - Resolved
4/23/2024	HR database not syncing with shift handoff bot schedulermissing employee record.	4/27/2024	Medium	Closed - Resolved

Date	Description	Date 2	Priority	Status
8/24/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	8/27/2024	Medium	Open
7/19/2024	Temperature sensor in robotic soldering unit reading above safe operating range.	7/25/2024	High	Closed
5/29/2024	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	6/4/2024	High	Closed - Resolved
12/5/2024	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	12/6/2024	Low	Closed - Resolved
11/6/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	11/14/2024	Medium	Open
6/22/2024	License expiration alerts not appearing for client adminmonitoring system inactive.	6/26/2024	Urgent	Closed
11/1/2024	Battery health metrics not populating in regional dashboardtelemetry stream missing.	11/6/2024	High	In Progress
10/15/2024	Unexpected motor vibration on high-speed units deployed in humid environments.	10/24/2024	Medium	Cancelled
8/26/2024	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	9/3/2024	High	On Hold
4/7/2025	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	4/7/2025	Urgent	Closed
8/3/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	8/9/2024	Low	Cancelled
8/22/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	8/29/2024	Medium	Open
12/10/2024	User permissions incorrectly assignedadmin access granted to technician role.	12/11/2024	High	Closed - Resolved
8/27/2024	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	9/4/2024	Medium	In Progress
6/29/2024	Service report PDF not attaching to customer CRM recordautomation flow broken.	7/6/2024	Urgent	Closed - Resolved
5/19/2024	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	5/28/2024	Low	On Hold
1/18/2025	Customer reports excessive heat on robotics control panelcooling fan test requested.	1/27/2025	Medium	In Progress
6/6/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	6/8/2024	High	Closed - Resolved
10/16/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	10/21/2024	Medium	On Hold
4/11/2025	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	4/18/2025	High	Closed
11/1/2024	LED status indicator stuck in red despite system running normallyvisual false positive?	11/7/2024	Medium	Cancelled
7/4/2024	System audit flagging unauthorized access attempt on robotics control API.	7/9/2024	Medium	Open
10/4/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	10/7/2024	High	Closed - Resolved
10/7/2024	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	10/9/2024	High	Closed - Resolved
3/26/2025	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	3/31/2025	Urgent	Closed - Resolved
12/13/2024	API returning null values for order tracking endpointbackend request timing out.	12/14/2024	Low	Closed
9/26/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	9/28/2024	Medium	In Progress
3/16/2025	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	3/23/2025	High	Cancelled
1/13/2025	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	1/18/2025	Low	On Hold
6/7/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	6/11/2024	High	Open
3/28/2025	High-pitched tone coming from servo in model XR100engineering to review noise profile.	4/1/2025	Medium	Closed - Resolved
9/29/2024	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	10/8/2024	Urgent	On Hold
2/10/2025	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	2/17/2025	High	Closed
1/12/2025	Customer service chatbot incorrectly routing requests about robotic arms to finance.	1/12/2025	Urgent	Cancelled

Date	Description	Date2	Priority	Status
6/9/2024	Support team reports double charge on robotic part restockSLA breach inquiry pending.	6/17/2024	Low	Open
3/30/2025	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	3/30/2025	Medium	Closed - Resolved
5/10/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	5/11/2024	Medium	In Progress
10/5/2024	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	10/14/2024	High	In Progress
3/11/2025	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	3/12/2025	High	Closed - Resolved
3/22/2025	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	3/27/2025	Low	Closed
9/14/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	9/18/2024	High	Cancelled
12/29/2024	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	1/1/2025	Urgent	On Hold
5/25/2024	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	5/25/2024	Medium	Open
9/7/2024	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	9/10/2024	Medium	Closed - Resolved
1/15/2025	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	1/23/2025	Medium	Open
6/19/2024	Unable to reset robotic arm to home positionreset protocol fails at step 3.	6/28/2024	Urgent	Closed - Resolved
12/23/2024	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	12/29/2024	High	Closed - Resolved
6/16/2024	Data not syncing across international locationstimezone setting discrepancies confirmed.	6/16/2024	Medium	Closed
6/8/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	6/12/2024	Low	In Progress
1/8/2025	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	1/13/2025	High	Cancelled
8/31/2024	Armature alignment reset required after shippingrequesting field calibration.	8/31/2024	Medium	On Hold
11/6/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	11/10/2024	High	Closed - Resolved
12/11/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	12/18/2024	High	Cancelled
