

Information Captured by Tier 1 Representative

- Account Information (Facility)
 - Company Name
 - E-mail Address (of caller)
 - CSAT Registration Number (if they already have one)
 - Phone Number
 - Fax Number
 - Industry (usually Chemical)
 - Physical Address
 - Street Address
 - City
 - State
 - Zip Code
 - Country
 - Website
- Contact Information
 - First Name
 - Last Name
 - E-mail Address
 - Phone Number
 - Mailing Address
 - Street Address
 - City
 - State
 - Zip Code
 - Country
- Case (Ticket) Information
 - Case Number
 - User Category (Preparer, Submitter, etc.)
 - Case Status (Open, Closed, Escalated. etc.)
 - Case Origin (Phone, E-mail, Fax)
 - Priority
 - Subject
 - Description
 - Case Reason
 - Solution Title
 - Solution Details