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 -- Select Name --   Zip

Cancel   Create

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

- 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	Phone Call

Problem Description

29 of 4000

Level 1 Assignment

Potential FAQ Category   -- Select Potential FAQ Category --

Status

Resolution Response (e-mailed to contact at resolution)

0 of 4000

Resolution Action (internal use only)

Resolution Time   04/10/2007 09:22 AM

Resolved By

Requester Notified of Resolution?   ○ Yes ⊙ No

Close Time   04/10/2007 09:22 AM

Closed By

Category

[Exit] [Apply Changes]

- 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