

TP

New



DM

Will Delete This is a Test Ticl



CallStream - Trilogy Tirth Patel

60028829



First reply in 23h 56m



Tirth Patel

CallStream - Trilogy

Last seen 4 minutes ago



tirth.patel@trilogy.com

4 other active conversations



Assignee
L1 Agent



Status
New



Type
-



Priority
Normal



Tags

atlas-ticket-ski... x Add a tag...

Form
-



External team
-



DS for Escalated Issue (only GHI!)

GHI Status

PS Skyvera JIRA - Key

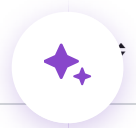
PS Skyvera JIRA - ID

JIRA Statuses

Product
-



Environment



Salesforce Org ID

Legacy Ticket ID

Package Name

Escalation Target

-



On Hold hour offset

On Hold start Timestamp

On Hold end Timestamp

ON-HOLD - Reason

On Hold

-



Parent Customer

Git-Zen_data

secureid

Migrated Ticket ID

solDelProc.flag

-



solDelProc.3


-



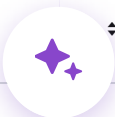
Date of the first reminder


-



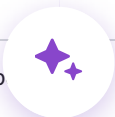
| | |
|--------------------------------------|---|
| solDelProc.1 | ⇅ |
| - | |
| solDelProc.2 | ⇅ |
| - | |
| Escalated | ⇅ |
| - | |
| Jira - Status | ⇅ |
| - | |
| Jira Description | |
| Jira Issue Type | ⇅ |
| - | |
| Sent to Jira | ⇅ |
| - | |
| Remove from analytics | ⇅ |
| - | |
| Immediate and severe business impact | ⇅ |
| - | |
| Severity 1 Reason | ⇅ |
| - | |
| Pending For Customer | ⇅ |
| - | |
| Billable Units | |
| 1 | |
| GDPR checkbox | ⇅ |
| - | |
| Sensitive Data checkbox | ⇅ |
| - | |
| Actual Behavior | |
| Expected Behavior | |
| Steps to Reproduce | |
| Cloud BU Jira ID |  |

| | |
|----------------------------|---|
| User email | |
| Effective date | - |
| Related tickets | |
| CSAI Issue Type | - |
| Confirmed Solved | - |
| Meeting Needed | - |
| KB Article Needed | - |
| Escalated Master Ticket ID | |
| Account Suspended | - |
| Central - Detailed Status | - |
| EY Language | - |
| EY Database | - |
| EY Support Level | - |
| IGS.CS.Intg.User.Info | |
| IGS.CS.Intg.CS.Tkt.ID | |
| IGS.CS.Intg.IGS.Tkt.ID | |
| IGS.CS.Intg.Product | - |
| Learning Ticket | - |

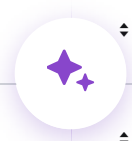




| | |
|-------------------------------------|---|
| - | |
| Kayako - URL | |
| JIRA ID | |
| Account Name | |
| Features | |
| IGS.CS.Intg.Type | ↕ |
| - | |
| DNN Product Version | ↕ |
| - | |
| Mobility - Advanced Replacement | ↕ |
| - | |
| Mobility - RMA Case | ↕ |
| - | |
| DNN Site URL | |
| Versata Product Versions | ↕ |
| - | |
| Ignite Product Versions | ↕ |
| - | |
| Week start date (for payment claim) | ↕ |
| - | |
| Crossover Email Address | |
| BU - Priority_Field_Sync | ↕ |
| - | |
| BU - Maint Expiration Date | ↕ |
| - | |
| Accuris - Product | ↕ |
| - | |
| On-hold release date |  |
| Number of hours to be paid | |

