National Development Bank PLC

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89268	2018/08/01	buddhika.dilhari@ndbbank.com	Ambalangoda	Ambalangoda	PC	Change BIOS settings	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 08:44:31
ndbbank.com Completed the issue 89268	Job is Completed,.	ndbbank.com	2018-08-01 11:14:34
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89269	2018/08/01	priyanka.desilva@ndbbank.com	HO	36109	PC	system getting stuck	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 08:49:03
ndbbank.com Completed the issue 89269	clear temp files	ndbbank.com	2018-08-02 09:57:05
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89270	2018/08/01	buddhika.dilhari@ndbbank.com	Ambalangoda	*7352	PC	PC time change	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 08:50:13
ndbbank.com Completed the issue 89270	Job is Completed,.	ndbbank.com	2018-08-01 11:16:12
Closed By System	Closed By System	System	2018-08-06 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89271	2018/08/01	ishara.francis@ndbbank.com	Ratnapura	Ratnapura	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 08:57:36
ndbbank.com Completed the issue 89271	Completed	ndbbank.com	2018-08-02 09:57:34
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89272	2018/08/01	Lihini.Fernando@ndbbank.com	HO	34139	Other	PC slow	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:00:13
ndbbank.com Completed the issue 89272	clear temp files	ndbbank.com	2018-08-02 09:58:01
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89273	2018/08/01	piumi.perera@ndbbank.com	Wattala	*7314	CITS	onpass system logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:02:51
ndbbank.com Completed the issue 89273	Completed	ndbbank.com	2018-08-02 10:19:29
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89274	2018/08/01	sureni.ekanayake@ndbbank.com	null	34243	I can t print a document	I can t print a document	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-01 09:05:33
ndbbank.com Completed the issue 89274	Completed	ndbbank.com	2018-08-02 10:20:03

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-06 05:10:30

| 89275 | 2018/08/01 | mahesh.herath@ndbbank.com | Kurunegala | Kurunegala | Other | O365 mail logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:07:25
ndbbank.com Completed the issue 89275	Completed	ndbbank.com	2018-08-02 10:44:22
Closed By System	Closed By System	System	2018-08-06 05:10:30

| 89276 | 2018/08/01 | thilanka.udapitiya@ndbbank.com | Kandy | Kandy | Other | O 365 logging issue | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 09:09:18
ndbbank.com Completed the issue 89276	Job is Completed,.	ndbbank.com	2018-08-01 11:14:16
ndbbank.com Completed the issue 89276	Job is Completed,.	ndbbank.com	2018-08-01 11:14:17
Closed By System	Closed By System	System	2018-08-06 05:10:30

| 89277 | 2018/08/01 | gayan.senanayake@ndbbank.com | KCC | KCC | Western Union | Western Union installation/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:18:56
ndbbank.com Completed the issue 89277	Completed	ndbbank.com	2018-08-02 10:21:42
Closed By System	Closed By System	System	2018-08-06 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89278	2018/08/01	Lihini.Fernando@ndbbank.com	HO	33047	Other	Data scanning image view issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:23:30
ndbbank.com Completed the issue 89278	Completed	ndbbank.com	2018-08-02 10:20:19
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89279	2018/08/01	deshani.alahakoon@ndbbank.com	Borelesgamuwa - Ext	Borelesgamuwa -	Western Union	WUPOS certificate installation	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 09:31:23
ndbbank.com Completed the issue 89279	Job is Completed,.	ndbbank.com	2018-08-01 11:16:00
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89280	2018/08/01	oshantha.pramudaya@ndbbank.com	Matugama	Matugama	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:36:30
ndbbank.com Completed the issue 89280	Completed	ndbbank.com	2018-08-02 10:21:13
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89281	2018/08/01	shehan.boteju@ndbbank.com	Negombo	Negombo	Western Union	Western Union installation/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:38:57
ndbbank.com Completed the issue 89281	Completed	ndbbank.com	2018-08-02 11:29:52

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89282	2018/08/01	limasha.prashanjalee@ndbbank.com	Katunayake	*7384	Windows XP/2000	document saner install	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:46:39
ndbbank.com Completed the issue 89282	Completed	ndbbank.com	2018-08-02 10:22:40
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89283	2018/08/01	chamara.pradeep@ndbbank.com	Kolpity	50102	PC	PC automatically restarts	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 09:47:41
ndbbank.com Completed the issue 89283	Temp PC send ,. Job is Completed,.	ndbbank.com	2018-08-06 16:53:10
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89284	2018/08/01	thilina.fernando@ndbbank.com	Kalutara	Kalutara	Other	Workflow system issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:48:39
ndbbank.com Completed the issue 89284	Completed	ndbbank.com	2018-08-02 10:20:51
Closed By System	Closed By System	System	2018-08-06 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89285	2018/08/01	shachini.darshika@ndbbank.com	null	4325	Print Out Issue (E-window)	Print Out Issue (E-window)	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-01 10:03:13
ndbbank.com Completed the issue 89285	Changed the Imagine Unite	ndbbank.com	2018-08-01 17:36:03
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89286	2018/08/01	nuwani.perera@ndbbank.com	HO	HO	Other	Printer Alignment issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 10:03:42
ndbbank.com Completed the issue 89286	job done	ndbbank.com	2018-08-01 16:09:20
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89287	2018/08/01	vihangi.samaranayake@ndbbank.com	DM	41120	PC	Need to install Cannon DR-C240.	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-01 10:19:38
ndbbank.com Completed the issue 89287	Done.	ndbbank.com	2018-08-01 17:33:02
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89288	2018/08/01	dileepa.sandaruwan@ndbbank.com	Kuliyapitiya	Kuliyapitiya	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 10:21:27
ndbbank.com Completed the issue 89288	job done	ndbbank.com	2018-08-02 09:56:36

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89289	2018/08/01	shalindra.mendis@ndbbank.com HO	HO		Other	Activate the Microsoft office	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 10:22:34
ndbbank.com Completed the issue 89289	job done	ndbbank.com	2018-08-02 09:56:53
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89290	2018/08/01	shalindra.mendis@ndbbank.com HO	HO		Other	Activate the Microsoft office	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 10:24:24
ndbbank.com Completed the issue 89290	job done	ndbbank.com	2018-08-02 09:57:06
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89291	2018/08/01	pradisha.jayadarini@ndbbank.com	Kandy	*7306	Other	IE 9 notworking	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 10:33:36
ndbbank.com Completed the issue 89291	job done	ndbbank.com	2018-08-02 16:59:12
Closed By System	Closed By System	System	2018-08-06 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89292	2018/08/01	maduranga.rathmale@ndbbank.com	Kurunegala	*7303	Other	Icon setup	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 10:59:47
ndbbank.com Completed the issue 89292	job done	ndbbank.com	2018-08-02 17:00:00
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89293	2018/08/01	malaka.rathnayake@ndbbank.com	Malambe	*7331	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 11:05:10
ndbbank.com Completed the issue 89293	job done	ndbbank.com	2018-08-02 17:00:17
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89294	2018/08/01	geethi.hettiarachchi@ndbbank.com	Narammala	Narammala	Printer	t24 PRINTER SETTINGS	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 11:12:56
ndbbank.com Completed the issue 89294	job done	ndbbank.com	2018-08-02 17:00:34
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89295	2018/08/01	shani.rajapaksha@ndbbank.com	MtLavinia	*7325	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 11:14:14
ndbbank.com Completed the issue 89295	job done	ndbbank.com	2018-08-02 17:00:50

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89296	2018/08/01	janitha.jayawardana@ndbbank.com	DM	4279	Other	Need to install HDFC trading	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-01 11:31:50
ndbbank.com Completed the issue 89296	Done. Application installed.	ndbbank.com	2018-08-02 15:33:47
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89297	2018/08/01	kasun.weerakkody@ndbbank.com	HO	HO	Other	outlook issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-01 11:46:09
ndbbank.com Completed the issue 89297	completed	ndbbank.com	2018-08-01 15:50:56
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89298	2018/08/01	Shawan.Fernando@ndbbank.com	DM	4319	Printer	Install Printer	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-01 11:47:17
ndbbank.com Completed the issue 89298	Done.	ndbbank.com	2018-08-01 17:35:19
Closed By System	Closed By System	System	2018-08-06 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89299	2018/08/01	hashinka.widanapatirana@ndbbank.com	Ambalanthota	Ambalanthota	Other	Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 12:19:36
ndbbank.com Completed the issue 89299	job done	ndbbank.com	2018-08-02 17:01:06
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89300	2018/08/01	aroshini.silva@ndbbank.com	Minuwangoda	Minuwangoda	Other	Need to upgrade google chrome	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 12:24:48
ndbbank.com Completed the issue 89300	job done	ndbbank.com	2018-08-02 17:01:23
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89301	2018/08/01	Isuruni.kumanayaka@ndbbank.com	Malabe-DR Site-User	*7331	Other	Data Scan issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 12:50:00
ndbbank.com Completed the issue 89301	job done	ndbbank.com	2018-08-02 17:01:39
Closed By System	Closed By System	System	2018-08-06 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89302	2018/08/01	manoj.shanmugasundaram@ndbbank.com	Thirunewely	*7331	Other	Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 13:36:13
ndbbank.com Completed the issue 89302	job done	ndbbank.com	2018-08-02 17:01:53

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-06 05:10:31

| 89303 | 2018/08/01 | gayathri.nadeeja@ndbbank.com | HO | 3278 | Other | Dameware setting need to change | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 13:53:40
ndbbank.com Completed the issue 89303	Completed	ndbbank.com	2018-08-02 11:30:11
Closed By System	Closed By System	System	2018-08-06 05:10:31

| 89304 | 2018/08/01 | nilhan.fernando@ndbbank.com | HO | 33025 | Other | PDS system logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 13:55:02
ndbbank.com Completed the issue 89304	Completed	ndbbank.com	2018-08-02 10:22:56
Closed By System	Closed By System	System	2018-08-06 05:10:31

| 89305 | 2018/08/01 | nipuna.geethanga@ndbbank.com | HO | 34209 | Printer | unable to take printout properly | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 13:58:14
ndbbank.com Completed the issue 89305	install printer driver	ndbbank.com	2018-08-02 10:54:55
Closed By System	Closed By System	System	2018-08-06 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89306	2018/08/01	iroshani.nadirani@ndbbank.com	Minuwangoda	Minuwangoda	Other	Need to upgrade google chrome	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 14:07:37
ndbbank.com Completed the issue 89306	Completed	ndbbank.com	2018-08-02 10:56:27
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89307	2018/08/01	muditha.nugegodal@ndbbank.com	Gampaha	Gampaha	PC	PC can t power on	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 14:13:27
wasim.akram Commented the issue 89307	need to add domain , vendor attend today .	wasim.akram	2018-08-02 11:31:39
ndbbank.com Completed the issue 89307	completed	ndbbank.com	2018-08-03 14:46:09
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89308	2018/08/01	rasika.sandamali@ndbbank.com	HO	35112	Other	need to install azure application	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 14:27:49
ndbbank.com Completed the issue 89308	Completed	ndbbank.com	2018-08-02 10:23:31
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89309	2018/08/01	poornima.samindi@ndbbank.com	Nikawaratiya	Nikawaratiya	Other	Unable to take printouts /M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 14:36:16

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89309	install prater driver	ndbbank.com	2018-08-02 11:18:45
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89310	2018/08/01	deepa.edirisooriya@ndbbank.com	HO	31290	PC	PC need to fixed/Madusanka	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 14:46:50
ndbbank.com Completed the issue 89310	Job is Completed,.	ndbbank.com	2018-08-02 15:36:06
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89311	2018/08/01	deepa.edirisooriya@ndbbank.com	HO	31290	PC	PC need to fixed/Madusanka	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 14:46:58
ndbbank.com Completed the issue 89311	Job is Completed,.	ndbbank.com	2018-08-02 15:36:23
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89312	2018/08/01	deepa.edirisooriya@ndbbank.com	HO	31290	PC	PC need to fixed/Madusanka	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 14:47:06
ndbbank.com Completed the issue 89312	Job is Completed,.	ndbbank.com	2018-08-02 15:37:48
Closed By System	Closed By System	System	2018-08-06 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89313	2018/08/01	harshika.peiris@ndbbank.com	Malambe	Malabe	Other	CRESS system issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 14:56:19
ndbbank.com Completed the issue 89313	Completed	ndbbank.com	2018-08-02 10:23:57
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89314	2018/08/01	harshika.peiris@ndbbank.com	Malambe	Malabe	Other	CRESS system issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 14:58:43
ndbbank.com Completed the issue 89314	Completed	ndbbank.com	2018-08-02 10:55:30
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89315	2018/08/01	chandulie.perera@ndbbank.com	Malambe	Malabe	Other	CRIB logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 15:14:49
ndbbank.com Completed the issue 89315	Completed	ndbbank.com	2018-08-02 10:57:01
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89316	2018/08/01	Sumith.Arunawansha@ndbbank.com	Borelesgamuwa - Ext	Borelesgamuwa	Printer	[PD13047]Passbook Printer not	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 15:28:10
ifam Commented the issue 89316	job ref number : 239545	ifam	2018-08-02 17:04:09

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ifam Commented the issue 89316	Reminder to vendor and malaka	ifam	2018-08-03 09:22:42
ifam Commented the issue 89316	reminder to buddhika	ifam	2018-08-06 11:49:18
ndbbank.com Completed the issue 89316	job done	ndbbank.com	2018-08-08 09:05:52
Closed By System	Closed By System	System	2018-08-13 05:10:31

89317   2018/08/01 Madara.Ariyaratne@ndbbank.com   HO   ho   Other   Sinhala Fonts   Software   ifam@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 15:41:30
ndbbank.com Completed the issue 89317	job done	ndbbank.com	2018-08-02 17:02:10
Closed By System	Closed By System	System	2018-08-06 05:10:31

89318   2018/08/01 geethi.hettiarachchi@ndbbank.com   Narammala   Narammala   Other   Need to create scanner profile/M   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 15:46:33
ndbbank.com Completed the issue 89318	Completed	ndbbank.com	2018-08-02 11:15:37
ndbbank.com Completed the issue 89318	Completed	ndbbank.com	2018-08-02 11:15:39
Closed By System	Closed By System	System	2018-08-06 05:10:31

89319   2018/08/01 Jeevanee.Senerath@ndbbank.com   HO   3417   Printer   Unable to take printouts   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 15:50:25

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89319	install printer driver	ndbbank.com	2018-08-02 11:16:16
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89320	2018/08/01	muditha.nugegodal@ndbbank.com	Gampaha	*7304	Other	Trustrelationship domain failed	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 15:51:54
ndbbank.com Completed the issue 89320	job done	ndbbank.com	2018-08-03 15:59:36
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89321	2018/08/01	nuwan.abeyrathna@ndbbank.com	Gampola	Gampola	Printer	Unable to take printouts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 15:56:34
ndbbank.com Completed the issue 89321	job done	ndbbank.com	2018-08-02 17:02:33
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89322	2018/08/01	Jeevanee.Senerath@ndbbank.com	HO	3417	Printer	printer setting issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 16:00:49
ndbbank.com Completed the issue 89322	Completed	ndbbank.com	2018-08-02 11:31:55
Closed By System	Closed By System	System	2018-08-06 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89323	2018/08/01	anjalee.silva@ndbbank.com	Kolpity	50108	Other	unable to edit excel documents	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 16:11:12
ndbbank.com Completed the issue 89323	Completed	ndbbank.com	2018-08-02 11:15:06
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89324	2018/08/01	mayoni.siranjitha@ndbbank.com	Kotahena	*7323	Other	Crib icon	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 17:53:06
ndbbank.com Completed the issue 89324	job done	ndbbank.com	2018-08-02 17:04:26
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89325	2018/08/02	harshika.peiris@ndbbank.com	Malambe	51131	Other	CRESS system issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 08:50:12
ndbbank.com Completed the issue 89325	reset browser settings	ndbbank.com	2018-08-03 09:41:29
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89326	2018/08/02	sandun.katuwanaarachchi@ndbbank.com	Pita Kotte	Pita Kotte	Other	E statement opening issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 09:21:50
ndbbank.com Completed the issue 89326	completed	ndbbank.com	2018-08-03 14:46:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89327	2018/08/02	nimesha.madhushani@ndbbank.com	HO	3726	Monitor	display not appearing	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 09:31:45
ndbbank.com Completed the issue 89327	completed	ndbbank.com	2018-08-03 14:47:12
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89328	2018/08/02	nilanga.gajaba@ndbbank.com	HO	3331	Other	Need to transfer from PC14090	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 09:36:33
ndbbank.com Completed the issue 89328	Job is Completed,.	ndbbank.com	2018-08-02 11:08:18
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89329	2018/08/02	nalin.perera@ndbbank.com	Kadawata	Kadawata	Printer	Need to create scan profile	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 09:41:43
ndbbank.com Completed the issue 89329	Job is Completed,.	ndbbank.com	2018-08-02 11:05:29
Closed By System	Closed By System	System	2018-08-06 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89330	2018/08/02	nisansala.premathilaka@ndbbank.com	HO	31356	Other	Lankapay system logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 09:47:36
ndbbank.com Completed the issue 89330	Adding an Exception in Internet Explorer	ndbbank.com	2018-08-03 14:49:10
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89331	2018/08/02	nuwan.abeysiriwardana@ndbbank.com	Embilipitiya	Embilipitiya	Printer	Need to add a printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 09:48:17
ndbbank.com Completed the issue 89331	compiled	ndbbank.com	2018-08-03 14:49:57
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89332	2018/08/02	kasun.udayanga@ndbbank.com	Embilipitiya	Embilipitiya	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 09:49:03
ndbbank.com Completed the issue 89332	compiled	ndbbank.com	2018-08-03 14:50:29
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89333	2018/08/02	prasad.weerasinghe@ndbbank.com	Marine Drive	52200	Printer	Need to add a printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 09:50:55
ndbbank.com Completed the issue 89333	job done	ndbbank.com	2018-08-02 17:03:11

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89334	2018/08/02	prasad.weerasinghe@ndbbank.com	Marine Drive	Marine Drive	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 09:56:14
ndbbank.com Completed the issue 89334	job done	ndbbank.com	2018-08-02 17:04:46
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89335	2018/08/02	venura.hewavissa@ndbbank.com	Ampara	Ampara	Lotus	Need to configure lotus notes	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 09:59:44
ndbbank.com Completed the issue 89335	compiled	ndbbank.com	2018-08-03 14:50:49
ndbbank.com Completed the issue 89335	compiled	ndbbank.com	2018-08-03 14:50:52
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89336	2018/08/02	sankalani.chandrarathna@ndbbank.com	DM	41102	Printer	Need to install Printer	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 10:00:17
ndbbank.com Completed the issue 89336	done	ndbbank.com	2018-08-02 15:23:07
Closed By System	Closed By System	System	2018-08-06 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89337	2018/08/02	harshani.karunarathne@ndbbank.com	HO	HO	Other	Cannot logging to Software Laknapay		ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 10:04:09
ndbbank.com Completed the issue 89337	job done	ndbbank.com	2018-08-02 17:05:30
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89338	2018/08/02	chamil.bandara@ndbbank.com	Matale	Matale	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 10:23:50
ndbbank.com Completed the issue 89338	compiled	ndbbank.com	2018-08-03 14:51:11
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89339	2018/08/02	niranjan.mayoori@ndbbank.com	Trincomalee	Trincomalee	PC	PC is not working	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 10:28:22
indrajith.nanayakkara Commented on the issue	Due no PCs to sent as backup, BM agree to sent defective PC with	indrajith.nanayakkara	2018-08-06 11:46:03
ndbbank.com Completed the issue 89339	Defect PC will deliver to IT Dept. on tomorrow,.	ndbbank.com	2018-08-07 15:46:16
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89340	2018/08/02	darshana.wickramasinghe@ndbbank.com	Ambalanthota	Ambalanthota	Other	Need password for CCTV DVR update	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 11:07:59

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89340	compiled	ndbbank.com	2018-08-03 15:07:21
Closed By System	Closed By System	System	2018-08-07 05:10:27

89341   2018/08/02 rasari.hewawasam@ndbbank.com Yakkala   *7372   Other   lotus issue   Software   ifam@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 11:22:29
ndbbank.com Completed the issue 89341	job done	ndbbank.com	2018-08-02 17:05:50
Closed By System	Closed By System	System	2018-08-06 05:10:31

89342   2018/08/02 prasad.weerasinghe@ndbbank.c Marine Drive Marine Drive Other   document downloading issue Software   Thilina@ndbbank.com   Completed
om

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 11:36:07
ndbbank.com Completed the issue 89342	Job is Completed,.	ndbbank.com	2018-08-02 15:38:36
Closed By System	Closed By System	System	2018-08-06 05:10:31

89343   2018/08/02 supun.abesinghe@ndbbank.com Higurakgoda Branch Higurakgoda Other   X drive unable to open Software   wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 11:47:57
ndbbank.com Completed the issue 89343	completed	ndbbank.com	2018-08-03 16:41:24
Closed By System	Closed By System	System	2018-08-07 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89344	2018/08/02	dushani.hewage@ndbbank.com	Kalutara	Kalutara	MS office	excel document opening issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 11:48:18
ndbbank.com Completed the issue 89344	completed	ndbbank.com	2018-08-03 16:41:59
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89345	2018/08/02	udamini.perera@ndbbank.com	Dambulla	Dambulla	PC	PC slow/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 11:48:49
ndbbank.com Completed the issue 89345	job done	ndbbank.com	2018-08-02 17:02:47
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89346	2018/08/02	uchith.randima@ndbbank.com	Kohuwala	Kohuwala	Printer	Need to install cheque scanner	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 11:54:02
ndbbank.com Completed the issue 89346	completed	ndbbank.com	2018-08-03 16:46:38
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89347	2018/08/02	uchith.randima@ndbbank.com	Kohuwala	*7333	CITS	need to copy onpass system	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 11:57:43
ndbbank.com Completed the issue 89347	completed	ndbbank.com	2018-08-03 16:48:38

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89348	2018/08/02	indunil.nayanajith@ndbbank.com	Minuwangoda	Minuwangoda	Other	T24- login issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 12:16:58
ndbbank.com Completed the issue 89348	job done	ndbbank.com	2018-08-03 09:13:52
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89349	2018/08/02	nadeesha.wijewardena@ndbbank.com	Rajagiriya	rajagi	PC	Need to install GX Reporter	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 12:29:12
ndbbank.com Completed the issue 89349	Job is Completed,.	ndbbank.com	2018-08-02 15:38:50
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89350	2018/08/02	chathura.galagama@ndbbank.com	Kolpity Recoveries	Kolpity Recoveried	Other	O 365 signature issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 12:32:15
ndbbank.com Completed the issue 89350	Job is Completed,.	ndbbank.com	2018-08-02 15:37:59
Closed By System	Closed By System	System	2018-08-06 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89351	2018/08/02	nadeesha.wijewardena@ndbbank.com	Rajagiriya	*7317	Other	Need to add GX reporter	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 12:55:00
ndbbank.com Completed the issue 89351	completed	ndbbank.com	2018-08-03 16:48:54
ndbbank.com Completed the issue 89351	completed	ndbbank.com	2018-08-03 16:48:58
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89352	2018/08/02	hasini.palliyaguruge@ndbbank.com	Kurunegala	*7303	Other	O365 mail issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 13:08:35
ndbbank.com Completed the issue 89352	completed	ndbbank.com	2018-08-03 16:50:27
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89353	2018/08/02	amali.dissanayake@ndbbank.com	DM	4155	Printer	Unable to take printouts	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 14:08:50
ndbbank.com Completed the issue 89353	completed	ndbbank.com	2018-08-03 16:50:12
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89354	2018/08/02	mahesh.priyashantha@ndbbank.com	null	*7336	lexmark printer toner leakage Issue,	lexmark printer toner leakage	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-02 14:09:21

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
wasim.akram Commented the issue 89354	vendor attended on yesterday and check the printer issue in	wasim.akram	2018-08-03 16:55:32
ndbbank.com Completed the issue 89354	Completed	ndbbank.com	2018-08-06 16:51:32
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89355	2018/08/02	nipuna.ravishan@ndbbank.com	Wattala	Wattala	Other	O365 mail issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 14:31:20
ndbbank.com Completed the issue 89355	completed	ndbbank.com	2018-08-03 16:50:49
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89356	2018/08/02	prasad.weerasinghe@ndbbank.com	Marine Drive	Marine Drive	Lotus	cheque book request not	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 14:48:15
ndbbank.com Completed the issue 89356	completed	ndbbank.com	2018-08-03 16:52:27
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89357	2018/08/02	prasad.weerasinghe@ndbbank.com	Marine Drive	Marine Drive	Lotus	need to copy MS Office 2010	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 14:51:55
ndbbank.com Completed the issue 89357	completed	ndbbank.com	2018-08-03 16:51:22
Closed By System	Closed By System	System	2018-08-07 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89358	2018/08/02	chathurika.gomis@ndbbank.com	DM	41104	Monitor	Monitor is not working properly.	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 15:08:34
ndbbank.com Completed the issue 89358	DOne.	ndbbank.com	2018-08-03 15:52:52
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89359	2018/08/02	amali.dissanayake@ndbbank.com	DM	4155	Other	O365 mail logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 15:18:37
ndbbank.com Completed the issue 89359	job done	ndbbank.com	2018-08-03 09:14:11
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89360	2018/08/02	ishan.mallikarachchi@ndbbank.com	Thissamaharamaya	Thissamaharamaya	Western Union	Need to add Western Union	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 15:19:42
ndbbank.com Completed the issue 89360	job done	ndbbank.com	2018-08-03 09:14:34
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89361	2018/08/02	ishan.mallikarachchi@ndbbank.com	Thissamaharamaya	Thissamaharamaya	Other	Westernubion issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 15:22:39
ndbbank.com Completed the issue 89361	job done	ndbbank.com	2018-08-03 09:14:51

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:27

| 89362 | 2018/08/02 | nawoda.karunarathna@ndbbank.com | Kahawatta | Kahawatta | Other | documents scanner installation/M | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 15:24:27
ndbbank.com Completed the issue 89362	job done	ndbbank.com	2018-08-03 09:15:10
Closed By System	Closed By System	System	2018-08-07 05:10:27

| 89363 | 2018/08/02 | hasitha.samarasinghe@ndbbank.com | null | 4279 | Printer is not working | Printer is not working | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-02 15:34:57
ndbbank.com Completed the issue 89363	Done.	ndbbank.com	2018-08-03 15:54:10
Closed By System	Closed By System	System	2018-08-07 05:10:27

| 89364 | 2018/08/02 | tharindu.witharana@ndbbank.com | KATANA | KATANA | Lotus | Need to configure lotus notes | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 15:41:52
ndbbank.com Completed the issue 89364	job done	ndbbank.com	2018-08-03 09:16:09
Closed By System	Closed By System	System	2018-08-07 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89365	2018/08/02	jayantha.kumara@ndbbank.com	Monaragala	Monaragala	Other	document scanner issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 15:42:41
ndbbank.com Completed the issue 89365	job done	ndbbank.com	2018-08-03 09:16:58
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89366	2018/08/02	renuka.gamage@ndbbank.com	Aluthgama	Aluthgama	Other	CRIB link is not working	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 15:50:51
ndbbank.com Completed the issue 89366	completed	ndbbank.com	2018-08-03 16:53:10
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89367	2018/08/02	ranil.victor@ndbbank.com	Kalutara	Kalutara	Other	Need to transfer data/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 15:56:17
ndbbank.com Completed the issue 89367	job done	ndbbank.com	2018-08-03 09:15:40
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89368	2018/08/02	raveena.sewwandi@ndbbank.com	DM	42030	Other	Configure Data Scan Online	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 16:03:43
ndbbank.com Completed the issue 89368	done.	ndbbank.com	2018-08-03 17:13:06

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date & Time
Closed By System	Closed By System	System	2018-08-07 05:10:27

| 89369 | 2018/08/02 | thilini.kulathunge@ndbbank.com | DM | 42034 | Other | Configure Data scan Online | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 16:07:44
ndbbank.com Completed the issue 89369	Done,	ndbbank.com	2018-08-02 16:07:59
Closed By System	Closed By System	System	2018-08-06 05:10:31

| 89370 | 2018/08/02 | iresha.malwaththa@ndbbank.com | DM | 42028 | Other | Configure Data Scan Online | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 16:10:59
ndbbank.com Completed the issue 89370	Done.	ndbbank.com	2018-08-02 16:11:13
Closed By System	Closed By System	System	2018-08-06 05:10:31

| 89371 | 2018/08/02 | indika.dilan@ndbbank.com | DM | 42027 | Other | Configure data scan online | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 16:17:18
ndbbank.com Completed the issue 89371	Done.	ndbbank.com	2018-08-02 16:17:33
Closed By System	Closed By System	System	2018-08-06 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89372	2018/08/02	nawoda.karunarathna@ndbbank.com	Kahawatta	Kahawatta	Other	Workflow system opening issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 16:19:57
ndbbank.com Completed the issue 89372	j0ob done	ndbbank.com	2018-08-03 09:17:14
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89373	2018/08/02	roshan.sooriyaarachchi@ndbbank.com	Matugama	*7349	Other	CRIB logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 16:28:47
ndbbank.com Completed the issue 89373	completed	ndbbank.com	2018-08-03 16:52:00
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89374	2018/08/02	ishara.rajakaruna@ndbbank.com	DM	4243	Other	Configure Data Scan Online	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 16:38:27
ndbbank.com Completed the issue 89374	Done.	ndbbank.com	2018-08-03 15:55:21
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89375	2018/08/02	vishmini.wasalathanthree@ndbbank.com	DM	42043	Other	Configure Data Scan Online	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 16:40:35
ndbbank.com Completed the issue 89375	DOne.	ndbbank.com	2018-08-03 15:55:43

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89376	2018/08/02	sharmalee.pahalage@ndbbank.com	null	34204	lexmark ADF Unit issue,inform to E-	lexmark ADF Unit issue,inform to	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-02 16:42:58
ndbbank.com Completed the issue 89376	completed	ndbbank.com	2018-08-03 16:49:46
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89377	2018/08/02	heshan.fernando@ndbbank.com	DM	4420	MS office	Need to install MSoffice2010	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-02 16:47:32
ndbbank.com Completed the issue 89377	Installed.	ndbbank.com	2018-08-03 15:56:05
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89378	2018/08/02	nipun.perera@ndbbank.com	HO	3212	Other	Need to install Filezilla /M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 16:50:00
ndbbank.com Completed the issue 89378	job done	ndbbank.com	2018-08-03 09:17:29
Closed By System	Closed By System	System	2018-08-07 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89379	2018/08/02	jayantha.kumara@ndbbank.com	Monaragala	Monaragala	Other	IBPS logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 16:50:41
ndbbank.com Completed the issue 89379	Job is Completed,.	ndbbank.com	2018-08-03 13:25:29
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89380	2018/08/02	nilanga.gajaba@ndbbank.com	HO	3331	Key Board	Keyboard is not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 16:58:31
ndbbank.com Completed the issue 89380	job done	ndbbank.com	2018-08-02 17:05:08
Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89381	2018/08/02	chandrika.selvarajan@ndbbank.com	Thirunewely	Thirunewely	MS office	Excel Printing issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 17:22:12
ndbbank.com Completed the issue 89381	Job is Completed,.	ndbbank.com	2018-08-03 13:27:12
Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89382	2018/08/02	buddhinie.kannangara@ndbbank.com	Kalutara	Kalutara	MS office	Need to install MS Office	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 17:24:59
ndbbank.com Completed the issue 89382	Job is Completed,.	ndbbank.com	2018-08-03 13:26:58

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:27

| 89383 | 2018/08/03 | shanika.palliyaguruge@ndbbank.com | Pelawatta | pelawatta | Other | need to GX Reporter | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 08:34:27
ndbbank.com Completed the issue 89383	completed	ndbbank.com	2018-08-03 16:57:02
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89384 | 2018/08/03 | Asanka.Priyaranjan@ndbbank.com | DHPL | 35365 | Other | Msg appearing as insufficient disk | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 08:49:51
ndbbank.com Completed the issue 89384	completed	ndbbank.com	2018-08-03 16:55:47
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89385 | 2018/08/03 | Asanka.Priyaranjan@ndbbank.com | DHPL | 35365 | Other | Msg appearing as insufficient disk | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 08:49:53
ndbbank.com Completed the issue 89385	completed	ndbbank.com	2018-08-03 16:57:17
Closed By System	Closed By System	System	2018-08-07 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89386	2018/08/03	samantha.kodagoda@ndbbank.com	Kochchikade	Kochchikade	Other	O365 mail logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:04:01
ndbbank.com Completed the issue 89386	job done	ndbbank.com	2018-08-03 09:18:00
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89387	2018/08/03	romesh.tissera@ndbbank.com	Ja-Ela	*7348	Other	Laptop getting stuck	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:07:52
ndbbank.com Completed the issue 89387	job done	ndbbank.com	2018-08-03 09:18:18
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89388	2018/08/03	Lihini.Fernando@ndbbank.com	HO	34139	Monitor	Display rotating/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:09:42
ndbbank.com Completed the issue 89388	job done	ndbbank.com	2018-08-03 15:59:55
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89389	2018/08/03	madushika.sewwandi@ndbbank.com	Kochchikade	Kochchikade	Other	T24 issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:12:54
ndbbank.com Completed the issue 89389	job done	ndbbank.com	2018-08-03 09:18:50

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89390	2018/08/03	layanga.perera@ndbbank.com	Battramulla	Battharamulla Printer		Document scanner installation/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:13:19
ndbbank.com Completed the issue 89390	job done	ndbbank.com	2018-08-03 09:18:31
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89391	2018/08/03	amirthalingam.kirusikan@ndbbank.com	Old Moor	Old Moor	Other	[PD14016]Passbook Printer not	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:17:26
ifam Commented the issue 89391	JOB REF NUMBER : 239669	ifam	2018-08-03 16:01:53
ifam Commented the issue 89391	reminder to buddhika	ifam	2018-08-06 11:49:38
ifam Commented the issue 89391	Engineer attended and checked the printer; Engineer has taken the	ifam	2018-08-08 09:50:25
indrajith.nanayakkara Commented on the issue	Instruct, help desk to send new printer to Old Moor street	indrajith.nanayakkara	2018-08-08 09:58:58
indrajith.nanayakkara Commented on the issue	Instruct, help desk to send new printer to Old Moor street	indrajith.nanayakkara	2018-08-08 09:59:00
ndbbank.com Completed the issue 89391	job done	ndbbank.com	2018-08-09 13:29:14
Closed By System	Closed By System	System	2018-08-13 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89392	2018/08/03	layanga.perera@ndbbank.com	Battharamulla	Battharamulla	Printer	Documents scanner installation/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:20:32
ndbbank.com Completed the issue 89392	job done	ndbbank.com	2018-08-03 16:00:13
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89393	2018/08/03	ravindra.uyanwatte@ndbbank.com	Pilimathalawa	Battharamulla	Other	RAM system logging issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 09:34:11
ndbbank.com Completed the issue 89393	completed	ndbbank.com	2018-08-03 12:31:46
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89394	2018/08/03	ishan.chalinda@ndbbank.com	Kiribathgoda	Kiribathgoda	Other	cloud logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 09:40:48
ndbbank.com Completed the issue 89394	completed	ndbbank.com	2018-08-03 16:56:21
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89395	2018/08/03	ishan.chalinda@ndbbank.com	Kiribathgoda	Kiribathgoda	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 09:45:50
ndbbank.com Completed the issue 89395	completed	ndbbank.com	2018-08-03 16:56:06

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:28

89396   2018/08/03   Madhawa.Madhuranga@ndbbank.c HO om   3260   Other   admin password request for   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 09:48:11
ndbbank.com Completed the issue 89396	completed	ndbbank.com	2018-08-03 16:57:34
Closed By System	Closed By System	System	2018-08-07 05:10:28

89397   2018/08/03   Indira.Kasturiarachchi@ndbba HO nk.com   33042   Other   Msg appearing as insufficient disk   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 09:49:29
ndbbank.com Completed the issue 89397	completed	ndbbank.com	2018-08-03 16:57:58
Closed By System	Closed By System	System	2018-08-07 05:10:28

89398   2018/08/03   buddhinie.kannangara@ndbbank Kalutara .com   Kalutara   Printer   Need to add a printer/M   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 09:50:33
ndbbank.com Completed the issue 89398	completed	ndbbank.com	2018-08-03 16:58:34
Closed By System	Closed By System	System	2018-08-07 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89399	2018/08/03	ravindra.uyanwatte@ndbbank.com	Pilimathalawa	0812579665	Other	RAM Load XML issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 10:04:07
ndbbank.com Completed the issue 89399	completed	ndbbank.com	2018-08-03 12:32:03
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89400	2018/08/03	malaka.rathnayake@ndbbank.com	Malambe	51433	PC	Msg appearing as insufficient disk	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 10:27:07
ndbbank.com Completed the issue 89400	completed	ndbbank.com	2018-08-03 12:33:43
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89401	2018/08/03	amenthi.weerasinghe@ndbbank.com	HO	3365	Other	Excel document update issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 10:42:40
ndbbank.com Completed the issue 89401	completed	ndbbank.com	2018-08-03 16:58:53
amenthi.weerasinghe Not Confirmed the issue 89401	not sure if the syuation is the same as this has to be monitored	amenthi.weerasinghe	2018-08-06 07:54:42
wasim.akram Commented the issue 89401	we will open another job after issue is occurred.	wasim.akram	2018-08-06 16:51:14
ndbbank.com Completed the issue 89401		ndbbank.com	2018-08-06 16:51:48
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89402	2018/08/03	ravindu.jayasundara@ndbbank.com	Kolpity	Kolpity Recoveries	Other	trust relationship	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 10:50:26
ndbbank.com Completed the issue 89402	completed	ndbbank.com	2018-08-03 17:57:11
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89403	2018/08/03	udari.gangodawila@ndbbank.com	Horana	Horana	Lotus	complain tracking system not	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 11:18:45
ndbbank.com Completed the issue 89403	completed	ndbbank.com	2018-08-03 16:59:17
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89404	2018/08/03	Jeevanee.Senerath@ndbbank.com	null	3417	Konica printer issue,inform to E-	Konica printer issue,inform to	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-03 11:23:53
ndbbank.com Completed the issue 89404	JOB DONE	ndbbank.com	2018-08-03 16:00:54
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89405	2018/08/03	indrajith.nanayakkara@ndbbank.com	HO	3249	MS office	Need to install MS office	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-03 11:28:19
ndbbank.com Completed the issue 89405	Job is Completed,.	ndbbank.com	2018-08-03 13:24:59