4/17/2025	Latest patch rolled out to wrong robot model familyrollback request submitted.	4/17/2025	Urgent	Open
5/28/2024	Voice command module failing to recognize commands with headset mic input.	5/29/2024	Low	In Progress
2/22/2025	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	2/26/2025	Medium	Closed - Resolved
3/27/2025	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	3/31/2025	Medium	On Hold
3/19/2025	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	3/25/2025	Medium	Closed
4/9/2025	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	4/15/2025	High	Closed - Resolved
8/21/2024	Return unit not accepting scanned QR codesoptical reader needs recalibration.	8/27/2024	High	Cancelled
8/8/2024	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	8/13/2024	Urgent	Closed - Resolved
2/11/2025	Inventory report mislabeling robotics model numbersSKU logic misfire.	2/17/2025	Low	Open
11/24/2024	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	11/26/2024	Medium	In Progress
5/15/2024	Client unable to archive closed support ticketspermission role misconfiguration.	5/15/2024	Low	On Hold
5/9/2024	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	5/11/2024	High	Closed
9/29/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	10/1/2024	Medium	Closed - Resolved
11/27/2024	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	12/6/2024	Urgent	Open
8/17/2024	Customer states predictive maintenance alert was missedpossible alert suppression rule.	8/19/2024	High	In Progress

Date	Description	Date 2	Priority	Status
5/13/2024	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	5/15/2024	Medium	On Hold
2/5/2025	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	2/11/2025	High	Closed
6/8/2024	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	6/17/2024	High	Closed - Resolved
8/1/2024	Battery health metrics not populating in regional dashboardtelemetry stream missing.	8/10/2024	Urgent	Cancelled
11/12/2024	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	11/20/2024	Low	Closed
10/5/2024	Return unit not accepting scanned QR codesoptical reader needs recalibration.	10/12/2024	Medium	In Progress
5/12/2024	Support team reports double charge on robotic part restockSLA breach inquiry pending.	5/15/2024	High	On Hold
3/9/2025	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	3/16/2025	Low	Closed - Resolved
1/27/2025	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	1/29/2025	High	Cancelled
11/13/2024	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	11/14/2024	Urgent	Closed - Resolved
9/23/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	10/1/2024	Medium	Open
3/7/2025	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	3/17/2025	Medium	Closed
1/7/2025	HR database not syncing with shift handoff bot schedulermissing employee record.	1/9/2025	Urgent	Cancelled
10/27/2024	Temperature sensor in robotic soldering unit reading above safe operating range.	11/4/2024	Low	On Hold
12/19/2024	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	12/19/2024	Medium	Open
11/14/2024	Data not syncing across international locationstimezone setting discrepancies confirmed.	11/20/2024	High	Closed - Resolved
5/27/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	5/28/2024	Medium	In Progress
12/6/2024	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	12/7/2024	High	Closed - Resolved
10/2/2024	Voice command module failing to recognize commands with headset mic input.	10/5/2024	High	Closed - Resolved
8/23/2024	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	8/29/2024	High	Closed - Resolved
6/3/2024	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	6/6/2024	Urgent	Open
2/3/2025	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	2/10/2025	Low	Closed
11/13/2024	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	11/14/2024	Medium	In Progress
3/24/2025	Mobile control app crashing after recent OS updatecompatibility fix required.	4/1/2025	Medium	Cancelled
5/16/2024	Service report PDF not attaching to customer CRM recordautomation flow broken.	5/17/2024	High	On Hold
8/19/2024	API returning null values for order tracking endpointbackend request timing out.	8/19/2024	Low	On Hold
3/19/2025	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	3/25/2025	High	Open
11/29/2024	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	12/9/2024	Urgent	Closed - Resolved
1/20/2025	Customer service chatbot incorrectly routing requests about robotic arms to finance.	1/25/2025	Medium	Closed - Resolved
8/1/2024	System audit flagging unauthorized access attempt on robotics control API.	8/11/2024	Medium	Closed
1/3/2025	Customer states predictive maintenance alert was missedpossible alert suppression rule.	1/8/2025	Low	In Progress
7/2/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	7/8/2024	Medium	Cancelled
9/1/2024	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	9/8/2024	High	In Progress
8/10/2024	Armature alignment reset required after shippingrequesting field calibration.	8/14/2024	Medium	Closed - Resolved

Date	Description	Date2	Priority	Status
7/3/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	7/6/2024	High	On Hold
1/7/2025	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	1/12/2025	Urgent	Closed
7/27/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	8/5/2024	Medium	Cancelled
2/3/2025	LED status indicator stuck in red despite system running normallyvisual false positive?	2/3/2025	Medium	Open
10/26/2024	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	10/30/2024	High	Closed - Resolved
