

Cancel Insert Save Delete First Prev Next Last New Contact Apply Assignment Rules Release Actions Inquiries

## Case Summary

Reference Nbr : 000003 Customer ID : ANTUNSWEST Antun's of Westchester  
 Status : New  Open Location ID : MAIN Severity : Medium  
 Case Class ID : \* SOFTWARE Contract ID : Priority : Medium  
 Date Reported : 5/22/2009 10:54 AM Contact ID : Hahn James , Mr. Workgroup :  
 Subject : \* Client did not receive software update sent via mail Owner :

Case Details Tasks and Events Activity History Other Information

## Attributes

- ▶ Operation System

- Software Product

- Applicaition Name

- Version Of Software

- Asset ID

Init Response : Promised : \* 5/22/2009 10:54 AM  
 Last Activity : 5/22/2009 10:56 AM SLA Limit : \* 5/22/2009 10:54 AM  
 Resolution Date :  
 Time Estimated :  Billable  
 Work Hours : 0 days 0 hrs 0 mins Billable Time : 0 days 0 hrs 0 mins  
 Overtime : 0 days 0 hrs 0 mins Overtime Billable : 0 days 0 hrs 0 mins

Description :