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89406 | 2018/08/03 | melani.ambakumbura@ndbbank.com | HO | 36517 | Other | Need to install Tamil font/M | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 11:33:57
ndbbank.com Completed the issue 89406	JOB DONE	ndbbank.com	2018-08-03 16:00:41
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89407 | 2018/08/03 | isuru.desilva@ndbbank.com | Ja-Ela | Ja-Ela | PC | Need to install wincor printer | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-03 11:33:58
ndbbank.com Completed the issue 89407	Job is Completed,.	ndbbank.com	2018-08-03 13:24:46
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89408 | 2018/08/03 | sandaruwan.abeyrathne@ndbbank.com | Ampara | Ampara | Other | crib is not working | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-03 11:52:17
ndbbank.com Completed the issue 89408	Job is Completed,.	ndbbank.com	2018-08-03 13:24:32
Closed By System	Closed By System	System	2018-08-07 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89409	2018/08/03	Pramil.Bandaranayake@ndbbank.com	DM	42054	Other	Internet explore is not working	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-03 12:02:23
ndbbank.com Completed the issue 89409	Done.	ndbbank.com	2018-08-03 15:51:36
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89410	2018/08/03	vinuri.pathmasiri@ndbbank.com	DM	42008	Printer	Need to install Printer	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-03 12:03:14
ndbbank.com Completed the issue 89410	Done.	ndbbank.com	2018-08-03 15:51:17
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89411	2018/08/03	udani.kumarasinghe@ndbbank.com	Akuressa	Akuressa	Other	install canon scannor	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Maxwell	2018-08-03 12:28:12
Helpdesk Coordinator Reassigned the issue to	please update	Helpdesk Coordinator	2018-08-06 09:38:08
ndbbank.com Completed the issue 89411	Completed	ndbbank.com	2018-08-06 13:00:33
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89412	2018/08/03	saumya.nawaratne@ndbbank.com	Pilimathalawa	Pilimathalawa	Other	Need to create gatepass/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 12:28:33

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date & Time
ndbbank.com Completed the issue 89412	Completed	ndbbank.com	2018-08-06 13:01:59
Closed By System	Closed By System	System	2018-08-10 05:10:28

| 89413 | 2018/08/03 | Chanaka.Ariyarathna@ndbbank.com | Avissawella | Avissawella | Other | canon scanner issue | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 12:31:18
ndbbank.com Completed the issue 89413	completed	ndbbank.com	2018-08-03 12:39:08
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89414 | 2018/08/03 | lakshika.dayananda@ndbbank.com | Dambulla | Dambulla | MS office | Excel document opening issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 12:49:40
ndbbank.com Completed the issue 89414	completed	ndbbank.com	2018-08-03 16:58:21
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89415 | 2018/08/03 | harshani.karunarathne@ndbbank.com | HO | IT Stores | Other | IE 11 Upgrade proxy issue | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 12:54:39
ndbbank.com Completed the issue 89415	completed	ndbbank.com	2018-08-03 12:54:52
Closed By System	Closed By System	System	2018-08-07 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89416	2018/08/03	hashan.kulawansa@ndbbank.com	HO	HO	Other	add static ips	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-03 13:03:23
ndbbank.com Completed the issue 89416	completed	ndbbank.com	2018-08-03 14:50:39
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89417	2018/08/03	hashan.kulawansa@ndbbank.com	HO	IT Stores	Other	add static ip	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-03 13:05:56
ndbbank.com Completed the issue 89417	completed	ndbbank.com	2018-08-03 14:50:15
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89418	2018/08/03	segar.anojtharan@ndbbank.com	Pettah	7347	Printer	install printer driver	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:06:37
ndbbank.com Completed the issue 89418	completed	ndbbank.com	2018-08-03 16:59:34
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89419	2018/08/03	kaushalya.balakrishnan@ndbba nk.com	Pettah	7347	Printer	install printer driver	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:07:41
ndbbank.com Completed the issue 89419	Completed	ndbbank.com	2018-08-06 13:02:15

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89420	2018/08/03	hashan.kulawansa@ndbbank.com	HO	HO	Other	add static ip	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 13:07:44
ndbbank.com Completed the issue 89420	completed	ndbbank.com	2018-08-03 14:49:59
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89421	2018/08/03	lewis.fernando@ndbbank.com	Pettah	7347	Printer	install printer driver	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:09:49
ndbbank.com Completed the issue 89421	Completed	ndbbank.com	2018-08-06 14:34:23
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89422	2018/08/03	amal.roy@ndbbank.com	Nawam Branch	Nawam Branch	Western Union	Western Union installation/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:40:05
ndbbank.com Completed the issue 89422	Completed	ndbbank.com	2018-08-06 15:30:57
Closed By System	Closed By System	System	2018-08-10 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89423	2018/08/03	dulanjana.dharmadasa@ndbbank.com	Pilimathalawa	7347	Printer	install printer driver	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:40:57
ndbbank.com Completed the issue 89423	Completed	ndbbank.com	2018-08-06 15:31:57
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89424	2018/08/03	chamara.jayasekara@ndbbank.com	Mahiyanganaya	Mahiyanganaya	Other	CRIB logging issue/M	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 13:41:25
ndbbank.com Completed the issue 89424	completed	ndbbank.com	2018-08-03 14:49:44
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89425	2018/08/03	sandaruwan.abeyrathne@ndbbank.com	Ampara	Ampara	Other	CRIB logging issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 13:53:38
ndbbank.com Completed the issue 89425	completed	ndbbank.com	2018-08-03 14:49:10
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89426	2018/08/03	wathsala.jayasooriya@ndbbank.com	Kiribathgoda	Kiribathgoda	Other	workflow system issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:57:41
ndbbank.com Completed the issue 89426	Completed	ndbbank.com	2018-08-06 16:17:14

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-10 05:10:28

| 89427 | 2018/08/03 | sivamohan.sivaganesh@ndbbank.com | Chavakachcheri | Chavakachcheri | Other | Need to add a printer | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 14:27:32
ndbbank.com Completed the issue 89427	completed	ndbbank.com	2018-08-03 14:48:55
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89428 | 2018/08/03 | nawoda.karunarathna@ndbbank.com | Kahawatta | Kahawatta | Printer | Need to add a printer/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 15:06:11
ndbbank.com Completed the issue 89428	Completed	ndbbank.com	2018-08-06 15:44:15
Closed By System	Closed By System	System	2018-08-10 05:10:28

| 89429 | 2018/08/03 | gayani.ramanathanpulle@ndbbank.com | KATANA | KATANA | Other | O365 mail logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 15:07:39
ndbbank.com Completed the issue 89429	Completed	ndbbank.com	2018-08-06 16:16:46
Closed By System	Closed By System	System	2018-08-10 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89430	2018/08/03	Ayomi.Kurukularachchi@ndbban k.com	HO	3335	Other	O365 mail issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 15:18:20
ndbbank.com Completed the issue 89430	Completed	ndbbank.com	2018-08-06 15:31:36
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89431	2018/08/03	Ayomi.Kurukularachchi@ndbban k.com	HO	3335	Other	T24 logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 15:18:31
ndbbank.com Completed the issue 89431	Completed	ndbbank.com	2018-08-06 14:48:18
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89432	2018/08/03	Ayomi.Kurukularachchi@ndbban k.com	HO	3335	Other	Online banking page loading	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 15:25:51
ndbbank.com Completed the issue 89432	Completed	ndbbank.com	2018-08-06 14:47:58
Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89433	2018/08/03	udayana.wanigasekara@ndbbank .com	HO	Ho	Other	install printer	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-03 15:44:13
ndbbank.com Completed the issue 89433	completed	ndbbank.com	2018-08-03 17:09:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89434 | 2018/08/03 | lucia.anniththa@ndbbank.com | HO | 34182 | PC | PC is not working | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 15:48:47
ndbbank.com Completed the issue 89434	completed	ndbbank.com	2018-08-03 17:09:20
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89435 | 2018/08/03 | sahan.desilva@ndbbank.com | Kalutara | Kalutara | Printer | Unable to take printouts | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 15:49:37
ndbbank.com Completed the issue 89435	job done	ndbbank.com	2018-08-03 16:00:29
Closed By System	Closed By System	System	2018-08-07 05:10:28

| 89436 | 2018/08/03 | Hamsaruban.Shanmugaratnasarma@ndbbank. | Wellawatta | Wellawatta | Other | CRIB logging issue | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 15:59:41
ndbbank.com Completed the issue 89436	completed	ndbbank.com	2018-08-03 17:08:58
Closed By System	Closed By System	System	2018-08-07 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89437	2018/08/03	Kasun.Madawala@ndbbank.com	DM	4422	Printer	Cannot get printouts.	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-03 16:39:08
ndbbank.com Completed the issue 89437	done	ndbbank.com	2018-08-03 17:13:17
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89438	2018/08/03	Sumedha.Jayasinghe@ndbbank.com	KCC	KCC	Other	Install GX reporter	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 16:58:25
ndbbank.com Completed the issue 89438	completed	ndbbank.com	2018-08-03 17:57:00
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89439	2018/08/03	Yasanga.Siyambalapitiya@ndbbank.com	DM	42008	Other	Cannot open PDF files.	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-03 17:25:18
ndbbank.com Completed the issue 89439	Done.	ndbbank.com	2018-08-03 17:25:31
Closed By System	Closed By System	System	2018-08-07 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89440	2018/08/03	dilini.warnasinghe@ndbbank.com	Kochchikade	Kochchikade	Other	workflow issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 17:31:35
ndbbank.com Completed the issue 89440	completed	ndbbank.com	2018-08-03 17:56:47

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-07 05:10:28

89441   2018/08/03 diluka.silva@ndbbank.com   HO   HO   Other   outlook issue   Software   Udayana.Wanigasekara@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-03 17:55:17
ndbbank.com Completed the issue 89441	completed	ndbbank.com	2018-08-03 17:56:20
Closed By System	Closed By System	System	2018-08-07 05:10:28

89442   2018/08/06 shani.jayakody@ndbbank.com   Kolpity   51011   Other   Need to add a printer   Software   Thilina@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 08:40:20
ndbbank.com Completed the issue 89442	Job is Completed,.	ndbbank.com	2018-08-06 10:19:16
Closed By System	Closed By System	System	2018-08-10 05:10:28

89443   2018/08/06 rasika.wijewardena@ndbbank.com   Thissamaharamaya   Thissamaharamaya   Other   O 365 logging issue   Software   Thilina@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 08:49:22
ndbbank.com Completed the issue 89443	Job is Completed,.	ndbbank.com	2018-08-06 10:18:59
Closed By System	Closed By System	System	2018-08-10 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89444	2018/08/06	uditha.nawarathna@ndbbank.com	Kadawata	Kadawata	Other	Need to change IE setting	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 08:56:09
ndbbank.com Completed the issue 89444	Completed	ndbbank.com	2018-08-06 16:17:33
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89445	2018/08/06	anuruddhika.deseram@ndbbank.com	Ja-Ela	Ja-Ela	PC	Lan logging Password changing	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 08:57:13
ndbbank.com Completed the issue 89445	Completed	ndbbank.com	2018-08-06 16:52:07
ndbbank.com Completed the issue 89445	Completed	ndbbank.com	2018-08-06 16:52:11
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89446	2018/08/06	ashirwada.perera@ndbbank.com	null	3287	NB15021,Need to change flashpalyer	NB15021,Need to change	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 08:58:39
ndbbank.com Completed the issue 89446	Completed	ndbbank.com	2018-08-06 16:52:28
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89447	2018/08/06	gihan.nimesha@ndbbank.com	Kottawa Branch	Kottawa Branch	Other	T24- login issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:00:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89447	Job is Completed,.	ndbbank.com	2018-08-06 10:18:47
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89448	2018/08/06	rochana.bandara@ndbbank.com	HO	35308	Other	O365 mail issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:02:26
ndbbank.com Completed the issue 89448	Completed	ndbbank.com	2018-08-06 16:52:44
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89449	2018/08/06	ishan.randika@ndbbank.com	Ratnapura	Ratnapura	Other	Workflow logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:07:04
ndbbank.com Completed the issue 89449	Completed	ndbbank.com	2018-08-06 16:53:01
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89450	2018/08/06	pavithra.wickramasinghe@ndbbank.com	Nikawaratiya	Nawalapitiya	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:07:43
ndbbank.com Completed the issue 89450	Completed	ndbbank.com	2018-08-06 16:53:14
ndbbank.com Completed the issue 89450	Completed	ndbbank.com	2018-08-06 16:53:20
Closed By System	Closed By System	System	2018-08-10 05:10:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89451	2018/08/06	harshani.madushika@ndbbank.com	Old Moor	Old Moor	CITS	Need to add cits app	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:11:44
ndbbank.com Completed the issue 89451	Job is Completed,.	ndbbank.com	2018-08-06 10:18:34
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89452	2018/08/06	tharika.kahagalle@ndbbank.com	Kolpity	50328	PC	trust relationship	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:13:38
ndbbank.com Completed the issue 89452	Engineer attend and sorted this issue. Job is Completed,.	ndbbank.com	2018-08-06 15:44:17
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89453	2018/08/06	niroshini.karthigayan@ndbbank.com	HO	37111	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:15:36
ndbbank.com Completed the issue 89453	Completed	ndbbank.com	2018-08-06 16:54:05
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89454	2018/08/06	manjula.perera@ndbbank.com	HO	37108	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:18:54
ndbbank.com Completed the issue 89454	Completed	ndbbank.com	2018-08-06 16:53:38

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-10 05:10:29

89455 2018/08/06 nayani.wickramapathirana@ndb bank. Malambe Malambe Other T24- login issue Software wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:20:05
ndbbank.com Completed the issue 89455	Completed	ndbbank.com	2018-08-06 16:53:53
Closed By System	Closed By System	System	2018-08-10 05:10:29

89456 2018/08/06 anthony.kingsly@ndbbank.com Hendala Hendala Other T24- login issue Software wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:21:16
ndbbank.com Completed the issue 89456	Completed	ndbbank.com	2018-08-06 16:54:19
Closed By System	Closed By System	System	2018-08-10 05:10:29

89457 2018/08/06 dileepa.sandaruwan@ndbbank.c om Kuliyapitiya kuliyapitiya Other Need to install IBPS Plugin Software Thilina@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:22:20
ndbbank.com Completed the issue 89457	Job is Completed,.	ndbbank.com	2018-08-06 10:17:16
Closed By System	Closed By System	System	2018-08-10 05:10:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89458	2018/08/06	pavithra.wickramasinghe@ndbbank.com	Nawalapitiya	Nawalapitiya	Other	O 365 logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:26:52
ndbbank.com Completed the issue 89458	Job is Completed,.	ndbbank.com	2018-08-06 10:17:01
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89459	2018/08/06	manjula.perera@ndbbank.com	HO	37108	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:28:40
ndbbank.com Completed the issue 89459	Completed	ndbbank.com	2018-08-06 16:54:36
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89460	2018/08/06	sachithra.gurugamage@ndbbank.com	Galle	Galle	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:28:46
ndbbank.com Completed the issue 89460	Completed	ndbbank.com	2018-08-06 16:54:50
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89461	2018/08/06	chamil.madhusanka@ndbbank.com	Kahawatta	Kahawatta	Other	ISwitch logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:29:51
ndbbank.com Completed the issue 89461	Completed	ndbbank.com	2018-08-07 11:13:00

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:32

89462 2018/08/06 Shiromi.Perera@ndbbank.com HO 3649 Other Bank statement opening issue Software ifam@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:30:36
ndbbank.com Completed the issue 89462	job done	ndbbank.com	2018-08-06 11:49:58
Closed By System	Closed By System	System	2018-08-10 05:10:29

89463 2018/08/06 harshani.karunarathne@ndbbank.com HO 31347 Other Lankapay system logging issue Software ifam@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:32:20
ndbbank.com Completed the issue 89463	job done	ndbbank.com	2018-08-06 11:50:33
Closed By System	Closed By System	System	2018-08-10 05:10:29

89464 2018/08/06 Vimarshani.Kumarasinghe@ndbbank.com Yakkala Yakkala Other Need to change T 24 print settings Software Thilina@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:34:34
ndbbank.com Completed the issue 89464	Job is Completed,.	ndbbank.com	2018-08-06 10:16:49
Closed By System	Closed By System	System	2018-08-10 05:10:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89465	2018/08/06	nisansala.premathilaka@ndbba nk.com	HO	31356	Other	LankaPay system logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:35:46
ndbbank.com Completed the issue 89465	job done	ndbbank.com	2018-08-06 11:51:44
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89466	2018/08/06	chammi.abeygunawardana@ndbba nk.com	Rajagiriya Rajagiriya		Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:37:01
ndbbank.com Completed the issue 89466	job done	ndbbank.com	2018-08-08 09:42:45
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89467	2018/08/06	rizmina.fauz@ndbbank.com	Nawam Branch Nawam Branch		Printer	Unable to take printouts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:37:40
ndbbank.com Completed the issue 89467	job done	ndbbank.com	2018-08-08 09:43:11
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89468	2018/08/06	nisansala.premathilaka@ndbba nk.com	HO	31356	Other	Lankapay issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:39:52
ndbbank.com Completed the issue 89468	Completed	ndbbank.com	2018-08-07 11:13:17

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:32

| 89469 | 2018/08/06 | rasika.wijewardena@ndbbank.com | Thissamaharam aya | Thissamaharam CITS aya | | Need to add CITS application | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:40:36
ndbbank.com Completed the issue 89469	job done	ndbbank.com	2018-08-08 09:45:16
Closed By System	Closed By System	System	2018-08-13 05:10:32

| 89470 | 2018/08/06 | thamashi.rathnayaka@ndbbank.com | Kolpity | 50314 | Other | T24 not working | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:46:03
ndbbank.com Completed the issue 89470	Completed	ndbbank.com	2018-08-07 11:14:11
Closed By System	Closed By System	System	2018-08-13 05:10:32

| 89471 | 2018/08/06 | ranga.perera@ndbbank.com | Yakkala | Yakkala | Other | T24- login issue | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:46:10
ndbbank.com Completed the issue 89471	Job is Completed,.	ndbbank.com	2018-08-06 10:16:34
Closed By System	Closed By System	System	2018-08-10 05:10:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89472	2018/08/06	tharani.perera@ndbbank.com	Marine Drive	52206	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:50:04
ndbbank.com Completed the issue 89472	job done	ndbbank.com	2018-08-08 09:45:34
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89473	2018/08/06	roshini.samarakoon@ndbbank.com	DM	4286	Other	T24 document uploading issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:50:26
ndbbank.com Completed the issue 89473	job done	ndbbank.com	2018-08-08 09:58:37
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89474	2018/08/06	chathuranga.fernando@ndbbank.com	Kolpity Recoveries	Kolpity Recoveries	Other	need to create scanner profile	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:53:29
ndbbank.com Completed the issue 89474	job done	ndbbank.com	2018-08-08 09:59:00
ndbbank.com Completed the issue 89474	job done	ndbbank.com	2018-08-08 09:59:03
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89475	2018/08/06	indrajith.nanayakkara@ndbbank.com	HO	3249	Other	laptop blue screen	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:53:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89475	job done	ndbbank.com	2018-08-08 09:59:34
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89476	2018/08/06	Shanika.Marasinghe@ndbbank.com	KCC	KCC	Printer	Need to add a printer/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:54:42
ndbbank.com Completed the issue 89476	job done	ndbbank.com	2018-08-08 10:00:17
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89477	2018/08/06	sachithra.gurugamage@ndbbank.com	Galle	Galle	Other	t24 options are not working	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:57:45
ndbbank.com Completed the issue 89477	job done	ndbbank.com	2018-08-08 10:01:21
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89478	2018/08/06	gayani.ramanathanpulle@ndbbank.com	KATANA	KATANA	Other	O365 mail logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:59:03
ndbbank.com Completed the issue 89478	job done	ndbbank.com	2018-08-08 10:03:49
Closed By System	Closed By System	System	2018-08-13 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89479	2018/08/06	uchith.randima@ndbbank.com	Kohuwala	Kohuwala	Western Union	Need to add Western Union	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 10:17:59
ndbbank.com Completed the issue 89479	Completed	ndbbank.com	2018-08-07 11:14:31
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89480	2018/08/06	malith.thalagala@ndbbank.com	Nawalapitiya	*7365	Other	Westernunion link issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:19:28
ndbbank.com Completed the issue 89480	job done	ndbbank.com	2018-08-08 10:04:26
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89481	2018/08/06	shashika.ambekumbura@ndbbank.com	HO	HO	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:24:34
ndbbank.com Completed the issue 89481	job done	ndbbank.com	2018-08-08 10:04:48
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89482	2018/08/06	joel.gabriel@ndbbank.com	Pelawatta	*7321	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:26:30
ndbbank.com Completed the issue 89482	job done	ndbbank.com	2018-08-08 10:05:08

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89483	2018/08/06	angelo.fernando@ndbbank.com	Borella	Borella	MS office	excel document opening issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:30:55
ndbbank.com Completed the issue 89483	job done	ndbbank.com	2018-08-08 10:05:33
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89484	2018/08/06	kavindi.promodini@ndbbank.com	Kolpity Recoveries	50208	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:32:22
ndbbank.com Completed the issue 89484	job dohne	ndbbank.com	2018-08-08 10:08:10
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89485	2018/08/06	prasad.weerasinghe@ndbbank.com	Marine Drive	52200	Other	Complain tracking system issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 10:39:09
ndbbank.com Completed the issue 89485	Completed	ndbbank.com	2018-08-07 15:08:48
Closed By System	Closed By System	System	2018-08-13 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89486	2018/08/06	thakshila.bandara@ndbbank.com	null	3744	lexmark printer issue/M	lexmark printer issue/M	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 10:50:23
ndbbank.com Completed the issue 89486	Completed	ndbbank.com	2018-08-07 15:09:16
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89487	2018/08/06	malithi.samarasinghe@ndbbank.com	Aturugiriya	Aturugiriya	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:53:22
ndbbank.com Completed the issue 89487	job done	ndbbank.com	2018-08-08 10:08:47
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89488	2018/08/06	sherline.jayawardene@ndbbank.com	Wattala	Wattala	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:53:28
ndbbank.com Completed the issue 89488	job done	ndbbank.com	2018-08-08 10:09:18
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89489	2018/08/06	sherline.jayawardene@ndbbank.com	Wattala	Wattala	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:55:16
ndbbank.com Completed the issue 89489	job done	ndbbank.com	2018-08-08 10:09:48

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89490	2018/08/06	chatura.kulasinghe@ndbbank.com	HO	33024	Other	display flickering /M	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 10:58:44
ndbbank.com Completed the issue 89490	send replaced monitor	ndbbank.com	2018-08-07 16:03:57
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89491	2018/08/06	ajith.nathanials@ndbbank.com	null	3650	konica printer issue/Madusanka	konica printer issue/Madusanka	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 10:59:27
ndbbank.com Completed the issue 89491	Completed	ndbbank.com	2018-08-07 16:45:51
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89492	2018/08/06	sherline.jayawardene@ndbbank.com	Wattala	*7314	Other	T24 slow	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:59:33
ndbbank.com Completed the issue 89492	job done	ndbbank.com	2018-08-08 10:16:35
Closed By System	Closed By System	System	2018-08-13 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89493	2018/08/06	garushi.upeksha@ndbbank.com	Wattala	*7314	Other	Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 11:01:06
ndbbank.com Completed the issue 89493	job done	ndbbank.com	2018-08-08 10:16:51
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89494	2018/08/06	ishan.liyanage@ndbbank.com	Warakapola	Warakapola	Printer	Need to add a printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 11:03:28
ndbbank.com Completed the issue 89494	job done	ndbbank.com	2018-08-08 10:17:10
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89495	2018/08/06	ravindra.dammika@ndbbank.com	Warakapola	Warakapola	Printer	Unable to take printouts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 11:05:28
ndbbank.com Completed the issue 89495	job done	ndbbank.com	2018-08-08 10:18:08
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89496	2018/08/06	himaya.narangoda@ndbbank.com	Kolpity	*7327	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 11:24:30
ndbbank.com Completed the issue 89496	job done	ndbbank.com	2018-08-08 10:18:21

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:32

| 89497 | 2018/08/06 | Senaka.Silva@ndbbank.com | DM | 4423 | Other | Cannot Login to T24 | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-06 11:25:23
ndbbank.com Completed the issue 89497	Done.	ndbbank.com	2018-08-06 15:34:37
Closed By System	Closed By System	System	2018-08-10 05:10:29

| 89498 | 2018/08/06 | sunil.karunaratne@ndbbank.com | null | 4002 | Cannot download some attachments (Email) | Cannot download some attachments | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 11:26:06
ndbbank.com Completed the issue 89498	DOne.	ndbbank.com	2018-08-06 15:34:46
Closed By System	Closed By System	System	2018-08-10 05:10:29

| 89499 | 2018/08/06 | thakshila.bandara@ndbbank.com | null | 3744 | lexmark printer tray issue,inform to E- | lexmark printer tray issue,inform | Hardware | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 11:37:50
ndbbank.com Completed the issue 89499	job done	ndbbank.com	2018-08-08 10:22:34
Closed By System	Closed By System	System	2018-08-13 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89500	2018/08/06	gowri.rajah@ndbbank.com	Kolpity Recoveries	50310	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 11:41:47
ndbbank.com Completed the issue 89500	job done	ndbbank.com	2018-08-08 10:19:52
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89501	2018/08/06	disni.kumari@ndbbank.com	Kolpity Recoveries	50217	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 11:43:17
ndbbank.com Completed the issue 89501	job done	ndbbank.com	2018-08-08 10:20:12
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89502	2018/08/06	dishan.perera@ndbbank	HO	31340	Other	IE security setting issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 11:47:54
ndbbank.com Completed the issue 89502	job done	ndbbank.com	2018-08-08 10:20:31
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89503	2018/08/06	limasha.prashanjalee@ndbbank.com	Katunayake	Katunayake	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 11:56:47
ndbbank.com Completed the issue 89503	Completed	ndbbank.com	2018-08-07 16:33:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:32

89504	2018/08/06	tharika.kahagalle@ndbbank.com	Kolpity Recoveries	50317	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 12:02:09
ndbbank.com Completed the issue 89504	Completed	ndbbank.com	2018-08-07 16:33:59
ndbbank.com Completed the issue 89504	Completed	ndbbank.com	2018-08-07 16:34:03
Closed By System	Closed By System	System	2018-08-13 05:10:32

89505	2018/08/06	Anjalee.Amarawickrama@ndbbank.com	DR Site	DR	Other	need to check the software i	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:05:49
ndbbank.com Completed the issue 89505	job done	ndbbank.com	2018-08-08 10:20:49
Closed By System	Closed By System	System	2018-08-13 05:10:32

89506	2018/08/06	keshanika.kumari@ndbbank.com	DR Site	DR	Other	need to check the software i	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:06:13
ndbbank.com Completed the issue 89506	job done	ndbbank.com	2018-08-08 10:21:51
Closed By System	Closed By System	System	2018-08-13 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89507	2018/08/06	Hamsaruban.Shanmugaratnasarma@ndbbank.	Wellawatta	Wellawatta	Other	CRIB logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:10:35
ndbbank.com Completed the issue 89507	job done	ndbbank.com	2018-08-08 10:22:50
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89508	2018/08/06	koshila.sammani@ndbbank.com	HO	33022	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 12:10:45
ndbbank.com Completed the issue 89508	Completed	ndbbank.com	2018-08-07 16:34:18
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89509	2018/08/06	Valary.Vimalakumara@ndbbank.com	Kolpity Recoveries	50324	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 12:17:51
ndbbank.com Completed the issue 89509	Completed	ndbbank.com	2018-08-07 16:34:37
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89510	2018/08/06	chammi.thanthirige@ndbbank.com	HO	ho	Other	install Sinhala font	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:18:31
ndbbank.com Completed the issue 89510	job done	ndbbank.com	2018-08-08 10:23:06

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89511	2018/08/06	iroshani.nadirani@ndbbank.com	Minuwangoda	7367	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:37:24
ndbbank.com Completed the issue 89511	job done	ndbbank.com	2018-08-08 10:23:24
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89512	2018/08/06	keith.joseph@ndbbank.com	Ratnapura	Ratnapura	Other	ISwitch system logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:48:04
ndbbank.com Completed the issue 89512	job done	ndbbank.com	2018-08-08 10:23:43
Closed By System	Closed By System	System	2018-08-13 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89513	2018/08/06	chamara.ranasinghe@ndbbank.com	Kohuwala	*7333	Other	T24 issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 13:40:37
ndbbank.com Completed the issue 89513	job done	ndbbank.com	2018-08-08 10:23:57
Closed By System	Closed By System	System	2018-08-13 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89514	2018/08/06	erandi.daradhakumbura@ndbbank.com	Higurakgoda Branch	Higurakgoda Branch	Western Union	WUPOS logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 14:17:56
ndbbank.com Completed the issue 89514	Job is Completed,.	ndbbank.com	2018-08-06 16:55:35
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89515	2018/08/06	dushani.hewage@ndbbank.com	Kalutara	kalutara	CITS	OnePass issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 15:13:10
ndbbank.com Completed the issue 89515	Completed	ndbbank.com	2018-08-07 16:35:01
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89516	2018/08/06	Fouzia.Hassim@ndbbank.com	null	3421	Konica printer issue,inoform to E-	Konica printer issue,inoform to	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 15:14:39
ndbbank.com Completed the issue 89516	paper jam in bypass tray job done	ndbbank.com	2018-08-08 10:24:52
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89517	2018/08/06	sanil.perera@ndbbank.com	HO	36525	Other	O365 calendar setting change	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 15:31:24
ndbbank.com Completed the issue 89517	Completed	ndbbank.com	2018-08-07 16:35:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89518	2018/08/06	Fouzia.Hassim@ndbbank.com	null	3421	lexmark printer issue/madusank	lexmark printer issue/madusank	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 15:32:20
ndbbank.com Completed the issue 89518	Completed	ndbbank.com	2018-08-07 16:46:12
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89519	2018/08/06	Chinthaka.Madusanka@ndbbank.com	null	4421	Print is not working (MS510)	Print is not working (MS510)	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 15:35:43
ndbbank.com Completed the issue 89519	DOne.	ndbbank.com	2018-08-07 12:40:35
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89520	2018/08/06	dhanushka.abeysekera@ndbbank.com	HO	34219	PC	PC automatically rebooting	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 15:48:02
ndbbank.com Completed the issue 89520	Issue is the HDD , Replaced New HDD and Reinstall Operating	ndbbank.com	2018-08-10 13:49:24
Closed By System	Closed By System	System	2018-08-14 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89521	2018/08/06	geeth.wimalawansha@ndbbank.com	Anuradapura	Anuradapura	Western Union	Need to add western Union	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 15:48:17
ndbbank.com Completed the issue 89521	Job is Completed,.	ndbbank.com	2018-08-06 16:56:40
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89522	2018/08/06	tharika.kahagalle@ndbbank.com	Kolpity Recoveries	50328	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 15:49:17
ndbbank.com Completed the issue 89522	Job is Completed,.	ndbbank.com	2018-08-06 16:56:29
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89523	2018/08/06	akitha.hendalage@ndbbank.com	Kolpity Recoveries	Kolpity	Other	PC is getting stuck	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-06 15:50:53
ndbbank.com Completed the issue 89523	completed	ndbbank.com	2018-08-06 16:14:27
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89524	2018/08/06	amalai.janagan@ndbbank.com	HO	3415	Other	O365 mail font issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 16:02:56
ndbbank.com Completed the issue 89524	Completed	ndbbank.com	2018-08-07 16:36:09

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89525	2018/08/06	shanel.tissera@ndbbank.com	Kolpity Recoveries	Kolpity	Other	PC network connecting issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 16:03:50
ndbbank.com Completed the issue 89525	Completed	ndbbank.com	2018-08-07 16:37:06
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89526	2018/08/06	tilani.dissanayake@ndbbank.com	Nugegoda	Nugegoda	CITS	OnePass issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 16:11:32
ndbbank.com Completed the issue 89526	Completed	ndbbank.com	2018-08-07 16:37:25
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89527	2018/08/06	mahela.hettiarachchi@ndbbank.com	Akuressa	Akuressa	Other	INSTALL WINCOR PRINTER	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-06 16:17:20
ndbbank.com Completed the issue 89527	completed	ndbbank.com	2018-08-06 16:17:45
Closed By System	Closed By System	System	2018-08-10 05:10:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89528	2018/08/06	kelum.hemachandra@ndbbank.com	Horana	Horana	Other	Excel document update issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 16:19:19
ndbbank.com Completed the issue 89528	job done	ndbbank.com	2018-08-08 10:25:06
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89529	2018/08/06	gamini.chandrasekara@ndbbank.com	Kaduwela	Kaduwela	Other	T24- login issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 16:33:32
ndbbank.com Completed the issue 89529	job done	ndbbank.com	2018-08-08 10:25:25
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89530	2018/08/06	udayana.wanigasekara@ndbbank.com	HO	HO	Other	disk clean up	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-06 17:08:42
ndbbank.com Completed the issue 89530	comleted	ndbbank.com	2018-08-07 10:28:06
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89531	2018/08/06	bhanuka.darshana@ndbbank.com	null	0552277327	lexmark tuoch screen issue	lexmark tuoch screen issue	Other	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 17:59:25
Udayana.Wanigasekara Commented the issue 89531	send vender to attend	Udayana.Wanigasekara	2018-08-07 15:12:12

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89531	Issue was completed. Vender had came to branch and repair the	ndbbank.com	2018-08-07 15:14:38
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89532	2018/08/07	shanika.marasinghe@ndbbank.com	KCC	KCC	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 08:34:16
ndbbank.com Completed the issue 89532	Completed	ndbbank.com	2018-08-07 16:37:48
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89533	2018/08/07	chaminda.jayasingharachchi@ndbbank.	Kiribathgoda	Kiribathgoda	PC	PC getting stuck	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 08:36:08
wasim.akram Commented the issue 89533	clear temp files and restart pc	wasim.akram	2018-08-07 10:31:50
ndbbank.com Completed the issue 89533	Completed	ndbbank.com	2018-08-08 11:32:13
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89534	2018/08/07	ishan.meegaswatta@ndbbank.com	Kandy	Kandy	Other	CRIB system loading issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 08:41:14
ndbbank.com Completed the issue 89534	Completed	ndbbank.com	2018-08-07 16:44:35
Closed By System	Closed By System	System	2018-08-13 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89535	2018/08/07	nisansala.premathilaka@ndbba nk.com	HO	31356	Other	lankaPay logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 08:48:15
ndbbank.com Completed the issue 89535	Completed	ndbbank.com	2018-08-07 16:45:27
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89536	2018/08/07	Prabath.Kaushallya@ndbbank.c om	HO	35355	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 09:00:46
ndbbank.com Completed the issue 89536	Job is Completed,.	ndbbank.com	2018-08-07 14:40:56
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89537	2018/08/07	rasari.hewawasam@ndbbank.com	Yakkala	Yakkala	Other	T24- login issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:06:58
ndbbank.com Completed the issue 89537	Completed	ndbbank.com	2018-08-07 16:46:32
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89538	2018/08/07	rasari.hewawasam@ndbbank.com	Yakkala	Yakkala	Printer	change the printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:07:15
ndbbank.com Completed the issue 89538	Completed	ndbbank.com	2018-08-07 16:46:45

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:33

89539 | 2018/08/07 | mayoni.siranjitha@ndbbank.com | Kotahena | Kotahena | Other | CRIB logging issue/M | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:08:04
ndbbank.com Completed the issue 89539	Completed	ndbbank.com	2018-08-07 16:47:01
ndbbank.com Completed the issue 89539	Completed	ndbbank.com	2018-08-07 16:47:06
Closed By System	Closed By System	System	2018-08-13 05:10:33

89540 | 2018/08/07 | sumith.kahaduwaarachchi@ndbbank.com | Matara | *7302 | MS office | need to install MS office | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:18:02
ndbbank.com Completed the issue 89540	Completed	ndbbank.com	2018-08-07 16:47:20
ndbbank.com Completed the issue 89540	Completed	ndbbank.com	2018-08-07 16:47:26
Closed By System	Closed By System	System	2018-08-13 05:10:33

89541 | 2018/08/07 | sumith.kahaduwaarachchi@ndbbank.com | Matara | *7302 | MS office | need to copy office setup | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:19:26
ndbbank.com Completed the issue 89541	Completed	ndbbank.com	2018-08-07 16:48:26
Closed By System	Closed By System	System	2018-08-13 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89542	2018/08/07	jayantha.kumara@ndbbank.com	null	Monaragala	lexmark printer touch-pad issue,	lexmark printer touch-pad issue,	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-07 09:27:40
ndbbank.com Completed the issue 89542	Completed	ndbbank.com	2018-08-08 16:57:53
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89543	2018/08/07	malith.thalagala@ndbbank.com	Nawalapitiya	Nawalapitiya	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:34:11
ndbbank.com Completed the issue 89543	Completed	ndbbank.com	2018-08-07 16:47:47
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89544	2018/08/07	jathunanthan.balakrishnan@ndbbank.com	Kolpity Brnch	Kolpity Brnch	Other	[SQ16014]Cheque Scanner not	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:35:21
ndbbank.com Completed the issue 89544	usb cable issue , now working fine	ndbbank.com	2018-08-08 16:50:54
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89545	2018/08/07	kaushalya.samarasekara@ndbbank.com	Panadura	Panadura	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:36:39
ndbbank.com Completed the issue 89545	Completed	ndbbank.com	2018-08-07 16:48:11