5/15/2024	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	5/21/2024	High	In Progress
11/2/2024	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	11/6/2024	Urgent	On Hold
8/27/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	9/1/2024	Low	Closed - Resolved
11/22/2024	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	11/26/2024	Urgent	Cancelled
3/3/2025	Client unable to archive closed support ticketspermission role misconfiguration.	3/6/2025	Medium	Closed - Resolved
8/3/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	8/5/2024	High	Open
3/19/2025	Unable to reset robotic arm to home positionreset protocol fails at step 3.	3/21/2025	Low	Closed
1/21/2025	User permissions incorrectly assignedadmin access granted to technician role.	1/28/2025	High	Closed
5/7/2024	High-pitched tone coming from servo in model XR100engineering to review noise profile.	5/8/2024	Medium	In Progress
3/12/2025	Wireless module upgrade caused latency spikepossible firmware mismatch.	3/16/2025	High	Cancelled
9/11/2024	Latest patch rolled out to wrong robot model familyrollback request submitted.	9/16/2024	Low	On Hold
7/13/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	7/22/2024	High	Closed - Resolved
11/27/2024	Unexpected motor vibration on high-speed units deployed in humid environments.	12/7/2024	Medium	Closed - Resolved
10/4/2024	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	10/9/2024	Urgent	Open
4/26/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	5/1/2024	Medium	Closed
9/18/2024	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	9/18/2024	Medium	Cancelled
6/6/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	6/10/2024	Medium	Open
6/3/2024	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	6/10/2024	High	Closed - Resolved
8/6/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	8/14/2024	High	In Progress
6/19/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	6/21/2024	Urgent	Closed - Resolved
12/26/2024	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	1/5/2025	Low	On Hold
4/21/2025	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	4/22/2025	Urgent	In Progress
1/5/2025	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	1/11/2025	Low	Cancelled
7/9/2024	License expiration alerts not appearing for client adminmonitoring system inactive.	7/16/2024	Medium	On Hold
7/10/2024	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	7/15/2024	High	Closed - Resolved
4/27/2024	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	4/30/2024	Medium	Closed - Resolved
12/11/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	12/13/2024	High	Open
4/20/2025	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	4/23/2025	High	Closed
1/19/2025	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	1/20/2025	Low	Cancelled

6/3/2024	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	6/5/2024 Medium	On Hold
9/8/2024	Customer reports excessive heat on robotics control panelcooling fan test requested.	9/18/2024 Urgent	Open
8/28/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	9/1/2024 High	Closed - Resolved
11/7/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	11/9/2024 Medium	Closed - Resolved
4/26/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	5/1/2024 High	Closed
7/13/2024	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	7/16/2024 Medium	In Progress
1/28/2025	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	2/3/2025 Low	Cancelled
10/23/2024	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	10/25/2024 High	Closed - Resolved
3/29/2025	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	3/29/2025 Medium	Open
7/1/2024	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	7/1/2024 Urgent	In Progress
12/21/2024	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	12/27/2024 Low	On Hold
8/8/2024	Service report PDF not attaching to customer CRM recordautomation flow broken.	8/18/2024 High	Closed
7/28/2024	HR database not syncing with shift handoff bot schedulermissing employee record.	8/3/2024 Medium	Closed - Resolved
2/16/2025	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	2/19/2025 Urgent	On Hold
8/16/2024	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	8/22/2024 Medium	Closed - Resolved
6/26/2024	Armature alignment reset required after shippingrequesting field calibration.	6/29/2024 High	Closed - Resolved
6/13/2024	Voice command module failing to recognize commands with headset mic input.	6/19/2024 Urgent	Open
8/19/2024	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	8/22/2024 Low	Closed
10/24/2024	API returning null values for order tracking endpointbackend request timing out.	10/26/2024 Medium	In Progress
5/8/2024	Data not syncing across international locationstimezone setting discrepancies confirmed.	5/14/2024 Medium	Cancelled
7/28/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	8/6/2024 High	Cancelled
3/25/2025	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	3/29/2025 High	On Hold
3/31/2025	High-pitched tone coming from servo in model XR100engineering to review noise profile.	4/4/2025 High	Open
8/24/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	8/30/2024 Medium	Closed - Resolved
1/25/2025	LED status indicator stuck in red despite system running normallyvisual false positive?	2/1/2025 High	Closed - Resolved
11/10/2024	User permissions incorrectly assignedadmin access granted to technician role.	11/18/2024 Low	Closed
