



Ticket Data

PAC: ALL , Year:2024, Quarter: ALL , Month: ALL

PAC Name: Multipurpose SCS Ltd PACCode: P356036452007022002											
Ticket Code	SLA Parameter	Subject	BDBH Severity	SLA Severity	Status	Events				Assigned To	Reported By
						Incident Date Time	Raised Date Time	Acknowledged Date Time	Resolved Date Time		
ANI24000003		tset	Critical	High	Closed	9/5/2024 10:02:00 AM	9/17/2024 10:02:00 AM			vishal	praveensi
MN24000004		system related issue	Critical	High	Re-Open	9/5/2024 10:54:00 AM	9/5/2024 10:54:00 AM			vishal	krishna
MN24000005		system not working	High	High	Resolved	9/5/2024 10:57:00 AM	9/5/2024 10:57:00 AM	9/5/2024 11:12:50 AM	9/5/2024 11:13:38 AM	vishal	krishna
MN24000006		system not working	High	High	New	9/5/2024 10:57:00 AM	9/18/2024 10:50:00 AM		9/5/2024 11:13:38 AM	vishal	krishna
ANI24000007		check data once	High	High	New	9/6/2024 10:03:00 AM	9/18/2024 10:50:00 AM			ALR	jagadish
ANI24000008		check sub	Critical	High	New	9/6/2024 11:01:00 AM	9/18/2024 10:50:00 AM			narayana	jagadish
ANI24000009		1	Critical	High	New	9/6/2024 12:50:00 PM	9/19/2024 12:00:00 AM	9/6/2024 3:12:52 PM	9/12/2024 12:13:51 PM	narayana	praveenpac
ANI24000012		Test p	Critical	High	Acknowledge	9/6/2024 3:30:00 PM	9/17/2024 7:30:00 PM	9/17/2024 7:31:57 PM		siuser	praveenpac
ANI24000013		test	Critical	High	Re-Open	9/6/2024 7:33:00 PM	9/6/2024 7:33:00 PM	9/6/2024 7:34:53 PM	9/6/2024 7:35:23 PM		praveensi
ANI24000016		Test M	Medium	High	Acknowledge	9/9/2024 7:14:00 PM	9/9/2024 7:14:00 PM	9/13/2024 3:04:20 PM		bhanu	bhanu
ANI24000017		test@gmail.com	Critical	High	Acknowledge	9/9/2024 7:16:00 PM	9/9/2024 7:16:00 PM	9/11/2024 6:49:42 PM		vishal	bhanu
ANI24000018		Test sairam	High	High	Resolved	9/10/2024 12:52:00 PM	9/17/2024 7:30:00 PM	9/10/2024 12:54:39 PM	9/11/2024 3:47:55 PM		praveenpac
ANI24000019		1	High	High	Acknowledge	9/10/2024 1:04:00 PM	9/17/2024 7:30:00 PM	9/11/2024 6:37:37 PM			praveenpac
ANI24000020		Test Training sub	Low	High	Acknowledge	9/11/2024 11:57:00 AM	9/17/2024 7:30:00 PM	9/11/2024 6:36:58 PM			praveenpac
ANI24000021		Test Training Sub	Medium	High	Acknowledge	9/11/2024 12:00:00 PM	9/11/2024 12:00:00 PM	9/11/2024 6:07:09 PM			praveenpac
ANI24000022		1	Critical	High	Closed	9/11/2024 12:02:00 PM	9/12/2024 12:02:00 PM	9/12/2024 11:58:57 AM	9/12/2024 11:59:22 AM	vishal	praveenpac
24000023		test	Medium	High	Acknowledge	9/12/2024 12:02:00 PM	9/13/2024 6:58:00 PM	9/17/2024 7:28:31 PM		siuser	bhanu
MN24000024		space issue	Medium	High	Acknowledge	9/12/2024 2:46:00 PM	9/12/2024 2:46:00 PM	9/17/2024 7:27:12 PM		sairaml	lakshmi
ANI240000162		Testing 12 Sep,Critical High Closed	Critical	High	New	9/11/2024 5:50:00 PM	9/18/2024 10:50:00 AM	9/11/2024 5:55:00 PM	9/12/2024 9:30:00 PM		praveensi
ANI240000164		Testing 12 Sep,Critical High Closed	High	High	New	9/11/2024 5:52:00 PM	9/18/2024 10:50:00 AM	9/11/2024 5:55:00 PM			praveensi



