

Ticket Summary - by SLA

Ticket Start Date ANY
Ticket End Date ANY

SLA No SLA

Number	Status	Department	Name	Ticket Subject	Date Created
145765	Closed	Support	Nazi Ahmad	Ticket helpdesk on mobile screens, tablets	2015-07-05 16:26:24

SLA SLA (24 hour)

Number	Status	Department	Name	Ticket Subject	Date Created
313155	Closed	Sales	Richard L	Renew subscription contract for 1 year	2015-06-24 16:22:22
836690	Open	Sales	Bravo Maids Agency	Ask for web helpdesk payment	2015-06-26 11:13:54
862449	Open	Sales	Nora Sidar	Add Ticket Helpdesk for our company	2015-07-21 17:51:11
539245	Closed	Sales	John Ooi	Request for new ticket report	2015-07-31 11:38:36

SLA SLA (48 hour)

Number	Status	Department	Name	Ticket Subject	Date Created
905059	Closed	Technical	Customer-Ticket Support	Scheduled application server upgrade	2015-06-14 12:07:45
210094	Open	Human Resource	Mary Lee	Mobile internet allowance	2015-06-24 16:22:49
421653	Closed	Technical	Jeremy Loh	Broadband upgrade process	2015-06-26 11:56:09
969906	Open	Human Resource	Siti N	Apply for extension of maternity leave	2015-06-26 23:47:41
918591	Open	Human Resource	Siti N	Hospitalisation insurance coverage for employee	2015-06-26 23:48:21
481105	Open	Sales	John Ooi	SME package on ticket helpdesk system	2015-07-31 11:50:06
189151	Open	Sales	Fazirah	Enquiry on Live Chat for business web site	2015-08-01 00:16:12