9/26/2024	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	10/3/2024 Medium	In Progress
5/7/2024	Client unable to archive closed support ticketspermission role misconfiguration.	5/11/2024 Urgent	Open
4/8/2025	Unexpected motor vibration on high-speed units deployed in humid environments.	4/14/2025 Urgent	In Progress
6/29/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	7/9/2024 Low	On Hold
3/12/2025	Wireless module upgrade caused latency spikepossible firmware mismatch.	3/16/2025 Medium	Closed
7/29/2024	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	8/2/2024 High	Closed - Resolved
1/9/2025	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	1/13/2025 Medium	Cancelled
1/28/2025	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	2/7/2025 High	Closed - Resolved

9/18/2024	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	9/18/2024	Low	Closed
6/27/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	7/1/2024	Medium	In Progress
12/3/2024	System audit flagging unauthorized access attempt on robotics control API.	12/4/2024	Medium	Cancelled
5/3/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	5/12/2024	High	On Hold
2/22/2025	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	3/3/2025	High	Closed - Resolved
6/29/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	7/2/2024	Urgent	Closed - Resolved
4/8/2025	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	4/10/2025	Urgent	Open
11/26/2024	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	12/3/2024	Low	Closed - Resolved
9/27/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	10/1/2024	Medium	Closed
4/24/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	5/3/2024	High	Cancelled
10/10/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	10/12/2024	Medium	On Hold
3/29/2025	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	3/29/2025	High	Open
9/7/2024	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	9/12/2024	Urgent	Closed - Resolved
11/21/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	11/28/2024	Medium	In Progress
10/16/2024	License expiration alerts not appearing for client adminmonitoring system inactive.	10/18/2024	High	On Hold
12/3/2024	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	12/12/2024	Low	Open
5/1/2024	Customer states predictive maintenance alert was missedpossible alert suppression rule.	5/2/2024	High	Closed - Resolved
4/26/2024	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	5/3/2024	Medium	In Progress
1/8/2025	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	1/17/2025	Medium	Closed - Resolved
8/4/2024	Latest patch rolled out to wrong robot model familyrollback request submitted.	8/13/2024	Urgent	Closed
3/16/2025	Unable to reset robotic arm to home positionreset protocol fails at step 3.	3/26/2025	High	Cancelled
5/29/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	5/30/2024	Medium	Closed
1/1/2025	Routine maintenance tag not updating in system despite completionworkflow integration error.	1/7/2025	High	In Progress
8/19/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	8/23/2024	Low	Cancelled
4/14/2025	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	4/17/2025	High	On Hold
2/23/2025	Temperature sensor in robotic soldering unit reading above safe operating range.	2/27/2025	High	Closed - Resolved
8/18/2024	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	8/21/2024	Urgent	Closed - Resolved
6/12/2024	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	6/22/2024	Low	Open
6/1/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	6/9/2024	Medium	Closed - Resolved
9/20/2024	Customer service chatbot incorrectly routing requests about robotic arms to finance.	9/22/2024	Medium	Open
1/11/2025	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	1/13/2025	Urgent	In Progress
9/12/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	9/22/2024	High	On Hold
7/31/2024	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	8/1/2024	Medium	Closed
3/27/2025	Support team reports double charge on robotic part restockSLA breach inquiry pending.	4/5/2025	Low	Closed - Resolved

7/17/2024	Customer reports excessive heat on robotics control panelcooling fan test requested.	7/22/2024	High	Cancelled
12/1/2024	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	12/10/2024	Medium	Closed - Resolved
5/21/2024	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	5/26/2024	Urgent	Cancelled
11/4/2024	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	11/13/2024	Low	Open
4/21/2025	Battery health metrics not populating in regional dashboardtelemetry stream missing.	4/28/2025	Medium	In Progress
10/27/2024	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	11/4/2024	High	Closed - Resolved
3/28/2025	Night shift override not deactivating during scheduled switchlogic conflict in script.	3/30/2025	Medium	On Hold
8/16/2024	Return unit not accepting scanned QR codesoptical reader needs recalibration.	8/17/2024	High	Closed
5/29/2024	System audit flagging unauthorized access attempt on robotics control API.	5/29/2024	High	On Hold
9/10/2024	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	9/17/2024	Medium	Closed
5/1/2024	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	5/6/2024	Urgent	Cancelled
10/1/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	10/2/2024	High	Open
10/30/2024	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	11/4/2024	Medium	Closed - Resolved
10/7/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	10/8/2024	Low	In Progress