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:33

89546   2018/08/07 didula.perera@ndbbank.com   HO   HO   Other   install google chrome   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Chathura.Wattegama	2018-08-07 09:39:55
Helpdesk Coordinator Reassigned the issue to	please update	Helpdesk Coordinator	2018-08-09 13:28:15
ndbbank.com Completed the issue 89546	Completed	ndbbank.com	2018-08-09 13:36:18
Closed By System	Closed By System	System	2018-08-13 05:10:33

89547   2018/08/07 srikantharaja.sijan@ndbbank. com   kalmunai   kalmunai   PC   PC is not working   Hardware   Thilina@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 09:40:19
indrajith.nanayakkara Commented on the issue	This was delay due to no temp PC to sent. I spoke to user and get	indrajith.nanayakkara	2018-08-13 09:51:34
ndbbank.com Completed the issue 89547	Engineer attended and collect defective PC	ndbbank.com	2018-08-14 16:21:52
Closed By System	Closed By System	System	2018-08-20 05:10:32

89548   2018/08/07 chathuranga.sadeep@ndbbank.com   DM   42020   CITS   Onepass issue   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:42:37
ndbbank.com Completed the issue 89548	Completed	ndbbank.com	2018-08-07 16:49:06
Closed By System	Closed By System	System	2018-08-13 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89549	2018/08/07	jayani.rajapakse@ndbbank.com	HO	3368	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:48:03
ndbbank.com Completed the issue 89549	Completed	ndbbank.com	2018-08-07 16:49:23
ndbbank.com Completed the issue 89549	Completed	ndbbank.com	2018-08-07 16:49:27
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89550	2018/08/07	ishan.liyanage@ndbbank.com	Warakapola	Warakapola	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:55:59
ndbbank.com Completed the issue 89550	Completed	ndbbank.com	2018-08-07 16:51:49
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89551	2018/08/07	sheron.bartholomeusz@ndbbank.com	Gampaha	Gampaha	Other	Need to create scanner profile/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 10:01:13
ndbbank.com Completed the issue 89551	Completed	ndbbank.com	2018-08-07 16:49:40
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89552	2018/08/07	didula.perera@ndbbank.com	HO	HO	Other	install google chrome	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Chathura.Wattegama	2018-08-07 10:09:15

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Reassigned the issue to	please update	Helpdesk Coordinator	2018-08-09 13:27:54
ndbbank.com Completed the issue 89552	Completed	ndbbank.com	2018-08-09 13:36:43
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89553	2018/08/07 didula.perera@ndbbank.com	HO	HO	Other	install google chrome	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-07 10:09:25
ndbbank.com Completed the issue 89553	completed	ndbbank.com	2018-08-07 10:09:45
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89554	2018/08/07 kalaivani.baskaran@ndbbank.com	Malambe	Malabe	Other	Edit configaration	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-07 10:17:35
ndbbank.com Completed the issue 89554	completed	ndbbank.com	2018-08-07 10:28:19
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89555	2018/08/07 charith.perera@ndbbank.com	Mahawawa	*7350	Other	email logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 10:35:22
ndbbank.com Completed the issue 89555	Completed	ndbbank.com	2018-08-07 16:51:29
Closed By System	Closed By System	System	2018-08-13 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89556	2018/08/07	dilshan.lankathilaka@ndbbank.com	HO	31135	Other	OS installation	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 11:07:24
ndbbank.com Completed the issue 89556	Job is Completed,.	ndbbank.com	2018-08-07 14:40:04
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89557	2018/08/07	eranga.perera@ndbbank.com	Piliyandala	Piliyandala	Printer	[PD15055]Passbook Printer not	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 11:07:32
wasim.akram Commented the issue 89557	send remainder	wasim.akram	2018-08-08 16:53:53
wasim.akram Commented the issue 89557	send remainder	wasim.akram	2018-08-09 16:10:07
wasim.akram Commented the issue 89557	vendor attended and made the printer but still having a same	wasim.akram	2018-08-10 16:51:11
indrajith.nanayakkara Commented on the issue	Reminder vendor.	indrajith.nanayakkara	2018-08-13 10:00:38
indrajith.nanayakkara Commented on the issue	We will send new printer on today.	indrajith.nanayakkara	2018-08-13 11:44:33
ndbbank.com Completed the issue 89557	Completed	ndbbank.com	2018-08-13 16:45:19
Closed By System	Closed By System	System	2018-08-17 05:10:24

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89558	2018/08/07	jayan.wickramasooriya@ndbbank.com	Mahawawa	Mahawawa	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 11:09:43
ndbbank.com Completed the issue 89558	Completed	ndbbank.com	2018-08-07 16:52:07

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89559	2018/08/07	sahan.kumara@ndbbank.com	Kalutara	Kalutara	Other	Need to add a printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 11:10:23
ndbbank.com Completed the issue 89559	Completed	ndbbank.com	2018-08-08 16:51:30
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89560	2018/08/07	keshala.desilva@ndbbank.com	DM	42031	Other	Need to install Scanjet 5590	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-07 11:11:26
ndbbank.com Completed the issue 89560	Installed.	ndbbank.com	2018-08-07 17:05:10
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89561	2018/08/07	Sarojani.Fernando@ndbbank.com	Minuwangoda	Minuwangoda	Other	install canon scanner to chrome	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 11:23:06
ndbbank.com Completed the issue 89561	completed	ndbbank.com	2018-08-07 11:33:22
Closed By System	Closed By System	System	2018-08-13 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89562	2018/08/07	udayana.wanigasekara@ndbbank.com	Moratuwa	Moratuwa	Western Union	Western union	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 11:32:48
ndbbank.com Completed the issue 89562	completed	ndbbank.com	2018-08-07 11:33:08
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89563	2018/08/07	sodalamuthu.sathyakumar@ndbbank.com	kalmunai	kalmunai	PC	PC is not working	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 11:50:00
ndbbank.com Completed the issue 89563	Job is Completed,.	ndbbank.com	2018-08-09 11:12:09
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89564	2018/08/07	lakmal.goonetilleke@ndbbank.com	DHPL	37105	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 11:57:49
ndbbank.com Completed the issue 89564	Completed	ndbbank.com	2018-08-07 16:52:39
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89565	2018/08/07	sachini.madumadavi@ndbbank.com	Nawalapitiya	Nawalapitiya	Other	Need to install Sinhala font	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 12:01:03
ndbbank.com Completed the issue 89565	completed	ndbbank.com	2018-08-07 13:50:25

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date & Time
Closed By System	Closed By System	System	2018-08-13 05:10:33

| 89566 | 2018/08/07 | dulaj.nilanka@ndbbank.com | HO | | Housing Sales Other | Disk full | Software | Udayana.Wanigasekara@ndb bank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-07 12:04:11
ndbbank.com Completed the issue 89566	completed	ndbbank.com	2018-08-07 13:50:10
Closed By System	Closed By System	System	2018-08-13 05:10:33

| 89567 | 2018/08/07 | ishan.mallikarachchi@ndbbank .com | Thissamaharam aya | Thissamaharam aya | Other | Western Union logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 12:19:38
ndbbank.com Completed the issue 89567	Completed	ndbbank.com	2018-08-07 16:55:59
Closed By System	Closed By System	System	2018-08-13 05:10:33

| 89568 | 2018/08/07 | asiri.gamage@ndbbank.com | HO | 31304 | Other | Need to install GX reporter | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 12:20:39
ndbbank.com Completed the issue 89568	Job is Completed,.	ndbbank.com	2018-08-07 14:38:42
Closed By System	Closed By System	System	2018-08-13 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89569	2018/08/07	janitha.jayawardana@ndbbank.com	DM	4279	Other	Autobarn is not working	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-07 12:40:21
ndbbank.com Completed the issue 89569	Done.	ndbbank.com	2018-08-07 16:37:46
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89570	2018/08/07	Hamsaruban.Shanmugaratnasarma@ndbbank.	Wellawatta	Wellawatta	Other	CRIB logging issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 13:57:10
ndbbank.com Completed the issue 89570	completed	ndbbank.com	2018-08-07 14:08:52
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89571	2018/08/07	thilan.premarathna@ndbbank.com	Dambulla	Dambulla	Lotus	Need to add Complain tracking	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 14:01:00
ndbbank.com Completed the issue 89571	Job is Completed,.	ndbbank.com	2018-08-07 14:38:07
Closed By System	Closed By System	System	2018-08-13 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89572	2018/08/07	manik.boteju@ndbbank.com	HO	3392	Other	document opening issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 14:05:08
ndbbank.com Completed the issue 89572	Job is Completed,.	ndbbank.com	2018-08-07 14:37:51

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89573	2018/08/07	nagenthiran.diroshan@ndbbank.com Pettah		Pettah	Other	Crib is not working	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 14:05:13
ndbbank.com Completed the issue 89573	Job is Completed,.	ndbbank.com	2018-08-07 14:37:37
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89574	2018/08/07	shehan.jeevantha@ndbbank.com	HO	31367	Other	Need to add data scanning system	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 14:07:00
ndbbank.com Completed the issue 89574	completed	ndbbank.com	2018-08-07 14:08:40
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89575	2018/08/07	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	PC	Need to transfer DATA	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 14:09:52
ndbbank.com Completed the issue 89575	Job is Completed,.	ndbbank.com	2018-08-07 14:34:52
Closed By System	Closed By System	System	2018-08-13 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89576	2018/08/07	vajira.kuruwitage@ndbbank.com	HO	3255	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 14:24:04
ndbbank.com Completed the issue 89576	Completed	ndbbank.com	2018-08-07 16:52:55
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89577	2018/08/07	thiviya.nagaraja@ndbbank.com	HO	3654	MS office	install ispring	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 14:46:12
ndbbank.com Completed the issue 89577	Completed	ndbbank.com	2018-08-07 16:58:12
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89578	2018/08/07	udesh.bandara@ndbbank.com	Malambe	Malabe	Lotus	lotus logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 14:54:22
ndbbank.com Completed the issue 89578	Completed	ndbbank.com	2018-08-07 16:57:41
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89579	2018/08/07	ruwanara.weerakoon@ndbbank.com	HO	31351	Other	E-Statement opening issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 15:01:07
ndbbank.com Completed the issue 89579	Completed	ndbbank.com	2018-08-07 16:58:24

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date & Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

89580 2018/08/07 kasun.bandara@ndbbank.com HO Network Operation Other Mail Issue Software Udayana.Wanigasekara@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 15:09:39
ndbbank.com Completed the issue 89580	completed	ndbbank.com	2018-08-07 15:10:02
Closed By System	Closed By System	System	2018-08-13 05:10:34

89581 2018/08/07 nadeera.karunarathne@ndbbank.com Puttlam Puttlam Printer Need to add a printer Software wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 15:16:04
ndbbank.com Completed the issue 89581	Completed	ndbbank.com	2018-08-07 16:58:38
Closed By System	Closed By System	System	2018-08-13 05:10:34

89582 2018/08/07 eranda.warnakulahewa@ndbbank.com Balangoda Balangoda Other CRIB Logging issue Software wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 15:25:00
ndbbank.com Completed the issue 89582	Completed	ndbbank.com	2018-08-07 16:57:58
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89583	2018/08/07	thusitha.jayalath@ndbbank.com	null	4455	IP pone is not working	IP pone is not working	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-07 15:45:07
ndbbank.com Completed the issue 89583	Fixed the power connection.	ndbbank.com	2018-08-07 16:38:19
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89584	2018/08/07	amantha.gunasekara@ndbbank.com	Matugama	Matugama	Printer	[PD11010]Passbook Printer not	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 15:51:31
wasim.akram Commented the issue 89584	send remainder	wasim.akram	2018-08-08 16:55:05
wasim.akram Commented the issue 89584	send remainder	wasim.akram	2018-08-09 16:10:25
ndbbank.com Completed the issue 89584	Completed	ndbbank.com	2018-08-10 16:33:47
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89585	2018/08/07	nirmani.fernando@ndbbank.com	Homagama	Homagama	Other	Msg appearing as insufficient disk	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 15:52:57
ndbbank.com Completed the issue 89585	Completed	ndbbank.com	2018-08-07 16:58:55
Closed By System	Closed By System	System	2018-08-13 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89586	2018/08/07	pramodya.senanayake@ndbbank.com	Matugama	Matugama	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 16:12:42
ndbbank.com Completed the issue 89586	Completed	ndbbank.com	2018-08-08 16:58:12
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89587	2018/08/07	indika.manel@ndbbank.com	Akuressa	Akuressa	Other	Mouse not working	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 16:16:17
ndbbank.com Completed the issue 89587	send mouse	ndbbank.com	2018-08-08 16:52:30
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89588	2018/08/07	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other	document scanner issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 16:16:30
ndbbank.com Completed the issue 89588	Completed	ndbbank.com	2018-08-08 17:00:04
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89589	2018/08/07	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other	workflow issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 16:19:36
ndbbank.com Completed the issue 89589	completed	ndbbank.com	2018-08-07 16:59:51

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89590	2018/08/07	yoga.sajith@ndbbank.com	Kalutara	Kalutara	PC		PC is not working	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 16:20:44
ndbbank.com Completed the issue 89590	This was delay due to no temp PC to sent.	ndbbank.com	2018-08-13 10:39:40
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89591	2018/08/07	nissanka.bandara@ndbbank.com	Aluthgama	Aluthgama	Other		PC getting stuck	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 16:31:43
ndbbank.com Completed the issue 89591	Completed	ndbbank.com	2018-08-08 16:59:29
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89592	2018/08/07	nishadi.munasinghe@ndbbank.com	DM	42008	Printer		Install Printer	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-07 16:47:03
ndbbank.com Completed the issue 89592	Done,	ndbbank.com	2018-08-07 17:05:00
Closed By System	Closed By System	System	2018-08-13 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89593	2018/08/07	rukshika.ganeshamoorthy@ndbbank.com	Trincomalee	Trincomalee	Other	Need to add gatepass/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 16:55:10
ndbbank.com Completed the issue 89593	Completed	ndbbank.com	2018-08-08 16:59:45
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89594	2018/08/07	waruna.hearth@ndbbank.com	null	*7316	lexmark printer quality issue,inform	lexmark printer quality issue,	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-07 16:57:22
ndbbank.com Completed the issue 89594	Completed	ndbbank.com	2018-08-08 16:50:07
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89595	2018/08/07	krishica.patrick@ndbbank.com	Kotahena	Kotahena	Other	add crib link	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-07 16:59:27
ndbbank.com Completed the issue 89595	completed	ndbbank.com	2018-08-07 16:59:40
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89596	2018/08/07	Sachithri.Swarnamalie@ndbbank.com	Marine Drive	Marine Drive	Lotus	Need to configure lotus notes	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 17:14:53
ndbbank.com Completed the issue 89596	Job is Completed,.	ndbbank.com	2018-08-09 11:07:52

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

89597 2018/08/08 sanjeewa.jayarathna@ndbbank.com HO 363014 Printer   Unable to take printouts   Software   ifam@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 08:37:43
ndbbank.com Completed the issue 89597	job done	ndbbank.com	2018-08-08 10:25:50
Closed By System	Closed By System	System	2018-08-13 05:10:34

89598 2018/08/08 Sanjeewa.Jayarathna@ndbbank.com HO   HO   Printer   Printer issue   Software   ifam@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 08:40:15
ndbbank.com Completed the issue 89598	job done	ndbbank.com	2018-08-08 10:26:03
Closed By System	Closed By System	System	2018-08-13 05:10:34

89599 2018/08/08 jothirajan.praba@ndbbank.com kalmunai   kalmunai   Other   spreadsheet opening issue   Software   ifam@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 08:44:29
ndbbank.com Completed the issue 89599	job done	ndbbank.com	2018-08-08 10:26:17
Closed By System	Closed By System	System	2018-08-13 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89600	2018/08/08	chamika.manohari@ndbbank.com	Matara	Matara	Other	O365 mail logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 08:46:57
ndbbank.com Completed the issue 89600	job done	ndbbank.com	2018-08-08 10:26:32
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89601	2018/08/08	layanga.perera@ndbbank.com	Battharamulla	Battharamulla	Printer	documents scanner installation	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 08:47:44
ndbbank.com Completed the issue 89601	Job is Completed,.	ndbbank.com	2018-08-09 11:11:30
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89602	2018/08/08	sanushi.hemantha@ndbbank.com	HO	3933	PC	Msg appearing as insufficient disk	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 08:48:44
ndbbank.com Completed the issue 89602	job done	ndbbank.com	2018-08-08 10:26:44
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89603	2018/08/08	sanushi.hemantha@ndbbank.com	HO	HO	Other	Hdd is full	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 08:49:06
ndbbank.com Completed the issue 89603	job done	ndbbank.com	2018-08-08 10:26:57

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89604	2018/08/08	buddhika.aththanayaka@ndbbank.com	Nikawaratiya	Nikawaratiya	Other	Mouse not working	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 08:52:19
ndbbank.com Completed the issue 89604	send mouse	ndbbank.com	2018-08-09 13:37:41
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89605	2018/08/08	buddhika.aththanayaka@ndbbank.com	Nikawaratiya	Nikawaratiya	Other	Mouse not working	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 08:52:35
ndbbank.com Completed the issue 89605	send mouse	ndbbank.com	2018-08-09 13:38:56
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89606	2018/08/08	thilina.fernando@ndbbank.com	HO	HO	Other	Printer issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:04:17
ndbbank.com Completed the issue 89606	job done	ndbbank.com	2018-08-08 10:27:14
Closed By System	Closed By System	System	2018-08-13 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89607	2018/08/08	ridhmal.desilva@ndbbank.com	Aluthgama	Aluthgama	Printer	Need to install documents scanner	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 09:07:26
ndbbank.com Completed the issue 89607	Completed	ndbbank.com	2018-08-09 13:38:11
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89608	2018/08/08	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 09:09:54
ndbbank.com Completed the issue 89608	Completed	ndbbank.com	2018-08-09 13:39:18
ndbbank.com Completed the issue 89608	Completed	ndbbank.com	2018-08-09 13:39:25
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89609	2018/08/08	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	MS office	Need to copy printer drivers/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 09:13:01
ndbbank.com Completed the issue 89609	Completed	ndbbank.com	2018-08-09 13:39:46
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89610	2018/08/08	shenik.peiris@ndbbank.com	MtLavinia	*7325	Other	gx report install	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:15:56

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89610	job done	ndbbank.com	2018-08-08 10:27:27
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89611	2018/08/08	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	MS office	MS Office 2010 installation/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 09:18:17
ndbbank.com Completed the issue 89611	Completed	ndbbank.com	2018-08-09 13:40:08
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89612	2018/08/08	jency.esswarathna@ndbbank.com	Narehenpita	Narehenpita	MS office	Excel document getting stuck	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:23:28
ndbbank.com Completed the issue 89612	job done	ndbbank.com	2018-08-08 10:27:41
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89613	2018/08/08	dimuthu.wijerathna@ndbbank.com	Badulla	*7310	Other	Emial issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:23:40
ndbbank.com Completed the issue 89613	job done	ndbbank.com	2018-08-08 10:27:53
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89614	2018/08/08	indrajith.nanayakkara@ndbbank.com	HO	3249	PC	Need to format HDD	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 09:26:10
ndbbank.com Completed the issue 89614	Job is Completed,.	ndbbank.com	2018-08-08 16:33:10
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89615	2018/08/08	Valary.Vimalakumara@ndbbank.com	HO	50324	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 09:29:23
ndbbank.com Completed the issue 89615	Completed	ndbbank.com	2018-08-09 16:07:31
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89616	2018/08/08	shenik.peiris@ndbbank.com	MtLavinia	MtLavinia	Other	Need to add GX reporter	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:31:11
ndbbank.com Completed the issue 89616	job done	ndbbank.com	2018-08-08 10:28:45
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89617	2018/08/08	chamath.perera@ndbbank.com	Kolpity Recoveries	50400	Printer	Need to add a printer/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:32:14
ndbbank.com Completed the issue 89617	job done	ndbbank.com	2018-08-08 10:28:55

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

89618 2018/08/08 amali.dissanayake@ndbbank.com DM — DM — Printer — cannot take printouts — Software — ifam@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:33:48
ndbbank.com Completed the issue 89618	job done	ndbbank.com	2018-08-08 10:29:08
Closed By System	Closed By System	System	2018-08-13 05:10:34

89619 2018/08/08 nirusha.saluka@ndbbank.com — Matara — Matara — Other — O365 mail searching issue — Software — wasim.akram@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 09:56:15
ndbbank.com Completed the issue 89619	Completed	ndbbank.com	2018-08-09 16:02:28
ndbbank.com Completed the issue 89619	Completed	ndbbank.com	2018-08-09 16:02:28
Closed By System	Closed By System	System	2018-08-13 05:10:34

89620 2018/08/08 Buddhika.Aththanayaka@ndbbank.com Nikawaratiya — 037-2260191-3 Other — — Excel issue — Software — ifam@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:57:20
ndbbank.com Completed the issue 89620	job done	ndbbank.com	2018-08-08 10:29:21
Closed By System	Closed By System	System	2018-08-13 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89621	2018/08/08	deshani.alahakoon@ndbbank.com	Borelesgamuwa - Ext	*7335	Other	Westernunion issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 10:07:11
ndbbank.com Completed the issue 89621	job done	ndbbank.com	2018-08-08 10:29:30
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89622	2018/08/08	nirosh.bodhinarayana@ndbbank.com	HOB	HO	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 10:07:32
ndbbank.com Completed the issue 89622	job done	ndbbank.com	2018-08-08 10:29:43
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89623	2018/08/08	sandaruwan.abeyrathne@ndbbank.com	Ampara	Ampara	Other	CRIB logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 10:08:21
ndbbank.com Completed the issue 89623	Completed	ndbbank.com	2018-08-09 16:03:15
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89624	2018/08/08	amali.dissanayake@ndbbank.com	DM	4115	Printer	Cannot get printouts	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-08 10:15:58
ndbbank.com Completed the issue 89624	Done.	ndbbank.com	2018-08-08 11:51:53

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

89625 — 2018/08/08 — udesh.bandara@ndbbank.com — Malambe — 51400 — Lotus — Need to configure lotus notes — Software — wasim.akram@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 10:16:45
ndbbank.com Completed the issue 89625	Completed	ndbbank.com	2018-08-09 16:02:43
ndbbank.com Completed the issue 89625	Completed	ndbbank.com	2018-08-09 16:02:50
Closed By System	Closed By System	System	2018-08-13 05:10:34

89626 — 2018/08/08 — chamari.ariyadasa@ndbbank.com — Marine Drive — Marine Drive — Other — Need to install GX reporter/M — Software — wasim.akram@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 10:29:11
ndbbank.com Completed the issue 89626	Completed	ndbbank.com	2018-08-09 16:07:48
Closed By System	Closed By System	System	2018-08-13 05:10:34

89627 — 2018/08/08 — Amirthalingam.Kirusikan@ndbbank.com — Old Moor — Old Moor — Other — Trust relationship — Software — ifam@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 10:31:51
ndbbank.com Completed the issue 89627	job done	ndbbank.com	2018-08-09 16:40:41
Closed By System	Closed By System	System	2018-08-13 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89628	2018/08/08	nikini.dolapolage@ndbbank.com	HO	33016	PC	network connecting	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 10:59:01
ndbbank.com Completed the issue 89628	Job is Completed,.	ndbbank.com	2018-08-09 11:10:44
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89629	2018/08/08	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other	Workflow system issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:02:06
ndbbank.com Completed the issue 89629	job done	ndbbank.com	2018-08-09 16:44:07
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89630	2018/08/08	danushi.seneviratne@ndbbank.com	Havelock Town	*7320	Other	Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:07:45
ndbbank.com Completed the issue 89630	job done	ndbbank.com	2018-08-09 16:44:28
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89631	2018/08/08	kanishka.malimbada@ndbbank.com	Monaragala	Monaragala	Other	CRIB logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:12:23
ndbbank.com Completed the issue 89631	job done	ndbbank.com	2018-08-09 16:44:43

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:34

| 89632 | 2018/08/08 | harshani.karunarathne@ndbban k.com | HO | 31347 | Other | LankaPlay issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 11:13:22
ndbbank.com Completed the issue 89632	Completed	ndbbank.com	2018-08-09 16:05:41
Closed By System	Closed By System	System	2018-08-13 05:10:34

| 89633 | 2018/08/08 | mahesh.wijerathne@ndbbank.co m | Thissamaharam aya | Thissamaharam aya | Other | T24 issue | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:13:40
ndbbank.com Completed the issue 89633	job done	ndbbank.com	2018-08-09 16:45:59
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89634 | 2018/08/08 | thilini.shashikala@ndbbank.c om | Hambanthota | *7360 | Other | Install document scanner | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:18:11
ndbbank.com Completed the issue 89634	job done	ndbbank.com	2018-08-09 16:46:23
Closed By System	Closed By System	System	2018-08-13 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89635	2018/08/08	Nimesha.DeSaram@ndbbank.com	DM	42008	Other	T24- Images uploading issue	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-08 11:25:14
ndbbank.com Completed the issue 89635	Reset the Browser.	ndbbank.com	2018-08-08 11:52:13
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89636	2018/08/08	thamara.dilrukshi@ndbbank.com	DM	42008	Other	Google crom is not working	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-08 11:26:31
ndbbank.com Completed the issue 89636	Done.	ndbbank.com	2018-08-08 11:52:29
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89637	2018/08/08	sudari.rathnayake@ndbbank.com	Havelock Town	Havelock Town	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 11:30:03
ndbbank.com Completed the issue 89637	Completed	ndbbank.com	2018-08-09 16:06:29
ndbbank.com Completed the issue 89637	Completed	ndbbank.com	2018-08-09 16:06:34
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89638	2018/08/08	sachithri.swarnamalie@ndbbank.com	Marine Drive	Marine Drive	Printer	[PD15027]Passbook Printer not	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:38:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89638	job done	ndbbank.com	2018-08-09 16:46:43
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89639	2018/08/08	Sachithri.Swarnamalie@ndbbank.com	Marine Drive	Marine Drive	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:49:13
ndbbank.com Completed the issue 89639	job done	ndbbank.com	2018-08-09 16:47:00
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89640	2018/08/08	Mariam.Mubarak@ndbbank.com	DM	42008	Other	T 24 Batch Uploading issue.	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-08 11:51:32
ndbbank.com Completed the issue 89640	Done.	ndbbank.com	2018-08-08 15:55:58
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89641	2018/08/08	koshila.sammani@ndbbank.com	HO	33022	Other	mouse not working/madusanka	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 11:57:10
ndbbank.com Completed the issue 89641	Completed	ndbbank.com	2018-08-09 16:06:06
ndbbank.com Completed the issue 89641	Completed	ndbbank.com	2018-08-09 16:06:11
Closed By System	Closed By System	System	2018-08-13 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89642	2018/08/08	sumedha.jayasinghe@ndbbank.com	KCC	KCC	Other	GX reporter logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 11:58:12
ndbbank.com Completed the issue 89642	Completed	ndbbank.com	2018-08-09 16:06:55
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89643	2018/08/08	haines.perera@ndbbank.com	Ratmalana	Ratmalana	Other	Mouse not working	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 11:58:59
ndbbank.com Completed the issue 89643	Completed	ndbbank.com	2018-08-09 16:08:15
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89644	2018/08/08	chamith.samarathunga@ndbbank.com	Marine Drive	Marine Drive	PC	TRUST RELATIONSHIP	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 12:19:39
ndbbank.com Completed the issue 89644	Job is Completed,.	ndbbank.com	2018-08-09 11:10:04
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89645	2018/08/08	shehan.boteju@ndbbank.com	Negombo	*7301	Other	excel icons updating issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 12:40:47
ndbbank.com Completed the issue 89645	Completed	ndbbank.com	2018-08-09 16:10:55

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89646 | 2018/08/08 | thushara.ranaweera@ndbbank.com | Marine Drive | *7325 | Other | office 365 open issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 12:58:27
ndbbank.com Completed the issue 89646	Completed	ndbbank.com	2018-08-09 16:12:48
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89647 | 2018/08/08 | thushara.ranaweera@ndbbank.com | Marine Drive | Marine Drive | Other | O365 mail logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 13:27:10
ndbbank.com Completed the issue 89647	Completed	ndbbank.com	2018-08-09 16:13:19
ndbbank.com Completed the issue 89647	Completed	ndbbank.com	2018-08-09 16:13:20
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89648 | 2018/08/08 | suneth.thanthirige@ndbbank.com | Malabe-DR Site-User | Malabe-DR Site-User | PC | Trust relationship | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 13:46:49
ndbbank.com Completed the issue 89648	Job is Completed,.	ndbbank.com	2018-08-08 16:32:43
Closed By System	Closed By System	System	2018-08-13 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89649	2018/08/08	suneth.thanthirige@ndbbank.com	Malambe	Malabe	Other	trust relationship	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 14:04:51
ndbbank.com Completed the issue 89649	Job is Completed,.	ndbbank.com	2018-08-08 14:44:57
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89650	2018/08/08	suneth.thanthirige@ndbbank.com	Malambe	Malabe	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 14:09:32
ndbbank.com Completed the issue 89650	Job is Completed,.	ndbbank.com	2018-08-08 14:40:29
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89651	2018/08/08	dilumi.samaratunga@ndbbank.com	Nawam Branch	Nawam Branch	Other	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 14:10:05
ndbbank.com Completed the issue 89651	Completed	ndbbank.com	2018-08-09 16:13:44
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89652	2018/08/08	apsari.galange@ndbbank.com	HO	35327	PC	PC not working	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 14:22:19
ndbbank.com Completed the issue 89652	PC18138 send for this issue , Job is Completed,.	ndbbank.com	2018-08-10 13:58:12

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89653	2018/08/08	eranda.warnakulahewa@ndbbank.com	Balangoda	Balangoda	Other		CRIB logging issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 14:35:11
ndbbank.com Completed the issue 89653	job done	ndbbank.com	2018-08-09 16:47:32
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89654	2018/08/08	randeep.chathuranga@ndbbank.com	Matugama	Matugama	Other		onepass issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 14:53:10
ndbbank.com Completed the issue 89654	job done	ndbbank.com	2018-08-09 16:47:48
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89655	2018/08/08	chamara.pradeep@ndbbank.com	Kolpity	Kolpity	Other		Need to backup data/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 15:05:40
ndbbank.com Completed the issue 89655	Completed	ndbbank.com	2018-08-09 16:14:29
Closed By System	Closed By System	System	2018-08-13 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89656	2018/08/08	indrajith.nanayakkara@ndbbank.com	HO	HO	Other	data backup	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 15:07:01
ndbbank.com Completed the issue 89656	job done	ndbbank.com	2018-08-10 09:32:06
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89657	2018/08/08	rashmi.wijayatilaka@ndbbank.com	HO	31323	MS office	Excel document issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 15:09:11
ndbbank.com Completed the issue 89657	job done	ndbbank.com	2018-08-10 09:32:25
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89658	2018/08/08	chameera.nakandala@ndbbank.com	Uragasmanhandiya	Uragasmanhandiya	Printer	Need to install document	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 15:20:49
ndbbank.com Completed the issue 89658	job done	ndbbank.com	2018-08-10 09:32:45
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89659	2018/08/08	thilini.fernando@ndbbank.com	Kalutara	*7305	Other	onepass issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 15:25:45
ndbbank.com Completed the issue 89659	job done	ndbbank.com	2018-08-10 09:33:06

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:30

89660   2018/08/08   muditha.nugegodal@ndbbank.com   null   *7304   Lexmark printer quality issue,inform   Lexmark printer quality issue,   Hardware   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-08 15:29:37
ndbbank.com Completed the issue 89660	Completed	ndbbank.com	2018-08-09 16:39:55
Closed By System	Closed By System	System	2018-08-13 05:10:35

89661   2018/08/08   charitha.ruwanpura@ndbbank.com   Galle   Galle   Other   CRIB logging issue/M   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 15:30:06
ndbbank.com Completed the issue 89661	Completed	ndbbank.com	2018-08-09 16:39:22
Closed By System	Closed By System	System	2018-08-13 05:10:35

89662   2018/08/08   sanjeewa.jayarathna@ndbbank.com   HO   36314   Other   Need to install autocad revig   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 15:35:54
ndbbank.com Completed the issue 89662	Completed	ndbbank.com	2018-08-09 16:38:11
Closed By System	Closed By System	System	2018-08-13 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89663	2018/08/08	sanjeewa.jayarathna@ndbbank.com	HO	36314	Other	Need to install autocad	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 15:36:01
ndbbank.com Completed the issue 89663	Completed	ndbbank.com	2018-08-09 16:37:42
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89664	2018/08/08	nithya.balasubramaniam@ndbbank.com	Bandarawela	Bandarawela	Other	T24- login issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 15:36:57
ndbbank.com Completed the issue 89664	Completed	ndbbank.com	2018-08-09 16:38:38
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89665	2018/08/08	vimukthi.warnasooriya@ndbbank.com	Malabe-DR Site-User	51413	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 15:51:42
ndbbank.com Completed the issue 89665	Completed	ndbbank.com	2018-08-09 16:38:56
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89666	2018/08/08	dilini.warnasinghe@ndbbank.com	Kochchikade	Kochchikade	Printer	Need to add a printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 15:53:27
ndbbank.com Completed the issue 89666	job done	ndbbank.com	2018-08-10 09:33:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:30

| 89667 | 2018/08/08 indika.dilan@ndbbank.com | DM | 42027 | Lotus | Configure Lotus | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-08 15:56:58
ndbbank.com Completed the issue 89667	Done.	ndbbank.com	2018-08-08 16:53:23
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89668 | 2018/08/08 indika.dilan@ndbbank.com | DM | 42027 | Other | T24- login issue | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-08 15:57:09
ndbbank.com Completed the issue 89668	Done.	ndbbank.com	2018-08-08 16:53:33
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89669 | 2018/08/08 manoj.wijesinghe@ndbbank.com HO | HO | Printer | Add the printer | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 15:58:14
ndbbank.com Completed the issue 89669	job done	ndbbank.com	2018-08-10 09:33:56
Closed By System	Closed By System	System	2018-08-14 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89670	2018/08/08	manoj.wijesinghe@ndbbank.com HO	HO	HO	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 16:01:49
ndbbank.com Completed the issue 89670	job done	ndbbank.com	2018-08-10 09:34:13
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89671	2018/08/08	dilini.warnasinghe@ndbbank.com	Kochchikade	Kochchikade	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 16:04:45
ndbbank.com Completed the issue 89671	job done	ndbbank.com	2018-08-10 09:34:36
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89672	2018/08/08	shachini.darshika@ndbbank.com	DM	43039	Printer	Change printer settings	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-08 16:05:53
ndbbank.com Completed the issue 89672	Done.	ndbbank.com	2018-08-10 10:58:37
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89673	2018/08/08	chameera.nakandala@ndbbank.com	Uragasmanhandiya	Uragasmanhandiya	Printer	install scanner	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 16:17:29
ndbbank.com Completed the issue 89673	job done	ndbbank.com	2018-08-10 09:34:51

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:30

89674 — 2018/08/08 — achini.desilva@ndbbank.com — Pelawatta — Pelawatta — Other — T24 pages loading issue — Software — wasim.akram@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 16:17:57
ndbbank.com Completed the issue 89674	Completed	ndbbank.com	2018-08-09 16:37:13
Closed By System	Closed By System	System	2018-08-13 05:10:35

89675 — 2018/08/08 — pramuditha.gunathilaka@ndbbank.com — Borella — Borella — Other — O365 mail sending issue/M — Software — wasim.akram@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 16:20:39
ndbbank.com Completed the issue 89675	Completed	ndbbank.com	2018-08-09 16:36:53
Closed By System	Closed By System	System	2018-08-13 05:10:35

89676 — 2018/08/08 — chameera.nakandala@ndbbank.com — Uragasmanhandiya — Uragasmanhandiya — PC — Need to add Plugins — Software — Thilina@ndbbank.com — Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 16:56:22
ndbbank.com Completed the issue 89676	Job is Completed,.	ndbbank.com	2018-08-09 11:09:34
Closed By System	Closed By System	System	2018-08-13 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89677	2018/08/08	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	Printer	add the Lexmark printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 17:15:13
ndbbank.com Completed the issue 89677	job done	ndbbank.com	2018-08-10 09:35:09
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89678	2018/08/08	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	Other	backend to copy the office 2010	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 17:16:52
ndbbank.com Completed the issue 89678	job done	ndbbank.com	2018-08-10 09:35:24
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89679	2018/08/08	chamara.maheepala@ndbbank.com	Panadura	*7338	Other	cRIB ISSUE	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 17:25:19
ndbbank.com Completed the issue 89679	job done	ndbbank.com	2018-08-10 09:35:43
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89680	2018/08/08	richard.jerome@ndbbank.com	Marine Drive	Marine Drive	Other	Domain rest	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 17:57:12
ndbbank.com Completed the issue 89680	job done	ndbbank.com	2018-08-10 09:36:20

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89681	2018/08/09	duminda.withana@ndbbank.com	Gampaha	Gampaha	Monitor	Display issue	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 08:40:40
ndbbank.com Completed the issue 89681	Completed	ndbbank.com	2018-08-10 10:12:16
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89682	2018/08/09	Kosala.Bharathi@ndbbank.com	HO	33022	Other	Mouse not working	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 08:42:15
ndbbank.com Completed the issue 89682	Completed	ndbbank.com	2018-08-10 10:12:33
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89683	2018/08/09	Shehan.Jayasinghe@ndbbank.com	HO	31374	Other	ICard logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 08:47:53
ndbbank.com Completed the issue 89683	Completed	ndbbank.com	2018-08-10 10:32:50
Closed By System	Closed By System	System	2018-08-14 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89684	2018/08/09	shani.jayakody@ndbbank.com	Kolpity	51011	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 09:03:10
ndbbank.com Completed the issue 89684	Completed	ndbbank.com	2018-08-10 10:34:38
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89685	2018/08/09	ayesha.pahalagedara@ndbbank.com	Anuradapura	Anuradapura	Other	ISwitch logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 09:14:17
ndbbank.com Completed the issue 89685	job done	ndbbank.com	2018-08-10 09:37:24
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89686	2018/08/09	buddhika.dilhari@ndbbank.com	Ambalangoda	*7352	Other	O365 mail logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 09:28:26
ndbbank.com Completed the issue 89686	job done	ndbbank.com	2018-08-10 14:33:32
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89687	2018/08/09	harshini.satharasinghe@ndbbank.com	HO	31347	Other	LankaPay logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 09:36:55
ndbbank.com Completed the issue 89687	Job is Completed,.	ndbbank.com	2018-08-09 11:09:18