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						Incident Date Time	Raised Date Time	Acknowledged Date Time	Resolved Date Time		
ANI240000166		Testing 12 Sep,Low,High,Re-open	Low	High	Re-Open	9/11/2024 5:50:00 PM	9/11/2024 7:59:00 PM	9/11/2024 5:55:00 PM			praveensi
ANI240000168		Testing 12 Sep,Low,High,Resolved	Low	High	Resolved	9/11/2024 5:40:00 PM	9/11/2024 7:45:00 PM	9/11/2024 5:55:00 PM	9/12/2024 11:30:00 PM		praveensi
ANI24000030		Test M	Medium	High	Closed	9/13/2024 10:27:00 AM	9/13/2024 10:27:00 AM	9/13/2024 10:32:07 AM	9/13/2024 11:26:06 AM	sairaml	praveenmpac
ANI24000031		Test M 2	High	High	Acknowledge	9/13/2024 11:24:00 AM	9/13/2024 11:24:00 AM	9/13/2024 11:33:15 AM		sairaml	praveenmpac
ANI24000032		Test M 3	High	High	Acknowledge	9/13/2024 11:25:00 AM	9/13/2024 11:25:00 AM	9/17/2024 7:29:47 PM		siuser	praveenmpac
ANI24000033		Test M 4	High	High	Resolved	9/13/2024 11:30:00 AM	9/13/2024 11:30:00 AM	9/13/2024 11:33:32 AM	9/13/2024 11:34:19 AM	sairaml	praveenmpac
ANI24000034		Test M 5	Critical	High	Re-Open	9/13/2024 11:30:00 AM	9/13/2024 11:30:00 AM	9/13/2024 11:34:36 AM	9/13/2024 11:34:57 AM	sairaml	praveenmpac
ANI24000035		Test M 6	Low	High	New	9/13/2024 11:31:00 AM	9/18/2024 10:50:00 AM				praveenmpac
ANI24000043		hgfhg	High	High	Acknowledge	9/17/2024 12:39:00 PM	9/18/2024 10:50:00 AM	9/18/2024 11:47:27 AM		bhanu	jagadish
ANI24000044		data issue	Critical	High	New	9/18/2024 11:50:00 AM	9/18/2024 11:50:00 AM			alnsi	alnsi
ANI24000045		facing a issue	Critical	High	New	9/18/2024 11:52:00 AM	9/18/2024 11:52:00 AM			alnsi	lakshmi
ANI24000048		check subject data	Medium	High	New	9/18/2024 12:36:00 PM	9/18/2024 12:36:00 PM			siuser	testsi
ANI24000049		not working	Low	High	New	9/18/2024 1:00:00 PM	9/18/2024 1:00:00 PM			TestSi	testsi
ANI24000050		sdf adsf	High	High	Closed	9/18/2024 3:46:00 PM	9/18/2024 3:46:00 PM	9/24/2024 4:22:38 PM	9/24/2024 4:25:15 PM	siuser	jagadish
ANI24000051		gfgf	High	High	Re-Open	9/18/2024 4:14:00 PM	9/18/2024 4:14:00 PM	9/20/2024 8:36:02 AM	9/20/2024 8:38:01 AM	praveensi	TestSi
ANI24000052		asdf	High	High	Acknowledge	9/18/2024 4:55:00 PM	9/18/2024 4:55:00 PM	9/18/2024 5:55:03 PM		bhanu	praveenpac
ANI24000053		fchgfhgf	Critical	High	Acknowledge	9/18/2024 7:04:00 PM	9/18/2024 7:04:00 PM	9/20/2024 8:30:00 AM		siuser	jagadish
ANI24000054		11111111111	High	High	New	9/19/2024 6:23:00 PM	9/19/2024 6:23:00 PM				praveenpac
ANI24000060		text issue	High	High	Re-Open	9/20/2024 8:32:00 AM	9/20/2024 8:32:00 AM	9/20/2024 8:35:22 AM	9/20/2024 8:38:47 AM	TestSi	jagadish
ANI24000061		gfhhgf	High	High	Acknowledge	9/20/2024 11:06:00 AM	9/20/2024 11:06:00 AM	9/20/2024 11:07:21 AM		TestSi	jagadish