5/30/2024	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	6/2/2024	Medium	Closed - Resolved
10/8/2024	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	10/8/2024	High	Open
12/30/2024	User permissions incorrectly assignedadmin access granted to technician role.	1/2/2025	Low	Closed - Resolved
9/14/2024	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	9/20/2024	High	In Progress
4/19/2025	Voice command module failing to recognize commands with headset mic input.	4/25/2025	Medium	Closed - Resolved
1/11/2025	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	1/19/2025	Urgent	Closed
4/27/2024	LED status indicator stuck in red despite system running normallyvisual false positive?	5/7/2024	Medium	Cancelled
8/20/2024	Customer service chatbot incorrectly routing requests about robotic arms to finance.	8/28/2024	High	On Hold
1/29/2025	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	2/6/2025	Urgent	Closed - Resolved
11/9/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	11/12/2024	Low	Open
1/26/2025	Data not syncing across international locationstimezone setting discrepancies confirmed.	1/26/2025	Medium	Closed
5/8/2024	Latest patch rolled out to wrong robot model familyrollback request submitted.	5/8/2024	High	In Progress
8/22/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	8/27/2024	Low	On Hold
1/23/2025	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	1/25/2025	Medium	Closed - Resolved
7/18/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	7/23/2024	Urgent	Cancelled
8/29/2024	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	9/3/2024	High	On Hold
4/12/2025	Customer states predictive maintenance alert was missedpossible alert suppression rule.	4/21/2025	Medium	Closed
10/12/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	10/12/2024	High	Closed - Resolved
8/4/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	8/12/2024	High	Cancelled
8/9/2024	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	8/11/2024	Urgent	Open

Date	Description	Date	Priority	Status
7/3/2024	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	7/8/2024	Medium	In Progress
1/25/2025	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	1/28/2025	Medium	Closed - Resolved
3/20/2025	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	3/23/2025	High	Cancelled
5/29/2024	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	5/31/2024	Low	Closed - Resolved
1/15/2025	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	1/19/2025	High	Open
11/13/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	11/21/2024	Low	In Progress
8/24/2024	Support team reports double charge on robotic part restockSLA breach inquiry pending.	9/1/2024	High	On Hold
8/6/2024	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	8/8/2024	Urgent	Closed
7/1/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	7/10/2024	Medium	Closed - Resolved
10/14/2024	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	10/23/2024	Medium	Open
3/26/2025	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	3/30/2025	Urgent	Closed
8/2/2024	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	8/8/2024	Medium	In Progress
4/28/2024	HR database not syncing with shift handoff bot schedulermissing employee record.	5/4/2024	High	On Hold
7/16/2024	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	7/19/2024	Low	Closed - Resolved
5/25/2024	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	6/2/2024	High	Cancelled
9/8/2024	Wireless module upgrade caused latency spikepossible firmware mismatch.	9/18/2024	Medium	Closed - Resolved
2/2/2025	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	2/12/2025	Urgent	Closed - Resolved
7/23/2024	Unexpected motor vibration on high-speed units deployed in humid environments.	7/30/2024	Medium	Open
8/27/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	8/29/2024	Medium	In Progress
11/13/2024	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	11/16/2024	High	On Hold
9/30/2024	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	10/8/2024	Low	Closed
4/1/2025	Unable to reset robotic arm to home positionreset protocol fails at step 3.	4/11/2025	High	Closed - Resolved
3/11/2025	Service report PDF not attaching to customer CRM recordautomation flow broken.	3/14/2025	High	Cancelled
12/3/2024	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	12/7/2024	Medium	Closed - Resolved
7/14/2024	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	7/24/2024	High	Closed
5/2/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	5/9/2024	Low	Cancelled
9/13/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	9/17/2024	Medium	On Hold
3/31/2025	Label printer on packing bot jamming intermittentlyhardware service request opened.	4/4/2025	Urgent	Open
4/17/2025	Armature alignment reset required after shippingrequesting field calibration.	4/26/2025	Medium	Closed - Resolved
12/28/2024	Issue syncing sales data from ERP into robotics supply chain dashboard.	1/3/2025	High	In Progress
11/16/2024	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	11/21/2024	Urgent	In Progress
11/14/2024	License expiration alerts not appearing for client adminmonitoring system inactive.	11/18/2024	Low	Closed - Resolved
7/24/2024	High-pitched tone coming from servo in model XR100engineering to review noise profile.	7/25/2024	Medium	On Hold
8/21/2024	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	8/24/2024	High	Closed

4/14/2025	Return unit not accepting scanned QR codesoptical reader needs recalibration.	4/24/2025	Medium	Closed - Resolved
5/15/2024	Battery health metrics not populating in regional dashboardtelemetry stream missing.	5/17/2024	Medium	Cancelled
6/30/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	7/9/2024	High	Open
8/19/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	8/28/2024	High	Cancelled
5/3/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	5/8/2024	Urgent	On Hold
10/12/2024	Customer reports excessive heat on robotics control panelcooling fan test requested.	10/13/2024	Low	Closed - Resolved
7/17/2024	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	7/21/2024	Medium	Closed - Resolved
6/23/2024	Client unable to archive closed support ticketspermission role misconfiguration.	6/26/2024	Medium	Open
10/8/2024	Temperature sensor in robotic soldering unit reading above safe operating range.	10/15/2024	High	Closed
11/27/2024	API returning null values for order tracking endpointbackend request timing out.	12/4/2024	Low	In Progress
1/15/2025	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	1/20/2025	High	Closed - Resolved
8/7/2024	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	8/16/2024	Urgent	On Hold
9/16/2024	Return unit not accepting scanned QR codesoptical reader needs recalibration.	9/24/2024	Medium	Closed
8/27/2024	System audit flagging unauthorized access attempt on robotics control API.	9/3/2024	High	Cancelled
11/4/2024	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	11/13/2024	Urgent	Open
10/30/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	10/31/2024	Low	Closed - Resolved
1/19/2025	Issue syncing sales data from ERP into robotics supply chain dashboard.	1/23/2025	Medium	In Progress
10/17/2024	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	10/24/2024	High	Closed - Resolved
10/28/2024	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	11/4/2024	High	Open
5/24/2024	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	5/30/2024	Low	In Progress
7/28/2024	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	7/31/2024	High	On Hold
5/7/2024	Unexpected motor vibration on high-speed units deployed in humid environments.	5/8/2024	Medium	Closed
1/28/2025	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	2/1/2025	Urgent	Closed - Resolved
9/1/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	9/8/2024	Medium	Cancelled
6/27/2024	Support team reports double charge on robotic part restockSLA breach inquiry pending.	7/2/2024	Medium	Closed - Resolved
9/15/2024	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	9/15/2024	High	In Progress
11/4/2024	License expiration alerts not appearing for client adminmonitoring system inactive.	11/9/2024	High	Closed - Resolved
2/6/2025	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	2/6/2025	Urgent	On Hold
6/4/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	6/10/2024	Low	Closed
1/2/2025	API returning null values for order tracking endpointbackend request timing out.	1/4/2025	Medium	Cancelled
10/22/2024	HR database not syncing with shift handoff bot schedulermissing employee record.	10/22/2024	High	Open
7/5/2024	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	7/14/2024	Medium	Closed
12/11/2024	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	12/17/2024	Urgent	Cancelled
7/29/2024	Customer reports excessive heat on robotics control panelcooling fan test requested.	8/7/2024	High	On Hold

Date	Description	Due Date	Priority	Status
9/13/2024	High-pitched tone coming from servo in model XR100engineering to review noise profile.	9/20/2024	Medium	Open
8/11/2024	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	8/13/2024	Low	Closed - Resolved
1/19/2025	Heat map of robotic traffic not loading for West Coast territoryvisualization component broken.	1/22/2025	Medium	In Progress
2/17/2025	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	2/18/2025	Urgent	Closed - Resolved
5/21/2024	Wireless module upgrade caused latency spikepossible firmware mismatch.	5/21/2024	High	Closed
2/2/2025	Voice command module failing to recognize commands with headset mic input.	2/4/2025	Medium	Closed - Resolved
11/14/2024	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	11/20/2024	High	Cancelled
9/11/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	9/16/2024	Low	Closed - Resolved
3/24/2025	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	4/1/2025	Low	Open
8/9/2024	Data not syncing across international locationstimezone setting discrepancies confirmed.	8/13/2024	Medium	In Progress
6/18/2024	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	6/28/2024	Medium	On Hold
8/18/2024	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	8/20/2024	High	Cancelled
6/14/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	6/21/2024	High	Open
9/18/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	9/20/2024	Urgent	In Progress
7/7/2024	Label printer on packing bot jamming intermittentlyhardware service request opened.	7/16/2024	Low	Closed - Resolved
8/20/2024	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	8/23/2024	High	On Hold
9/1/2024	Temperature-controlled arm not holding cold-pack products steadilyactuator lag suspected.	9/10/2024	Medium	Closed
7/22/2024	Customer account flagged as inactive during quarterly synccontract still in force until Q4.	7/25/2024	Urgent	Closed - Resolved
2/6/2025	Temperature sensor in robotic soldering unit reading above safe operating range.	2/11/2025	Medium	Closed - Resolved
