



Open Tickets

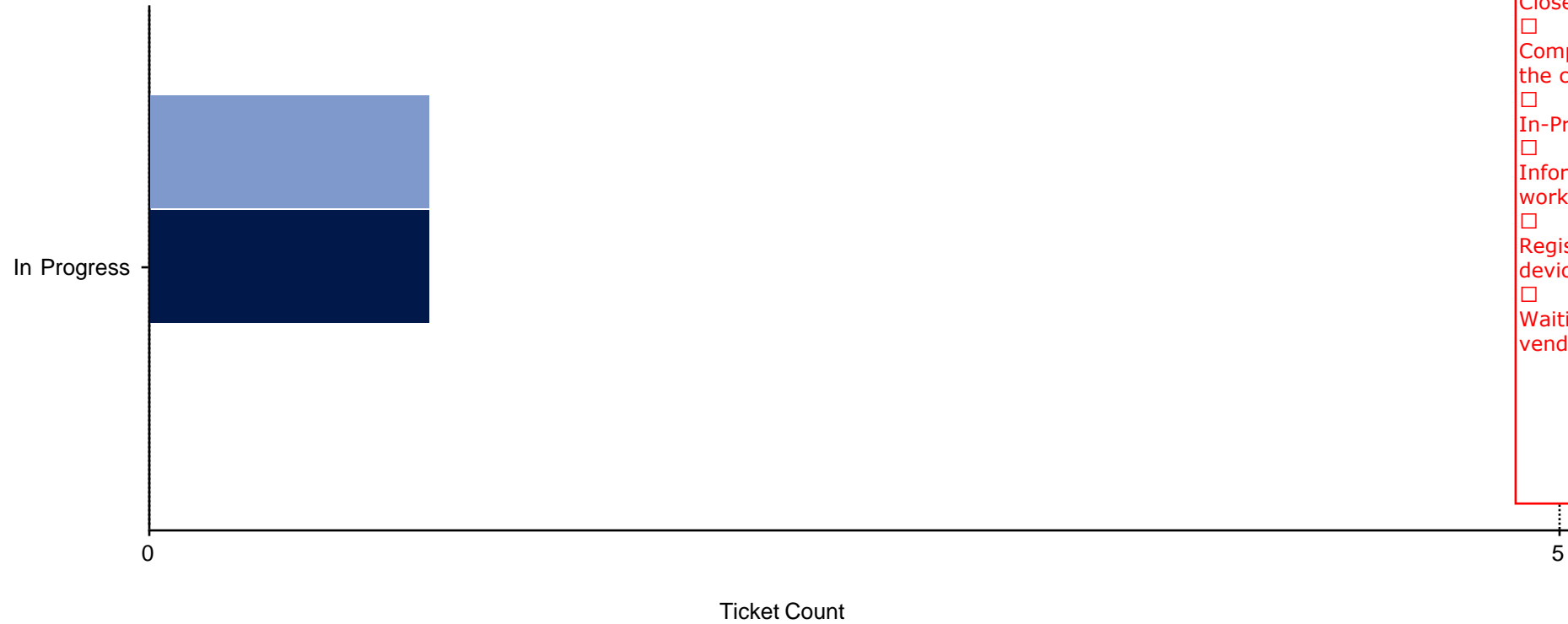
123 Industries

Reported on Aug 24, 2004

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1 Current Open Ticket Status

Status	Open Less Than 1 Day	Open 1-7 Days	Open More Than 7 Days
In Progress	1	1	0
Total Open Tickets	1	1	0



Open Less Than 1 Day
 Open 1-7 Days
 Open More Than 7 Days

Status Definitions

Open: A ticket that has been entered into Service Desk, having a status other than "Closed"

Closed: A ticket that has been finalized and is locked.

Completed: A ticket for which the work has been completed but the customer or requestor has not yet been notified.

In-Process: A ticket that is being worked on.

Informed: A customer has been informed of the solution or work-around.