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						Incident Date Time	Raised Date Time	Acknowledged Date Time	Resolved Date Time		
ANI24000062		check ticket	High	High	Acknowledge	9/20/2024 11:29:00 AM	9/20/2024 11:29:00 AM	9/20/2024 11:30:43 AM		testsi	jagadish
ANI24000063		fgdgfg	High	High	Acknowledge	9/20/2024 11:31:00 AM	9/20/2024 11:31:00 AM	9/20/2024 11:32:19 AM		testsi	jagadish
ANI24000066		Testing on 20 Sep	Critical	High	Resolved	9/20/2024 12:11:00 PM	9/20/2024 12:11:00 PM	9/20/2024 1:29:51 PM	9/20/2024 1:30:23 PM	krishnakanth	krishnakanth
ANI24000067		Testing on 20 Sep	Critical	High	Acknowledge	9/20/2024 12:13:00 PM	9/20/2024 12:13:00 PM	9/20/2024 3:16:15 PM		krishnakanth	krishnakanth
ANI24000068		Testing on 20th September	Critical	High	New	9/20/2024 12:35:00 PM	9/20/2024 12:35:00 PM			krishnakantha	krishnakantha
ANI24000070		Testing on 2 0Sep	Critical	High	New	9/20/2024 12:52:00 PM	9/20/2024 12:52:00 PM			krishnasiad	krishnasiad
ANI24000071		Testing on 20 Sep	Critical	High	New	9/20/2024 12:55:00 PM	9/20/2024 12:55:00 PM			krishnakanth	krishnasiad
ANI24000072		Testing andaman Dev 20 Sep	Critical	High	New	9/20/2024 1:24:00 PM	9/20/2024 1:24:00 PM			krishnasiad	krishnasiad
ANI24000074		Testing on 20 Sep	Critical	High	Acknowledge	9/20/2024 2:35:00 PM	9/20/2024 2:35:00 PM	9/23/2024 6:15:13 PM		krishnakanth	krishnasiad
ANI24000076		Test on 20 Sep	Critical	High	Acknowledge	9/20/2024 3:35:00 PM	9/20/2024 3:35:00 PM	9/23/2024 6:15:07 PM		krishnakanth	praveensimn
ANI24000078		Test 20 Sep	Critical	High	Acknowledge	9/20/2024 5:05:00 PM	9/20/2024 5:05:00 PM	9/24/2024 3:27:03 PM		krishnakanth	krishnakanth
ANI24000082		TEst	Medium	High	New	9/27/2024 7:00:00 PM	9/27/2024 7:00:00 PM			krishnakantha	praveensimn
ANI24000083		HI	Critical	Medium	New	9/27/2024 9:35:00 PM	9/27/2024 9:35:00 PM				jagadishpac
ANI24000085		Test PAC user	Critical	High	Acknowledge	9/30/2024 5:05:00 PM	9/30/2024 5:05:00 PM	9/30/2024 5:08:07 PM		bhanu	krishnakantha@satragro up.in
ANI24000087		Test-Oct1st	Critical	Critical	New	10/1/2024 10:47:00 AM	10/1/2024 10:47:00 AM				bhanu