

Chemical Security Assessment Tool (CSAT)

Input Screens and Fields for CSAT User Services System at ORNL (Tier 2)

Company Information

Name

Address

Address

City

State Zip

- Company Fields
 - Company Name
 - Address 1
 - Address 2
 - City
 - State
 - Zip Code

First Name **Last Name**

CSAT Role -- Select CSAT Role --

Title

CSAT Registration ID

Email Address

Office Phone **Mobile Phone**

Fax

Address

City

State -- Select Name --

Zip

Country -- Select Name --

Best Contact Method -- Select Best Contact Method --

- Contact Fields
 - First Name
 - Last Name
 - CSAT Role
 - Title
 - CSAT Registration ID
 - E-mail Address
 - Office Phone
 - Mobile Phone
 - Fax
 - Address
 - City
 - State
 - Zip Code
 - Country
 - Best Contact Method

Trouble Ticket

Method of Receipt

Problem Description

29 of 4000

Level 1 Assignment

Potential FAQ Category

Status

Resolution Response (e-mailed to contact at resolution)

0 of 4000

Resolution Action (internal use only)

Resolution Time

Resolved By

Requester Notified of Resolution? Yes No

Close Time 04/10/2007 09:22 AM

Closed By

Category

- Ticket Fields
 - Ticket Number
 - Time of Call
 - Method of Receipt
 - Problem Description
 - Level 1 Assignment
 - Potential FAQ Category
 - Status
 - Resolution Response
 - Resolution Action
 - Resolution Time
 - Resolved By
 - Requester Notified of Resolution
 - Close Time
 - Closed By
 - Category