

Sample Support Database Field Definitions

Field Name	Description
Incident Number	Numeric field, unique number automatically assigned when a new record is created.
Caller's Last Name	Text field, 25 characters.
Caller's First Name	Text field, 25 characters.
Caller's Initial	Text field, 2 characters.
Caller's FDID	Text field, 5 characters.
Caller's Location	Text field, 255 characters
Caller's Area Code	Text field, 3 characters.
Caller's Phone Number	Text field, 25 characters. NOTE: Provides space for extension if applicable.
Caller's Email Address	Text field, 255 characters.
Date of Call	Date/Time field. Current date automatically entered when a new record is created.
Time of Call	Date/Time field. Current time automatically entered when a new record is created.
Problem Description	Memo field, 64,000 characters.
Problem Category	Pull-Down List: <ul style="list-style-type: none"> • Hardware Use • Hardware Configuration • Software Configuration • Software Use – Data Entry • Software Use – Reporting • Software Use – Validation • Software Use – Transaction File, Importing Data, Exporting Data • Software Use – Initial Setup • Information Request – About Training • Information Request – Schedule Training • Information Request – Student Training Transcript • Other
Assigned To:	Pull-Down List: <ul style="list-style-type: none"> • Names of all Help desk staff members • To be determined • National or State Help Desk
Problem Resolution	Text field, 64,000 characters.
Last Action	Pull-Down List: <ul style="list-style-type: none"> • Assigned • Under Investigation • Complete
Last Action Date	Date/Time field, date entered by Help desk staff member.
Expected Completion Date	Date/Time field, date 1 week after initial call date automatically entered when the



National Fire Incident Reporting System (NFIRS)

	new record is created.
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