12/26/2024	Customer service chatbot incorrectly routing requests about robotic arms to finance.	1/4/2025	High	Closed - Resolved
8/6/2024	Client unable to archive closed support ticketspermission role misconfiguration.	8/8/2024	Medium	Closed
11/24/2024	Mobile control app crashing after recent OS updatecompatibility fix required.	11/29/2024	High	In Progress
11/26/2024	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	12/1/2024	High	Cancelled
2/21/2025	Battery health metrics not populating in regional dashboardtelemetry stream missing.	2/27/2025	Urgent	On Hold
6/4/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	6/13/2024	Low	Open
11/20/2024	Pick path optimization feature stuck in recalculating looplikely route matrix bug.	11/20/2024	Medium	Cancelled
4/26/2024	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	4/29/2024	High	On Hold
7/6/2024	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	7/10/2024	Medium	Open
12/3/2024	LED status indicator stuck in red despite system running normallyvisual false positive?	12/11/2024	High	Closed - Resolved
4/14/2025	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	4/19/2025	Low	Closed - Resolved
4/28/2024	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	5/2/2024	Medium	Closed
7/31/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	8/7/2024	Urgent	In Progress
2/10/2025	Custom firmware deployment not stickingdevice reverts to factory version after reboot.	2/18/2025	High	Closed - Resolved
11/6/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	11/12/2024	Medium	Closed

2/10/2025	Unable to reset robotic arm to home positionreset protocol fails at step 3.	2/13/2025	Low	Cancelled
2/3/2025	Battery drain accelerating on self-navigating picker botsclient requests hardware review.	2/4/2025	High	On Hold
11/11/2024	User permissions incorrectly assignedadmin access granted to technician role.	11/20/2024	Medium	Open
10/22/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	10/28/2024	Urgent	Closed - Resolved
10/26/2024	Customer states predictive maintenance alert was missedpossible alert suppression rule.	10/30/2024	Urgent	In Progress
12/21/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	12/22/2024	Low	Closed - Resolved
1/8/2025	Order #98234 missing firmware version 5.3 for XYZ Series actuatorrequires urgent patch.	1/14/2025	Medium	Closed
9/28/2024	Armature alignment reset required after shippingrequesting field calibration.	10/1/2024	High	In Progress
4/15/2025	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	4/25/2025	Medium	Cancelled
11/15/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	11/23/2024	High	On Hold
3/18/2025	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	3/26/2025	Medium	Open
2/8/2025	Latest patch rolled out to wrong robot model familyrollback request submitted.	2/10/2025	Medium	Closed - Resolved
11/10/2024	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	11/10/2024	High	On Hold
10/10/2024	Delivery tracking API pushing duplicate status updatescausing client-side UI clutter.	10/12/2024	High	Closed
6/16/2024	Service report PDF not attaching to customer CRM recordautomation flow broken.	6/20/2024	Urgent	Closed - Resolved
3/31/2025	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	4/3/2025	Low	Cancelled
9/15/2024	Load cell in robotic lifter reading zero under active payloadsuspected cable break.	9/24/2024	Urgent	Open
11/24/2024	Customer states predictive maintenance alert was missedpossible alert suppression rule.	11/25/2024	Low	In Progress
7/26/2024	Task scheduler running duplicate jobs on dual-robot configurationdeadlock conditions observed.	7/30/2024	Medium	Closed - Resolved
12/17/2024	Autonomous floor units reporting repeated LIDAR misreads in low-light conditions.	12/24/2024	High	Closed
11/12/2024	Data not syncing across international locationstimezone setting discrepancies confirmed.	11/13/2024	Medium	Closed - Resolved
6/4/2024	Billing dashboard showing duplicate line items for SLA renewalneeds manual reconciliation.	6/6/2024	High	Cancelled
8/9/2024	Scheduled maintenance scripts not executing on east region serverslikely time zone mismatch.	8/16/2024	Medium	Closed - Resolved
9/21/2024	Customer reports robotic forklift overshooting dock alignmentcamera offset suspected.	9/22/2024	Urgent	Open
5/24/2024	Unable to reset robotic arm to home positionreset protocol fails at step 3.	5/26/2024	High	In Progress
1/29/2025	Error 7002: No response from servo motor controller on axis Ypossible hardware failure.	2/5/2025	Medium	On Hold
1/24/2025	Customer reports excessive heat on robotics control panelcooling fan test requested.	1/28/2025	High	Closed
6/5/2024	License expiration alerts not appearing for client adminmonitoring system inactive.	6/13/2024	Low	In Progress
1/24/2025	System audit flagging unauthorized access attempt on robotics control API.	2/2/2025	Urgent	Cancelled
12/11/2024	New actuator exhibiting slow response in colder environmentsmaterial tolerance concern.	12/14/2024	High	On Hold
7/23/2024	LED status indicator stuck in red despite system running normallyvisual false positive?	7/25/2024	Medium	Closed - Resolved
5/9/2024	Voice command module failing to recognize commands with headset mic input.	5/15/2024	Low	Closed - Resolved
1/21/2025	Robot arm #4 failed precision test during QAtolerance exceeds threshold by 0.04 mm.	1/24/2025	High	Open
6/21/2024	Diagnostic tool unable to communicate with legacy hardwareadapter may be required.	6/27/2024	Medium	Closed