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89688 | 2018/08/09 | chamara.pradeep@ndbbank.com | Malambe | 50102 | Printer | Need to add a printer | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 09:40:24
ndbbank.com Completed the issue 89688	job done	ndbbank.com	2018-08-10 14:33:51
Closed By System	Closed By System	System	2018-08-14 05:10:30

| 89689 | 2018/08/09 | samira.premarathne@ndbbank.com | Hanwella | Hanwella | Other | [UP15014]UPS not working, Inform | Hardware | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 09:52:51
ndbbank.com Completed the issue 89689	job done	ndbbank.com	2018-08-10 14:34:11
Closed By System	Closed By System	System	2018-08-14 05:10:30

| 89690 | 2018/08/09 | Madhawa.Madhuranga@ndbbank.com | HO | 3260 | Other | Need to install Glassfish | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 09:59:36
ndbbank.com Completed the issue 89690	job done	ndbbank.com	2018-08-10 14:34:40
Closed By System	Closed By System	System	2018-08-14 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89691	2018/08/09	sharaz.hassan@ndbbank.com	HO	3653	Other	Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 10:00:33
ndbbank.com Completed the issue 89691	job done	ndbbank.com	2018-08-10 14:35:00
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89692	2018/08/09	lahiru.udawatte@ndbbank.com	null	*7372	lexmark printer tray issue,inform to E-	lexmark printer tray issue,inform	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-09 10:14:17
ndbbank.com Completed the issue 89692	vendor attend to job , Completed	ndbbank.com	2018-08-10 10:37:27
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89693	2018/08/09	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	MS office	MS Office 2010 installation	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 10:17:50
ndbbank.com Completed the issue 89693	job done	ndbbank.com	2018-08-10 14:35:19
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89694	2018/08/09	nilani.thusitha@ndbbank.com	Rajagiriya	*7317	Other	CRIB logging issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 10:20:23
ndbbank.com Completed the issue 89694	job done	ndbbank.com	2018-08-10 14:35:58

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:30

89695 2018/08/09 chamara.maheepala@ndbbank.com Panadura Panadura Other O365 mail logging issue/M Software ifam@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 10:20:51
ndbbank.com Completed the issue 89695	job done	ndbbank.com	2018-08-10 14:36:50
Closed By System	Closed By System	System	2018-08-14 05:10:30

89696 2018/08/09 oshadhi.menuwaraarachchilage@ndbbank Kegalle Kegalle Other Unable to take printouts Software Thilina@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 10:33:29
ndbbank.com Completed the issue 89696	Job is Completed,.	ndbbank.com	2018-08-09 11:08:47
Closed By System	Closed By System	System	2018-08-13 05:10:35

89697 2018/08/09 sumedha.jayasinghe@ndbbank.com KCC KCC Other Need to add GX reporter Software ifam@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 10:34:15
ndbbank.com Completed the issue 89697	job done	ndbbank.com	2018-08-10 14:37:11
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89698	2018/08/09	yasoja.ekanayake@ndbbank.com	DM	4252	Other	SWIFT system logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 10:37:33
ndbbank.com Completed the issue 89698	Completed	ndbbank.com	2018-08-10 10:14:50
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89699	2018/08/09	shani.jayakody@ndbbank.com	Malambe	51011	Printer	Unable to take printouts	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 10:47:00
ndbbank.com Completed the issue 89699	Completed	ndbbank.com	2018-08-10 16:32:04
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89700	2018/08/09	keshala.desilva@ndbbank.com	DM	42031	Other	Scanning issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 10:51:59
ndbbank.com Completed the issue 89700	Completed	ndbbank.com	2018-08-10 14:07:28
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89701	2018/08/09	bathiya.liyanaarachchi@ndbbank.com	DM	DM	Other	Google chrome outlook printing	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-09 10:56:15
Udayana.Wanigasekara Commented the issue 89701	need to replace the pc. advice user to inform IT	Udayana.Wanigasekara	2018-08-09 16:13:23

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
indrajith.nanayakkara Commented on the issue	Instruct help desk to recheck the issue. Unable to contact user.	indrajith.nanayakkara	2018-08-13 10:26:51
ndbbank.com Completed the issue 89701	completed	ndbbank.com	2018-08-14 11:37:27
Closed By System	Closed By System	System	2018-08-20 05:10:32

| 89702 | 2018/08/09 | akitha.hendalage@ndbbank.com | Kolpity | Kolpity Recoveries | Other | Need to downgrade Google chrome | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 10:57:18
ndbbank.com Completed the issue 89702	Job is Completed,.	ndbbank.com	2018-08-10 16:45:24
Closed By System	Closed By System	System	2018-08-14 05:10:30

| 89703 | 2018/08/09 | lakshika.dayananda@ndbbank.com | Dambulla | Dambulla | Lotus | Need to configure lotus notes/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 11:02:53
ndbbank.com Completed the issue 89703	Completed	ndbbank.com	2018-08-09 16:46:58
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89704 | 2018/08/09 | Shiromi.Perera@ndbbank.com | DM | 4289 | Other | O365 mail logging issue | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 11:07:59
ndbbank.com Completed the issue 89704	job done	ndbbank.com	2018-08-10 14:37:28
Closed By System	Closed By System	System	2018-08-14 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89705	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	*7305	Other	Install Google crome	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 11:16:18
ndbbank.com Completed the issue 89705	job done	ndbbank.com	2018-08-10 14:38:15
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89706	2018/08/09	gayan.kavinda@ndbbank.com	Matale	Matale	Other	O 365 logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 11:17:38
ndbbank.com Completed the issue 89706	Job is Completed,.	ndbbank.com	2018-08-09 13:02:22
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89707	2018/08/09	himanshi.jayanath@ndbbank.com	Puttlam	Puttlam	Other	Mail sending issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 11:18:05
ndbbank.com Completed the issue 89707	job done	ndbbank.com	2018-08-10 14:39:11
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89708	2018/08/09	udayana.wanigasekara@ndbbank.com	DM	DM	Other	chrome	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-09 11:21:57
ndbbank.com Completed the issue 89708	completed	ndbbank.com	2018-08-09 16:13:45

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89708	completed	ndbbank.com	2018-08-09 16:13:50
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89709	2018/08/09	malik.kumara@ndbbank.com	Balangoda	Balangoda	Other	Mobix system logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 11:31:14
ndbbank.com Completed the issue 89709	Completed	ndbbank.com	2018-08-10 10:43:35
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89710	2018/08/09	tilani.dissanayake@ndbbank.com	Badulla	Badulla	CITS	OnePass issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 11:43:34
ndbbank.com Completed the issue 89710	job done	ndbbank.com	2018-08-10 14:39:37
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89711	2018/08/09	niloufer.kitchel@ndbbank.com	Kadawata	Kandana	Other	Server Monkey logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 11:47:30
ndbbank.com Completed the issue 89711	Job is Completed,.	ndbbank.com	2018-08-09 13:02:06
Closed By System	Closed By System	System	2018-08-13 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89712	2018/08/09	charith.dissanayaka@ndbbank. com	Battharamulla	Battharamulla	Other	t24 setting changing	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 12:00:22
ndbbank.com Completed the issue 89712	Job is Completed,.	ndbbank.com	2018-08-09 13:02:43
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89713	2018/08/09	christopher.fleming@ndbbank. com	Malambe	51073	Printer	Need to add a printer	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 12:07:42
ndbbank.com Completed the issue 89713	Job is Completed,.	ndbbank.com	2018-08-09 12:59:43
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89714	2018/08/09	dilshan.alexious@ndbbank.com	HO	3214	Other	Dameware activation issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 12:21:09
ndbbank.com Completed the issue 89714	Completed	ndbbank.com	2018-08-10 15:04:36
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89715	2018/08/09	indrajith.nanayakkara@ndbban k.com	HO	3249	PC	Need to Transfer DATA back UP to	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 12:31:01
ndbbank.com Completed the issue 89715	Job is Completed,.	ndbbank.com	2018-08-09 12:58:04

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:35

89716   2018/08/09   Jathunanthan.Balakrishnan@ndbbank.com   Kolpity   Kolpity Brnch   Western Union   Western Union Logging Issue   Software   Thilina@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 12:55:55
ndbbank.com Completed the issue 89716	Job is Completed,.	ndbbank.com	2018-08-09 12:57:41
Closed By System	Closed By System	System	2018-08-13 05:10:35

89717   2018/08/09   ganga.vimalendrian@ndbbank.com   Thirunewely   Thirunewely   Other   Email issue   Software   ifam@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 12:58:53
ndbbank.com Completed the issue 89717	job done	ndbbank.com	2018-08-10 14:40:11
Closed By System	Closed By System	System	2018-08-14 05:10:30

89718   2018/08/09   madushika.sewwandi@ndbbank.com   Kochchikade   Kochchikade   Other   O365 mail sending issue   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:14:45
ndbbank.com Completed the issue 89718	Completed	ndbbank.com	2018-08-10 11:10:46
Closed By System	Closed By System	System	2018-08-14 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89719	2018/08/09	ramanathan.archana@ndbbank.com	Gampola	Gampola	Other	Mail printing issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:35:27
ndbbank.com Completed the issue 89719	Completed	ndbbank.com	2018-08-10 10:43:50
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89720	2018/08/09	rasari.hewawasam@ndbbank.com	Yakkala	Yakkala	Other	Need to add GX reporter	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:42:30
ndbbank.com Completed the issue 89720	Completed	ndbbank.com	2018-08-10 10:44:06
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89721	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other	Need to install document scanner	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:44:28
ndbbank.com Completed the issue 89721	Completed	ndbbank.com	2018-08-10 10:45:42
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89722	2018/08/09	ramanathan.archana@ndbbank.com	Gampola	Gampola	Other	Mail sending issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:49:42
ndbbank.com Completed the issue 89722	Completed	ndbbank.com	2018-08-10 11:13:15

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89723	2018/08/09	Sanjeewa.Jayarathna@ndbbank.com	HO	36314	Other	install adobe revite	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:50:01
ndbbank.com Completed the issue 89723	Completed	ndbbank.com	2018-08-10 10:46:07
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89724	2018/08/09	chamith.samarathunga@ndbbank.com	Marine Drive	Marine Drive	PC	PC not booting	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 13:56:15
ndbbank.com Completed the issue 89724	Job is Completed,.	ndbbank.com	2018-08-10 14:01:00
Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89725	2018/08/09	ayesha.udayanthi@ndbbank.com	Homagama	*7330	Other	Need to add GX reporter	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 14:12:16
ndbbank.com Completed the issue 89725	Completed	ndbbank.com	2018-08-10 11:11:02
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89726	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other	Document scanner installation	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 14:22:18
ndbbank.com Completed the issue 89726	Completed	ndbbank.com	2018-08-10 11:10:30
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89727	2018/08/09	gayan.harsha@ndbbank.com	DM	HO	Other	Shift of PC s	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-09 14:42:27
ndbbank.com Completed the issue 89727	completed	ndbbank.com	2018-08-09 16:14:10
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89728	2018/08/09	thisal.fernando@ndbbank.com	DM	DM	Other	Shift of PC s	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-09 14:43:13
ndbbank.com Completed the issue 89728	completed	ndbbank.com	2018-08-09 16:14:26
Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89729	2018/08/09	kusal.jayawardena@ndbbank.com	DM	DM	Other	Shift of PC s	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-09 14:45:14
ndbbank.com Completed the issue 89729	completed	ndbbank.com	2018-08-09 16:14:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-13 05:10:35

| 89730 | 2018/08/09 | chameera.nakandala@ndbbank.com | Uragasmanhandiya | Uragasmanhandiya | Printer | Need to install document scanner | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 14:52:38
ndbbank.com Completed the issue 89730	Completed	ndbbank.com	2018-08-10 16:31:37
Closed By System	Closed By System	System	2018-08-14 05:10:31

| 89731 | 2018/08/09 | anne.dissanayake@ndbbank.com | Nittambuwa | Nittambuwa | Printer | [PD11073]Passbook Printer not | Hardware | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 15:00:30
ndbbank.com Completed the issue 89731	Completed	ndbbank.com	2018-08-10 15:47:51
Closed By System	Closed By System	System	2018-08-14 05:10:31

| 89732 | 2018/08/09 | mahela.galmangoda@ndbbank.com | Nittambuwa | Nittambuwa | Other | document scanner installation/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 15:03:14
ndbbank.com Completed the issue 89732	Completed	ndbbank.com	2018-08-10 14:07:56
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89733	2018/08/09	akitha.hendalage@ndbbank.com	Kolpity	50405	Other	ICard system logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 15:09:12
ndbbank.com Completed the issue 89733	Completed	ndbbank.com	2018-08-10 10:46:28
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89734	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other	document scanning issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 15:27:01
ndbbank.com Completed the issue 89734	Completed	ndbbank.com	2018-08-10 14:09:02
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89735	2018/08/09	Thushari.Nanayakkara@ndbbank.com	null	34173	lexmark printer setting change	lexmark printer setting change	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-09 15:45:28
ndbbank.com Completed the issue 89735	Job is Completed,.	ndbbank.com	2018-08-10 14:05:10
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89736	2018/08/09	indrajith.nanayakkara@ndbbank.com	HO	3249	PC	Need to add a printer	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 15:50:05
ndbbank.com Completed the issue 89736	Job is Completed,.	ndbbank.com	2018-08-10 14:04:54

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89737	2018/08/09	duminda.withana@ndbbank.com	Gampaha	Gampaha	Other	Need to create gatepass number/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 16:18:18
ndbbank.com Completed the issue 89737	Completed	ndbbank.com	2018-08-10 15:05:13
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89738	2018/08/09	Ramanathan.Archana@ndbbank.com	Gampaha	*7355	CITS	Batch assign issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 16:18:49
ndbbank.com Completed the issue 89738	Completed	ndbbank.com	2018-08-10 14:08:30
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89739	2018/08/09	Chathurika.Dodawaththa@ndbbank.com	KCC	0812202893-4	Western Union	install westernunion	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:26:48
ndbbank.com Completed the issue 89739	job done	ndbbank.com	2018-08-10 14:40:27
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89740	2018/08/09	Shanika.Marasinghe@ndbbank.com	KCC	0812202893-4	Western Union	install westernunion	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:27:06
ndbbank.com Completed the issue 89740	job done	ndbbank.com	2018-08-10 14:40:52
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89741	2018/08/09	ruchira.perera@ndbbank.com	Nittambuwa	*7359	Other	PC is slow	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:43:46
ndbbank.com Completed the issue 89741	job done	ndbbank.com	2018-08-10 14:41:06
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89742	2018/08/09	madushika.yudaganawa@ndbbank.com	Nawam Branch	Nawam Branch	PC	[PC18175]HDD issue, Inform to	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 16:50:02
ndbbank.com Completed the issue 89742	Temp PC send for this issue, Job is Completed,.	ndbbank.com	2018-08-10 14:02:57
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89743	2018/08/09	kelum.priyadarshana@ndbbank.com	Kahawatta	Kahawatta	Other	document scanner issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:51:15
ndbbank.com Completed the issue 89743	job done	ndbbank.com	2018-08-10 14:41:43

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89744	2018/08/09	Himanshi.Jayanath@ndbbank.com	Puttlam	*7313	Other	c drive is full	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:52:21
ndbbank.com Completed the issue 89744	job done	ndbbank.com	2018-08-10 14:42:00
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89745	2018/08/09	eranga.perera@ndbbank.com	Piliyandala	Piliyandala	Printer	[PD06016]Passbook Printer not	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:57:19
indrajith.nanayakkara Commented on the issue	Vendor visit complete the repair. This job is to be closed.	indrajith.nanayakkara	2018-08-10 13:47:22
ndbbank.com Completed the issue 89745	job done	ndbbank.com	2018-08-10 14:42:51
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89746	2018/08/09	indrajith.nanayakkara@ndbbank.com	HO	3249	PC	Need to transfer Data from Defect	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 17:43:21
ndbbank.com Completed the issue 89746	Job is Completed,.	ndbbank.com	2018-08-10 14:01:57
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89747	2018/08/10	Shenuk.DeZoysa@ndbbank.com	HO	HO	Other	T24- login issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 08:43:19
ndbbank.com Completed the issue 89747	Job is Completed,.	ndbbank.com	2018-08-10 14:03:12
ndbbank.com Completed the issue 89747	Job is Completed,.	ndbbank.com	2018-08-10 14:03:13
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89748	2018/08/10	Wasana.Fernando@ndbbank.com	HO	ho	Other	Install Sinhala fonts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 08:59:22
ndbbank.com Completed the issue 89748	job done	ndbbank.com	2018-08-10 14:43:30
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89749	2018/08/10	Madara.Ariyaratne@ndbbank.com	HO	HO	Other	Install Sinhala fonts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:00:36
ndbbank.com Completed the issue 89749	job done	ndbbank.com	2018-08-10 14:44:19
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89750	2018/08/10	danushika.perera@ndbbank.com	HO	HO	Other	Install Sinhala fonts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:01:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89750	job done	ndbbank.com	2018-08-10 14:46:44
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89751	2018/08/10	chamathi.ranawaka@ndbbank.com	HO	HO	Other	Install Sinhala fonts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:02:01
ndbbank.com Completed the issue 89751	job done	ndbbank.com	2018-08-10 14:47:02
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89752	2018/08/10	chamathi.ranawaka@ndbbank.com	HO	HO	Other	Install Sinhala fonts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:02:36
ndbbank.com Completed the issue 89752	job done	ndbbank.com	2018-08-10 14:47:39
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89753	2018/08/10	Gamini.Dissanayake@ndbbank.com	HO	HO	Other	Install Sinhala fonts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:06:21
ndbbank.com Completed the issue 89753	job done	ndbbank.com	2018-08-10 14:47:53
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89754	2018/08/10	Natasha.Perera@ndbbank.com	HO	HO	Other	data scan image not viewing	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:07:22
ndbbank.com Completed the issue 89754	job done	ndbbank.com	2018-08-10 14:48:07
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89755	2018/08/10	narmada.jayasekara@ndbbank.com	HO	HO	Other	data scan image not viewing	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:07:47
ndbbank.com Completed the issue 89755	job done	ndbbank.com	2018-08-10 14:48:20
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89756	2018/08/10	chatura.samarawickrama@ndbbank.com	Narammala	Narammala	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 09:42:09
ndbbank.com Completed the issue 89756	job done	ndbbank.com	2018-08-10 14:48:33
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89757	2018/08/10	Anne.Boteju@ndbbank.com	DM	DM	Other	IFC edge	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 10:05:52
ndbbank.com Completed the issue 89757	job done	ndbbank.com	2018-08-10 14:48:45

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89758	2018/08/10	ayomi.kaviratne@ndbbank.com	HO	3335	Other	ndb BANK ONLING ISSUE	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 10:14:13
ndbbank.com Completed the issue 89758	job done	ndbbank.com	2018-08-10 14:48:57
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89759	2018/08/10	thilini.kariyawasam@ndbbank.com	Kaduruwela	*7364	CITS	batch opening issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 10:17:04
ndbbank.com Completed the issue 89759	Completed	ndbbank.com	2018-08-10 14:08:45
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89760	2018/08/10	surangi.liyanage@ndbbank.com	Kalutara	*7305	Other	I switch logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 10:21:13
ndbbank.com Completed the issue 89760	Completed	ndbbank.com	2018-08-10 15:04:23
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89761	2018/08/10	chathuranga.sadeep@ndbbank.com	null	42008	Fix network Cable	Fix network Cable	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-10 10:21:33
ndbbank.com Completed the issue 89761	Done.	ndbbank.com	2018-08-10 16:43:07
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89762	2018/08/10	Chalani.Lokugamage@ndbbank.com	null	42035	Fxa receiving issue (EDC)	Fxa receiving issue (EDC)	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-10 10:24:08
ndbbank.com Completed the issue 89762	Done.	ndbbank.com	2018-08-10 16:43:56
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89763	2018/08/10	randeep.chathuranga@ndbbank.com	Matugama	Matugama	Western Union	Western Union certificate	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 10:34:39
ndbbank.com Completed the issue 89763	Job is Completed,.	ndbbank.com	2018-08-10 14:04:41
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89764	2018/08/10	lahiru.udawatte@ndbbank.com	null	*7372	lEXMARK PRINTER TRAY ISSUE INFORM TO E-	lEXMARK PRINTER TRAY ISSUE INFORM	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-10 10:38:28
ndbbank.com Completed the issue 89764	Completed	ndbbank.com	2018-08-13 14:01:57

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89765	2018/08/10	pasan.lakshan@ndbbank.com	Malambe	*7331	Other	NDB baking online cannot logging	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 11:05:12
ndbbank.com Completed the issue 89765	job done	ndbbank.com	2018-08-10 14:49:09
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89766	2018/08/10	krishica.patrick@ndbbank.com	Kotahena	*7323	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 11:11:49
ndbbank.com Completed the issue 89766	job done	ndbbank.com	2018-08-10 14:49:19
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89767	2018/08/10	jananka.fernando@ndbbank.com	Rajagiriya	*7317	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 11:25:18
ndbbank.com Completed the issue 89767	job done	ndbbank.com	2018-08-10 14:49:28
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89768	2018/08/10	Gayathri.Jayasinghe@ndbbank.com	DM	DM	Other	install printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 11:34:45
ndbbank.com Completed the issue 89768	job done	ndbbank.com	2018-08-10 14:49:42
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89769	2018/08/10	naomi.wijegoonewardena@ndbbank.com	Battramulla	4164/4153	Other	mandate scanner installation	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 11:53:29
ndbbank.com Completed the issue 89769	Completed	ndbbank.com	2018-08-10 16:53:15
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89770	2018/08/10	dinesh.nadeeshan@ndbbank.com	DM	4418	PC	USB Issue	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-10 11:53:49
ndbbank.com Completed the issue 89770	Done.	ndbbank.com	2018-08-10 16:45:08
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89771	2018/08/10	kithmini.dahanayake@ndbbank.com	DM	4505	Other	Need to Create PDF file	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-10 11:58:06
ndbbank.com Completed the issue 89771	DOne.	ndbbank.com	2018-08-10 17:19:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89772	2018/08/10	chamila.danandani@ndbbank.com	Kaduwela	Kaduwela	Other	Crib Logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 12:04:21
ndbbank.com Completed the issue 89772	Job is Completed,.	ndbbank.com	2018-08-10 14:04:27
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89773	2018/08/10	sameera.tennekoon@ndbbank.com	Ratnapura	Ratnapura	Other	Crib link is not working	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 13:03:35
ndbbank.com Completed the issue 89773	Job is Completed,.	ndbbank.com	2018-08-10 14:03:41
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89774	2018/08/10	thivya.balakrishnan@ndbbank.com	DM	4103	Other	O 365 Logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 13:12:26
ndbbank.com Completed the issue 89774	Job is Completed,.	ndbbank.com	2018-08-10 14:04:12
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89775	2018/08/10	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Printer	Need to add Lexmark printer	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 13:17:47
ndbbank.com Completed the issue 89775	Job is Completed,.	ndbbank.com	2018-08-10 14:03:56
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89776	2018/08/10	Renuke.Perera@ndbbank.com	HO	HO	PC	Need to install Microsoft Power	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 13:42:53
ndbbank.com Completed the issue 89776	Job is Completed,.	ndbbank.com	2018-08-10 16:44:29
Renuke.Perera Confirmed the issue 89776	thanks	Renuke.Perera	2018-08-13 07:22:47

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89777	2018/08/10	Achala.Fonseka@ndbbank.com	null	4363	Printer is not workimg	Printer is not workimg	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-10 13:56:51
ndbbank.com Completed the issue 89777	Changed the Maintanance Unite	ndbbank.com	2018-08-10 17:19:59
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89778	2018/08/10	sampath.kapuge@ndbbank.com	Narehenpita	0112 369 580	Western Union	Wu logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 14:06:43
ndbbank.com Completed the issue 89778	Completed	ndbbank.com	2018-08-10 15:29:40

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:31

89779 | 2018/08/10 | thilini.kariyawasam@ndbbank.com | Kaduruwela | *7305 | Western Union | WU logging issue | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 14:21:42
ndbbank.com Completed the issue 89779	Completed	ndbbank.com	2018-08-10 15:30:27
Closed By System	Closed By System	System	2018-08-14 05:10:31

89780 | 2018/08/10 | thanuka.perera@ndbbank.com | null | *7317 | Lexmark printer tray issue inform to E- | Lexmark printer tray issue inform | Software | ifam@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-10 14:31:36
ifam Commented the issue 89780	job ref number : 18081097	ifam	2018-08-10 14:46:24
ndbbank.com Completed the issue 89780	job done	ndbbank.com	2018-08-13 12:31:38
Closed By System	Closed By System	System	2018-08-17 05:10:26

89781 | 2018/08/10 | virajini.gomas@ndbbank.com | Nawalapitiya | *7365 | Other | email locked | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 14:35:42
ndbbank.com Completed the issue 89781	Completed	ndbbank.com	2018-08-10 15:29:18
Closed By System	Closed By System	System	2018-08-14 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89782	2018/08/10	sajini.sewwandi@ndbbank.com	Matara	*7302	Other	email logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 14:45:44
ndbbank.com Completed the issue 89782	Completed	ndbbank.com	2018-08-10 16:53:40
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89783	2018/08/10	Valary.Vimalakumara@ndbbank.com	HO	HO	Other	C drive is full	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 15:35:55
ndbbank.com Completed the issue 89783	job done	ndbbank.com	2018-08-10 16:52:09
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89784	2018/08/10	aravinthan.thanuraj@ndbbank.com	HOB	HOB	Other	Lotus issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 15:40:39
ndbbank.com Completed the issue 89784	job done	ndbbank.com	2018-08-10 16:52:19
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89785	2018/08/10	thilina.jayalath@ndbbank.com	Matale	Matale	Printer	Need to install Wincor Printer	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 15:42:09
ndbbank.com Completed the issue 89785	Job is Completed,.	ndbbank.com	2018-08-10 16:21:43

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-14 05:10:31

89786 2018/08/10 stephanie.fernando@ndbbank.com Old Moor | Old Moor | PC | PC is getting stuck | Software | Thilina@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 15:57:48
ndbbank.com Completed the issue 89786	Job is Completed,.	ndbbank.com	2018-08-10 16:49:22
Closed By System	Closed By System	System	2018-08-14 05:10:31

89787 2018/08/10 Dinesh.Fernando@ndbbank.com DM | DM | Printer | Need to install canon Printer | Software | Thilina@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 16:23:39
ndbbank.com Completed the issue 89787	Job is Completed,.	ndbbank.com	2018-08-10 16:44:08
Closed By System	Closed By System	System	2018-08-14 05:10:32

89788 2018/08/10 Ashani.Wijerathna@ndbbank.com Malambe | 51133 | Other | NDB online bank logging issue | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 16:26:14
ndbbank.com Completed the issue 89788	Completed	ndbbank.com	2018-08-10 16:53:56
Closed By System	Closed By System	System	2018-08-14 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89789	2018/08/10	charitha.ruwanpura@ndbbank.com	Galle	*7307	Other	Crib issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 16:37:27
ndbbank.com Completed the issue 89789	job done	ndbbank.com	2018-08-10 16:52:29
Closed By System	Closed By System	System	2018-08-14 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89790	2018/08/10	rochana.bandara@ndbbank.com	DHPL	DHPL	Printer	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 16:39:52
ndbbank.com Completed the issue 89790	job done	ndbbank.com	2018-08-10 16:52:38
Closed By System	Closed By System	System	2018-08-14 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89791	2018/08/10	janitha.jayawardana@ndbbank.com	DM	4279	Other	Configure HDFC Platform	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-10 16:52:40
Mahendra.Premathilaka Commented the issue 89791	Waiting for Confirmation Code. from HDFC	Mahendra.Premathilaka	2018-08-10 17:20:42
ndbbank.com Completed the issue 89791	User on Annual Leave.	ndbbank.com	2018-08-14 16:08:52
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89792	2018/08/10	amali.dissanayake@ndbbank.com	DM	4115	PC	HDD is not working	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-10 16:53:22

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Mahendra.Premathilaka Commented the issue 89792	PC Checking.	Mahendra.Premathilaka	2018-08-10 17:20:19
Mahendra.Premathilaka Commented the issue 89792	PS Sent to Nawam mawatha	Mahendra.Premathilaka	2018-08-13 10:21:41
ndbbank.com Completed the issue 89792	Changed the Hard Disk and PC Installed. And Cannot recover the	ndbbank.com	2018-08-14 13:07:23
Closed By System	Closed By System	System	2018-08-20 05:10:32

| 89793 | 2018/08/10 | saminda.munasinghe@ndbbank.com | Kolpity | *7327 | Other | low disc space in c drive | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 16:57:22
ndbbank.com Completed the issue 89793	Completed	ndbbank.com	2018-08-13 09:27:47
Closed By System	Closed By System	System	2018-08-17 05:10:26

| 89794 | 2018/08/13 | piyumini.hewage@ndbbank.com | DM | 4514 | Other | GX reporter logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:36:15
ndbbank.com Completed the issue 89794	Completed	ndbbank.com	2018-08-13 14:27:14
Closed By System	Closed By System	System	2018-08-17 05:10:26

| 89795 | 2018/08/13 | buddhi.harshanatha@ndbbank.com | HO | 3709 | Windows XP/2000 | [UP13005]UPS alarming, Inform | Hardware | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:37:58
ndbbank.com Completed the issue 89795	Completed	ndbbank.com	2018-08-14 11:09:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89796	2018/08/13	hermaine.fernando@ndbbank.com	HO	35203	PC	PC logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:38:44
ndbbank.com Completed the issue 89796	Completed	ndbbank.com	2018-08-13 14:27:39
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89797	2018/08/13	gayani.ramanathanpulle@ndbbank.com	KATANA	KATANA	Other	O356 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:40:26
ndbbank.com Completed the issue 89797	Completed	ndbbank.com	2018-08-13 16:19:19
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89798	2018/08/13	amila.priyasad@ndbbank.com	HO	3272	Other	Mouse issue	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:41:10
ndbbank.com Completed the issue 89798	Completed	ndbbank.com	2018-08-13 14:28:03
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89799	2018/08/13	amila.bandara@ndbbank.com	HO	3272	Other	Mouse issue	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:41:19
ndbbank.com Completed the issue 89799	send usb mouse , Completed	ndbbank.com	2018-08-13 16:20:03
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89800	2018/08/13	noel.pitchai@ndbbank.com	HO	4155	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:45:32
ndbbank.com Completed the issue 89800	Completed	ndbbank.com	2018-08-13 16:19:03
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89801	2018/08/13	hasith.wanniarachchi@ndbbank.com	null	0112 369 580	lexmark printer issue,inform to E-	lexmark printer issue,inform to	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-13 08:48:45
ndbbank.com Completed the issue 89801	Completed	ndbbank.com	2018-08-14 13:26:58
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89802	2018/08/13	thanushka.anjalee@ndbbank.com	Narammala	Narammala	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:51:57
ndbbank.com Completed the issue 89802	Completed	ndbbank.com	2018-08-13 16:33:44

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date & Time
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89803	2018/08/13	janaka.nonis@ndbbank.com	HO	35337	Other	startup repair running on	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:05:04
ndbbank.com Completed the issue 89803	Completed	ndbbank.com	2018-08-13 16:32:51
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89804	2018/08/13	indrajith.nanayakkara@ndbbank.com	HO	3249	PC	Need to Activate Windows	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-13 09:06:00
ndbbank.com Completed the issue 89804	Job is Completed,.	ndbbank.com	2018-08-14 16:24:45
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89805	2018/08/13	chavindi.amarasekara@ndbbank.com	HO	34137	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:13:37
ndbbank.com Completed the issue 89805	Completed	ndbbank.com	2018-08-13 16:33:07
Closed By System	Closed By System	System	2018-08-17 05:10:26

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89806	2018/08/13	charitha.ruwanpura@ndbbank.com	HO	34137	Other	CRIB logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:15:03
ndbbank.com Completed the issue 89806	Completed	ndbbank.com	2018-08-13 16:20:25
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89807	2018/08/13	chamara.jayasinghe@ndbbank.com	Kandy	Kandy	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:21:27
ndbbank.com Completed the issue 89807	Completed	ndbbank.com	2018-08-13 16:40:57
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89808	2018/08/13	vimukthi.warnasooriya@ndbbank.com	Malabe	Malabe	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:22:00
ndbbank.com Completed the issue 89808	Completed	ndbbank.com	2018-08-13 16:32:08
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89809	2018/08/13	shehan.jayasinghe@ndbbank.com	HO	31374	PC	PC slow	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:27:42
ndbbank.com Completed the issue 89809	clear temp files , Completed	ndbbank.com	2018-08-13 16:37:01

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-17 05:10:26

89810 2018/08/13 shemain.pietersz@ndbbank.com Kolpity   Kolpity Brnch Other   Unable to access X,Y drive   Software   wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:32:43
ndbbank.com Completed the issue 89810	Completed	ndbbank.com	2018-08-13 16:33:27
Closed By System	Closed By System	System	2018-08-17 05:10:26

89811 2018/08/13 renuka.gamage@ndbbank.com   Aluthgama   Aluthgama   Other   Mouse not working Hardware   wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:38:03
wasim.akram Commented the issue 89811	send mouse	wasim.akram	2018-08-13 16:41:55
ndbbank.com Completed the issue 89811	Completed	ndbbank.com	2018-08-14 13:53:54
Closed By System	Closed By System	System	2018-08-20 05:10:32

89812 2018/08/13 limasha.prashanjalee@ndbbank.com Katunayake   Katunayake   Other   Workflow system issue   Software   wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:55:22
ndbbank.com Completed the issue 89812	Completed	ndbbank.com	2018-08-13 16:34:11
Closed By System	Closed By System	System	2018-08-17 05:10:26

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89813	2018/08/13	iroshika.demel@ndbbank.com	Narehenpita	Narehenpita	MS office	excel document getting stuck	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:58:34
ndbbank.com Completed the issue 89813	Completed	ndbbank.com	2018-08-13 16:48:31
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89814	2018/08/13	harshani.karunarathne@ndbbank.com	HO	31347	Other	lanka pay loging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:09:34
ndbbank.com Completed the issue 89814	Completed	ndbbank.com	2018-08-13 16:45:34
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89815	2018/08/13	iroshika.demel@ndbbank.com	HO	36305	MS office	Excel document getting stuck/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:09:36
ndbbank.com Completed the issue 89815	Completed	ndbbank.com	2018-08-13 16:49:16
Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89816	2018/08/13	sritharan.ilankesan@ndbbank.com	Vavunia	Vavunia	Other	CRIB opening issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:10:40
ndbbank.com Completed the issue 89816	Completed	ndbbank.com	2018-08-13 16:44:53

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-17 05:10:26

| 89817 | 2018/08/13 | tharushi.peshala@ndbbank.com | DM | 42052 | Printer | Create Scan Profile | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-13 10:21:17
ndbbank.com Completed the issue 89817	Done.	ndbbank.com	2018-08-13 12:15:31
Closed By System	Closed By System	System	2018-08-17 05:10:26

| 89818 | 2018/08/13 | aruran.veeraiyah@ndbbank.com | Chavakachcheri | Chavakachcheri | Other | [UP15013]UPS not working, Inform | Hardware | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 10:22:12
ndbbank.com Completed the issue 89818	job done	ndbbank.com	2018-08-14 16:20:25
Closed By System	Closed By System	System	2018-08-20 05:10:32

| 89819 | 2018/08/13 | saranga.senadheera@ndbbank.com | DM | 4327 | PC | SLIP PC is not working | Hardware | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-13 10:23:47
Mahendra.Premathilaka Commented the issue 89819	PC checked, Issue with Power supply. PC Sent to Nawam mawatha.	Mahendra.Premathilaka	2018-08-13 12:16:23
Mahendra.Premathilaka Commented the issue 89819	Installed temp PC.	Mahendra.Premathilaka	2018-08-14 13:08:59
ndbbank.com Completed the issue 89819	PC Received. and Fixed.	ndbbank.com	2018-08-14 16:39:52
Closed By System	Closed By System	System	2018-08-20 05:10:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89820	2018/08/13	Charith.Jayarathne@ndbbank.com	Matugama	*7349	Printer	need to install passbook printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:31:02
ndbbank.com Completed the issue 89820	Completed	ndbbank.com	2018-08-13 16:49:57
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89821	2018/08/13	chathura.rankothge@ndbbank.com	Trincomalee	Trincomalee	Other	[UP09005]UPS not working, Inform	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:31:32
wasim.akram Commented the issue 89821	job is still pending, informed to Energy Net Pvt Ltd(Verbally and	wasim.akram	2018-08-14 16:23:34
indrajith.nanayakkara Commented on the issue	This job completed. User confirmation received. Need to be	indrajith.nanayakkara	2018-08-15 09:12:07
ndbbank.com Completed the issue 89821	Completed	ndbbank.com	2018-08-15 09:19:06
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89822	2018/08/13	kogilapriya.senathirajah@ndbbank.com	Wattala	Wellawatta	Other	T24 slow	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:41:12
ndbbank.com Completed the issue 89822	Completed	ndbbank.com	2018-08-13 16:50:21
Closed By System	Closed By System	System	2018-08-17 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89823	2018/08/13	thilini.kariyawasam@ndbbank.com	Kaduruwela	Kaduruwela	Other	document updating issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:58:02
ndbbank.com Completed the issue 89823	Completed	ndbbank.com	2018-08-13 16:46:00
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89824	2018/08/13	sentoran.shanmugeswaran@ndbbank.com	Marine Drive	52203	Other	Kaspersky update message appearing	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 11:06:26
ndbbank.com Completed the issue 89824	Completed	ndbbank.com	2018-08-13 16:48:00
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89825	2018/08/13	gnanachandran.anuraj@ndbbank.com	Akkaraipattu	Akkaraipattu	Other	Unable to find previous mail/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 11:41:39
ndbbank.com Completed the issue 89825	Completed	ndbbank.com	2018-08-13 16:55:15
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89826	2018/08/13	sellaiah.saraweswaran@ndbbank.com	Manipai	Manipai	Other	PC slow/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 11:42:21
ndbbank.com Completed the issue 89826	Completed	ndbbank.com	2018-08-13 16:52:15