| | |
|---------------------------------------|---|
| number of hours to be paid | |
| BU - ticket notes | |
| Calendar event invite requester | ↕ |
| - | |
| Calendar event invite CCs | ↕ |
| - | |
| Created using portal | ↕ |
| - | |
| GFI - Product Key | |
| GFI - Serial Number | |
| GFI - Host ID | |
| GFI - Troubleshooter Link | |
| GFI - Component | ↕ |
| - | |
| Jive - Instance URL | |
| Jive - Product type | ↕ |
| - | |
| QuickSilver Version | ↕ |
| - | |
| Jive - Agent test approval | ↕ |
| - | |
| On-Hold full release time (READ ONLY) | |
| Northplains - Product Version | |
| Kayako - Agent impersonation approval | ↕ |
| - | |
| Kayako - Email of the account to imp | ↕ |



| | | |
|---|---|---|
| NewNet Product | - | ⇅ |
| CS - Organization | | |
| Sococo - Customer Success Tool access request | - | ⇅ |
| Sococo - With Delete option | - | ⇅ |
| Kayako Billing Email | | |
| CCAB - Component | - | ⇅ |
| Kayako Billing Address | | |
| CS - Ignite Type | - | ⇅ |
| FogBugz - Impersonation / Access token | | |
| EY Environment Name | | |
| EY Product | - | ⇅ |
| Sonic (Aurea Messenger) - Version | - | ⇅ |
| ACRM - Version | - | ⇅ |
| Pivotal - Version | - | ⇅ |
| Alertfind - Version | - | ⇅ |
| Aurea Monitor - Version | - | ⇅ |
| Quicksilver - Version | - | ⇅ |
| Lyris LM - Version | - | ⇅ |



- TP Tirth Patel logged in at 08:32
- TP Tirth Patel updated  **GFI** at 08:32
- ALSO Deutschland GmbH [E34A] ⋮
- TP Tirth Patel logged in at 08:32
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- TP Tirth Patel updated  **DNN - Equiniti Ltd. [02A8]** at 08:32 ⋮

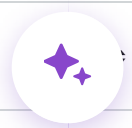
↑ 10+ past activities



Will Delete This is a Test Ticket With PNG File ✎

This is the beginning of the conversation started over - by Tirth Patel on Apr 24, 2025, 12:33

| | |
|--|---|
| Onyx - Version | ⇅ |
| - | |
| AES-EDI - Version | ⇅ |
| - | |
| EMS - Version | ⇅ |
| - | |
| Finance - Category | ⇅ |
| - | |
| Tempo URL | |
| GFI - AppManager Email Address | |
| NewNet Lithium Server Version | |
| Playbooks - Grant permission for calls | ⇅ |
| - | |
| Tempo WU Type | ⇅ |
| - | |
| Alpha / GT School - Name | |
| Requester Email | |
| EDU - User Not Signed In | ⇅ |
| - | |
| Compliance Original Product | ⇅ |
| - | |
| Tracking Symptom | ⇅ |
| - | |
| Tracking Cause | ⇅ |
| - | |
| Waiting on Third-party Team | ⇅ |
| - | |
| Third party pending reminder date | ⇅ |
| - | |
| Feature Priority | |





Tirth Patel AGENT 4 minutes ago Delivered

Hi I am Testing Body, Please Ignore This Case

1 attachment

sample1.mp3
35.90 KB

- set Billable Units to **1** 4 minutes ago
- assigned to **L1 Agent** 4 minutes ago
- set the tags to **atlas-ticket-in-progress** 4 minutes ago
- set the priority to **Normal** 4 minutes ago
- applied the SLA **Global SLA** 4 minutes ago

s... Notes Ma

Enter your reply here...

| | |
|--|---|
| Feature notes | |
| CCAB - Customer Name | ▾ |
| - | |
| Skyvera Monetization - Environment | ▾ |
| - | |
| Skyvera Monetization - marked for testing? | ▾ |
| - | |
| Contently - Component | ▾ |
| - | |
| GFI - Customer ARR | |
| JIRA Labels | |
| Skyvera Analytics - Components | ▾ |
| - | |
| Skyvera Monetization - Component | ▾ |
| - | |
| Skyvera Network - Components | ▾ |
| - | |
| Education vertical | ▾ |
| - | |



