CallTek Engineering Request

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| System Type | CAS | Name of Requester | Alexis |
| Request Date | November 13, 2024 | Name of Engineer |  |
| Approved by |  | Approval Date |  |

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| Task |  |
| **Identified Issue or Feature request** | * Add additional fields/drop-down in CAS for the reported issues and solutions * Hide all the old reported issues and solution/details (effective Dec 1st) * Bulk upload the new reported issues, details, root cause and solutions. Please check the attached file. |
| **Goal** | The additional fields will improve reporting and data analysis by being able to get the specifics and root cause of the issue. |
| **Root Cause and Findings** | * The 2 additional drop downs are “Details” and “Root Cause”. * We will also be renaming Solution/Details to just Solution.      * With the implementation of the new reported issues and solutions, we will need to hide all existing/old reported issues and solutions. This is so not to impact the historical data. * We also need help in doing a bulk upload of all the new reported issues, details, root cause and solutions (if this is an option). |
| Fix implemented |  |
| Regression Test Performed |  |
| Side effects of Fix |  |
| Solution Acceptor Comments |  |