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-17 05:10:27

89827   2018/08/13 shehan.jeevantha@ndbbank.com HO   31367   PC   PC is not working Hardware   Thilina@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-13 11:43:14
ndbbank.com Completed the issue 89827	This was delay due to no temp PC to sent.	ndbbank.com	2018-08-14 16:25:56
Closed By System	Closed By System	System	2018-08-20 05:10:32

89828   2018/08/13 piumi.hansika@ndbbank.com   HO   31231   Other   IP change   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 11:53:21
ndbbank.com Completed the issue 89828	Completed	ndbbank.com	2018-08-13 16:51:51
Closed By System	Closed By System	System	2018-08-17 05:10:27

89829   2018/08/13 dulanji.ukwatta@ndbbank.com HO   31231   Other   IP change   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 11:53:30
ndbbank.com Completed the issue 89829	Completed	ndbbank.com	2018-08-14 13:28:34
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89830	2018/08/13	shera.hassen@ndbbank.com	null	4158	Cannot open Some PDF Document	Cannot open Some PDF Document	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-13 12:14:52
ndbbank.com Completed the issue 89830	Done.	ndbbank.com	2018-08-14 16:09:09
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89831	2018/08/13	Lakshan.Madhuranga@ndbbank.com	null	43063	SLIP System is not working	SLIP System is not working	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-13 12:17:36
ndbbank.com Completed the issue 89831	Done.	ndbbank.com	2018-08-14 16:09:24
Closed By System	Closed By System	System	2018-08-20 05:10:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89832	2018/08/13	sameera.tennekoon@ndbbank.com	Ratnapura	*7308	Other	Crib issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 12:20:58
ndbbank.com Completed the issue 89832	job done	ndbbank.com	2018-08-13 12:30:49
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89833	2018/08/13	Piumi.Gamanayake@ndbbank.com	Kadawata	*7326	Other	Onepass issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 12:37:10
ndbbank.com Completed the issue 89833	job done	ndbbank.com	2018-08-13 16:53:25

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-17 05:10:27

89834 | 2018/08/13 | thiwanka.rajapaksha@ndbbank.com | DM | 43040 | Other | Cannot get Printouts from | Software | Mahendra.Premathilaka@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-13 12:57:14
ndbbank.com Completed the issue 89834	Done.	ndbbank.com	2018-08-14 16:09:56
Closed By System	Closed By System	System	2018-08-20 05:10:33

89835 | 2018/08/13 | charitha.jinani@ndbbank.com | Ja-Ela | Ja-Ela | Lotus | Lotus logging issue | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 13:00:17
ndbbank.com Completed the issue 89835	Completed	ndbbank.com	2018-08-13 16:50:56
Closed By System	Closed By System	System	2018-08-17 05:10:27

89836 | 2018/08/13 | uditha.devinda@ndbbank.com | Kandana | Kandana | Western Union | Need to add western Union | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 13:15:31
ndbbank.com Completed the issue 89836	Completed	ndbbank.com	2018-08-13 16:50:40
Closed By System	Closed By System	System	2018-08-17 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89837	2018/08/13	gihan.ekanayaka@ndbbank.com	Malambe	51415	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 13:28:42
ndbbank.com Completed the issue 89837	Completed	ndbbank.com	2018-08-13 16:51:12
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89838	2018/08/13	nadeesha.wijewardena@ndbbank.com	Rajagiriya	*7317	Other	Rate system not opening	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 13:29:06
ndbbank.com Completed the issue 89838	job done	ndbbank.com	2018-08-13 16:53:36
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89839	2018/08/13	rasika.sandamali@ndbbank.com	HO	35122	Printer	printer IP need to check	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-13 14:10:51
ndbbank.com Completed the issue 89839	Job is Completed,.	ndbbank.com	2018-08-14 16:27:12
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89840	2018/08/13	kanchana.attanayake@ndbbank.com	HO	35312	Other	GX system issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 14:11:06
ndbbank.com Completed the issue 89840	Completed	ndbbank.com	2018-08-14 13:52:47

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:33

| 89841 | 2018/08/13 | nuwan.jayathilake@ndbbank.com | Aluthgama | Aluthgama | Other | Need to add a document scanner | Hardware | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 14:57:21
ndbbank.com Completed the issue 89841	Completed	ndbbank.com	2018-08-14 13:53:34
Closed By System	Closed By System	System	2018-08-20 05:10:33

| 89842 | 2018/08/13 | charitha.ruwanpura@ndbbank.com | Galle | Galle | Other | T24- login issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 15:01:07
ndbbank.com Completed the issue 89842	Completed	ndbbank.com	2018-08-13 16:55:00
Closed By System	Closed By System	System	2018-08-17 05:10:27

| 89843 | 2018/08/13 | sasini.tharindrika@ndbbank.com | HO | 50209 | Other | Data scanning images unable to | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 15:14:59
ndbbank.com Completed the issue 89843	Completed	ndbbank.com	2018-08-14 13:54:35
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89844	2018/08/13	natasha.perera@ndbbank.com	HO	31364	Lotus	Need to configure lotus notes	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 15:30:18
ndbbank.com Completed the issue 89844	job done	ndbbank.com	2018-08-13 16:53:47
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89845	2018/08/13	pemali.rickshani@ndbbank.com	null	3953	lexmark printer issue,inform to E-	lexmark printer issue,inform to	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-13 15:56:21
ndbbank.com Completed the issue 89845	Completed	ndbbank.com	2018-08-14 13:56:33
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89846	2018/08/13	ashma.dain@ndbbank.com	null	3419	Konica printer issue	Konica printer issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-13 16:05:10
ndbbank.com Completed the issue 89846	job done	ndbbank.com	2018-08-13 16:53:57
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89847	2018/08/13	indrajith.nanayakkara@ndbbank.com	HO	3224	Other	Sinhala font installation/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 16:05:57
ndbbank.com Completed the issue 89847	job done	ndbbank.com	2018-08-13 16:54:32

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89848	2018/08/13	kanagarajh.sajeevakumar@ndbbank.com	Kolpity	50204	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 16:24:30
ndbbank.com Completed the issue 89848	Completed	ndbbank.com	2018-08-14 13:30:16
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89849	2018/08/13	it.helpdesk@ndbbank.com	HO	HO	Other	Sinhala Font installation	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 16:34:42
ndbbank.com Completed the issue 89849	job done	ndbbank.com	2018-08-13 16:54:45
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89850	2018/08/13	kithmini.mallimarachchi@ndbbank.com	Ja-Ela	Ja-Ela	Lotus	Need to configure lotus notes/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 16:42:36
ndbbank.com Completed the issue 89850	Completed	ndbbank.com	2018-08-14 13:52:30
Closed By System	Closed By System	System	2018-08-20 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89851	2018/08/13	shehan.jeevantha@ndbbank.com	HO	31362	MS office	Need to uninstall kingsoft	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 16:46:37
ndbbank.com Completed the issue 89851	Completed	ndbbank.com	2018-08-14 13:51:51
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89852	2018/08/13	shehan.jeevantha@ndbbank.com	HO	31362	MS office	Need to install MS Office 2010/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 16:46:49
ndbbank.com Completed the issue 89852	Completed	ndbbank.com	2018-08-14 13:36:16
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89853	2018/08/13	Hashani.Imalshika@ndbbank.com	DM	42035	Other	Configure Data Scan Online	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-13 16:49:56
ndbbank.com Completed the issue 89853	Done.	ndbbank.com	2018-08-14 16:10:06
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89854	2018/08/13	Chalani.Senanayake@ndbbank.com	HEAD OFFICE	36102	Other	Cannot go to google chrome	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 16:53:06
ndbbank.com Completed the issue 89854	job done	ndbbank.com	2018-08-13 16:55:01

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89855	2018/08/13	indrajith.nanayakkara@ndbban k.com	Wattala	Wattala	Other	Need to copy Kaspersky	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-13 17:02:16
ndbbank.com Completed the issue 89855	Job is Completed,.	ndbbank.com	2018-08-14 16:27:27
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89856	2018/08/13	Nireksha.Amaraweera@ndbbank. com	Piliyandala	*7322	Printer	Add the wincore printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 17:04:41
ndbbank.com Completed the issue 89856	job done	ndbbank.com	2018-08-14 16:20:55
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89857	2018/08/13	Nireksha.Amaraweera@ndbbank. com	Piliyandala	*7322	Printer	Add the wincore printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 17:05:02
ndbbank.com Completed the issue 89857	job done	ndbbank.com	2018-08-14 16:21:15
Closed By System	Closed By System	System	2018-08-20 05:10:33

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89858	2018/08/13	Nireksha.Amaraweera@ndbbank.com	Piliyandala	*7322	Printer	Add the wincore printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 17:06:05
ndbbank.com Completed the issue 89858	job done	ndbbank.com	2018-08-14 16:21:33
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89859	2018/08/13	charitha.ruwanpura@ndbbank.com	Galle	Galle	PC	Crib logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-13 17:38:04
ndbbank.com Completed the issue 89859	Job is Completed,.	ndbbank.com	2018-08-14 16:27:43
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89860	2018/08/13	praveen.ranasinghe@ndbbank.com	Malambe	Malabe-DR Site-User	Printer	Need to add Konica printer	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-13 17:44:59
ndbbank.com Completed the issue 89860	Job is Completed,.	ndbbank.com	2018-08-14 16:27:57
Closed By System	Closed By System	System	2018-08-20 05:10:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89861	2018/08/14	Udari.Jayasundara@ndbbank.com	Kolpitym	Kollupitiya Autofinance	MS office	Need to install MS office	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 08:32:50
ndbbank.com Completed the issue 89861	Job is Completed.,	ndbbank.com	2018-08-15 16:26:52

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89862	2018/08/14	dilshani.desilva@ndbbank.com	Marine Drive	52207	Other	Mouse not working	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 08:43:12
ndbbank.com Completed the issue 89862	Completed	ndbbank.com	2018-08-14 16:06:04
dilshani.desilva Confirmed the issue 89862		dilshani.desilva	2018-08-15 09:51:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89863	2018/08/14	Udari.Jayasundara@ndbbank.com	HO	HO	MS office	Need to install MS Office	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 08:44:20
ndbbank.com Completed the issue 89863	Job is Completed.,	ndbbank.com	2018-08-15 16:27:40
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89864	2018/08/14	Shaine.Silva@ndbbank.com	Kolpity	Kolpity	MS office	Need to install MS office	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 08:56:39
ndbbank.com Completed the issue 89864	Job is Completed.,	ndbbank.com	2018-08-15 16:27:55
Closed By System	Closed By System	System	2018-08-20 05:10:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89865	2018/08/14	charitha.jayamini@ndbbank.com	Nattandiya Branch	Nattandiya	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 08:59:44
ndbbank.com Completed the issue 89865	Completed	ndbbank.com	2018-08-14 16:05:45
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89866	2018/08/14	charitha.jayamini@ndbbank.com	Nattandiya Branch	Nattandiya	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 08:59:54
ndbbank.com Completed the issue 89866	Completed	ndbbank.com	2018-08-14 16:05:26
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89867	2018/08/14	sachithri.swarnamalie@ndbbank.com	Marine Drive	Marine Drive	Other	Mandate scanning issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 09:01:09
ndbbank.com Completed the issue 89867	Completed	ndbbank.com	2018-08-14 13:57:58
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89868	2018/08/14	shani.jayakody@ndbbank.com	Malabe-DR Site-User	malabe DR site	Other	O 365 logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 09:04:38
ndbbank.com Completed the issue 89868	Job is Completed.,	ndbbank.com	2018-08-15 16:29:02

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89869	2018/08/14	anjalee.silva@ndbbank.com	Kolpity	*7327	Other	C drive no space	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:12:42
ndbbank.com Completed the issue 89869	job done	ndbbank.com	2018-08-14 16:21:54
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89870	2018/08/14	noel.pitchai@ndbbank.com	DM	4155	Printer	Need to add a printer/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:16:42
ndbbank.com Completed the issue 89870	job done	ndbbank.com	2018-08-15 09:40:37
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89871	2018/08/14	Rosemery.Chandrasekera@ndbbank.com	Maharagama	*7318	Other	T24 logging issue /M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:19:43
ndbbank.com Completed the issue 89871	job done	ndbbank.com	2018-08-15 09:40:57
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89872	2018/08/14	deshani.alahakoon@ndbbank.com	Borelesgamuwa - Ext	Borelesgamuwa - Ext	Other	Westernunion issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com	No Comments	Ifam	2018-08-14 09:21:59
ndbbank.com Completed the issue 89872	job done	ndbbank.com	2018-08-15 15:11:26
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89873	2018/08/14	malith.thalagala@ndbbank.com	Nawalapitiya	Nawalapitiya	Other	Cloud logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com	No Comments	Ifam	2018-08-14 09:25:48
ndbbank.com Completed the issue 89873	job done	ndbbank.com	2018-08-15 15:12:05
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89874	2018/08/14	Noel.Pitchai@ndbbank.com	DM	4155	Printer	Printer driver installation/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com	No Comments	Ifam	2018-08-14 09:28:28
ndbbank.com Completed the issue 89874	job done	ndbbank.com	2018-08-15 15:12:24
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89875	2018/08/14	Noel.Pitchai@ndbbank.com	DM	DM	Printer	Install printer	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com	No Comments	Udayana.Wanigasekara	2018-08-14 09:32:39
ndbbank.com Completed the issue 89875	completed	ndbbank.com	2018-08-14 11:37:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89876	2018/08/14	dasuni.shavera@ndbbank.com	Kolpity Recoveries	50317	Other	PC is not working	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 09:33:50
ndbbank.com Completed the issue 89876	Job is Completed,.	ndbbank.com	2018-08-17 16:50:48
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89877	2018/08/14	Noel.Pitchai@ndbbank.com	DM	DM	Other	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:35:33
ndbbank.com Completed the issue 89877	job done	ndbbank.com	2018-08-15 15:12:53
Closed By System	Closed By System	System	2018-08-20 05:10:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89878	2018/08/14	chalithya.senavirathna@ndbbank.com	KATANA	KATANA	Printer	Need to add a printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 09:38:44
ndbbank.com Completed the issue 89878	Completed	ndbbank.com	2018-08-14 16:06:21
Closed By System	Closed By System	System	2018-08-20 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89879	2018/08/14	chamila.danandani@ndbbank.com	Kaduwela	*7361	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:41:21
ndbbank.com Completed the issue 89879	job done	ndbbank.com	2018-08-15 15:13:21
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89880	2018/08/14	gihan.thennakoon@ndbbank.com	Anuradapura	Anuradapura	Other	CRIB logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:42:55
ndbbank.com Completed the issue 89880	job done	ndbbank.com	2018-08-15 15:13:48
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89881	2018/08/14	gihan.thennakoon@ndbbank.com	Anuradapura	Anuradapura	Other	CRIB logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 09:52:37
ndbbank.com Completed the issue 89881	Completed	ndbbank.com	2018-08-14 16:06:38
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89882	2018/08/14	thushari.chathurika@ndbbank.com	Kuliyapitiya	*7345	Other	PC is slow	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:57:35
ndbbank.com Completed the issue 89882	job done	ndbbank.com	2018-08-15 15:14:05

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89883	2018/08/14	nadeera.kalpage@ndbbank.com	Ambalangoda	Ambalanthota	Other	Unable to take printouts/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:03:38
ndbbank.com Completed the issue 89883	job done	ndbbank.com	2018-08-15 15:14:34
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89884	2018/08/14	ayesha.senanayake@ndbbank.com	HO	3410	Printer	Unable to take printouts	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 10:12:14
ndbbank.com Completed the issue 89884	install printer driver	ndbbank.com	2018-08-14 16:34:36
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89885	2018/08/14	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	MS office	MS Office 2010 installation/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:12:18
ndbbank.com Completed the issue 89885	job done	ndbbank.com	2018-08-15 15:14:53
Closed By System	Closed By System	System	2018-08-20 05:10:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89886	2018/08/14	madushika.yudaganawa@ndbbank.com Nawam Branch	Nawam Branch	Other		O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 10:13:51
ndbbank.com Completed the issue 89886	Completed	ndbbank.com	2018-08-14 16:06:54
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89887	2018/08/14	lakshika.dayananda@ndbbank.com	Dambulla	Dambulla	Other		Workflow scanning issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:15:29
ndbbank.com Completed the issue 89887	job done	ndbbank.com	2018-08-15 15:15:40
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89888	2018/08/14	shakthi.hiranya@ndbbank.com	DM	DM	Other		O365 mail locked/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:17:44
ndbbank.com Completed the issue 89888	job done	ndbbank.com	2018-08-15 15:16:02
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89889	2018/08/14	pamuditha.goonathilake@ndbbank.com	Borella	Borella	Other		[UP13009] UPS not working, Inform	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 10:27:35
ndbbank.com Completed the issue 89889	Completed	ndbbank.com	2018-08-15 09:21:29

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89890	2018/08/14	anjalee.fernando@ndbbank.com	Narammala	Narammala	Western Union	Western Union logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 10:28:57
ndbbank.com Completed the issue 89890	Completed	ndbbank.com	2018-08-14 16:05:06
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89891	2018/08/14	roshan.sooriyaarachchi@ndbbank.com	Matugama	Matugama	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:29:16
ndbbank.com Completed the issue 89891	job done	ndbbank.com	2018-08-15 15:36:54
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89892	2018/08/14	hiruna.perera@ndbbank.com	HO	HO	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:36:39
ndbbank.com Completed the issue 89892	job done	ndbbank.com	2018-08-15 15:37:17
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89893	2018/08/14	thusitha.jayalath@ndbbank.com	null	4455	Need to update IE to ver 11 (NB15030)	Need to update IE to ver 11	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-14 10:49:04
Mahendra.Premathilaka Commented the issue 89893	User busy.	Mahendra.Premathilaka	2018-08-15 16:28:38
ndbbank.com Completed the issue 89893	Installed.	ndbbank.com	2018-08-16 15:46:03
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89894	2018/08/14	muditha.perera@ndbbank.com	Kadawata	Kadawata	Other	Need to configure lotus notes/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 10:51:00
ndbbank.com Completed the issue 89894	Completed	ndbbank.com	2018-08-14 16:07:16
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89895	2018/08/14	Jeevantha.Fernando@ndbbank.com	HO	HO	Other	Data scan issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:58:47
ndbbank.com Completed the issue 89895	job done	ndbbank.com	2018-08-15 15:42:36
Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89896	2018/08/14	harshani.karunarathne@ndbbank.com	HO	31347	Other	LankaPay logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 11:02:24

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89896	Completed	ndbbank.com	2018-08-15 09:19:17
Closed By System	Closed By System	System	2018-08-20 05:10:36

| 89897 | 2018/08/14 | indrajith.nanayakkara@ndbbank.com | HO | 3249 | PC | Need to Copy Local Softwares | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 11:07:07
ndbbank.com Completed the issue 89897	Job is Completed.,	ndbbank.com	2018-08-15 16:29:25
Closed By System	Closed By System	System	2018-08-20 05:10:36

| 89898 | 2018/08/14 | isuru.prabath@ndbbank.com | HO | HO | Other | Install fonts | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 11:07:10
ndbbank.com Completed the issue 89898	job done	ndbbank.com	2018-08-15 15:43:17
Closed By System	Closed By System	System	2018-08-20 05:10:36

| 89899 | 2018/08/14 | hasitha.samarasinghe@ndbbank.com | DM | 4281 | Other | FXall system is not working | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-14 11:09:55
Mahendra.Premathilaka Commented the issue 89899	Need to Check With Network Team,	Mahendra.Premathilaka	2018-08-14 16:14:18
Mahendra.Premathilaka Commented the issue 89899	User busy.	Mahendra.Premathilaka	2018-08-15 16:29:43
Mahendra.Premathilaka Commented the issue 89899	Software Reinstalled. and checked with network team. Need to verify	Mahendra.Premathilaka	2018-08-16 15:47:45

Helpdesk Jobs Summery Report

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
indrajith.nanayakkara Commented on the issue	Waiting for user confirmation.	indrajith.nanayakkara	2018-08-20 09:28:10
Mahendra.Premathilaka Commented the issue 89899	User Busy.	Mahendra.Premathilaka	2018-08-20 15:58:40
Mahendra.Premathilaka Commented the issue 89899	User Promised to Confirm there Login Credential on Today.	Mahendra.Premathilaka	2018-08-21 08:45:50
Mahendra.Premathilaka Commented the issue 89899	We have an old version of this application, Need to update	Mahendra.Premathilaka	2018-08-21 13:29:18
Mahendra.Premathilaka Commented the issue 89899	Called user, to Check whether link was received or not.	Mahendra.Premathilaka	2018-08-23 08:43:00
indrajith.nanayakkara Commented on the issue	Contact user to check the issue. But he was busy and ask me to	indrajith.nanayakkara	2018-08-23 09:10:09
Mahendra.Premathilaka Commented the issue 89899	User Busy too.due to another user in Annual Leave. Job will close	Mahendra.Premathilaka	2018-08-23 10:35:54
ndbbank.com Completed the issue 89899		ndbbank.com	2018-08-23 10:36:13
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89900	2018/08/14 kv.vinoj@ndbbank.com	HO	36502	Printer	install printer driver	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 11:12:04
ndbbank.com Completed the issue 89900	Completed	ndbbank.com	2018-08-14 16:07:32
ndbbank.com Completed the issue 89900	Completed	ndbbank.com	2018-08-14 16:07:33
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89901	2018/08/14 saranga.perera@ndbbank.com	HO	HO	Other	Net beans ID not working	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 11:37:30
ndbbank.com Completed the issue 89901	Completed	ndbbank.com	2018-08-14 16:07:51

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date & Time
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89902	2018/08/14	nirusha.saluka@ndbbank.com	Matara	Matara	Other	Mobix system logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 11:41:18
ndbbank.com Completed the issue 89902	job done	ndbbank.com	2018-08-15 15:43:41
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89903	2018/08/14	charaka.kalupahanage@ndbbank.com	null	31113	lexmark printer setting changing	lexmark printer setting changing	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-14 11:43:49
ndbbank.com Completed the issue 89903	Completed	ndbbank.com	2018-08-15 16:15:39
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89904	2018/08/14	jothirajan.praba@ndbbank.com	Akkaraipattu	Akkaraipattu	Other	Excel issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 11:44:21
ndbbank.com Completed the issue 89904	job done	ndbbank.com	2018-08-15 15:44:02
Closed By System	Closed By System	System	2018-08-20 05:10:36

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89905	2018/08/14	jothirajan.praba@ndbbank.com	Akkaraipattu	Akkaraipattu	Other	Excel issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 11:55:32
ndbbank.com Completed the issue 89905	job done	ndbbank.com	2018-08-15 15:44:20
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89906	2018/08/14	charitha.ruwanpura@ndbbank.com	Galle	Galle	Other	CRIB logging issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 11:56:43
ndbbank.com Completed the issue 89906	job done	ndbbank.com	2018-08-15 15:44:39
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89907	2018/08/14	chamila.danandani@ndbbank.com	Kaduwelam	*7361	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:11:53
ndbbank.com Completed the issue 89907	job done	ndbbank.com	2018-08-15 15:44:58
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89908	2018/08/14	krishan.niroshan@ndbbank.com	HO	HO	Printer	Add the Printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:13:23
ndbbank.com Completed the issue 89908	job done	ndbbank.com	2018-08-15 15:45:14

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89909	2018/08/14	Shanthi.Priyadarshini@ndbank.com	Kandy	*7306	Other	Onepass issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:18:07
ndbbank.com Completed the issue 89909	job done	ndbbank.com	2018-08-15 15:46:52
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89910	2018/08/14	lahiru.premarathena@ndbbank.com	Nikawaratiya	037-2260191-3	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:33:13
ndbbank.com Completed the issue 89910	job done	ndbbank.com	2018-08-15 15:47:27
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89911	2018/08/14	sahan.k.ranasinghe@ndbbank.com	Old Moor	Old Moor	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:38:54
ndbbank.com Completed the issue 89911	job done	ndbbank.com	2018-08-15 15:46:31
Closed By System	Closed By System	System	2018-08-20 05:10:36

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89912	2018/08/14	saranga.perera@ndbbank.com	HO	HO	Other	NET BEANS install	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:42:32
ndbbank.com Completed the issue 89912	job done	ndbbank.com	2018-08-15 15:47:46
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89913	2018/08/14	gihan.thennakoon@ndbbank.com	Anuradapura	*7312	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:45:31
ndbbank.com Completed the issue 89913	job done	ndbbank.com	2018-08-15 15:48:11
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89914	2018/08/14	neranga.rathnayaka@ndbbank.com	Kalutara	Kalutara	Other	RAM logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 12:49:02
ndbbank.com Completed the issue 89914	Completed	ndbbank.com	2018-08-15 09:19:39
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89915	2018/08/14	uchith.randima@ndbbank.com	Kohuwala	*7333	CITS	Batch assign issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 13:03:49
ndbbank.com Completed the issue 89915	Completed	ndbbank.com	2018-08-15 15:13:51

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89916	2018/08/14	shervin.fernando@ndbbank.com Kaduwela	Kaduwela	Printer		Need to add wincor printer	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 13:09:24
ndbbank.com Completed the issue 89916	Job is Completed.,	ndbbank.com	2018-08-15 16:29:47
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89917	2018/08/14	nuwan.jayathilake@ndbbank.com	Aluthgama	Aluthgama	Other		Need to install document	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 13:12:09
ndbbank.com Completed the issue 89917	job done	ndbbank.com	2018-08-15 15:46:16
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89918	2018/08/14	dhanusha.kekulandala@ndbbank.com	Aluthgama	Aluthgama	Other		O365 mail logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 13:23:55
ndbbank.com Completed the issue 89918	Job is Completed.,	ndbbank.com	2018-08-15 16:32:04
Closed By System	Closed By System	System	2018-08-20 05:10:37

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89919	2018/08/14	pradisha.jayadarini@ndbbank.com	Kandy	Kandy	Other	CRIB logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 13:24:13
ndbbank.com Completed the issue 89919	completed	ndbbank.com	2018-08-14 16:36:04
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89920	2018/08/14	thanuka.perera@ndbbank.com	Rajagiriya	Rajagiriya	Other	CRIB logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 13:36:44
ndbbank.com Completed the issue 89920	Completed	ndbbank.com	2018-08-14 13:57:18
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89921	2018/08/14	poornima.desilva@ndbbank.com	DM	43070	PC	Low disk Space in C Drive	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-14 13:40:36
ndbbank.com Completed the issue 89921	Done. Deleted Temp files.	ndbbank.com	2018-08-14 16:37:31
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89922	2018/08/14	mayoni.siranjitha@ndbbank.com	Kotahena	Kotahena	Other	CRIB logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 13:48:38
ndbbank.com Completed the issue 89922	Job is Completed,.	ndbbank.com	2018-08-14 16:24:09

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:37

| 89923 | 2018/08/14 | rishard.niumudeen@ndbbank.com | Malambe | Malabe | Other | Unable to take printouts | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 14:17:25
ndbbank.com Completed the issue 89923	install printer driver	ndbbank.com	2018-08-15 09:20:35
Closed By System	Closed By System	System	2018-08-20 05:10:37

| 89924 | 2018/08/14 | amal.roy@ndbbank.com | Nawam Branch | Nawam Branch | Western Union | Need to add Western Union | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 14:42:58
ndbbank.com Completed the issue 89924	Completed	ndbbank.com	2018-08-15 09:20:48
Closed By System	Closed By System	System	2018-08-20 05:10:37

| 89925 | 2018/08/14 | pamuditha.goonathilake@ndbbank.com | HO | 34178 | Other | C drive is full | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 15:35:36
ndbbank.com Completed the issue 89925	job done	ndbbank.com	2018-08-15 15:45:33
Closed By System	Closed By System	System	2018-08-20 05:10:37

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89926	2018/08/14	jennifer.buhary@ndbbank.com	HO	36520	Printer	Unable to take printouts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 15:47:05
ndbbank.com Completed the issue 89926	job done	ndbbank.com	2018-08-15 15:45:52
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89927	2018/08/14	nishadi.silva@ndbbank.com	Marine Drive	Marine Drive	MS office	Excel documents getting stuck	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 16:11:12
ndbbank.com Completed the issue 89927	completed	ndbbank.com	2018-08-14 16:36:48
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89928	2018/08/14	sanath.susantha@ndbbank.com	HO	HO	Other	Printer add	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 16:11:29
ndbbank.com Completed the issue 89928	job done	ndbbank.com	2018-08-15 15:43:00
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89929	2018/08/14	dharini.thangarajah@ndbbank.com	Negombo	Negombo	Other	Unable to take printouts	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 16:28:38
ndbbank.com Completed the issue 89929	install printer driver	ndbbank.com	2018-08-15 09:20:11

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89930	2018/08/14	Priyanthi.Fonseka@ndbbank.com	null	3736	lexmark printer need to shif/Madusanka	lexmark printer need to	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-14 16:33:02
ndbbank.com Completed the issue 89930	Completed	ndbbank.com	2018-08-15 09:21:02
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89931	2018/08/14	Melody.Wikramanayake@ndbbank.com	null	3420	HCM logging issue	HCM logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-14 16:34:09
ndbbank.com Completed the issue 89931	Job is Completed.,	ndbbank.com	2018-08-15 16:30:20
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89932	2018/08/14	Rashitha.Perera@ndbbank.com	DHPL	35342	Other	DMS system logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 16:38:10
ndbbank.com Completed the issue 89932	Completed	ndbbank.com	2018-08-15 09:21:47
Closed By System	Closed By System	System	2018-08-20 05:10:37

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89933	2018/08/14	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Printer	Documents scanner installation/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 16:53:25
ndbbank.com Completed the issue 89933	Completed	ndbbank.com	2018-08-15 09:22:30
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89934	2018/08/14	hasanthika.jayawardhana@ndbbank.com	Kuliyapitiya	*7345	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 17:38:45
ndbbank.com Completed the issue 89934	job done	ndbbank.com	2018-08-15 15:15:23
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89935	2018/08/15	harsha.weerarathne@ndbbank.com	HO	3286	Other	DameWare activation	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 08:36:09
ndbbank.com Completed the issue 89935	Completed	ndbbank.com	2018-08-15 09:22:46
Closed By System	Closed By System	System	2018-08-20 05:10:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89936	2018/08/15	imali.gunawardana@ndbbank.com	HO	3654	PC	PC not booting	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-15 08:56:28
ndbbank.com Completed the issue 89936	Job is Completed.,	ndbbank.com	2018-08-15 16:30:08

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89937	2018/08/15	yoga.sajith@ndbbank.com	Aluthgama	Aluthgama	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 09:13:15
ndbbank.com Completed the issue 89937	Completed	ndbbank.com	2018-08-15 09:22:19
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89938	2018/08/15	kavinda.perera@ndbbank.com	Maharagama	Maharagama	Printer	[PD11056]Passbook Printer not	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 09:27:59
ndbbank.com Completed the issue 89938	vendor attend to the job ,, now printer is working fine	ndbbank.com	2018-08-15 16:27:51
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89939	2018/08/15	nuwani.samaraweera@ndbbank.com	Gampola	Gampola	PC	Automatically restarting the PC	Hardware	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-15 09:31:52
ndbbank.com Completed the issue 89939	We will organize a temporary PC as soon as we get new PC stock.	ndbbank.com	2018-08-20 16:05:21
Closed By System	Closed By System	System	2018-08-24 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89940	2018/08/15	shanika.palliyaguruge@ndbban k.com	Pelawatta	Pelawatta	Other	Need to install document	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 09:49:42
ndbbank.com Completed the issue 89940	Completed	ndbbank.com	2018-08-15 15:29:28
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89941	2018/08/15	sankha.perera@ndbbank.com	MtLavinia	MtLavinia	Other	CRIB logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 09:52:19
ndbbank.com Completed the issue 89941	job done	ndbbank.com	2018-08-15 15:48:42
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89942	2018/08/15	indrajith.nanayakkara@ndbban k.com	HO	3249	PC	New OS Installation	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-15 10:09:11
ndbbank.com Completed the issue 89942	Job is Completed.,	ndbbank.com	2018-08-15 16:31:02
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89943	2018/08/15	lahiru.anuththara@ndbbank.co m	Kohuwala	Kohuwala	Printer	Need to add a printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 10:09:42
ndbbank.com Completed the issue 89943	job done	ndbbank.com	2018-08-15 15:49:00

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:38

| 89944 | 2018/08/15 | vihanga.ransasinghe@ndbbank.com | Kottawa Branch | Kottawa | Other | O365 mail logging issue | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 10:11:08
ndbbank.com Completed the issue 89944	job done	ndbbank.com	2018-08-15 15:49:16
Closed By System	Closed By System	System	2018-08-20 05:10:38

| 89945 | 2018/08/15 | praneeth.silva@ndbbank.com | Kohuwala | *7333 | Printer | Add the wincore printer | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 10:27:50
ndbbank.com Completed the issue 89945	job done	ndbbank.com	2018-08-15 15:49:37
Closed By System	Closed By System	System	2018-08-20 05:10:38

| 89946 | 2018/08/15 | chamila.danandani@ndbbank.com | Kaduwela | Kaduwela | Other | CRIB logging issue | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 10:29:16
ndbbank.com Completed the issue 89946	job done	ndbbank.com	2018-08-15 15:50:01
Closed By System	Closed By System	System	2018-08-20 05:10:38

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89947	2018/08/15	kumudari.peiris@ndbbank.com	HO	35130	Other	install azura application	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 10:30:26
ndbbank.com Completed the issue 89947	Completed	ndbbank.com	2018-08-16 16:05:44
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89948	2018/08/15	udaya.hettiarachchi@ndbbank.com	DM	DM	Other	Install chrome	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-15 10:30:58
ndbbank.com Completed the issue 89948	completed	ndbbank.com	2018-08-15 11:37:40
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89949	2018/08/15	janaka.meepagala@ndbbank.com	Mahawawa	Mahawawa	Western Union	Western Union installation/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 10:49:47
ndbbank.com Completed the issue 89949	Completed	ndbbank.com	2018-08-15 15:36:14
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89950	2018/08/15	chamara.maheepala@ndbbank.com	Panadura	Panadura	Other	CRIB system logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 10:50:50
ndbbank.com Completed the issue 89950	Completed	ndbbank.com	2018-08-15 15:29:45

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89951	2018/08/15	adithya.rathnayake@ndbbank.com	Kiribathgoda	*7324	Printer	Add the wincore printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 10:51:07
ndbbank.com Completed the issue 89951	job done	ndbbank.com	2018-08-15 15:50:15
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89952	2018/08/15	theuni.amarasinghe@ndbbank.com	Minuwangoda	Minuwangoda	Other	kingsoft document unable to edit	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 10:59:55
ndbbank.com Completed the issue 89952	Completed	ndbbank.com	2018-08-15 15:36:31
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89953	2018/08/15	sahan.kumara@ndbbank.com	Kalutara	Kalutara	Printer	Need to add a printer/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 11:14:00
ndbbank.com Completed the issue 89953	job done	ndbbank.com	2018-08-15 15:50:31
Closed By System	Closed By System	System	2018-08-20 05:10:38

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89954	2018/08/15	morris.fernando@ndbbank.com	Negombo	Negombo	Printer	document scanner need to install	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 11:46:50
ndbbank.com Completed the issue 89954	job done	ndbbank.com	2018-08-15 15:50:45
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89955	2018/08/15	Shiromi.Perera@ndbbank.com	DM	DM	Other	Excel stack	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 11:47:13
ndbbank.com Completed the issue 89955	job done	ndbbank.com	2018-08-15 15:50:59
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89956	2018/08/15	harsha.weerarathne@ndbbank.com	HO	HO	Other	install notepad ++	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 11:48:36
ndbbank.com Completed the issue 89956	job done	ndbbank.com	2018-08-15 15:51:21
Closed By System	Closed By System	System	2018-08-20 05:10:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89957	2018/08/15	janitha.jayawardana@ndbbank.com	DM	4279	PC	Low disk Space in C Drive	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-15 12:04:20
ndbbank.com Completed the issue 89957	Done.	ndbbank.com	2018-08-15 12:46:46

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89958	2018/08/15	greshani.madushika@ndbbank.com	Homagama	Homagama	Other	Balance confirmation	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 12:05:52
ndbbank.com Completed the issue 89958	job done	ndbbank.com	2018-08-15 15:51:44
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89959	2018/08/15	Shanthi.Priyadarshini@ndbank.com	Kandy	*7306	Other	Onepass issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 12:29:44
ndbbank.com Completed the issue 89959	job done	ndbbank.com	2018-08-15 15:52:03
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89960	2018/08/15	tharindu.dilshan@ndbbank.com	DM	DM	Other	Install outlook	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-15 12:36:26
ndbbank.com Completed the issue 89960	completed	ndbbank.com	2018-08-16 15:59:18
Closed By System	Closed By System	System	2018-08-20 05:10:39

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89961	2018/08/15	francis.anold@ndbbank.com	Wennappuwa	*7339	Printer	add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 12:49:22
ndbbank.com Completed the issue 89961	job done	ndbbank.com	2018-08-15 15:52:29
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89962	2018/08/15	randi.wannigama@ndbbank.com	Thissamaharamaya	Thissamaharamaya	Other	Need to add PMS link	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 13:11:33
ndbbank.com Completed the issue 89962	Completed	ndbbank.com	2018-08-16 16:09:45
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89963	2018/08/15	mayoni.siranjitha@ndbbank.com	Kotahena	Kotahena	Other	Need to install GX reporter	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-15 13:14:05
ndbbank.com Completed the issue 89963	Job is Completed.,	ndbbank.com	2018-08-15 16:30:48
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89964	2018/08/15	Udaya.Jayawardena@ndbbank	Horana	Horana	Printer	Need to add a printer/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 13:44:57
ndbbank.com Completed the issue 89964	job done	ndbbank.com	2018-08-15 15:52:45

