Commercial in Confidence



**Certis Technology (Singapore) Pte Ltd**

Certis CISCO Centre,, 20 Jalan Afifi, Singapore 409179

Tel: 1800 747 2888 Fax: +65 6744 0039

Website: [www.certisgroup.com](http://www.certisgroup.com/)  Email: security@certisgroup.com

Co. Reg No.: 199001878M /GST Reg No.: MR-8500083-1

|  |  |
| --- | --- |
| Service Report  Incident Number  Date Time In  Date Time Out  Attended By  Employee ID | **: {ticket.id}**  **: {busObPublicId}**  : {ticket.updated\_at}  : {AppointmentEndDate}  : {ReportedBy}  : {UserInfoID} |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name : {ticket.subject}  Site Code : {ticket.type\_name}  Site Address : {ticket.department\_name}  Requestor Name : {ticket.subject}  Telephone : {ticket.subject} | | | | | | | | |  |  | |
| **1. Services** | | | | : {ticket.subject} | | |  | | | |  | |  | |
| Service Description | | | | : {ticket.subject} | | |  | | | |  | |  | |
| **2. System Type and Equipment (Involved in this service)** | | | | : | | |  | | | |  | |  | |
| System Type | |  | | : {SystemType} | | |  | | | |  | |  | |
| Equipment | |  | | : {Equipment} | | |  | | | |  | |  | |
| Cause of Fault | |  | | : {CauseOfFault} | | |  | | | |  | |  | |
| **3. Findings** | |  | | : | | |  | | | |  | |  | |
| Actual problem | |  | | : {ActualProblem} | | |  | | | |  | |  | |
| Solution | |  | | : {Resolution} | | |  | | | |  | |  | |
| Equipment Status | |  | | : {EquipmentStatus} | | |  | | | |  | |  | |
| Required Action  4. **Billing Amount** | |  | | : {RequiredAction} | | |  | | | |  | |  | |
|  | **Name** | | **Role** | | **platform** | **Link** | | **Stars** | | | | | |
|  | {#projects }{name} | | {role} | | {platform} | {link} | | {stars}{/projects } | | | | | |

Parts used : $ {PartsUsed}

Transport : $ {Transport}

Amount before GST : $ {AmountBeforeGST}   
Method of Payment : {ModeOfPayment}