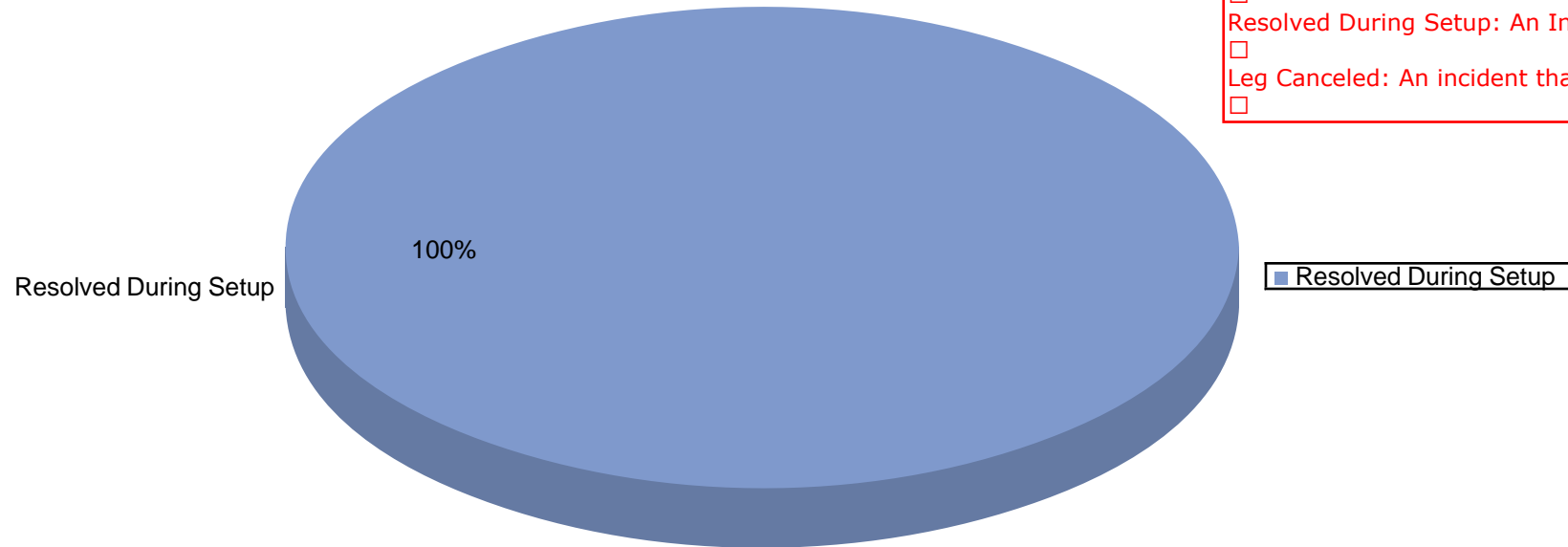
Registered: A ticket that has been generated by a monitored device that has not yet been assigned.

Waiting: A ticket that is awaiting response from a customer or vendor.

2 Open Ticket Conference Impact

Open Ticket Conf. Impact	No. of Tickets
Resolved During Setup	1
Total Open Tickets	1

- Conference Impact Definitions
- Conference Canceled: Incident caused the conference to be canceled.
 - Conference Not Impacted: Service request that had no impact on the conference experience.
 - Late Start: An incident that resulted in a delay to the conference start.
 - Resolved During Setup: An Incident that was resolved prior to the conference start.
 - Leg Canceled: An incident that resulted in a leg being unable to participate.





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3 Open Ticket List

Company Name	Ticket ID	Created (GMT)	Actual Start (GMT)	Status	Received Via	Ticket Category	Source	Symptom	Conference Number	Conference Impact	Caller
123 Industries	52125	2004-08-23 14:29:25	2004-08-23 14:29:25	In Progress	Conference	Conference	Network		19264703	Resolved During Setup	
123 Industries	52312	2004-08-24 09:29:26	2004-08-24 10:29:26	In Progress	Conference	Conference	Customer Premise Equipment		20970334		