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89965	2018/08/15	shrimalee.fernando@ndbbank.com	Negombo	Negombo	Monitor	Display issue	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 13:53:35
wasim.akram Commented the issue 89965	send monitor	wasim.akram	2018-08-15 15:30:26
ndbbank.com Completed the issue 89965	Completed	ndbbank.com	2018-08-16 16:07:38
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89966	2018/08/15	kavindya.suraweera@ndbbank.com	Borella	*7357	Printer	add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 14:08:21
ndbbank.com Completed the issue 89966	job done	ndbbank.com	2018-08-15 15:53:04
ndbbank.com Completed the issue 89966	job done	ndbbank.com	2018-08-15 15:53:06
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89967	2018/08/15	namal.perera@ndbbank.com	HO	HO	Other	Comapre pluging	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 14:20:30
ndbbank.com Completed the issue 89967	job done	ndbbank.com	2018-08-15 15:53:19
Closed By System	Closed By System	System	2018-08-20 05:10:39

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89968	2018/08/15	namal.perera@ndbbank.com	HO	3944	Other	Need to install plugging/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 14:26:55
ndbbank.com Completed the issue 89968	Completed	ndbbank.com	2018-08-15 15:36:01
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89969	2018/08/15	haines.perera@nadbbank.com	Kaduwela	*7361	MS office	Insert or delete a comment	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 14:32:14
ndbbank.com Completed the issue 89969	Completed	ndbbank.com	2018-08-16 16:06:55
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89970	2018/08/15	priyantha.herath@ndbbank.com	Badulla	Badulla	Other	T24- login issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 14:35:08
ndbbank.com Completed the issue 89970	job done	ndbbank.com	2018-08-15 15:53:33
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89971	2018/08/15	srikantharaja.sijan@ndbbank.com	Baticaloa	*7342	Other	Gate pass check	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 14:39:30
ndbbank.com Completed the issue 89971	job done	ndbbank.com	2018-08-15 15:54:07

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89972	2018/08/15	sameera.tennekoon@ndbbank.com	Ratnapura	*7308	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 14:51:22
ndbbank.com Completed the issue 89972	job done	ndbbank.com	2018-08-15 15:54:19
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89973	2018/08/15	charitha.abeynayake@ndbbank.com	Kandy	Kandy	HRIS	HCM logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 14:56:40
ndbbank.com Completed the issue 89973	Completed	ndbbank.com	2018-08-15 15:55:28
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89974	2018/08/15	gihan.thennakoon@ndbbank.com	Anuradapura	Anuradapura	Other	CRIB logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 14:58:05
ndbbank.com Completed the issue 89974	Completed	ndbbank.com	2018-08-16 08:47:17
Closed By System	Closed By System	System	2018-08-20 05:10:39

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89975	2018/08/15	thiwanka.rajapaksha@ndbbank.com	DM	DM	Other	format the pc and install softwares	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-15 14:58:38
indrajith.nanayakkara Commented on the issue	PC format completed and send to user. User confirmation received.	indrajith.nanayakkara	2018-08-20 17:15:56
Udayana.Wanigasekara Commented the issue 89975	completed need to add printer drivers.	Udayana.Wanigasekara	2018-08-21 08:58:41
ndbbank.com Completed the issue 89975	completed	ndbbank.com	2018-08-21 10:04:01
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89976	2018/08/15	nirmala.fernando@ndbbank.com	Gampaha	Gampaha	Key Board	Keyboard is not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 15:24:22
ndbbank.com Completed the issue 89976	job done	ndbbank.com	2018-08-16 17:40:57
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89977	2018/08/15	nirmala.fernando@ndbbank.com	Gampaha	Gampaha	Key Board	Keyboard is not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 15:24:32
ndbbank.com Completed the issue 89977	job done	ndbbank.com	2018-08-16 17:41:15
Closed By System	Closed By System	System	2018-08-20 05:10:39

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89978	2018/08/15	hasitha.sandaruwan@ndbbank.com	Gampaha	Gampaha	Other	Mouse not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 15:33:42
ndbbank.com Completed the issue 89978	job done	ndbbank.com	2018-08-16 17:41:35
Closed By System	Closed By System	System	2018-08-20 05:10:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89979	2018/08/15	nirmal.fernando@ndbbank.com	Gampaha	Gampaha	Other	Mouse not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 15:34:10
ndbbank.com Completed the issue 89979	job done	ndbbank.com	2018-08-16 17:41:57
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89980	2018/08/15	nirmal.fernando@ndbbank.com	Gampaha	Gampaha	Other	Mouse not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 15:34:19
ndbbank.com Completed the issue 89980	job done	ndbbank.com	2018-08-16 17:42:21
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89981	2018/08/15	amal.roy@ndbbank.com	null	Nawam Branch	Need to add printer	Need to add printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-15 15:56:42
ndbbank.com Completed the issue 89981	Completed	ndbbank.com	2018-08-16 16:08:07

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89982	2018/08/15	charitha.abeynayake@ndbbank.com	Kandy	Kandy	Other		Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 16:09:58
ndbbank.com Completed the issue 89982	job done	ndbbank.com	2018-08-16 17:43:06
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89983	2018/08/15	ishan.meegaswatta@ndbbank.com	Kandy	Kandy	Other		O 365 logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-15 16:16:38
ndbbank.com Completed the issue 89983	Job is Completed.,	ndbbank.com	2018-08-15 16:30:33
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89984	2018/08/15	sudari.rathnayake@ndbbank.com	Horana	Horana	Other		GX reporter installation/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 16:24:06
ndbbank.com Completed the issue 89984	Completed	ndbbank.com	2018-08-15 16:25:12
Closed By System	Closed By System	System	2018-08-20 05:10:40

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89985	2018/08/15	ishan.rathnayake@ndbbank.com	null	4277	HDFC Platform Certificate issue	HDFC Platform Certificate issue	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-15 16:26:53
Mahendra.Premathilaka Commented the issue 89985	Certificate not valid, Informed to HDFC.	Mahendra.Premathilaka	2018-08-15 16:31:17
ndbbank.com Completed the issue 89985	Platform Installed. and waiting for Certificate from HDFC. Job	ndbbank.com	2018-08-17 10:43:41
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89986	2018/08/15	krishica.patrick@ndbbank.com	Kotahena	Kotahena	Other	Crib link is not Working	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-15 17:36:09
ndbbank.com Completed the issue 89986	Job is Completed,.	ndbbank.com	2018-08-15 17:36:30
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89987	2018/08/16	madika.ganepola@ndbbank.com	HO	37107	PC	PC is getting stuck	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-16 08:16:04
ndbbank.com Completed the issue 89987	Issue is the HDD , Replaced new HDD and Re install Operating	ndbbank.com	2018-08-17 13:09:54
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89988	2018/08/16	madika.ganepola@ndbbank.com	HO	37107	Other	T24- login issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:43:11

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 89988	Completed	ndbbank.com	2018-08-16 16:10:04
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Nature of Problem	Description	Attended By	Status
89989	2018/08/16	irushi.tennakoon@ndbbank.com Malambe	Malabe	Other	Need to uninstall kingsoft	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:46:06
ndbbank.com Completed the issue 89989	Completed	ndbbank.com	2018-08-16 16:10:24
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Nature of Problem	Description	Attended By	Status
89990	2018/08/16	irushi.tennakoon@ndbbank.com Malambe	Malabe	Other	Need to install MS Office 2010/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:46:22
ndbbank.com Completed the issue 89990	Completed	ndbbank.com	2018-08-16 16:11:06
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Nature of Problem	Description	Attended By	Status
89991	2018/08/16	irushi.tennakoon@ndbbank.com Malambe	Malabe	Other	Need to uninstall MS Office 2010/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:46:43
ndbbank.com Completed the issue 89991	Completed	ndbbank.com	2018-08-16 16:10:47
Closed By System	Closed By System	System	2018-08-20 05:10:40

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89992	2018/08/16	irushi.tennakoon@ndbbank.com	Malambe	Malabe	Other	Need to install kingsoft	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:47:29
ndbbank.com Completed the issue 89992	Completed	ndbbank.com	2018-08-16 16:29:34
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89993	2018/08/16	rasika.sandamali@ndbbank.com	HO	35122	Other	install azura	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:52:36
ndbbank.com Completed the issue 89993	Completed	ndbbank.com	2018-08-16 16:29:59
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89994	2018/08/16	namal.perera@ndbbank.com	HO	3944	PC	Msg appearing as insufficient disk	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 09:00:52
ndbbank.com Completed the issue 89994	clear temp files	ndbbank.com	2018-08-16 16:14:23
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89995	2018/08/16	Harshi.Fernando@ndbbank.com	HO	3351	PC	Msg appearing as insufficient disk	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 09:12:32
ndbbank.com Completed the issue 89995	clear temp files	ndbbank.com	2018-08-16 16:15:17

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:40

| 89996 | 2018/08/16 | irushi.tennakoon@ndbbank.com | Malambe | 51053 | MS office | Need to uninstall MS Office 2010/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 09:29:08
ndbbank.com Completed the issue 89996	Completed	ndbbank.com	2018-08-16 16:30:16
Closed By System	Closed By System	System	2018-08-20 05:10:40

| 89997 | 2018/08/16 | irushi.tennakoon@ndbbank.com | Malambe | 51053 | MS office | Need to install kingsoft | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 09:29:27
ndbbank.com Completed the issue 89997	Completed	ndbbank.com	2018-08-16 16:19:16
Closed By System	Closed By System	System	2018-08-20 05:10:40

| 89998 | 2018/08/16 | madika.ganepola@ndbbank.com | HO | 37101 | Other | O365 mail logging issue/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 09:35:55
ndbbank.com Completed the issue 89998	clear browser cache	ndbbank.com	2018-08-16 16:12:10
Closed By System	Closed By System	System	2018-08-20 05:10:40

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
89999	2018/08/16	malan.fernando@ndbbank.com	Thissamaharamaya	Thissamaharamaya Other		HCM logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 09:48:48
ndbbank.com Completed the issue 89999	Completed	ndbbank.com	2018-08-16 16:17:05
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90000	2018/08/16	shemain.pietersz@ndbbank.com	Kolpity Brnch	Kolpity Brnch Other		disk full	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-16 09:52:35
ndbbank.com Completed the issue 90000	completed	ndbbank.com	2018-08-16 09:59:05
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90001	2018/08/16	madika.ganepola@ndbbank.com	HO	37101	Other	Need to add Sinhala font/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 10:00:35
ndbbank.com Completed the issue 90001	job done	ndbbank.com	2018-08-16 17:43:28
Closed By System	Closed By System	System	2018-08-20 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90002	2018/08/16	erandi.shanika@ndbbank.com	DHPL	DHPL	Other	Gxreport installation	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 10:12:08
ndbbank.com Completed the issue 90002	job done	ndbbank.com	2018-08-16 17:43:48

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90003	2018/08/16	nadhisha.sewwandi@ndbank.com	HOB	HO	Other	CCTV camera issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 10:36:33
ndbbank.com Completed the issue 90003	job done	ndbbank.com	2018-08-16 17:44:06
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90004	2018/08/16	erandi.shanika@ndbbank.com	DHPL	HO	Other	GXreport issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 10:39:49
ndbbank.com Completed the issue 90004	job done	ndbbank.com	2018-08-16 17:45:00
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90005	2018/08/16	Damitha.Ranasinghe@ndbbank.com	DM	43024	Other	Install Data Scan Online system	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-16 10:44:29
ndbbank.com Completed the issue 90005	Done.	ndbbank.com	2018-08-16 15:55:36
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90006	2018/08/16	sulani.gunasena@ndbbank.com	HO	3343	PC	Trust relationship	Hardware	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-16 11:02:26
ndbbank.com Completed the issue 90006	completed	ndbbank.com	2018-08-16 15:59:06
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90007	2018/08/16	morris.fernando@ndbbank.com	Negombo	Negombo	Other	scan not working	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 11:08:23
ndbbank.com Completed the issue 90007	install plugging	ndbbank.com	2018-08-16 16:18:40
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90008	2018/08/16	tilani.dissanayake@ndbbank.com	null	Badulla	Paper jam on lexmark Printer,inform to E-	Paper jam on lexmark Printer,	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-16 11:13:09
ndbbank.com Completed the issue 90008	job done	ndbbank.com	2018-08-17 09:09:55
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90009	2018/08/16	madushika.yudaganawa@ndbbank.com	Nawam Branch	Nawam Branch	Printer	Need to add a printer	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-16 11:29:36
ndbbank.com Completed the issue 90009	Job is Completed,.	ndbbank.com	2018-08-17 13:11:48

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-21 05:10:26

| 90010 | 2018/08/16 | danushika.perera@ndbbank.com | HO | | IT Stores   Other | Disk full | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-16 11:31:45
ndbbank.com Completed the issue 90010	completed	ndbbank.com	2018-08-16 11:35:40
Closed By System	Closed By System	System	2018-08-20 05:10:41

| 90011 | 2018/08/16 | ajantha.perera@ndbbank.com | Havelock Town | Havelock Town | Other | Workflow system getting stuck/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 11:35:34
ndbbank.com Completed the issue 90011	clear temp files	ndbbank.com	2018-08-16 16:20:54
Closed By System	Closed By System	System	2018-08-20 05:10:41

| 90012 | 2018/08/16 | ajantha.perera@ndbbank.com | Havelock Town | Havelock Town | Other | Need to add CRIB icon/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 11:35:46
ndbbank.com Completed the issue 90012	Completed	ndbbank.com	2018-08-20 10:25:06
Closed By System	Closed By System	System	2018-08-24 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90013	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock Town	Other	Need to add CRESS icon/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 11:35:59
ndbbank.com Completed the issue 90013	Completed	ndbbank.com	2018-08-16 16:19:39
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90014	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock Town	Other	Need to add T24 icon/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 11:36:08
ndbbank.com Completed the issue 90014	Completed	ndbbank.com	2018-08-16 16:35:31
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90015	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock Town	Other	Need to add O365 mail icon/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 11:36:17
ndbbank.com Completed the issue 90015	Completed	ndbbank.com	2018-08-16 16:35:42
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90016	2018/08/16	indrajith.nanayakkara@ndbbank.com	HO	3249	PC	Need to back up to PC15019	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-16 11:41:34
ndbbank.com Completed the issue 90016	Job is Completed,.	ndbbank.com	2018-08-17 13:15:08

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90017	2018/08/16	rasika.sandamali@ndbbank.com	HO	HO	Other	kingsoft uninstall	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 12:14:26
ndbbank.com Completed the issue 90017	job done	ndbbank.com	2018-08-17 09:10:06
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90018	2018/08/16	rasika.sandamali@ndbbank.com	HO	HO	Other	kingsoft uninstall	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 12:14:52
ndbbank.com Completed the issue 90018	job done	ndbbank.com	2018-08-17 09:10:17
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90019	2018/08/16	rasika.sandamali@ndbbank.com	HO	HO	Other	kingsoft uninstall	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 12:15:14
ndbbank.com Completed the issue 90019	job done	ndbbank.com	2018-08-17 09:10:27
Closed By System	Closed By System	System	2018-08-21 05:10:26

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90020	2018/08/16	tharaka.wijekoon@ndbbank.com	Monaragala	055-2277326-8	Other	PC is slow	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 12:29:59
ndbbank.com Completed the issue 90020	job done	ndbbank.com	2018-08-17 09:11:09
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90021	2018/08/16	lahiru.liyanachchi@ndbbank.com	HO	HO	Other	outlook issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-16 12:48:55
ndbbank.com Completed the issue 90021	completed	ndbbank.com	2018-08-16 15:58:55
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90022	2018/08/16	muthukumar.vithuhan@ndbbank.com	Gampola	*7355	Other	Install scanner	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 13:07:03
ndbbank.com Completed the issue 90022	job done	ndbbank.com	2018-08-17 09:11:19
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90023	2018/08/16	erandi.shanika@ndbbank.com	DHPL	3700	MS office	Need to uninstall kingsoft	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:00:16
ndbbank.com Completed the issue 90023	Completed	ndbbank.com	2018-08-20 10:25:26

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90024	2018/08/16	erandi.shanika@ndbbank.com	DHPL	3700	MS office	Need to install MS Office 2010/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:00:26
ndbbank.com Completed the issue 90024	Completed	ndbbank.com	2018-08-20 10:28:46
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90025	2018/08/16	indrajith.nanayakkara@ndbbank.com	HO	32489	PC	Need to Back up to PC15019	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-16 14:04:59
ndbbank.com Completed the issue 90025	Job is Completed,.	ndbbank.com	2018-08-17 13:15:21
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90026	2018/08/16	chirantha.janapriya@ndbbank.com	Ampara	*7340	Other	install Sinhala font	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:14:39
ndbbank.com Completed the issue 90026	Completed	ndbbank.com	2018-08-16 16:35:55
Closed By System	Closed By System	System	2018-08-20 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90027	2018/08/16	dulanji.ukwatta@ndbbank.com	Ampara	31220	MS office	install ms office	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:17:26
ndbbank.com Completed the issue 90027	Completed	ndbbank.com	2018-08-20 10:27:20
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90028	2018/08/16	dulanji.ukwatta@ndbbank.com	Ampara	31220	MS office	install ms office	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:18:04
ndbbank.com Completed the issue 90028	Completed	ndbbank.com	2018-08-20 10:28:05
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90029	2018/08/16	dulanji.ukwatta@ndbbank.com	HEAD OFFICE	31220	MS office	install ms office	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:18:51
ndbbank.com Completed the issue 90029	Completed	ndbbank.com	2018-08-20 10:28:22
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90030	2018/08/16	aslam.fidha@ndbbank.com	null	4293	Data Dransfer from USB	Data Dransfer from USB	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-16 14:33:15
ndbbank.com Completed the issue 90030	Done. XTempaslam IBU	ndbbank.com	2018-08-16 15:50:21

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:41

| 90031 | 2018/08/16 | kunatheepa.elangeswaran@ndbbank.com | Malambe | 51054 | Other | O365 mail logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:33:31
ndbbank.com Completed the issue 90031	Completed	ndbbank.com	2018-08-20 10:28:33
Closed By System	Closed By System	System	2018-08-24 05:10:28

| 90032 | 2018/08/16 | dulanji.ukwatta@ndbbank.com | HO | HO | Other | Uninstall Kingsoft and | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Maxwell	2018-08-16 15:25:39
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:36:53
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:36:58
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:01
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:06
ndbbank.com Completed the issue 90032	Completed	ndbbank.com	2018-08-21 10:38:35
Closed By System	Closed By System	System	2018-08-27 05:10:30

| 90033 | 2018/08/16 | piumi.hansika@ndbbank.com | HO | HO | Other | uninstall kingsoft and | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Maxwell	2018-08-16 15:27:04

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:25
ndbbank.com Completed the issue 90033	Completed	ndbbank.com	2018-08-21 10:39:22
Closed By System	Closed By System	System	2018-08-27 05:10:30

| 90034 | 2018/08/16 | piumi.hansika@ndbbank.com | HO | HO | Other | uninstall kingsoft and | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Maxwell	2018-08-16 15:30:56
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:38
ndbbank.com Completed the issue 90034	Completed	ndbbank.com	2018-08-21 10:39:46
Closed By System	Closed By System	System	2018-08-27 05:10:30

| 90035 | 2018/08/16 | harindu.wijesinghe@ndbbank.com | Hanwella | Hanwella | Other | O365 Mail loading issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 15:41:06
ndbbank.com Completed the issue 90035	Completed	ndbbank.com	2018-08-20 10:26:02
Closed By System	Closed By System	System	2018-08-24 05:10:28

| 90036 | 2018/08/16 | sharmila.fonseka@ndbbank.com | Dambulla | Dambulla | Other | T24- login issue | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-16 15:43:01
ndbbank.com Completed the issue 90036	completed	ndbbank.com	2018-08-16 15:58:42

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90037	2018/08/16	gayani.kalawitigoda@ndbbank.com	DM	HOB	Other	Need to install GX reporter	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 15:54:52
ndbbank.com Completed the issue 90037	Completed	ndbbank.com	2018-08-20 10:25:40
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90038	2018/08/16	sharmila.fonseka@ndbbank.com	Dambulla	Dambulla	Other	T24 slow loading	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-16 15:56:47
ndbbank.com Completed the issue 90038	completed	ndbbank.com	2018-08-16 15:58:30
Closed By System	Closed By System	System	2018-08-20 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90039	2018/08/16	nilushi.guruge@ndbbank.com	DM	DM	Other	HCM Logging issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-16 15:57:54
ndbbank.com Completed the issue 90039	completed	ndbbank.com	2018-08-16 15:58:14
Closed By System	Closed By System	System	2018-08-20 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90040	2018/08/16	andrea.ruwanpura@ndbbank.com	HO	HO	Other	install visio studio	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-16 16:39:24
ndbbank.com Completed the issue 90040	install and activate software.Jod completed.	ndbbank.com	2018-08-17 09:28:18
andrea.ruwanpura Confirmed the issue 90040		andrea.ruwanpura	2018-08-17 09:31:43
andrea.ruwanpura Confirmed the issue 90040		andrea.ruwanpura	2018-08-17 09:31:44

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90041	2018/08/16	sanchuthan.paramanayakam@ndb bank.com	Nelliady	*7370	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-16 17:32:04
ndbbank.com Completed the issue 90041	job done	ndbbank.com	2018-08-17 09:11:28
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90042	2018/08/17	lucia.anniththa@ndbbank.com	null	34182	lexmark priter issue	lexmark priter issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-17 09:10:50
ndbbank.com Completed the issue 90042	job done	ndbbank.com	2018-08-17 09:11:42
Closed By System	Closed By System	System	2018-08-21 05:10:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90043	2018/08/17	sharaz.hassan@ndbbank.com	HO	HO	Other	Word issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:19:49

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90043	job done	ndbbank.com	2018-08-17 14:29:44
Closed By System	Closed By System	System	2018-08-21 05:10:26

90044   2018/08/17   balasubramaniam.aingaran@ndb Nelliady bank.com   Nelliady   PC   PC can t power on Software   Udayana.Wanigasekara@ndb bank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-17 09:22:48
ndbbank.com Completed the issue 90044	pc is ready to release. Allocated a pc	ndbbank.com	2018-08-17 13:23:23
Udayana.Wanigasekara Commented the issue 90044	pc is ready to release. Allocated a pc	Udayana.Wanigaseka ra	2018-08-17 13:23:38
Closed By System	Closed By System	System	2018-08-21 05:10:26

90045   2018/08/17   irushi.tennakoon@ndbbank.com   Malabe-DR Site-User   51009   Printer   Need to add a printer   Software   ifam@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:24:43
ndbbank.com Completed the issue 90045	job done	ndbbank.com	2018-08-17 14:29:59
Closed By System	Closed By System	System	2018-08-21 05:10:27

90046   2018/08/17   Faznaine.Cader@ndbbank.com   null   70012   add wincor printer   add wincor printer   Software   Udayana.Wanigasekara@ndb bank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-17 09:27:28
ndbbank.com Completed the issue 90046	completed	ndbbank.com	2018-08-17 13:14:08
Closed By System	Closed By System	System	2018-08-21 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90047	2018/08/17	sharaz.hassan@ndbbank.com	HO	3653	Other	word document editing issue	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-17 09:34:14
ndbbank.com Completed the issue 90047	completed	ndbbank.com	2018-08-17 13:13:51
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90048	2018/08/17	amanda.perera@ndbbank.com	HO	3651	Other	X drive permission issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:34:21
ndbbank.com Completed the issue 90048	job done	ndbbank.com	2018-08-17 14:30:17
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90049	2018/08/17	amanda.perera@ndbbank.com	HO	3651	Other	X drive permission issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:39:28
ndbbank.com Completed the issue 90049	job done	ndbbank.com	2018-08-17 14:30:32
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90050	2018/08/17	saranga.perera@ndbbank.com	HO	HO	Other	Need to install net Beans	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:42:56
ndbbank.com Completed the issue 90050	540731	ndbbank.com	2018-08-17 14:31:06

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90051	2018/08/17	nithya.balasubramaniam@ndbbank.com	Bandarawela	Bandarawela	PC	PC getting stuck	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:51:16
ndbbank.com Completed the issue 90051	job done	ndbbank.com	2018-08-17 14:31:32
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90052	2018/08/17	mudara.desilva@ndbbank.com	Matara	Matara	PC	PC getting stuck	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:54:08
ndbbank.com Completed the issue 90052	job done	ndbbank.com	2018-08-17 14:32:05
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90053	2018/08/17	maneesha.katugampala@ndbbank.com	Kolpity Recoveries	Kolpity	Other	windows issue need to repir	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 09:54:12
ndbbank.com Completed the issue 90053	pc was fix after Ram cleaning. Job is completed	ndbbank.com	2018-08-17 14:24:31
Closed By System	Closed By System	System	2018-08-21 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90054	2018/08/17	sehan.maduwantha@ndbbank.com	Puttlam	Puttlam	Other	O365 mail logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:58:05
ndbbank.com Completed the issue 90054	job done	ndbbank.com	2018-08-17 14:32:47
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90055	2018/08/17	imasha.rajapaksha@ndbbank.com	Kolpity Recoveries	50106	Other	Need to create scan profile	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 10:20:20
ndbbank.com Completed the issue 90055	completed	ndbbank.com	2018-08-17 13:13:09
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90056	2018/08/17	udani.kumarasinghe@ndbbank.com	Akuressa	*7369	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 10:25:23
ndbbank.com Completed the issue 90056	job done	ndbbank.com	2018-08-17 14:33:39
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90057	2018/08/17	shalika.ignatuius@ndbbank.com	HO	IT Stores	Other	add static ip	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 10:28:00
ndbbank.com Completed the issue 90057	completed	ndbbank.com	2018-08-17 13:12:47

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90058	2018/08/17	Adeesha.perera@ndbbank.com	HO	HO	Other	remove the static ip	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 10:31:03
ndbbank.com Completed the issue 90058	completed	ndbbank.com	2018-08-17 13:13:27
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90059	2018/08/17	thamara.dilrukshi@ndbbank.com	DM	42008	Other	Lexmark Scan issue	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-17 10:49:41
ndbbank.com Completed the issue 90059	Done.	ndbbank.com	2018-08-17 11:11:46
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90060	2018/08/17	kavindri.alexander@ndbbank.com	Malabe-DR Site-User	Malabe-DR Site-User	Other	Gxreport installation	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 10:51:52
ndbbank.com Completed the issue 90060	job done	ndbbank.com	2018-08-17 14:43:41
Closed By System	Closed By System	System	2018-08-21 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90061	2018/08/17	malith.thalagala@ndbbank.com Nawalapitiya	Nawalapitiya	Western Union		Western Union installation	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-17 11:05:37
ndbbank.com Completed the issue 90061	completed	ndbbank.com	2018-08-17 13:15:01
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90062	2018/08/17	hasini.palliyaguruge@ndbbank .com	Kurunegala	*7303	Other	Lotus issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 11:07:40
ndbbank.com Completed the issue 90062	job done	ndbbank.com	2018-08-17 15:56:01
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90063	2018/08/17	jotheeshwaran.sudharshan@ndb bank.com	Baticaloa	Baticaloa	Other	Workflow logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 11:19:47
ndbbank.com Completed the issue 90063	job done	ndbbank.com	2018-08-17 15:56:15
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90064	2018/08/17	kirishneetha.koneshvaran@ndb bank.com	Baticaloa	*7342	Other	Workflow issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 11:22:07
ndbbank.com Completed the issue 90064	job done	ndbbank.com	2018-08-17 15:57:06

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90065	2018/08/17	lochana.rathnayake@ndbbank.com	HO	3298	Other	O365 mail logging issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 11:47:23
ndbbank.com Completed the issue 90065	completed	ndbbank.com	2018-08-17 13:14:37
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90066	2018/08/17	sharaz.hassan@ndbbank.com	HO	HO	Other	word FILE ISSUE	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 11:48:55
ndbbank.com Completed the issue 90066	job done	ndbbank.com	2018-08-17 15:57:20
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90067	2018/08/17	shehan.jeevantha@ndbbank.com	HO	HO	Other	data transfer	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 11:58:24
indrajith.nanayakkara Commented on the issue	Job completed. User confirmation received. Job is to be closed.	indrajith.nanayakkara	2018-08-20 17:17:10
ndbbank.com Completed the issue 90067	completed	ndbbank.com	2018-08-21 08:58:01
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90068	2018/08/17	rukshika.ganeshamoorthy@ndbbank.com	Trincomalee	*7343	Other	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 12:11:19
ndbbank.com Completed the issue 90068	job done	ndbbank.com	2018-08-17 15:57:39
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90069	2018/08/17	rukshika.ganeshamoorthy@ndbbank.com	Trincomalee	*7343	Other	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 12:11:56
ndbbank.com Completed the issue 90069	job done	ndbbank.com	2018-08-17 15:58:11
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90070	2018/08/17	sasrika.karalliyadde@ndbbank.com	DM	4150	Printer	Need to install printer	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-17 13:07:09
ndbbank.com Completed the issue 90070	DOne,	ndbbank.com	2018-08-17 16:13:06
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90071	2018/08/17	muthukumar.vithuhan@ndbbank.com	Gampola	Gampola	Other	Document scanner installation	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 13:22:11
ndbbank.com Completed the issue 90071	completed	ndbbank.com	2018-08-17 14:31:00

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-21 05:10:27

90072   2018/08/17   balasubramaniam.aingaran@ndb Nelliady bank.com   Nelliady   Other   pc cant power on   Software   Udayana.Wanigasekara@ndb bank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-17 13:28:29
Udayana.Wanigasekara Commented the issue 90072	A new pc is allocate to nelliady branch for Permanat	Udayana.Wanigaseka ra	2018-08-17 13:29:18
ndbbank.com Completed the issue 90072	pc was send to nelliady	ndbbank.com	2018-08-21 10:05:45
Closed By System	Closed By System	System	2018-08-27 05:10:30

90073   2018/08/17   malith.thalagala@ndbbank.com Nawalapitiya   Nawalapitiya   Western Union   Western Union logging issue   Software   Thilina@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-17 13:55:56
ndbbank.com Completed the issue 90073	Job is Completed,.	ndbbank.com	2018-08-17 15:55:54
Closed By System	Closed By System	System	2018-08-21 05:10:27

90074   2018/08/17   udayana.wanigasekara@ndbbank .com   Kandy   Kandy   Other   Crib issue   Software   Udayana.Wanigasekara@ndb bank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-17 13:56:24
ndbbank.com Completed the issue 90074	completed	ndbbank.com	2018-08-17 14:23:15
Closed By System	Closed By System	System	2018-08-21 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90075	2018/08/17	pavithra.wickramasinghe@ndbb ank.com	KCC	KCC	Other	CBSL link issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:15:41
ndbbank.com Completed the issue 90075	job done	ndbbank.com	2018-08-17 15:58:36
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90076	2018/08/17	pramuditha.gunathilaka@ndbba nk.com	Borella	Borella	Other	[UP13009]UPS not working, Inform	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:18:01
ifam Commented the issue 90076	No warranty for the UPS. Call the quotation job ref number :	ifam	2018-08-20 10:50:40
ifam Commented the issue 90076	need to replace batteries still vendor didn t send the quotation.	ifam	2018-08-21 10:20:49
ndbbank.com Completed the issue 90076	job done	ndbbank.com	2018-08-24 17:15:04
Closed By System	Closed By System	System	2018-08-28 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90077	2018/08/17	tharika.kahagalle@ndbbank.co m	Kolpity	*7327	Other	T24 issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:18:19
ndbbank.com Completed the issue 90077	job done	ndbbank.com	2018-08-17 15:59:11
Closed By System	Closed By System	System	2018-08-21 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90078	2018/08/17	isuru.herath@ndbbank.com	Kottawa Branch	Kottawa	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-17 14:19:58
ndbbank.com Completed the issue 90078	Job is Completed,.	ndbbank.com	2018-08-17 16:26:48
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90079	2018/08/17	Natasha.Perera@ndbbank.com	HO	HO	Other	Datascan image not viewing	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:22:17
ndbbank.com Completed the issue 90079	job done	ndbbank.com	2018-08-17 15:59:40
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90080	2018/08/17	nagenthiran.diroshan@ndbbank.com	Pettah	Pettah	Other	CRIB logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:28:43
ndbbank.com Completed the issue 90080	job done	ndbbank.com	2018-08-17 16:00:05
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90081	2018/08/17	madika.ganepola@ndbbank.com	HO	HO	Other	Install Sinhala fonts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:40:52
ndbbank.com Completed the issue 90081	job done	ndbbank.com	2018-08-20 10:22:52

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90082	2018/08/17	isuru.herath@ndbbank.com	Kottawa Branch	Kottawa	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-17 14:49:29
ndbbank.com Completed the issue 90082	Job is Completed,.	ndbbank.com	2018-08-17 16:28:59
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90083	2018/08/17	ithelpdesk@ndbbank.com	Kolpity	*7327	Other	Data backup	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:59:17
ndbbank.com Completed the issue 90083	job done	ndbbank.com	2018-08-20 10:23:06
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90084	2018/08/17	densil.edirisinghe@ndbbank.com	DM	4503	Printer	Cannot get Printouts.	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-17 15:14:31
ndbbank.com Completed the issue 90084	Done.	ndbbank.com	2018-08-17 16:12:34
Closed By System	Closed By System	System	2018-08-21 05:10:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90085	2018/08/17	saranga.perera@ndbbank.com	HO	HO	Other	Install net beans	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 15:27:08
ndbbank.com Completed the issue 90085	job done	ndbbank.com	2018-08-20 10:23:30
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90086	2018/08/17	shyama.uduwaeagoda@ndbbank.com	Malabe-DR Site-User	Malambe	Other	O 365 logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-17 15:42:55
ndbbank.com Completed the issue 90086	Job is Completed,.	ndbbank.com	2018-08-17 16:25:39
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90087	2018/08/17	harshani.karunarathne@ndbbank.com	HO	31347	Other	Lanka Pay Link is not working	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-17 15:53:31
ndbbank.com Completed the issue 90087	Job is Completed,.	ndbbank.com	2018-08-17 16:25:28
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90088	2018/08/17	nikini.perera@ndbbank.com	HO	HO	Other	Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 15:55:39
ndbbank.com Completed the issue 90088	job done	ndbbank.com	2018-08-20 10:23:58

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-24 05:10:28

| 90089 | 2018/08/17 | Noel.Pitchai@ndbbank.com | DM | 4115 | Other | Email sending issue | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-17 16:03:05
ndbbank.com Completed the issue 90089	Done.	ndbbank.com	2018-08-20 10:15:34
Closed By System	Closed By System	System	2018-08-24 05:10:28

| 90090 | 2018/08/17 | buddhika.kumara@ndbbank.com | null | 41126 | Printing issue | Printing issue | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-17 16:04:00
ndbbank.com Completed the issue 90090	Changed the paper size.	ndbbank.com	2018-08-17 16:11:49
Closed By System	Closed By System	System	2018-08-21 05:10:27

| 90091 | 2018/08/17 | kasun.kivindu@ndbbank.com | Wattala | Wattala | Other | Need to create gatepass | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 16:14:17
ndbbank.com Completed the issue 90091	job done	ndbbank.com	2018-08-20 10:24:21
Closed By System	Closed By System	System	2018-08-24 05:10:28

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90092	2018/08/17	sandeepa.jayasuriya@ndbbank.com	Kandana	Kandana	Other	GX reporter logging issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-17 16:20:01
ndbbank.com Completed the issue 90092	completed	ndbbank.com	2018-08-21 08:57:22
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90093	2018/08/17	nilamdeen.ahamath@ndbbank.com	Kandy	Kandy	Other	CRIB logging issue/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 16:26:58
ndbbank.com Completed the issue 90093	job done	ndbbank.com	2018-08-20 10:24:43
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90094	2018/08/20	buddhika.dilhari@ndbbank.com	Ambalangoda	Ambalangada	Other	Need to change time and date	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 08:50:28
ndbbank.com Completed the issue 90094	Job is Completed,.	ndbbank.com	2018-08-20 15:46:04
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90095	2018/08/20	madika.ganepola@ndbbank.com	HO	37107	Other	Folder unable to find/M	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 08:54:21
ndbbank.com Completed the issue 90095	Job is Completed,.	ndbbank.com	2018-08-20 15:47:03

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90096	2018/08/20	randeep.chathuranga@ndbbank.com	Matugama	Matugama	Other	Unable to take photocopy/M	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 08:55:18
ndbbank.com Completed the issue 90096	Job is Completed,.	ndbbank.com	2018-08-20 15:47:18
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90097	2018/08/20	chirantha.janapriya@ndbbank.com	Ampara	Ampara	Other	PC getting stuck	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 09:01:02
ndbbank.com Completed the issue 90097	Job is Completed,.	ndbbank.com	2018-08-20 15:51:23
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90098	2018/08/20	randeep.chathuranga@ndbbank.com	null	Maturagama	lexmark printer issue,inform to E-	lexmark printer issue,inform to	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-20 09:04:27
ndbbank.com Completed the issue 90098	Completed	ndbbank.com	2018-08-21 16:41:43
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90099	2018/08/20	shehan.jayasinghe@ndbbank.com	HO	31382	PC	PC slow	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:05:33
ndbbank.com Completed the issue 90099	clear temp file	ndbbank.com	2018-08-20 10:29:18
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90100	2018/08/20	isuru.owitige@ndbbank.com	Monaragala	Monaragala	Other	Crib logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 09:06:45
ndbbank.com Completed the issue 90100	Job is Completed,.	ndbbank.com	2018-08-20 15:47:32
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90101	2018/08/20	chaminda.dissanayake@ndbbank.com	Malambe	Malabe-	Other	display black screen appearing	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:10:13
ndbbank.com Completed the issue 90101	Completed	ndbbank.com	2018-08-21 16:46:09
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90102	2018/08/20	dilini.anuradha@ndbbank.com	Wattala	Wattala	PC	PC slow	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:10:46
ndbbank.com Completed the issue 90102	clear temp file ,	ndbbank.com	2018-08-20 10:29:42

