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MACS Trouble Ticket Monitor

Status	Date	Time	Ticket ID	Site	Alarm Point Name
Warning	2000/08/10	16:12:26	000063	CBLT	ABSCBLT
Warning	2000/08/10	15:57:25	000062	GATI	MJNBGATI
Warning	2000/08/09	13:05:40	000060	HLBY	MJHLBY
Warning	2000/08/09	12:22:24	000057	TIMMINS	1FLEAAB
Warning	2000/08/09	12:18:28	000056	TIMMINS	FSPAISA
MAB	2000/07/16	15:41:37	000054	COOK	AISACOOK
Warning	2000/07/16	14:45:20	000051	KIRK	ABSKIRK
Warning	2000/07/13	13:11:55	000050	DENI	ABSDENI
Warning	2000/07/13	12:23:43	000048	48TMNS	ABSEFAILM
Warning	2000/07/12	18:44:00	000047	48TMNS	ABSEFAILM
MAB	2000/07/12	17:34:24	000040	KIRKON01	FUSRRACK
Warning	2000/07/03	23:37:59	000027	48TMNS	ABSEFAILM
Warning	2000/06/29	17:38:35	000014	TIMMINS	1FBRK203
MAB	2000/06/29	16:50:34	000012	TIMMINS	FOTS

- Automatically connects to the MACS trouble ticketing system
- Shows a list of unaccepted and accepted but still open trouble tickets
- Shows date and time, ticket ID, site and alarm point name
- Shows the initials of the technician assigned to repair
- Automatically updates display on each ticket status change

The *Trouble Ticketing System (TTS)* is a component of the *Micus Alarm and Control System (MACS)*, which 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.

The *Trouble Ticket Monitor (TTM)* is a program typically used to display the current status of all open trouble tickets on the large monitor screens.

The TTM is available immediately from Micus Real Time Software.