



Computer Solutions Ltd

Your IT Support Solution

by Lena Dieffenbach



accounting, payroll, CRM, HR,
manufacturing, Epos,
stock control

. . .

Services

- Financial Consultancy
- Consultancy
- Facility Management
- IT Support
- Networking
- Outsourcing
- Programming
- Training
- Web Design

Products

Network

Software

- Accounting, CRM, Payroll Software and Sage Manufacturing

Hardware

Technology

EPOS



Item	Description	Quantity	Unit Price	Total Price
1	Item 1	10	100	1000
2	Item 2	5	200	1000
3	Item 3	2	500	1000
4	Item 4	1	1000	1000
5	Item 5	1	1000	1000
6	Item 6	1	1000	1000
7	Item 7	1	1000	1000
8	Item 8	1	1000	1000
9	Item 9	1	1000	1000
10	Item 10	1	1000	1000

Solutions Ltd

ENGINEERING REPORT

01008

Project Name	
Client Name	
Report No.	
Date	
Author	
Reviewer	
Approved	





Ticket ID: 001-00-00-00000000

Account: [Redacted]

Contact: [Redacted]

Phone: [Redacted]

E-Mail: [Redacted]

Contract: [Dial in Support](#)

[View Account Service Information](#)

Area: [Redacted]

Category: [Redacted]

Issue: [Redacted]

Source: [Redacted]

Status: Closed

Urgency: Web Ticket

Needed Date: [Redacted]

Assigned To: [Redacted]

Assigned Date: [Redacted]

Phone: [Redacted]

E-Mail: [Redacted]

Resolved 1st Call

Submit for SpeedSearch

Service Report No.: [Redacted]

Details

Subject: No external mail

Description: [Redacted] (GMT Standard Time)
He complains they have no external mail so can you investigate

Resolution: [Redacted] (GMT Standard Time)
checked exchange queue, restarted services

Activity Type	Public Access	User	Start Date	End Date	Follow-Up
Remote Support	5-Internal	[Redacted]	[Redacted]	[Redacted]	No

Edit Ticket Activity

Type: Remote Support

Public Access: 5-Internal

User: [Redacted]

Travel Hours: (30 mins = 0.5 etc) 0

Start Date: [Redacted]

End Date: [Redacted]

Follow Up

Time Units: 20

Elapsed Hours: 0.33

Charge Type: FM

Rate: €0.00

Total Labor: €0.00

Total Parts: €0.00

Total Fee: €0.00

Detail

Comments: [Redacted]

Parts

Product	SKU	Serial Number	Price (EUR)	Description
			0.00	

OK Cancel Help

The End

Thank you for your attention!