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-24 05:10:29

| 90103 | 2018/08/20 | dilini.anuradha@ndbbank.com | Wattala | Wattala | PC | Msg appearing as insufficient disk | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:11:15
ndbbank.com Completed the issue 90103	clear temp files	ndbbank.com	2018-08-20 10:34:32
Closed By System	Closed By System	System	2018-08-24 05:10:29

| 90104 | 2018/08/20 | geeth.abeynayake@ndbbank.com | Pettah | Pettah | Other | Msg appearing as insufficient disk | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:17:58
ndbbank.com Completed the issue 90104	clear temp files	ndbbank.com	2018-08-20 10:36:18
Closed By System	Closed By System	System	2018-08-24 05:10:29

| 90105 | 2018/08/20 | sasini.rodrigo@ndbbank.com | Kalutara | Kalutara | Printer | Need to add a printer | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:20:42
ndbbank.com Completed the issue 90105	install printer driver	ndbbank.com	2018-08-20 10:34:01
Closed By System	Closed By System	System	2018-08-24 05:10:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90106	2018/08/20	didula.perera@ndbbank.com	Nawam Branch	Nawam Branch	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:31:45
ndbbank.com Completed the issue 90106	clear temp files	ndbbank.com	2018-08-20 10:34:58
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90107	2018/08/20	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:32:18
ndbbank.com Completed the issue 90107	clear browser history files	ndbbank.com	2018-08-20 10:35:59
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90108	2018/08/20	indrajith.nanayakkara@ndbbank.com	HO	3249	PC	Need to copy local softwares	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 09:37:43
ndbbank.com Completed the issue 90108	Job is Completed,.	ndbbank.com	2018-08-20 15:51:03
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90109	2018/08/20	kithmini.mallimarachchi@ndbbank.com	Ja-Ela	Ja-Ela	Lotus	Need to configure lotus notes	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 09:39:57
ndbbank.com Completed the issue 90109	Job is Completed,.	ndbbank.com	2018-08-20 15:50:23

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90110	2018/08/20	shani.jayakody@ndbbank.com	Malambe	Malabe	Printer	Unable to take printouts	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:44:17
ndbbank.com Completed the issue 90110	install printer driver	ndbbank.com	2018-08-20 10:35:30
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90111	2018/08/20	dinesha.nilmini@ndbbank.com	Piliyandala	Piliyandala	Printer	Need to setup scanner	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:45:50
ndbbank.com Completed the issue 90111	install printer driver	ndbbank.com	2018-08-20 10:36:50
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90112	2018/08/20	achira.nandasiri@ndbbank.com	Dambulla	Dambulla	Printer	Need to setup printer settings	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 09:47:06
ndbbank.com Completed the issue 90112	Job is Completed,.	ndbbank.com	2018-08-20 15:50:12
Closed By System	Closed By System	System	2018-08-24 05:10:29

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90113	2018/08/20	renuka.gamage@ndbbank.com	Aluthgama	Aluthgama	CITS	Need to add OnePass shortcut	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 09:58:17
ndbbank.com Completed the issue 90113	job done	ndbbank.com	2018-08-20 14:47:36
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90114	2018/08/20	muditha.nugegodal@ndbbank.com	Gampaha	Gampaha	Other	NDB Cloud logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:01:26
ndbbank.com Completed the issue 90114	job done	ndbbank.com	2018-08-20 14:47:49
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90115	2018/08/20	sasini.fonseka@ndbbank.com	Kalutara	*7305	Western Union	Westernunion issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:22:26
ndbbank.com Completed the issue 90115	job done	ndbbank.com	2018-08-20 14:48:02
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90116	2018/08/20	mithila.bandara@ndbbank.com	Negombo	Negombo	Other	[PD16023]Passbook Printer error as	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 10:40:30
wasim.akram Commented the issue 90116	reference number is 240813	wasim.akram	2018-08-20 10:46:42

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90116	Completed	ndbbank.com	2018-08-21 16:43:30
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90117	2018/08/20	susith.gunathilake@ndbbank.com	Ratnapura	Ratnapura	Key Board	Keyboard is not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:45:04
ndbbank.com Completed the issue 90117	job done	ndbbank.com	2018-08-21 13:22:29
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90118	2018/08/20	susith.gunathilake@ndbbank.com	Ratnapura	Ratnapura	Printer	[PD04009]Passbook Printer not	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:48:20
ndbbank.com Completed the issue 90118	job done	ndbbank.com	2018-08-21 13:24:12
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90119	2018/08/20	jeyasekaram.kuganthan@ndbbank.com	Borella	Borella	Other	Mouse not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:53:42
ndbbank.com Completed the issue 90119	job done	ndbbank.com	2018-08-21 13:25:38
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90120	2018/08/20	shani.jayakody@ndbbank.com	HO	HO	Other	Add the Printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:54:51
ndbbank.com Completed the issue 90120	job done	ndbbank.com	2018-08-20 14:49:15
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90121	2018/08/20	thilanka.udapitiya@ndbbank.com	KCC	KCC	Other	Unable to take printouts/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 11:05:00
ndbbank.com Completed the issue 90121	Completed	ndbbank.com	2018-08-21 15:31:10
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90122	2018/08/20	Indika.Jayanju@ndbbank.com	DM	DM	Other	Email Issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 11:15:15
ndbbank.com Completed the issue 90122	JOB DONE	ndbbank.com	2018-08-21 10:30:54
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90123	2018/08/20	dhanushka.priyadharshani@ndbbank.com	Matara	*7302	Other	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 11:38:34
ndbbank.com Completed the issue 90123	job done	ndbbank.com	2018-08-21 13:25:07

Helpdesk Jobs Summery Report

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:30

| 90124 | 2018/08/20 | iresha.karunarathna@ndbbank.com | Kolpity | *7327 | Other | Add the printer | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 11:43:03
ndbbank.com Completed the issue 90124	job done	ndbbank.com	2018-08-20 14:49:29
Closed By System	Closed By System	System	2018-08-24 05:10:29

| 90125 | 2018/08/20 | rukshan.rajapaksha@ndbbank.com | Katugasthota | Katugasthota | PC | New branch installation | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 11:51:05
ndbbank.com Completed the issue 90125	Completed	ndbbank.com	2018-08-21 15:31:27
rukshan.rajapaksha Confirmed the issue 90125		rukshan.rajapaksha	2018-08-21 15:35:20

| 90126 | 2018/08/20 | rukshan.rajapaksha@ndbbank.com | Katugasthota | Katugasthota | PC | New branch installation | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 11:51:51
ndbbank.com Completed the issue 90126	Completed	ndbbank.com	2018-08-21 15:32:20
rukshan.rajapaksha Confirmed the issue 90126		rukshan.rajapaksha	2018-08-21 15:36:10

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90127	2018/08/20	rukshan.rajapaksha@ndbbank.com	Katugasthota	Katugasthota	PC	New branch installation	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 11:52:16
ndbbank.com Completed the issue 90127	Completed	ndbbank.com	2018-08-21 15:39:48
rukshan.rajapaksha Confirmed the issue 90127		rukshan.rajapaksha	2018-08-21 15:42:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90128	2018/08/20	rukshan.rajapaksha@ndbbank.com	Katugasthota	Katugasthota	PC	New branch installation	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 11:52:41
ndbbank.com Completed the issue 90128	Completed	ndbbank.com	2018-08-21 15:39:32
rukshan.rajapaksha Confirmed the issue 90128		rukshan.rajapaksha	2018-08-21 15:42:43

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90129	2018/08/20	rukshan.rajapaksha@ndbbank.com	Katugasthota	Katugasthota	PC	New branch installation	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 11:53:15
ndbbank.com Completed the issue 90129	Completed	ndbbank.com	2018-08-21 15:32:43
rukshan.rajapaksha Confirmed the issue 90129		rukshan.rajapaksha	2018-08-21 15:36:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90130	2018/08/20	sankalani.chandrarathna@ndbbank.com	DM	41102	Other	Mouse is not working	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-20 11:55:14
ndbbank.com Completed the issue 90130	Done.	ndbbank.com	2018-08-20 15:52:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90131	2018/08/20	ravindu.jayasundara@ndbbank.com	Kolpity Recoveries	Kolpity Recoveries	PC	Need to change Domain Settings	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 12:03:03
ndbbank.com Completed the issue 90131	Job is Completed,.	ndbbank.com	2018-08-20 15:47:44
Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90132	2018/08/20	charitha.ruwanpura@ndbbank.com	Galle	Galle	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 12:27:55
ndbbank.com Completed the issue 90132	JOB DONE	ndbbank.com	2018-08-21 10:31:20
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90133	2018/08/20	geethi.hettiarachchi@ndbbank.com	Narammala	3665	CITS	onepass system installation	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 12:47:35
ndbbank.com Completed the issue 90133	Completed	ndbbank.com	2018-08-21 15:34:46
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90134	2018/08/20	shemain.pietersz@ndbbank.com Kolpity	Kolpity	Western Union	Western Union logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 12:55:47
ndbbank.com Completed the issue 90134	job done	ndbbank.com	2018-08-21 13:25:23
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90135	2018/08/20	himanthi.dhanushka@ndbbank.com HO	3757	Key Board	Keyboard is not working	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:06:25
ndbbank.com Completed the issue 90135	Completed	ndbbank.com	2018-08-21 15:33:18
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90136	2018/08/20	chathura.rankothge@ndbbank.com Trincomalee	Trincomalee	PC	Msg appearing as insufficient disk	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:07:16
ndbbank.com Completed the issue 90136	Completed	ndbbank.com	2018-08-21 15:55:23
ndbbank.com Completed the issue 90136	Completed	ndbbank.com	2018-08-21 15:55:24
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90137	2018/08/20	theekshana.perera@ndbbank.com Elpitiya	Elpitiya	Other	T24 loading issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:07:57

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90137	Completed	ndbbank.com	2018-08-21 15:34:29
Closed By System	Closed By System	System	2018-08-27 05:10:30

| 90138 | 2018/08/20 | logitha.sivakumaran@ndbbank.com | Marine Drive | Marine Drive | Other | Workflow logging issue/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:27:18
ndbbank.com Completed the issue 90138	Completed	ndbbank.com	2018-08-21 15:33:45
Closed By System	Closed By System	System	2018-08-27 05:10:30

| 90139 | 2018/08/20 | nadeeka.chathurani@ndbbank.com | DM | 42033 | Other | email signature configure | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:29:51
ndbbank.com Completed the issue 90139	Completed	ndbbank.com	2018-08-21 15:35:33
Closed By System	Closed By System	System	2018-08-27 05:10:30

| 90140 | 2018/08/20 | mathanki.gnanasegaram@ndbbank.com | Pettah | Pettah | Other | Workflow system logging issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:33:49
ndbbank.com Completed the issue 90140	Completed	ndbbank.com	2018-08-21 15:34:11
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90141	2018/08/20	uditha.nawarathna@ndbbank.com	Kadawata	Kadawata	Other	mail unable to find	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:40:29
ndbbank.com Completed the issue 90141	Completed	ndbbank.com	2018-08-21 15:54:23
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90142	2018/08/20	muthukumar.vithuhan@ndbbank.com	Gampola	Gampola	Other	Workflow scanning issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:48:03
ndbbank.com Completed the issue 90142	Completed	ndbbank.com	2018-08-21 15:41:35
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90143	2018/08/20	nikini.perera@ndbbank.com	HO	33015	Other	O365 mail sending issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 14:09:14
ndbbank.com Completed the issue 90143	job done	ndbbank.com	2018-08-21 13:25:51
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90144	2018/08/20	nirmani.fernando@ndbbank.com	Homagama	Homagama	Other	Unable to take printouts	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 14:22:54
ndbbank.com Completed the issue 90144	job done	ndbbank.com	2018-08-21 13:28:08

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90145	2018/08/20	muthukumar.vithuhan@ndbbank.com	Gampola	Gampola	Other	document scanning issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 14:23:55
ndbbank.com Completed the issue 90145	Completed	ndbbank.com	2018-08-21 15:40:13
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90146	2018/08/20	nirmani.fernando@ndbbank.com	Homagama	*7330	Other	Printer issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 14:25:46
ndbbank.com Completed the issue 90146	job done	ndbbank.com	2018-08-21 13:26:07
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90147	2018/08/20	muthukumar.vithuhan@ndbbank.com	Gampola	Gampola	Other	Workflow logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 14:32:09
ndbbank.com Completed the issue 90147	Completed	ndbbank.com	2018-08-21 15:41:19
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90148	2018/08/20	tharaka.wijekoon@ndbbank.com	Monaragala	Monaragala	Printer	Need to add a printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 14:39:53
ndbbank.com Completed the issue 90148	job done	ndbbank.com	2018-08-21 13:26:34
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90149	2018/08/20	tharaka.wijekoon@ndbbank.com	Monaragala	055-2277326-8	Other	Add the printer	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 14:43:15
ndbbank.com Completed the issue 90149	job done	ndbbank.com	2018-08-21 13:27:44
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90150	2018/08/20	udesh.bandara@ndbbank.com	Rajagiriya	Rajagiriya	Other	Louts logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 14:44:55
ndbbank.com Completed the issue 90150	job done	ndbbank.com	2018-08-21 13:26:48
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90151	2018/08/20	Udesh.Bandara@ndbbank.com	Rajagiriya	*7317	Lotus	configure lotus	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 15:21:27
ndbbank.com Completed the issue 90151	job done	ndbbank.com	2018-08-21 13:27:02

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90152	2018/08/20	rayshan.miskin@ndbbank.com	Chilaw	Chilaw	Printer	[PD15018]Passbook Printer not	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 15:25:09
wasim.akram Commented the issue 90152	Vendor attend to the job , need to replaced printer head .they	wasim.akram	2018-08-21 15:50:28
ndbbank.com Completed the issue 90152	Completed	ndbbank.com	2018-08-23 10:59:11
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90153	2018/08/20	rayshan.miskin@ndbbank.com	Chilaw	Chilaw	Printer	[PD11050]Passbook Printer not	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 15:25:27
wasim.akram Commented the issue 90153	Vendor attend to the job , need to replaced printer head .they	wasim.akram	2018-08-21 15:43:59
ndbbank.com Completed the issue 90153	Completed	ndbbank.com	2018-08-23 10:59:49
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90154	2018/08/20	thilini.kariyawasam@ndbbank.com	Kaduruwela	Kaduruwela	Other	T24 issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 15:46:28
ndbbank.com Completed the issue 90154	Completed	ndbbank.com	2018-08-21 15:41:59
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90155	2018/08/20	anil.manatunga@ndbbank.com	Kahawatta	Kahawatta	Other	Mouse not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 15:51:27
ndbbank.com Completed the issue 90155	job done	ndbbank.com	2018-08-21 13:27:56
anil.manatunga Confirmed the issue 90155		anil.manatunga	2018-08-21 13:49:11
anil.manatunga Confirmed the issue 90155		anil.manatunga	2018-08-21 13:49:12

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90156	2018/08/20	chamil.madhusanka@ndbbank.com	Kahawatta	Kahawatta	Other	Mouse not working	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 15:51:49
ndbbank.com Completed the issue 90156	job done	ndbbank.com	2018-08-21 13:28:22
chamil.madhusanka Confirmed the issue 90156		chamil.madhusanka	2018-08-21 13:59:15

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90157	2018/08/20	Kasun.Madawala@ndbbank.com	DM	4442	Printer	Add Printer	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-20 15:53:00
ndbbank.com Completed the issue 90157	DOne,	ndbbank.com	2018-08-21 08:46:01
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90158	2018/08/20	harsha.weerarathne@ndbbank.com	HO	3254	Other	tera term logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 15:53:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90158	Completed	ndbbank.com	2018-08-21 15:55:39
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90159	2018/08/20	lahiru.dahanayake@ndbbank.com	Katugasthota	Katugasthota	Lotus	Printer add	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 15:59:01
ndbbank.com Completed the issue 90159	job done	ndbbank.com	2018-08-21 13:27:29
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90160	2018/08/20	mihiri.rodrigo@ndbbank.com	DM	41119	Other	DataScaning document list not	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 16:23:03
ndbbank.com Completed the issue 90160	Completed	ndbbank.com	2018-08-21 15:55:00
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90161	2018/08/20	Chalani.Lokugamage@ndbbank.com	null	43042	Fax is not receving (EDC)	Fax is not receving (EDC)	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-20 16:38:53
ndbbank.com Completed the issue 90161	Formatted the Fax Storage	ndbbank.com	2018-08-21 08:46:32
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90162	2018/08/20	Chalani.Lokugamage@ndbbank.com	null	43042	Fax is not receving (REM)	Fax is not receving (REM)	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-20 16:39:01
ndbbank.com Completed the issue 90162	Formatted the Fax Storage	ndbbank.com	2018-08-21 08:46:43
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90163	2018/08/20	bandara.ekanayake@ndbbank.com	Balangoda	Balangoda	Lotus	Louts logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 16:53:56
ndbbank.com Completed the issue 90163	Completed	ndbbank.com	2018-08-21 15:54:05
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90164	2018/08/20	Aparna.Gunathilake@ndbbank.com	Gampaha	*7304	Western Union	Westernunion logging issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 17:33:12
ndbbank.com Completed the issue 90164	job done	ndbbank.com	2018-08-21 13:26:21
Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90165	2018/08/21	Menaka.Kumari@ndbbank.com	Kandy	*7512	Other	install Sinhala font	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 08:25:18
ndbbank.com Completed the issue 90165	Completed	ndbbank.com	2018-08-21 16:43:49

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:30

90166 | 2018/08/21 | dushan.samaranayake@ndbbank.com | Nattandiya Branch | Nattandiya | CITS | OnePass system installation | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 09:13:22
ndbbank.com Completed the issue 90166	Completed	ndbbank.com	2018-08-21 16:44:26
Closed By System	Closed By System	System	2018-08-27 05:10:30

90167 | 2018/08/21 | nagenthiran.diroshan@ndbbank.com | Nattandiya Branch | Nattandiya | Other | CRIB logging issue | Software | wasim.akram@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 09:14:20
ndbbank.com Completed the issue 90167	Completed	ndbbank.com	2018-08-23 11:01:11
Closed By System	Closed By System	System	2018-08-27 05:10:30

90168 | 2018/08/21 | nirusha.saluka@ndbbank.com | Matara | Matara | PC | New PC Installation | Software | Thilina@ndbbank.com | Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 09:36:24
ndbbank.com Completed the issue 90168	Job is Completed	ndbbank.com	2018-08-23 10:23:17
Closed By System	Closed By System	System	2018-08-27 05:10:30

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90169	2018/08/21	selvarajah.nitharshan@ndbbank.com	Nuwaraeliya	*7376	Other	T24 cannot logging	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 09:41:05
ndbbank.com Completed the issue 90169	job done	ndbbank.com	2018-08-21 13:28:34
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90170	2018/08/21	sudeepa.kumari@ndbbank.com	HO	35303	Other	Mouse getting stuck/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 09:41:49
ndbbank.com Completed the issue 90170	Completed	ndbbank.com	2018-08-21 16:47:14
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90171	2018/08/21	harsha.piyadasa@ndbbank.com	Bandarawela	Bandarawela	Other	Msg appearing as insufficient disk	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 09:48:41
ndbbank.com Completed the issue 90171	job done	ndbbank.com	2018-08-21 13:28:50
ndbbank.com Completed the issue 90171	job done	ndbbank.com	2018-08-21 13:28:53
ndbbank.com Completed the issue 90171	job done	ndbbank.com	2018-08-21 13:28:59
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90172	2018/08/21	nadie.fernando@ndbbank.com	HO	HO	Other	Email user name password	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 09:59:29
ndbbank.com Completed the issue 90172	job done	ndbbank.com	2018-08-21 13:29:16
nadie.fernando Confirmed the issue 90172		nadie.fernando	2018-08-23 10:35:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90173	2018/08/21	manoj.madushanka@ndbbank.com	Mahiyanganaya	Mahiyanganaya	Other	Need to install GX reporter	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 10:03:19
ndbbank.com Completed the issue 90173	job done	ndbbank.com	2018-08-21 13:29:29
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90174	2018/08/21	mihiri.rodrigo@ndbbank.com	DM	HO	Other	Data scan issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-21 10:03:28
ndbbank.com Completed the issue 90174	completed	ndbbank.com	2018-08-21 10:03:46
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90175	2018/08/21	mihiri.dias@ndbbank.com	HO	HO	Other	Data scan issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 10:03:33
ndbbank.com Completed the issue 90175	job done	ndbbank.com	2018-08-21 13:29:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90176	2018/08/21	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Other	scan profile issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 10:10:24
ndbbank.com Completed the issue 90176	job done	ndbbank.com	2018-08-21 13:29:52
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90177	2018/08/21	vibhushi.deshani@ndbbank.com	Ja-Ela	Ja-Ela	Other	Need to create scan profile/M	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 10:11:43
ndbbank.com Completed the issue 90177	job done	ndbbank.com	2018-08-21 13:30:11
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90178	2018/08/21	amal.roy@ndbbank.com	null	Nawam Branch	pc15605,need to install GX reporter	pc15605,need to install GX	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-21 10:17:50
ndbbank.com Completed the issue 90178	Completed	ndbbank.com	2018-08-21 16:46:58
Closed By System	Closed By System	System	2018-08-27 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90179	2018/08/21	roshan.sooriyaarachchi@ndbba nk.com	Matugama	*7349	Other	CRIB logging issue/M	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 10:19:30
ndbbank.com Completed the issue 90179	Completed	ndbbank.com	2018-08-21 16:46:31
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90180	2018/08/21	chathurika.gomis@ndbbank.com	DM	DM	Other	move the pc	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-21 10:20:56
ndbbank.com Completed the issue 90180	moved the pc	ndbbank.com	2018-08-21 10:21:15
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90181	2018/08/21	sasini.fonseka@ndbbank.com	Kalutara	*7305	Other	wORKFLOW ISSUE	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 10:30:08
ndbbank.com Completed the issue 90181	job done	ndbbank.com	2018-08-21 13:30:23
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90182	2018/08/21	chathumal.ranaweera@ndbbank. com	Panadura	Panadura	Other	Need to add CRIB icon	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 11:04:02
ndbbank.com Completed the issue 90182	Completed	ndbbank.com	2018-08-21 16:49:09

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90183 | 2018/08/21 | tilani.dissanayake@ndbbank.com | null | *7310 | lexmark printer paper jam issue, | lexmark printer paper jam issue, | Hardware | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-21 11:06:11
ndbbank.com Completed the issue 90183	Completed	ndbbank.com	2018-08-23 16:21:22
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90184 | 2018/08/21 | chamara.pradeep@ndbbank.com | HO | 3714 | Other | Unable to take printouts | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 11:36:42
ndbbank.com Completed the issue 90184	Completed	ndbbank.com	2018-08-21 16:47:39
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90185 | 2018/08/21 | pavan.desilva@ndbbank.com | HO | HO | Other | Email issue | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 11:47:37
ndbbank.com Completed the issue 90185	job done	ndbbank.com	2018-08-21 13:30:35
Closed By System	Closed By System	System	2018-08-27 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90186	2018/08/21	ishan.liyanage@ndbbank.com	Warakapola	Warakapola	Other	Email issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 11:52:49
ndbbank.com Completed the issue 90186	job done	ndbbank.com	2018-08-21 13:31:11
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90187	2018/08/21	hiran.vidanagamage@ndbbank.com	MtLavinia	*7325	Other	CRIB issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 12:16:08
ndbbank.com Completed the issue 90187	job done	ndbbank.com	2018-08-21 13:31:01
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90188	2018/08/21	thiwanka.rajapaksha@ndbbank.com	DM	DM	Other	Check for chrome printing issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-21 12:32:19
ndbbank.com Completed the issue 90188	Upgrade the chrome version to 62.Problem solved.	ndbbank.com	2018-08-21 13:05:42
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90189	2018/08/21	srikantharaja.sijan@ndbbank.com	kalmunai	*7358	Other	Onepass installation	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 12:54:11
ndbbank.com Completed the issue 90189	job done	ndbbank.com	2018-08-21 13:30:45

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90190 | 2018/08/21 | menaka.hewage@ndbbank.com | Aturugiriya | Aturugiriya | Other | Crib link is not working | Software | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 13:16:43
ndbbank.com Completed the issue 90190	Job is Completed,.	ndbbank.com	2018-08-21 14:33:05
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90191 | 2018/08/21 | jayanidu.rajapaksha@ndbbank.com | HO | 3368 | MS office | MS Office 2010 license issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 14:14:17
ndbbank.com Completed the issue 90191	Completed	ndbbank.com	2018-08-21 16:49:31
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90192 | 2018/08/21 | pavan.desilva@ndbbank.com | Warakapola | Warakapola | Printer | Need to add a printer | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 14:19:20
ndbbank.com Completed the issue 90192	Completed	ndbbank.com	2018-08-21 16:47:58
Closed By System	Closed By System	System	2018-08-27 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90193	2018/08/21	anita.hamidon@ndbbank.com	HO	3361	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 14:20:03
ndbbank.com Completed the issue 90193	Job is Completed,.	ndbbank.com	2018-08-21 14:32:51
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90194	2018/08/21	rifkan.siddeak@ndbbank.com	DM	4294	Other	Need to clear temp documents	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 14:24:05
ndbbank.com Completed the issue 90194	Completed	ndbbank.com	2018-08-21 16:48:17
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90195	2018/08/21	rasari.hewawasam@ndbbank.com	Yakkala	Yakkala	Lotus	Need to configure lotus notes	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 14:34:36
ndbbank.com Completed the issue 90195	Job is Completed,.	ndbbank.com	2018-08-23 10:23:49
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90196	2018/08/21	Menaka.Kumari@ndbbank.com	Katugasthota	Katugasthota	Printer	install printer driver	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 14:41:39
ndbbank.com Completed the issue 90196	Completed	ndbbank.com	2018-08-21 16:48:34

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90197	2018/08/21	indika.rohana@ndbbank.com	null	7347	lexmark printer paper jam issue,	lexmark printer paper jam issue,	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-21 15:09:30
ndbbank.com Completed the issue 90197	Completed	ndbbank.com	2018-08-23 16:36:21
indika.rohana Confirmed the issue 90197	good	indika.rohana	2018-08-23 16:39:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90198	2018/08/21	kalpani.demel@ndbbank.com	HO	3348	Other	document opening issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 15:16:43
ndbbank.com Completed the issue 90198	Completed	ndbbank.com	2018-08-21 16:50:36
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90199	2018/08/21	arunachalam.sethuramalingam@ndbbank.com	HO	31260	MS office	document editing issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 15:51:19
ndbbank.com Completed the issue 90199	Completed	ndbbank.com	2018-08-23 16:23:47
Closed By System	Closed By System	System	2018-08-27 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90200	2018/08/21	rasari.hewawasam@ndbbank.com	Yakkala	Yakkala	Lotus	Need to configure lotus notes	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 16:00:44
ndbbank.com Completed the issue 90200	Job is Completed,.	ndbbank.com	2018-08-23 10:24:00
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90201	2018/08/21	sandun.lakmal@ndbbank.com	Kandana	Kandana	Other	Unable to take printouts	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 16:02:09
ndbbank.com Completed the issue 90201	Job is Completed,.	ndbbank.com	2018-08-23 10:24:11
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90202	2018/08/21	taleesha.fernando@ndbbank.com	Havelock Town	Havelock Town	CITS	Batch assign issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 16:12:22
ndbbank.com Completed the issue 90202	Completed	ndbbank.com	2018-08-21 16:50:53
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90203	2018/08/21	bhagya.premathilake@ndbbank.com	Embilipitiya	Embilipitiya	Other	[UP12007]UPS not working, Inform	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 16:16:46
ndbbank.com Completed the issue 90203	Completed	ndbbank.com	2018-08-23 16:01:51

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90204 | 2018/08/21 | harshani.madushika@ndbbank.com | Old Moor | Old Moor | Other | Mouse issue | Hardware | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 16:43:06
ndbbank.com Completed the issue 90204	Completed	ndbbank.com	2018-08-23 16:23:29
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90205 | 2018/08/21 | indrajith.nanayakkara@ndbbank.com | HO | 3249 | Other | Need to check DVR Software | | Thilina@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 17:05:53
ndbbank.com Completed the issue 90205	Job is Completed,.	ndbbank.com	2018-08-23 10:24:22
Closed By System	Closed By System	System	2018-08-27 05:10:31

| 90206 | 2018/08/23 | imasha.karunarathna@ndbbank.com | DM | 4440 | PC | PC is not working | Hardware | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-23 08:44:42
ndbbank.com Completed the issue 90206	Done.	ndbbank.com	2018-08-23 10:36:24
Closed By System	Closed By System	System	2018-08-27 05:10:31

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90207	2018/08/23	indrajith.nanayakkara@ndbban k.com	HO	3249	PC	Need to install PDF Creator	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-23 09:05:40
ndbbank.com Completed the issue 90207	Job is Completed,.	ndbbank.com	2018-08-23 10:24:32
Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90208	2018/08/23	harshani.karunarathne@ndbban k.com	HO	31347	Other	LankaPay logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 09:06:44
ndbbank.com Completed the issue 90208	Completed	ndbbank.com	2018-08-24 15:38:44
Closed By System	Closed By System	System	2018-08-28 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90209	2018/08/23	Dharshika.Udayakumar@ndbbank .com	chunnakam	chunnakam	Other	O365 mail logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 09:07:35
ndbbank.com Completed the issue 90209	Completed	ndbbank.com	2018-08-24 15:39:01
Closed By System	Closed By System	System	2018-08-28 05:10:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90210	2018/08/23	amantha.gunasekara@ndbbank.c om	null	*7349	lexmark printer issue,inform to E-	lexmark printer issue,inform to	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-23 09:43:38
ndbbank.com Completed the issue 90210	Completed	ndbbank.com	2018-08-24 15:41:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90211	2018/08/23	kithmini.mallimarachchi@ndbbank.com	Ja-Ela	Ja-ela	Lotus	Need to add card complain	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 09:45:23
ndbbank.com Completed the issue 90211	Completed	ndbbank.com	2018-08-24 15:41:43
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90212	2018/08/23	chanaka.wickramasinghe@ndbbank.com	Kurunegala	Kurunegala	Printer	T24 page setup/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 10:11:31
ndbbank.com Completed the issue 90212	Completed	ndbbank.com	2018-08-24 15:42:02
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90213	2018/08/23	indrajith.nanayakkara@ndbbank.com	HO	3249	PC	PC is not working	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-23 10:18:55
ndbbank.com Completed the issue 90213	PC send will deliver to the branch on Monday	ndbbank.com	2018-08-24 16:58:09
Closed By System	Closed By System	System	2018-08-28 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90214	2018/08/23	renuka.gamage@ndbbank.com	Aluthgama	Aluthgama	Other	O365 mail logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 10:24:40
ndbbank.com Completed the issue 90214	Completed	ndbbank.com	2018-08-24 16:53:37
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90215	2018/08/23	lakruvini.nayakaratne@ndbbank.com	null	*7336	lexmark priter quality issue,inform	lexmark priter quality issue,	Hardware	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-23 10:25:06
ndbbank.com Completed the issue 90215	Completed	ndbbank.com	2018-08-24 16:55:28
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90216	2018/08/23	lahiru.liyanachchi@ndbbank.com	Nittambuwa	Nittambuwa	Printer	Need to add a printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 11:01:57
ndbbank.com Completed the issue 90216	Completed	ndbbank.com	2018-08-24 16:55:46
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90217	2018/08/23	ayesha.gamage@ndbbank.com	Pelawatta	Pelawatta	CITS	OnePass cheque images unable to	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 11:03:00
ndbbank.com Completed the issue 90217	Completed	ndbbank.com	2018-08-24 16:56:07

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90218	2018/08/23	madawa.desilva@ndbbank.com	Matara	Matara	Other	CRIB logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 11:10:35
ndbbank.com Completed the issue 90218	Completed	ndbbank.com	2018-08-24 16:56:23
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90219	2018/08/23	Tashika. Nimeshi@ndbbank.com	DM	43015	PC	PC is not Booting	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-23 13:14:47
ndbbank.com Completed the issue 90219	Done.	ndbbank.com	2018-08-24 09:32:44
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90220	2018/08/23	thiwanka.rajapaksha@ndbbank.com	DM	43040	Other	Install GXreporter	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-23 13:15:31
ndbbank.com Completed the issue 90220	Done.	ndbbank.com	2018-08-24 09:32:35
Closed By System	Closed By System	System	2018-08-28 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90221	2018/08/23	dilsha.dealmeida@ndbbank.com	Moratuwa	Moratuwa	Western Union	Western Union logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 13:25:11
ndbbank.com Completed the issue 90221	Completed	ndbbank.com	2018-08-24 16:56:38
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90222	2018/08/23	tilani.dissanayake@ndbbank.com	null	badulla	Lexmark printer paper jam issue,	Lexmark printer paper jam issue,	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-23 13:32:56
wasim.akram Commented the issue 90222	send remainder	wasim.akram	2018-08-24 16:59:50
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-28 13:45:05
ndbbank.com Completed the issue 90222	job done	ndbbank.com	2018-08-28 14:13:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90223	2018/08/23	shyamini.lamahewa@ndbbank.com	HO	36103	Other	install r studio	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 14:20:03
ndbbank.com Completed the issue 90223	Completed	ndbbank.com	2018-08-24 17:00:08
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90224	2018/08/23	Mario.Perera@ndbbank.com	HO	36103	Other	install r studio	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 14:20:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90224	Completed	ndbbank.com	2018-08-24 17:00:24
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90225 | 2018/08/23 | aruni.gamage@ndbbank.com | Pilimathalawa | Pilimathalawa | Other | | CRIB Report issue | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 14:33:34
ndbbank.com Completed the issue 90225	Completed	ndbbank.com	2018-08-24 17:00:37
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90226 | 2018/08/23 | chathuranga.madushan@ndbbank.com | null | 055-2277326-8 | lexmark printer quality issue,inform | lexmark printer quality issue, | Hardware | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-23 14:43:14
ndbbank.com Completed the issue 90226	Completed	ndbbank.com	2018-08-24 17:16:32
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90227 | 2018/08/23 | surangi.sarathchandra@ndbbank.com | Malambe | 51119 | Other | | Mouse not working | Hardware | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 16:23:11
ndbbank.com Completed the issue 90227	Completed	ndbbank.com	2018-08-24 17:17:44
Closed By System	Closed By System	System	2018-08-28 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90228	2018/08/23	Darshana.Wickramasinghe@ndbbank.com	Ambalanthota	Ambalanthota	Other	CRIB logging issue/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 16:23:46
ndbbank.com Completed the issue 90228	Completed	ndbbank.com	2018-08-24 17:16:53
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90229	2018/08/23	rashmi.wijayatilaka@ndbbank.com	HO	HO	PC	Need to remove temp files	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-23 16:34:47
ndbbank.com Completed the issue 90229	Job is Completed,.	ndbbank.com	2018-08-24 16:54:44
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90230	2018/08/23	thenukanan.kuruparan@ndbbank.com	Pita Kotte	Pita Kotte	Printer	Need to add a printer/M	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 16:42:59
ndbbank.com Completed the issue 90230	Completed	ndbbank.com	2018-08-24 17:17:25
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90231	2018/08/23	Aruni.Gamage@ndbbank.com	Pilimathalawa	Pilimathalawa	Other	T24- login issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-23 16:50:09
ndbbank.com Completed the issue 90231	Job is Completed,.	ndbbank.com	2018-08-24 16:45:37

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90232 | 2018/08/23 | thenukanan.kuruparan@ndbbank.com | Pita Kotte | Pita Kotte | Printer | Need to add a printer/M | Software | wasim.akram@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 16:58:28
ndbbank.com Completed the issue 90232	Completed	ndbbank.com	2018-08-24 17:18:21
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90233 | 2018/08/24 | udayana.wanigasekara@ndbbank.com | DM | DM | Other | Changed the keyboard hp to | Software | Udayana.Wanigasekara@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-24 08:47:29
ndbbank.com Completed the issue 90233	completed	ndbbank.com	2018-08-24 08:47:48
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90234 | 2018/08/24 | amitha.hettiarachchi@ndbbank.com | null | 41101 | Need to replace Maintenance Unite | Need to replace Maintenance Unite | Hardware | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-24 09:35:02
ndbbank.com Completed the issue 90234	Replaced.	ndbbank.com	2018-08-24 13:42:22
Closed By System	Closed By System	System	2018-08-28 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90235	2018/08/24	pramodi.gunathilaka@ndbbank.com	DM	42038	Other	Need to install Data scan Online	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-24 09:39:18
ndbbank.com Completed the issue 90235	Done.	ndbbank.com	2018-08-24 16:38:47
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90236	2018/08/24	ruwini.fernando@ndbbank.com	HO	HO	Other	Internet Explore issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 10:05:50
ndbbank.com Completed the issue 90236	job done	ndbbank.com	2018-08-24 16:54:56
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90237	2018/08/24	chaniya.perera@ndbbank.com	HO	HO	Other	O 365 logging issue	Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-24 10:07:02
ndbbank.com Completed the issue 90237	Job is Completed,.	ndbbank.com	2018-08-24 16:43:15
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90238	2018/08/24	Ushani.Madawala@ndbbank.com	DM	4432	PC	Low dish Space in C Drive	Other	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-24 10:27:48
ndbbank.com Completed the issue 90238	DOne.	ndbbank.com	2018-08-24 16:19:26

Issue ID Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

90239 2018/08/24 chanuka.desilva@ndbbank.com DM 42053 Other IE is not working Software Mahendra.Premathilaka@ndbbank.com Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-24 10:39:53
Mahendra.Premathilaka Commented the issue 90239	Uninstalled and Installing..	Mahendra.Premathilaka	2018-08-24 16:40:24
Mahendra.Premathilaka Commented the issue 90239	Updated password Requested.	Mahendra.Premathilaka	2018-08-27 14:19:17
Mahendra.Premathilaka Commented the issue 90239	Removed internet explore ver.9 and now installing Internet	Mahendra.Premathilaka	2018-08-27 16:15:30
Mahendra.Premathilaka Commented the issue 90239	Installation failed. Now reinstalling.	Mahendra.Premathilaka	2018-08-28 09:20:56
ndbbank.com Completed the issue 90239	Done.	ndbbank.com	2018-08-28 11:17:17

90240 2018/08/24 mahela.hettiarachchi@ndbbank.com Akuressa *7369 Other Workflow issue Software ifam@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 10:40:46
ndbbank.com Completed the issue 90240	job done	ndbbank.com	2018-08-24 16:55:12
Closed By System	Closed By System	System	2018-08-28 05:10:41

