

ID912 Move Call from EA to CW

| EA Field | CW Field | Notes |
|------------------------------|------------------|--|
| <i>Service Call 'Header'</i> | | |
| 1 Customer | 1 Company | |
| 2 Caller | 2 Contact | |
| NA | 3 Board | Pulled from ID912 variable settings |
| NA | 4 Status | Pulled from ID912 variable settings |
| NA | 5 Type | Pulled from ID912 variable settings |
| 3 Contract | 6 Agreement | If the contract in EA is linked to an agreement in CW in the CEO Juice background tables, the agreement will be populated. If there's no link then no agreement will be populated. |
| NA | 7 Impact/Urgency | Pulled from ID912 variable settings |
| NA | 8 Priority | Pulled from ID912 variable settings |
| 4 Technician | NA | Tech in EA is the dummy tech that triggers the sync, there is no technician assigned to the ticket in CW. |

Customer: Krause Consulting, LLC 1 Date: 1/29/2024 Work order number: 513

| Service call * | Billing information * | Work order remarks |
|-------------------------|------------------------------|----------------------------|
| Call number SC704582 | Equipment/Item CW-Service | Description ConnectWise |
| Serial number | Make | Model |

Call: SC704582

Equipment
 Item

Item number: CW-Service - ConnectWise

*Location: KC07 - Krause Consulting, LLC

Contract: 3 CW32305-01 - Type 128

Problem description: CW Ticket#: 148749 | New computer setup

Caller contact: LK77 - Laurie Krause

Caller: 2 Laurie Krause -- 800-555-1234 -- laurie@krausec

SLA code: SLA COMPANY-240

*Call type: Network - Network Support by H
 *Priority: 8 - Priority 8
 *Technician: 4 CWTech - CW Convert
 Call received at: 1/29/2024 2:27 PM
 Due by: 1/30/2024 9:27 AM
 Start time - est.: 1/30/2024 9:27 AM
 Duration - est.: 01:00
 PO number: 1992668
 Bill code: MITInclusive - MIT All Inclusive A
 Job:

**ON HOLD!
CALL
MOVED
TO
CW**

On Hold

Company: Krause Consulting, LLC

Company: * Krause Consulting, LLC 1

Contact: Laurie Krause 2

Ticket: (800) 555-1234

Email: CustomField1

CustomField2:

Site: Main

Address 1: 100 Main Street

Address 2:

City: Prior Lake

State: MN

Zip: 55372

Country: United States

Ticket #148749

Board: 3 From EA

Status: 4 NEW

Type: 5 From EA

Subtype:

Item:

Ticket Owner: 9 (Unassigned)

CustomField1:

CustomField2:

ZCJ_CustomerNumber:

SLA: No SLA

Agreement: 6 User Based +/-Krause - MNS Plan

Predecessor:

Estimated Start Date:

Due Date:

Duration:

Impact/Urgency: 7 Medium/Medium

Priority: 8 Priority 4 - Low

SLA Status: ■ SLA Status Not Set