Micus Real Time Software Inc.
5863 Leslie St. Suite 127
Toronto, Ontario
M2H 1J8
Canada
Tel: (416) 493 3623
Fax: (416) 502 9083
E-mail: mikeb.micus@sympatico.ca

MACS Trouble Ticketing System

- **Automatically detects equipment failure and opens a trouble ticket**

- **Informs you where and when the equipment failed**

- **Allows you to select the repair procedure and to assign a technician**

- **Allows the technician to add notes about repair**

- **Closes the trouble ticket when the repair is done**

- **Prints trouble ticket reports**

The *Trouble Ticketing System (TTS)* is a component of the *Micus Alarm and Control System (MACS)* that allows you to detect equipment failures, and to open *trouble tickets* used to document and track equipment repairs. The trouble tickets allow you to select the repair procedure, to assign a technician responsible for the repair, to track the action taken and, upon completion of the repair, to close the ticket.

Through the configuration process, you create:

- A list of events, which cause the TTS to open a trouble ticket

- A list of suggested repair procedures for the equipment

- A list of technicians responsible for the repairs

The TTS is a multi-user client/server application, which consists of TTS server and one or more TTS clients.

The *TTS server* receives all event reports from the MACS and checks them against the trouble ticketing database. If the event is on the list and there is no ticket already open for that event, the server opens a new trouble ticket. The ticket contains an automatically assigned ID, date and time of occurrence, site name and address, alarm point name and address, and fault description.

Users interface the TTS through the *TTS Graphical User Interface (GUI) client*. The TTS client is a Windows 95/NT application, which allows you to:

- Select a recommended repair procedure

- Assign a technician to do the repair

- Accept the repair assignment

- Enter notes about the repair

- Suspend and resume the ticket

- Close the ticket

- View and print the open trouble tickets list

- View and print the closed trouble tickets list

- Print trouble ticket reports

The TTS is available immediately from Micus Real Time Software.