90241 2018/08/24 dhananjaya.herath@ndbbank.com DM 42019 Other Configure Scan to email Software Mahendra.Premathilaka@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-24 10:51:19
ndbbank.com Completed the issue 90241	Done.	ndbbank.com	2018-08-24 16:19:53

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90242 | 2018/08/24 | shenali.pieris@ndbbank.com | Gampaha | *7304 | Other | GXreport | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 10:54:49
ndbbank.com Completed the issue 90242	job done	ndbbank.com	2018-08-24 17:15:18
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90243 | 2018/08/24 | chanuka.desilva@ndbbank.com | DM | 42056 | Other | Configure Data Scan Online | Software | Mahendra.Premathilaka@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-24 10:57:36
ndbbank.com Completed the issue 90243	Done.	ndbbank.com	2018-08-24 16:20:08
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90244 | 2018/08/24 | sheron.bartholomeusz@ndbbank.com | Gampaha | *7304 | Other | GXreport installation | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 11:01:51
ndbbank.com Completed the issue 90244	job done	ndbbank.com	2018-08-24 17:15:31
Closed By System	Closed By System	System	2018-08-28 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90245	2018/08/24	toshith.ishara@ndbbank.com	Uragasmanhand iya	Uragasmanhand iya	MS office	ms office opening issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 11:03:58
ndbbank.com Completed the issue 90245	Completed	ndbbank.com	2018-08-24 17:18:03
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90246	2018/08/24	Chalani.Lokugamage@ndbbank.com	DM	DM	Other	Power supply issue .Need to	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-24 11:07:21
ndbbank.com Completed the issue 90246	pc repaired and given to user.now it working properly.job done	ndbbank.com	2018-08-24 16:00:06
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90247	2018/08/24	madawa.desilva@ndbbank.com	Matara	Matara	Other	crib logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 11:13:03
ndbbank.com Completed the issue 90247	Completed	ndbbank.com	2018-08-24 17:19:49
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90248	2018/08/24	hasitha.samarasinghe@ndbbank.com	null	4281	Need to Replace Tonner (TBO)	Need to Replace Tonner (TBO)	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-24 11:20:32
ndbbank.com Completed the issue 90248	DOne.	ndbbank.com	2018-08-24 16:20:20

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90249 | 2018/08/24 | rasari.hewawasam@ndbbank.com | Yakkala | *7372 | Other | Card Complain management issue | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 11:23:58
ndbbank.com Completed the issue 90249	job done	ndbbank.com	2018-08-24 17:15:45
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90250 | 2018/08/24 | Ravishka.Rathnayake@ndbank.com | HO | HO | Other | Need to check the Java Version | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 11:47:04
ndbbank.com Completed the issue 90250	job done	ndbbank.com	2018-08-24 17:15:58
Closed By System	Closed By System	System	2018-08-28 05:10:41

| 90251 | 2018/08/24 | kasun.jayawardana@ndbbank.com | Borella | *7357 | Other | Need to install Konica | Software | ifam@ndbbank.com | Completed |

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 11:54:03
ndbbank.com Completed the issue 90251	job done	ndbbank.com	2018-08-24 17:16:12
Closed By System	Closed By System	System	2018-08-28 05:10:41

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90252	2018/08/24	isuru.desilva@ndbbank.com	Ja-Ela	Ja-Ela	Western Union	Wu logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 11:56:40
ndbbank.com Completed the issue 90252	Completed	ndbbank.com	2018-08-24 17:18:47
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90253	2018/08/24	eranga.sameera@ndbbank.com	DM	43061	Lotus	Configuration user setting	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-24 11:59:34
ndbbank.com Completed the issue 90253	Done.	ndbbank.com	2018-08-24 16:20:44
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90254	2018/08/24	it.helpdesk@ndbbank.com	Borella	*7357	Other	Need to install Konica	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 12:05:07
ndbbank.com Completed the issue 90254	job done	ndbbank.com	2018-08-24 17:16:28
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90255	2018/08/24	Jude.Preenath@ndbbank.com	null	43035	Data Copy from CD	Data Copy from CD	Software	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-24 12:49:38
ndbbank.com Completed the issue 90255	Done.	ndbbank.com	2018-08-24 16:21:09

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

90256   2018/08/24   Lakmini.Adhikari@ndbbank.com Borella   Borella   Printer   install printer driver   Software   wasim.akram@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 12:54:16
ndbbank.com Completed the issue 90256	Completed	ndbbank.com	2018-08-24 17:19:18
Closed By System	Closed By System	System	2018-08-28 05:10:41

90257   2018/08/24   gihasha.vishmila@ndbbank.com DM   43025   PC   Low disk Space in C Drive   Software   Mahendra.Premathilaka@ndbbank.com   Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-24 13:20:50
ndbbank.com Completed the issue 90257	DOne.	ndbbank.com	2018-08-24 16:39:07
Closed By System	Closed By System	System	2018-08-28 05:10:41

90258   2018/08/24   nimesh.rajapaksha@ndbbank.com null   43064   PC   P/C is notworking properly   Software   Mahendra.Premathilaka@ndbbank.com   Pending

Action	User Comment	Comment By	Cooment Date % Time
Issue Logged by nimesh.rajapaksha	No Comments	nimesh.rajapaksha	2018-08-24 13:33:48
Helpdesk Coordinator Assigned the issue 90258 to	No Comments	Helpdesk Coordinator	2018-08-27 11:23:00
ndbbank.com Completed the issue 90258	Done.	ndbbank.com	2018-08-27 14:19:35

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90259	2018/08/24	dinesh.nadeeshan@ndbbank.com DM	DM	DM	PC	Pc slow	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-24 14:34:44
ndbbank.com Completed the issue 90259	got remote access to pc and solved the problem	ndbbank.com	2018-08-24 15:52:47
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90260	2018/08/24	Lovinda.Samaranayake@ndbbank .com	DM	4510	Flexcube	Flexcube retail is not working	Software	Mahendra.Premathilaka@nd bbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-24 14:40:55
ndbbank.com Completed the issue 90260	Done.	ndbbank.com	2018-08-24 16:21:59
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90261	2018/08/24	manori.munasinghe@ndbbank.co m	Kandy	Kandy	Other	Crib logging issue	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 14:59:17
ndbbank.com Completed the issue 90261	Completed	ndbbank.com	2018-08-24 17:19:35
Closed By System	Closed By System	System	2018-08-28 05:10:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90262	2018/08/24	mudara.desilva@ndbbank.com	Matara	Matara	Printer	need to install passbook printer	Software	wasim.akram@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 15:03:17
ndbbank.com Completed the issue 90262	Completed	ndbbank.com	2018-08-24 17:20:14

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
Closed By System	Closed By System	System	2018-08-28 05:10:41

90263 2018/08/24 jeyasekaram.kuganthan@ndbbank.com Borella Borella Other t24 slow Software wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 15:08:23
ndbbank.com Completed the issue 90263	Completed	ndbbank.com	2018-08-24 17:20:01
Closed By System	Closed By System	System	2018-08-28 05:10:41

90264 2018/08/24 salitha.bandara@ndbbank.com Katugasthota Katugasthota Printer need to install printer Software wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 15:37:13
ndbbank.com Completed the issue 90264	Completed	ndbbank.com	2018-08-24 17:20:33
Closed By System	Closed By System	System	2018-08-28 05:10:41

90265 2018/08/24 salitha.bandara@ndbbank.com Katugasthota Katugasthota Printer need to install printer Software wasim.akram@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-24 15:43:11
ndbbank.com Completed the issue 90265	Completed	ndbbank.com	2018-08-24 17:20:48
Closed By System	Closed By System	System	2018-08-28 05:10:42

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90266	2018/08/24	chanuka.desilva@ndbbank.com	DM	DM	Other	IE issue	Software	Udayana.Wanigasekara@ndb bank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-24 16:34:32
ndbbank.com Completed the issue 90266	completed	ndbbank.com	2018-08-24 17:41:01
Closed By System	Closed By System	System	2018-08-28 05:10:42

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90267	2018/08/27	kosala.samarajeewa@ndbbank.com	Malambe	51067	Lotus	Need to configure lotus notes/M	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-27 08:42:24
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-28 13:45:30
ndbbank.com Completed the issue 90267	job done	ndbbank.com	2018-08-28 14:14:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90268	2018/08/27	sudeepa.kumari@ndbbank.com	DHPL	35303	Other	Mouse not working	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-27 08:45:01
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-28 13:45:44
ndbbank.com Completed the issue 90268	job done	ndbbank.com	2018-08-28 14:19:58

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90269	2018/08/27	ayesha.indeewari@ndbbank.com	Kandy	Kandy	Printer	Need to add a printer/M	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-27 08:50:47
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-28 13:45:57

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90269	job done	ndbbank.com	2018-08-28 14:16:35

90270 2018/08/27 kosala.samarajeewa@ndbbank.com Malambe 51067 Lotus — Need to add company — Software — ifam@ndbbank.com — Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-27 08:55:40
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-28 13:46:09
ndbbank.com Completed the issue 90270	job done	ndbbank.com	2018-08-28 14:19:37

90271 2018/08/27 pushpani.wanniarachchi@ndbbank.com HO 31350 Other — telephone directory not — Software — ifam@ndbbank.com — Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-27 09:01:22
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-28 13:46:21
ndbbank.com Completed the issue 90271	job done	ndbbank.com	2018-08-28 14:17:38

90272 2018/08/27 suneth.thanthirige@ndbbank.com Wattala Wattala Other — O365 office logging issue/M — Software — ifam@ndbbank.com — Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-27 09:03:30
Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-28 13:46:40
ndbbank.com Completed the issue 90272	job done	ndbbank.com	2018-08-28 14:16:59

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90273	2018/08/27	keerthana.rajasegaram@ndbbank.com	Katunayake	Katunayake	PC	Change resolution setting	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 09:20:43
ndbbank.com Completed the issue 90273	Job is Completed,.	ndbbank.com	2018-08-27 14:57:20

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90274	2018/08/27	hiruna.perera@ndbbank.com	Kuliyapitiya	Kuliyapitiya	Printer	Need to install wincor printer	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 09:24:43
ndbbank.com Completed the issue 90274	Job is Completed,.	ndbbank.com	2018-08-27 14:57:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90275	2018/08/27	charaka.kalupahanage@ndbbank.com	HO	31125	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 09:26:52
ndbbank.com Completed the issue 90275	Job is Completed,.	ndbbank.com	2018-08-27 14:57:47

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90276	2018/08/27	dilshara.fernando@ndbbank.com	DM	42039	Other	Configure Data Scan Profile.	Software	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-27 09:39:42
ndbbank.com Completed the issue 90276	DOnne.	ndbbank.com	2018-08-27 16:15:49

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90277	2018/08/27	kiridaangan.gowrinathar@ndbbank.com	Chenkalady	Chenkalady	Lotus	Need to configure lotus notes	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 09:49:07
ndbbank.com Completed the issue 90277	job done	ndbbank.com	2018-08-27 15:38:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90278	2018/08/27	madawa.desilva@ndbbank.com	Matara	Matara	Other	CRIB Logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 09:57:55
ndbbank.com Completed the issue 90278	job done	ndbbank.com	2018-08-27 15:39:00

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90279	2018/08/27	dinusha.manohari@ndbbank.com	HO	31211	PC	PC logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 09:58:53
ndbbank.com Completed the issue 90279	job done	ndbbank.com	2018-08-27 15:40:42

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90280	2018/08/27	gayathri.chandima@ndbbank.com	DHPL	3747	PC	PC auto shutting down/Madusanka	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 10:24:51
ndbbank.com Completed the issue 90280	job done	ndbbank.com	2018-08-27 16:44:17

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90281	2018/08/27	Shanthi.Priyadarshini@ndbank.com	Kandy	Kandy	CITS	Socket error One Pass	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 10:35:52
ndbbank.com Completed the issue 90281	Job is Completed,.	ndbbank.com	2018-08-27 14:58:04

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90282	2018/08/27	sarojani.fernando@ndbbank.com	Minuwangoda	Minuwangoda	Printer	Need to add a printer	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 10:41:16
ndbbank.com Completed the issue 90282	job done	ndbbank.com	2018-08-27 16:44:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90283	2018/08/27	maduranga.senevirathne@ndbbank.com	Kegalle	Kegalle	Other	[UP11002]UPS not working properly	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 10:42:20
ifam Commented the issue 90283	Reminder to vendor	ifam	2018-08-28 14:24:23

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90284	2018/08/27	Sumudu.Harshana@ndbbank.com	Ambalanthota	Ambalanthota	Printer	Need to add a printer	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 10:43:32
ndbbank.com Completed the issue 90284	job done	ndbbank.com	2018-08-27 16:45:12

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90285	2018/08/27	amila.samarasekara@ndbbank.com	Giriulla	Giriulla	Other	T24 document downloading issue	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 11:06:32
ndbbank.com Completed the issue 90285	Job is Completed,.	ndbbank.com	2018-08-27 14:58:25

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90286	2018/08/27	chathuranga.ekanayake@ndbbank.com	Marine Drive	Marine Drive	Other	Mouse issue	Hardware	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 11:14:59
ndbbank.com Completed the issue 90286	job done	ndbbank.com	2018-08-28 14:21:11
chathuranga.ekanayake Confirmed the issue 90286	Received	chathuranga.ekanayake	2018-08-28 17:38:50

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90287	2018/08/27	imali.wijesinghe@ndbbank.com	Pilimathalawa	Pilimathalawa	Printer	Need to add Lexmark printer	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 11:17:57
ndbbank.com Completed the issue 90287	Job is Completed,.	ndbbank.com	2018-08-27 14:58:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90288	2018/08/27	shervin.fernando@ndbbank.com	Kaduwela	Kaduwela	Printer	Unable to take printouts	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 11:19:45
ndbbank.com Completed the issue 90288	Job is Completed,.	ndbbank.com	2018-08-27 15:00:22

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90289	2018/08/27	Ey.Auditors@ndbbank.com	HO	HO	Other	Mail logging issue	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 11:33:02
ndbbank.com Completed the issue 90289	Job is Completed,.	ndbbank.com	2018-08-27 15:00:34

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90290	2018/08/27	nishaka.ranasinghe@ndbbank.com	Nittambuwa	Nittambuwa	Lotus	lotus logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 11:38:15
ndbbank.com Completed the issue 90290	job done	ndbbank.com	2018-08-27 16:45:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90291	2018/08/27	kithmini.dahanayake@ndbbank.com	DM	4505	Other	Word document need to edit	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 11:40:05
ndbbank.com Completed the issue 90291	job done	ndbbank.com	2018-08-27 16:45:57

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90292	2018/08/27	gayan.bandaranaike@ndbbank.com	KATANA	KATANA	Other	Need to add CRIB icon	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 11:55:27
ndbbank.com Completed the issue 90292	job done	ndbbank.com	2018-08-27 16:46:14

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90293	2018/08/27	richie.noyahr@ndbbank.com	Nugegoda	Nugegoda	Printer	Need to add a printer	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 11:58:42
ndbbank.com Completed the issue 90293	job done	ndbbank.com	2018-08-27 16:46:32

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90294	2018/08/27	sewwandi.iresha@ndbbank.com	Borella	Borella	Printer	Unable to take printouts	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 12:02:01
ndbbank.com Completed the issue 90294	job done	ndbbank.com	2018-08-27 16:46:50

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90295	2018/08/27	anne.jayadeva@ndbbank	Baticaloa	Baticaloa	Other	[SQ09023]Cheque scanner not	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 12:18:17
ndbbank.com Completed the issue 90295	job done	ndbbank.com	2018-08-27 16:47:51

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90296	2018/08/27	nishaka.ranasinghe@ndbbank.com	Nittambuwa	Nittambuwa	Lotus	Need to configure lotus notes	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 12:19:21
ndbbank.com Completed the issue 90296	job done	ndbbank.com	2018-08-27 16:48:05

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90297	2018/08/27	vidura.manawadu@ndbbank.com	HO	3936	Other	Need to install the phygital	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 12:37:17
ndbbank.com Completed the issue 90297	job done	ndbbank.com	2018-08-27 16:48:43
vidura.manawadu Confirmed the issue 90297	ok	vidura.manawadu	2018-08-27 16:49:53
vidura.manawadu Confirmed the issue 90297	ok	vidura.manawadu	2018-08-27 16:49:56

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90298	2018/08/27	nishaka.ranasinghe@ndbbank.com	Nittambuwa	Nittambuwa	Lotus	Need to configure lotus notes	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 12:38:24
ndbbank.com Completed the issue 90298	job done	ndbbank.com	2018-08-27 16:49:01

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90299	2018/08/27	shehani.benjamin@ndbbank.com	DHPL	33001	Other	scan to mail option not	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 12:39:02
ndbbank.com Completed the issue 90299	job done	ndbbank.com	2018-08-28 14:15:48

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90300	2018/08/27	sanjiva.peiris@ndbbank.com	null	Narahenpita RO	Lexamrk printer quality issue,inform	Lexamrk printer quality issue,	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-27 12:53:26
ifam Commented the issue 90300	job ref number : 18082794	ifam	2018-08-27 16:49:54
ndbbank.com Completed the issue 90300	job done	ndbbank.com	2018-08-28 14:23:58

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90301	2018/08/27	menaka.hewage@ndbbank.com	Aturugiriya	Aturugiriya	Other	crib ISSUE	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 12:54:56
ndbbank.com Completed the issue 90301	job done	ndbbank.com	2018-08-28 14:22:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90302	2018/08/27	fazmina.sinnen@ndbbank.com	Bandarawela	Bandarawela	Other	O 365 logging issue	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 12:58:57
ndbbank.com Completed the issue 90302	Job is Completed,.	ndbbank.com	2018-08-27 15:00:46

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90303	2018/08/27	kirishneetha.koneshvaran@ndbbank.com	Baticaloa	Baticaloa	CITS	Scanner issue/ Scanner is not	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 13:12:07
ndbbank.com Completed the issue 90303	Job is Completed,.	ndbbank.com	2018-08-27 15:00:58

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90304	2018/08/27	isuru.sandaruwan@ndbbank.com	Dambulla	Dambulla	Western Union	Need to add wupos link	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 13:20:26
ndbbank.com Completed the issue 90304	Job is Completed,.	ndbbank.com	2018-08-27 15:01:09

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90305	2018/08/27	namal.perera@ndbbank.com	HO	HO	PC	Need to copy application to C	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 13:24:17
ndbbank.com Completed the issue 90305	Job is Completed,.	ndbbank.com	2018-08-27 15:01:25

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90306	2018/08/27	HK.Vikum@ndbbank.com	null	42055	Projecter setup	Projecter setup	Hardware	Mahendra.Premathilaka@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-27 14:11:13
ndbbank.com Completed the issue 90306	Done.	ndbbank.com	2018-08-28 09:21:07
HK.Vikum Confirmed the issue 90306		HK.Vikum	2018-08-28 09:24:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90307	2018/08/27	sachinitha.perera@ndbbank.com	DM	42008	Other	Configure Data Scan Online	Software	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-27 14:12:35
Mahendra.Premathilaka Commented the issue 90307	User Busy.	Mahendra.Premathilaka	2018-08-28 09:21:31
ndbbank.com Completed the issue 90307	Done.	ndbbank.com	2018-08-28 11:47:26

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90308	2018/08/27	sandun.weerasinghe@ndbbank.com	Malambe	*7331	Other	Email issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 14:19:00
ndbbank.com Completed the issue 90308	job done	ndbbank.com	2018-08-28 14:23:17

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90309	2018/08/27	Nimesha.Yatiwella@ndbbank.com	DM	43065	Other	Outlook is not working	Software	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-27 14:23:22
Mahendra.Premathilaka Commented the issue 90309	No free space In C Drive. Need to Change MSoutlook Data File.	Mahendra.Premathilaka	2018-08-27 16:17:44
ndbbank.com Completed the issue 90309	Done.	ndbbank.com	2018-08-28 11:48:05

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90310	2018/08/27	kavisha.karunarathne@ndbbank.com	Bambalapitiya Bambalapitiya		Other	Excel cannot open	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 15:06:13
ndbbank.com Completed the issue 90310	job done	ndbbank.com	2018-08-28 14:23:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90311	2018/08/27	nadeesha.wijewardena@ndbbank.com	null	*7317	Passbook printer issue,inform to	Passbook printer issue,inform to	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-27 15:11:14
ifam Commented the issue 90311	job ref number : 241389	ifam	2018-08-28 14:32:12

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90312	2018/08/27	indrajith.nanayakkara@ndbbank.com	HO	HO	PC	New OS Installation	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 15:39:35
ndbbank.com Completed the issue 90312	Job is Completed,.	ndbbank.com	2018-08-27 15:40:37

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90313	2018/08/27	lahiru.liyanachchi@ndbbank.com	null	*7359	lexmark printer quality issue,inform	lexmark printer quality issue,	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-27 15:48:46
ifam Commented the issue 90313	job ref number : 180827137	ifam	2018-08-27 16:50:51
ifam Commented the issue 90313	Requesting imaging unit	ifam	2018-08-28 14:25:57

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90314	2018/08/27	vinolia.victoria@ndbbank.com	HO	3356	Other	Need to add GX reporter	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 16:06:57
ndbbank.com Completed the issue 90314	Job is Completed,.	ndbbank.com	2018-08-28 14:35:47

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90315	2018/08/27	udara.colombage@ndbbank.com	DM	42053	PC	Change PC Location	Hardware	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-27 16:12:22
ndbbank.com Completed the issue 90315	Done.	ndbbank.com	2018-08-28 09:22:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90316	2018/08/27	danuka.gunasinghe@ndbbank.com	DM	42053	PC	Change PC Location	Hardware	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-27 16:12:50
ndbbank.com Completed the issue 90316	Done.	ndbbank.com	2018-08-28 09:22:44

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90317	2018/08/27	dhananjaya.herath@ndbbank.com	DM	42053	PC	Change PC Location	Hardware	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-27 16:13:12
ndbbank.com Completed the issue 90317	Done.	ndbbank.com	2018-08-28 09:22:57

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90318	2018/08/27	malan.fernando@ndbbabnk.com	Thissamaharamaya	Thissamaharamaya	Other	HCM link not working	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-27 16:26:47
ndbbank.com Completed the issue 90318	Job is Completed,.	ndbbank.com	2018-08-28 14:36:07

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90319	2018/08/27	arunachalam.sethuramalingam@ndbbank.com	HO	HO	Printer	Add the printer	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 16:43:11
ndbbank.com Completed the issue 90319	job done	ndbbank.com	2018-08-27 16:50:08

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90320	2018/08/27	pathmanathan.anoj@ndbbank.com	Jaffna	*7341	Other	HCM Cloud cannot open	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 16:58:57
ndbbank.com Completed the issue 90320	job done	ndbbank.com	2018-08-28 14:25:25

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90321	2018/08/27	ranga.perera@ndbbank.com	Katunayake	*7384	Other	Iswitch issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-27 17:45:18
ndbbank.com Completed the issue 90321	job done	ndbbank.com	2018-08-28 14:26:11

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90322	2018/08/28	malithya.miyuranga@ndbbank.com	HO	HO	Other	outlook issue	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 08:33:34
ndbbank.com Completed the issue 90322	need to active the outlook mail license.	ndbbank.com	2018-08-28 08:34:48

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90323	2018/08/28	sahan.k.ranasinghe@ndbbank.com	Old Moor	Old Moor	Other	low disk space	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 08:46:08
ndbbank.com Completed the issue 90323	clear the disk.completed	ndbbank.com	2018-08-28 08:58:42

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90324	2018/08/28	pulasthi.batuwita@ndbbank.com	HO	34217	PC	Trush relationship	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 08:47:08
ndbbank.com Completed the issue 90324	Job is Completed,.	ndbbank.com	2018-08-28 14:37:20

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90325	2018/08/28	asanka.rodrigo@ndbbank.com	null	51169	lexmark printer display issue,inform	lexmark printer display issue,	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-28 09:03:08
ifam Commented the issue 90325	job ref number : 18082819	ifam	2018-08-28 14:28:16

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90326	2018/08/28	vinolia.victoria@ndbbank.com	HO	3356	Other	O365 mail logging issue	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 09:05:10

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90327	2018/08/28	tharaka.wijekoon@ndbbank.com	Monaragala	Monaragala	Other	pc slow	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 09:08:34
ndbbank.com Completed the issue 90327	completed	ndbbank.com	2018-08-28 09:12:13

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90328	2018/08/28	nirosha.delgahagoda@ndbbank.com	Kottawa Branch	Kottawa	Key Board	Keyboard is not working	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 09:14:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90329	2018/08/28	raveendra.karunarathne@ndbbank.com	Maharagama	Maharagama	Other	Mouse not working	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 09:16:46
ndbbank.com Completed the issue 90329	job done	ndbbank.com	2018-08-28 15:01:46

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90330	2018/08/28	hiruni.kakulawala@ndbbank.com	DM	43064	Other	Internet Explore is not working	Software	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-28 09:17:46
ndbbank.com Completed the issue 90330	Reset the User Account	ndbbank.com	2018-08-28 11:47:47

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90331	2018/08/28	dulaj.morawaka@ndbbank.com	DM	DM	Other	brother printer issue	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 09:25:35
ndbbank.com Completed the issue 90331	completed	ndbbank.com	2018-08-28 09:47:23

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90332	2018/08/28	thushani.hewawitharana@ndbbank.com	Borella	Borella	Other	HCM Cloud is not working	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 09:27:10

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90333	2018/08/28	shehan.jeevantha@ndbbank.com	HO	42056	Other	Excel document unable to save	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 09:30:39

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90334	2018/08/28	keerthana.rajasegaram@ndbbank.com	Ratmalana	rathmalana	Other	lan id issue	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 09:34:34
ndbbank.com Completed the issue 90334	completed	ndbbank.com	2018-08-28 09:47:10

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90335	2018/08/28	Sumudu.Harshana@ndbbank.com	Ambalanthota	Ambalanthota	Western Union	Western Union logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 09:39:03
ndbbank.com Completed the issue 90335	job done	ndbbank.com	2018-08-28 14:28:33

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90336	2018/08/28	Kiridaangan.Gowrinathar@ndbbank.com	Chenkalady	Chenkalady	Other	lotus issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 09:47:20
ndbbank.com Completed the issue 90336	job done	ndbbank.com	2018-08-28 14:28:52

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90337	2018/08/28	Thushari.Karunarathna@ndbbank.com	HO	HO	Other	HCM cloud issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 09:48:19
ndbbank.com Completed the issue 90337	job done	ndbbank.com	2018-08-28 14:29:09

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90338	2018/08/28	thanuka.perera@ndbbank.com	null	*7317	lexmark printer setting changing	lexmark printer setting changing	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-28 09:48:54
ifam Commented the issue 90338	job ref number : 18082843	ifam	2018-08-28 15:01:06

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90339	2018/08/28	Sumudu.Harshana@ndbbank.com	Ambalanthota	Ambalanthota	Western Union	Western Union installation	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 09:54:22
ndbbank.com Completed the issue 90339	job done	ndbbank.com	2018-08-28 14:29:52

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90340	2018/08/28	Sumudu.Harshana@ndbbank.com	Ambalanthota	*7353	Other	Westernunion issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 09:58:20
ndbbank.com Completed the issue 90340	job done	ndbbank.com	2018-08-28 15:03:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90341	2018/08/28	azad.muthalif@ndbbank.com	Marine Drive	Marine Drive	Printer	Need to install Lexmark Printer	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 10:01:15

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90342	2018/08/28	amenthi.weerasinghe@ndbbank.com	HO	HO	Other	X drive issue. drive path issue	Software	Udayana.Wanigasekara@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 10:10:20
ndbbank.com Completed the issue 90342	completed	ndbbank.com	2018-08-28 16:35:24
amenthi.weerasinghe Not Confirmed the issue 90342	Unsure to confirm if issue is completed as the solutiongiven	amenthi.weerasinghe	2018-08-28 16:40:37
ndbbank.com Completed the issue 90342	Completed. user was confirm issue was completed. need to	ndbbank.com	2018-08-28 17:14:54
amenthi.weerasinghe Confirmed the issue 90342		amenthi.weerasinghe	2018-08-28 17:16:56

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90343	2018/08/28	sashvinth.ravinath@ndbbank.com	Kolpity om	50306	Other	Trust relationship	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 10:20:15
ndbbank.com Completed the issue 90343	job done	ndbbank.com	2018-08-28 14:29:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90344	2018/08/28	prasanjanee.aluvihare@ndbbank.com	Kandy	*7306	Other	CRIB issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 10:20:52

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90345	2018/08/28	anushiya.sanmugarajah@ndbbank.com	Bandarawela	Bandarawela	PC	PC can t power on	Hardware	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 10:23:28

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90346	2018/08/28	dilshan.lankathilaka@ndbbank.com	null	31135	add priter	add priter	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-28 10:36:44
ndbbank.com Completed the issue 90346	completed	ndbbank.com	2018-08-28 12:54:15

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90347	2018/08/28	anushiya.sanmugarajah@ndbbank.com	Bandarawela	0572233690-1	Other	Install onepass	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 10:54:50
ndbbank.com Completed the issue 90347	job done	ndbbank.com	2018-08-28 15:01:22

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90348	2018/08/28	Hamsaruban.Shanmugaratnasarma@ndbbank.	Wellawatta	Wellawatta	Other	CRIB logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 11:05:13
ndbbank.com Completed the issue 90348	job done	ndbbank.com	2018-08-28 14:33:09

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90349	2018/08/28	ruani.goonetileke@ndbbank.com	HO	35202	Other	Unable to create PDF document	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 11:08:31
ndbbank.com Completed the issue 90349	job done	ndbbank.com	2018-08-28 14:30:48

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90350	2018/08/28	it.helpdesk@ndbbank.com	DM	DM	Other	Install IE11	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 11:12:10
ndbbank.com Completed the issue 90350	job done	ndbbank.com	2018-08-28 14:30:20

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90351	2018/08/28	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Other	Scan profile issue	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 11:21:03
ndbbank.com Completed the issue 90351	completed	ndbbank.com	2018-08-28 12:54:03

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90352	2018/08/28	raveena.karunarathne@ndbbank.com	DM	43028	MS office	Cannot open some exel program.	Software	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-28 11:25:25
Mahendra.Premathilaka Commented the issue 90352	Done. Changed the default program.	Mahendra.Premathilaka	2018-08-28 11:48:51
ndbbank.com Completed the issue 90352	Done.	ndbbank.com	2018-08-28 15:28:50

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90353	2018/08/28	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Other	scan profile issue	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 11:31:35
ndbbank.com Completed the issue 90353	completed	ndbbank.com	2018-08-28 12:52:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90354	2018/08/28	safrah.sariffodeen@ndbbank.com	DM	4140	Monitor	Display issue	Hardware	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-28 11:42:30

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90355	2018/08/28	chathuri.samarasinghe@ndbbank.com	Marine Drive	Marine Drive	PC	Trust relationship	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 11:45:53

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90356	2018/08/28	Shalini.Samarasinghe@ndbbank.com	HO	HO	Other	CITS app	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 11:46:04

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90356	job done	ndbbank.com	2018-08-28 15:02:03

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90357	2018/08/28	Shalini.Samarasinghe@ndbbank.com	HO	37101	CITS	Onepass application need	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 11:48:18
ndbbank.com Completed the issue 90357	job done	ndbbank.com	2018-08-28 15:02:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90358	2018/08/28	suresh.samarakoon@ndbbank.com	Nikawaratiya	Nikawaratiya	HRIS	HCM logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 11:49:19
ndbbank.com Completed the issue 90358	job done	ndbbank.com	2018-08-28 15:09:14

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90359	2018/08/28	ruwan.chamara@ndbbank.com	Galle	Galle	Other	Need to create scan profile	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 12:00:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90360	2018/08/28	arul.janarthanam@ndbbank.com	HO	HO	Other	CITS app	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 12:15:06
ndbbank.com Completed the issue 90360	job done	ndbbank.com	2018-08-28 15:02:19

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90361	2018/08/28	asanka.rodrigo@ndbbank.com	Malambe	*7331	Other	T24 MIS issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 12:17:58

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90362	2018/08/28	asanka.rodrigo@ndbbank.com	Malambe	*7331	Other	T24 MIS issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 12:24:03

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90363	2018/08/28	Thusitha.Dinethri@ndbbank.com	Homagama	*7330	Other	MOBIX issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 12:24:38
ndbbank.com Completed the issue 90363	job done	ndbbank.com	2018-08-28 15:07:14

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90364	2018/08/28	missaka.siriwardena@ndbbank.com	null	Thissamaharamaya	UPS not working,inform to	UPS not working,inform to	Hardware	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-28 12:25:40

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90365	2018/08/28	Kasun.Gayan@ndbbank.com	Matara	*7302	Other	C drive is full	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 12:27:51
ndbbank.com Completed the issue 90365	job done	ndbbank.com	2018-08-28 15:07:37

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90366	2018/08/28	gayan.bandaranaike@ndbbank.com	KATANA	KATANA	Other	CRIB issue	Software	Udayana.Wanigasekara@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigasekara	2018-08-28 12:34:44
ndbbank.com Completed the issue 90366	completed	ndbbank.com	2018-08-28 12:52:29

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90367	2018/08/28	Akila.Perera@ndbbank.com	null	43003	Fax is not receiving	Fax is not receving	Hardware	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-28 13:03:11
ndbbank.com Completed the issue 90367	DOne.	ndbbank.com	2018-08-28 16:23:20

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90368	2018/08/28	sandaruwani.dasanayake@ndbbank.com	null	43087	Fax is not receiving (ICU)	Fax is not receving (ICU)	Hardware	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-28 13:03:53
ndbbank.com Completed the issue 90368	Done.	ndbbank.com	2018-08-28 16:24:03

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90369	2018/08/28	rohan.samidason@ndbbank.com	Pettah	Pettah	Lotus	Need to configure lotus notes/M	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 13:06:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90370	2018/08/28	Chinthaka.Madusanka@ndbbank.com	DM	44027	Printer	Clear Printer que (Advice printer)	Software	Mahendra.Premathilaka@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathilaka	2018-08-28 13:28:45

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status

Action	User Comment	Comment By	Cooment Date % Time
ndbbank.com Completed the issue 90370	Done.	ndbbank.com	2018-08-28 16:32:13

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90371	2018/08/28	thilini.kariyawasam@ndbbank.com	Kaduruwela	Kaduruwela	PC	PC getting stuck	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 13:37:45
ndbbank.com Completed the issue 90371	job done	ndbbank.com	2018-08-28 15:09:38

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90372	2018/08/28	charitha.abeynayake@ndbbank.com	Kandy	Kandy	Other	CRIB logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 13:42:11
ndbbank.com Completed the issue 90372	job done	ndbbank.com	2018-08-28 15:08:59

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90373	2018/08/28	vinod.silva@ndbbank.com	HO	3660	HRIS	HCM logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 13:45:19
ndbbank.com Completed the issue 90373	job done	ndbbank.com	2018-08-28 15:04:01

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90374	2018/08/28	vinod.silva@ndbbank.com	HO	HO	Other	HCM issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 13:45:46
ndbbank.com Completed the issue 90374	job done	ndbbank.com	2018-08-28 15:08:43

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90375	2018/08/28	nadeera.sooriyaarachchi@ndbbank.com	Dambulla	Dambulla	Other	t24 system opening issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 13:47:18
ndbbank.com Completed the issue 90375	job done	ndbbank.com	2018-08-28 14:34:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90376	2018/08/28	indrajith.nanayakkara@ndbbank.com	HO	3249	Other	C drive is full	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 14:11:53
ndbbank.com Completed the issue 90376	job done	ndbbank.com	2018-08-28 14:32:41

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90377	2018/08/28	Shiran.Abeysinghe@ndbbank.com	HO	3699	Other	Camera issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 14:33:40
ndbbank.com Completed the issue 90377	need to check with arshad	ndbbank.com	2018-08-28 15:08:25

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90378	2018/08/28	Sachithri.Swarnamalie@ndbbank.com	Marine Drive	Marine Drive	Other	Workflow issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 14:59:41
ndbbank.com Completed the issue 90378	job done	ndbbank.com	2018-08-28 15:02:59

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90379	2018/08/28	naomi.wijegoonewardena@ndbbank.com	Battramulla	Battharamulla	Other	Workflow logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 15:13:49

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90380	2018/08/28	dilshan.lankathilaka@ndbbank.com	HO	HO	PC	Need to transfer DATA to NB12004	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 15:14:48

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90381	2018/08/28	naomi.wijegoonewardena@ndbbank.com	Battramulla	Battharamulla	Other	Workflow issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 15:27:02

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90382	2018/08/28	Prabash.Wimalaratne@ndbbank.com	HO	3952	Other	Need to create scan profile	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 15:35:45

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90383	2018/08/28	balasubramaniam.aingaran@ndbbank.com	Nelliady	Nelliady	Other	Need to add CRIB icon	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 15:37:17

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90384	2018/08/28	harshani.karunarathne@ndbbank.com	HO	HO	Other	Lankapay sytem issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 16:21:27

Helpdesk Jobs Summery Report

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90385	2018/08/28	layanga.perera@ndbbank.com	Battramulla	Battharamulla Other		Data scanning issue	Software	Udayana.Wanigasekara@ndb bank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-28 16:35:31
ndbbank.com Completed the issue 90385	completed	ndbbank.com	2018-08-28 16:49:48

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90386	2018/08/28	layanga.perera@ndbbank.com	Battramulla	Battharamulla Other		workflow issue	Software	Udayana.Wanigasekara@ndb bank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-28 16:40:20
ndbbank.com Completed the issue 90386	completed	ndbbank.com	2018-08-28 16:48:44

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90388	2018/08/28	jinadari.sathsarani@ndbbank. com	Borelesgamuwa - Ext	Borelesgamuwa PC - Ext		Need to Remove User Profiles	Software	Thilina@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-28 17:37:36

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Problem	Description	Job Category	Attended By	Status
90387	2018/08/28	isira.wickramasinghe@ndbbank .com	Ehaliyagoda	Ehaliyagoda Other		CRIB logging issue	Software	ifam@ndbbank.com	Pending

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-28 16:59:59

- End Of The Report -