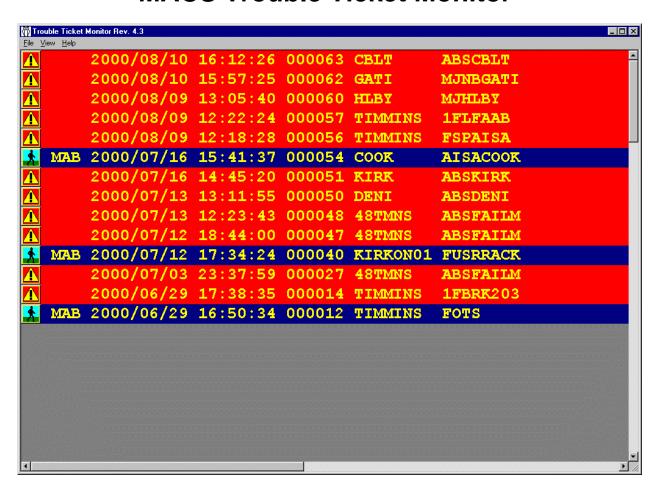**Micus Real Time Software Inc.**
5863 Leslie St. Suite 127
Toronto, Ontario
M2H 1J8
Canada
Tel: (416) 493 3623
Fax: (416) 502 9083
E-mail: mikeb.micus@sympatico.ca

MACS Trouble Ticket Monitor

- **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.