7/21/2024	Customer unable to submit service ticket via mobile portalUI issue on latest Android version.	7/24/2024	Urgent	In Progress
3/5/2025	Label printer on packing bot jamming intermittentlyhardware service request opened.	3/8/2025	Low	Cancelled
6/12/2024	Client unable to archive closed support ticketspermission role misconfiguration.	6/12/2024	Medium	On Hold
7/11/2024	Error 412 triggered during over-the-air update to robotic welding units in Southeast territory.	7/11/2024	Medium	Open
8/11/2024	Discrepancy between scanned and delivered SKUspotential robotic misclassification event.	8/18/2024	High	Closed - Resolved
12/3/2024	Support agent unable to replicate power cycling bug reported on new Roboweld Plus series.	12/6/2024	High	Closed - Resolved
7/24/2024	Idle time tracking for warehouse units not logging correctlytelemetry data gap.	8/3/2024	High	Closed
5/27/2024	AI co-pilot interface displaying outdated warehouse inventory despite live API integration.	5/31/2024	Urgent	Closed - Resolved
3/11/2025	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	3/13/2025	Low	Cancelled
12/24/2024	Technician override mode triggering false alarmsUI miscommunication suspected.	1/2/2025	Medium	Closed - Resolved
10/11/2024	User permissions incorrectly assignedadmin access granted to technician role.	10/12/2024	Medium	Open
4/17/2025	Downtime incorrectly logged as resolved in dashboardresolution timestamp error.	4/24/2025	High	In Progress
2/14/2025	Automated welding arm intermittently halts during high-heat cyclessuspected sensor calibration drift.	2/17/2025	Medium	On Hold
6/7/2024	Firmware rollback initiated unintentionallyclient device now stuck in bootloader loop.	6/15/2024	Medium	On Hold
8/29/2024	Routine maintenance tag not updating in system despite completionworkflow integration error.	9/3/2024	High	Open
11/3/2024	Inventory report mislabeling robotics model numbersSKU logic misfire.	11/11/2024	High	Closed - Resolved
9/22/2024	Battery health metrics not populating in regional dashboardtelemetry stream missing.	9/30/2024	Urgent	In Progress
1/25/2025	Support team reports double charge on robotic part restockSLA breach inquiry pending.	1/29/2025	Low	Closed - Resolved
12/27/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	12/31/2024	Medium	Closed
4/23/2024	Unexpected motor vibration on high-speed units deployed in humid environments.	4/24/2024	High	Cancelled
4/2/2025	Temperature sensor in robotic soldering unit reading above safe operating range.	4/4/2025	Urgent	In Progress
1/5/2025	Motion sensor fault in entry-level AGVsuspected electromagnetic interference.	1/7/2025	Low	On Hold
7/18/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	7/28/2024	Medium	Closed - Resolved
1/5/2025	Unexpected stop condition triggered during pallet rewrap routineinvestigating fault codes.	1/10/2025	High	Cancelled
10/15/2024	Customer unable to access remote diagnostics via mobile portalauthentication token not refreshing.	10/25/2024	High	Closed - Resolved
2/10/2025	Repeated '404 device not found' error on support dashboardbelieved to be ID mismatch.	2/15/2025	High	Open
6/1/2024	Remote shutdown of customer system initiated without proper command logpossible logging misfire.	6/10/2024	Urgent	Closed
4/1/2025	Customer service chatbot incorrectly routing requests about robotic arms to finance.	4/6/2025	Low	Closed - Resolved
3/23/2025	Inconsistent barcode scanning during inbound sortationrequesting diagnostic logs.	3/23/2025	Medium	In Progress
9/22/2024	Latest patch rolled out to wrong robot model familyrollback request submitted.	9/22/2024	Medium	Closed - Resolved
7/15/2024	API returning null values for order tracking endpointbackend request timing out.	7/18/2024	High	In Progress
10/7/2024	Wireless module upgrade caused latency spikepossible firmware mismatch.	10/7/2024	Urgent	On Hold
7/4/2024	3D vision system under-picking SKUs from top shelvesimage recognition needs retraining.	7/5/2024	Low	Closed - Resolved
3/4/2025	Picking robot skipping assigned aisle in optimization routemap index might be corrupted.	3/7/2025	Medium	Cancelled

12/27/2024	Overhead robotic crane misaligned after system updaterequesting recalibration walkthrough.	1/2/2025	Medium	Closed - Resolved
4/18/2025	HR database not syncing with shift handoff bot schedulermissing employee record.	4/23/2025	High	Open
4/8/2025	Product loader mistiming drop-off with downstream conveyorsync pulse missing.	4/13/2025	Urgent	Closed - Resolved
6/11/2024	High-pitched tone coming from servo in model XR100engineering to review noise profile.	6/14/2024	Low	In Progress
7/22/2024	Night shift override not deactivating during scheduled switchlogic conflict in script.	7/30/2024	Medium	Closed - Resolved
2/12/2025	Feedback loop delay causing robotic palletizer to miss timing sync with conveyor belt.	2/12/2025	High	Closed
1/28/2025	Navigation system freezing mid-shiftpacket loss observed in Wi-Fi logs.	2/1/2025	Medium	Cancelled
2/6/2025	Suction cup gripper losing pressure after 12 cyclescheck vacuum seal integrity.	2/8/2025	High	On Hold
5/2/2024	Excessive noise reported from robotic jointscustomer suspects lubrication schedule not syncing.	5/12/2024	Medium	In Progress
5/1/2024	Assembly line pauses when robotic gripper fails to complete handofflog shows force threshold error.	5/9/2024	Urgent	On Hold
3/5/2025	Technician override mode triggering false alarmsUI miscommunication suspected.	3/9/2025	Medium	Closed - Resolved