

Ticket Report

Ticket No.: 1-11

Account: Yard Institute
Contact: Paul Banks
E-Mail: Paul@YardInstitute.demo

Contract ID: cQF8AA000004
Work Phone: (847) 555-3000
Weight:

Received Date:	5/8/2003	Received By:	Brink, Samantha	Area:	Software
Assigned Date:	5/8/2003	Assigned To:	Brink, Samantha	Category:	Student Tracking
Needed By:	5/8/2003	Completed By:	Brink, Samantha	Issue:	
Completed Date:	5/8/2003	Urgency:	Medium	Status:	Closed
Overdue:	N	Priority:		Closed:	Y

Problem Description: Samantha Brink 6/25/2002 12:15:46 PM
What is the best way to import student records so that everyone has the ability to view them?

Final Results: Samantha Brink 6/25/2002 12:27:46 PM
When student information is imported, the ownership of the record needs to be set to 'Everyone'. Also, there may be other records that must be included in order for the records to be visible like a link to an existing account record.

From the Admin, select Tools -> Manage -> Links and look for inner joins related to the Contact table.

Notes:

Ticket No.: 1-12

Account: Phoenix Computers, Inc.
Contact: Lou Pizzutti
E-Mail: lpizzutti@phoenixcomputers.demo

Contract ID:
Work Phone: (480) 368-3700
Weight:

Received Date:	5/9/2003	Received By:	Brink, Samantha	Area:	Software
Assigned Date:	5/11/2003	Assigned To:	Curbough, Joan	Category:	Other
Needed By:	5/14/2003	Completed By:	Curbough, Joan	Issue:	Standard Image
Completed Date:	5/11/2003	Urgency:	Low	Status:	Closed
Overdue:	N	Priority:		Closed:	Y

Problem Description: Samantha Brink 6/28/2002 9:15:31 AM
Lou can't get to e-mail.

Samantha Brink 6/26/2002 12:50:07 PM
Lou needs his laptop set up with the standard image.

Final Results: Joan Curbough 6/28/2002 10:56:02 AM
Working fine now.

Joan Curbough 6/28/2002 10:45:02 AM
Reset his network password, am waiting to hear back if this resolved his problem.

Joan Curbough 6/27/2002 3:33:47 PM
Done.

Notes:

Ticket Report

Ticket No.: 1-13

Account: Yard Institute **Contract ID:** cQF8AA000004
Contact: Paul Banks **Work Phone:** (847) 555-3000
E-Mail: Paul@YardInstitute.demo **Weight:**

Received Date:	5/11/2003	Received By:	Brink, Samantha	Area:	Software
Assigned Date:	5/11/2003	Assigned To:	Brink, Samantha	Category:	Student Tracking
Needed By:	5/14/2003	Completed By:	Brink, Samantha	Issue:	
Completed Date:	5/14/2003	Urgency:	Medium	Status:	Closed
Overdue:	N	Priority:		Closed:	Y

Problem Description: Samantha Brink 7/1/2002 10:24:12 AM
Customer wanted to know how to enforce usage of only the specified picklist items.

Final Results: Samantha Brink 7/1/2002 10:34:12 AM
Instructions on how to make user defined fields visible.

- * From the Admin menu select Tools -> Manager -> Picklist
- * Select the desired picklist
- * Make certain that the item 'Text must match a list item' is checked.

Notes:

Ticket No.: 1-14

Account: Koll Trucks **Contract ID:** cQF8AA000003
Contact: Joe Garcia **Work Phone:** (314) 555-5654
E-Mail: **Weight:**

Received Date:	5/14/2003	Received By:	Brink, Samantha	Area:	Network
Assigned Date:	5/14/2003	Assigned To:	Curbough, Joan	Category:	
Needed By:	11/12/1900	Completed By:		Issue:	
Completed Date:		Urgency:	Medium	Status:	In Process
Overdue:	N	Priority:		Closed:	N

Problem Description: Samantha Brink 6/30/2002 12:59:43 PM
On-site network maintenance and support for the first quarter.

Final Results:

Notes:

Ticket No.: 1-15

Account: Sunny Wireless **Contract ID:** cQF8AA000005
Contact: James Wallander **Work Phone:** (817) 555-1209
E-Mail: James@SunnyWireless.demo **Weight:**

Received Date:	5/14/2003	Received By:	Brink, Samantha	Area:	Software
Assigned Date:	5/14/2003	Assigned To:	Cromack, Robert	Category:	Testing
Needed By:	5/18/2003	Completed By:		Issue:	
Completed Date:		Urgency:	Low	Status:	In Process
Overdue:	N	Priority:		Closed:	N

Problem Description: Samantha Brink 7/1/2002 1:59:18 PM
Sunny has provided version 1.0 of their new wireless software application. List of Defects due by end of day Friday 7/5/02.

Final Results:

Notes:

Ticket Report

Ticket No.: 1-16

Account: Phoenix Computers, Inc.
Contact: Larry Peters
E-Mail: lpeters@phoenixcomputers.demo

Contract ID:
Work Phone: (480) 368-3700
Weight:

Received Date:	5/16/2003	Received By:	Brink, Samantha	Area:	Software
Assigned Date:	5/16/2003	Assigned To:	Curbough, Joan	Category:	
Needed By:	5/16/2003	Completed By:	Curbough, Joan	Issue:	
Completed Date:	5/16/2003	Urgency:	Med-High	Status:	Closed
Overdue:	N	Priority:		Closed:	Y

Problem Description: Samantha Brink 7/3/2002 2:07:51 PM
Needs his laptop reimaged before he goes on vacation.

Final Results: Joan Curbough 7/3/2002 4:25:59 PM
Completed and tested.

Notes:

Ticket No.: 1-17

Account: Yard Institute
Contact: Paul Banks
E-Mail: Paul@YardInstitute.demo

Contract ID: cQF8AA000004
Work Phone: (847) 555-3000
Weight:

Received Date:	5/18/2003	Received By:	Brink, Samantha	Area:	Software
Assigned Date:	5/18/2003	Assigned To:	Brink, Samantha	Category:	Student Tracking
Needed By:	5/22/2003	Completed By:	Brink, Samantha	Issue:	
Completed Date:	5/18/2003	Urgency:	Low	Status:	Closed
Overdue:	N	Priority:		Closed:	Y

Problem Description: Samantha Brink 7/5/2002 9:45:05 PM
Customer wanted other people to be able to add new picklist options.

Final Results: Samantha Brink 7/5/2002 10:15:56 PM
Walked him through granting rights to add picklist items.

Create a new Picklist Role
* From the menu select Tools -> Manage -> Admin Roles
* Click on New Role
* Give the new role a name
* Find the square where Picklist Manager and the new role cross and double click to change the setting to YES.

Assign the new role to the specified users
* Click on desired User
* Click on the Security tab
* Under the Administrative Role select the new role and save.

Notes:
