Chemical Security Assessment Tool (CSAT) Input Screens and Fields for CSAT User Services System at ORNL (Tier 2)

Company Information		
Name		
Address Address		
City State Select Name 💉	Zip	
State Select Name 💌		Cancel Create

- Company Fields
  O Company Name
  - o Address 1
  - o Address 2
  - o City
  - o State
  - o Zip Code

First Name		Last Name
CSAT Role	Select CSAT Role 👻	
Title		
CSAT Registration ID		
Email Address		
Office Phone		Mobile Phone
Fax		
Address		
City		
State	Select Name 😽	
Zip		
Country	Select Name 💌	
Best Contact Method	Select Best Contact Method 😒	
Delete Contact		Cancel

- Contact Fields
  - o First Name
  - o Last Name
  - o CSAT Role
  - o Title
  - o CSAT Registration ID
  - E-mail Address
  - o Office Phone
  - o Mobile Phone
  - o Fax
  - o Address
  - o City
  - o State
  - o Zip Code
  - Country
  - o Best Contact Method

Trouble Ticket	
Method of Receipt	Phone Call
Problem Description	ab5
	29 of 4000
Level 1 Assignment	Select Potential FAQ Category 🗸
Potential rAG Category	- Select Potential PAG Category -
Status	
Resolution Response (e-mailed to contact at resolution)	0 of 4000
Resolution Action (internal use only)	
	04/10/2007 09:22 AM
Resolved By	
Requester Notified of Resolution?	○ Yes ④ No
Close Time Closed By	04/10/2007 09:22 AM
Category	
	Exit) Apply Changes

- Ticket Fields
  - o Ticket Number
  - o Time of Call
  - o Method of Receipt
  - Problem Description
  - Level 1 Assignment
  - Potential FAQ Category
  - o Status
  - o Resolution Response
  - Resolution Action
  - Resolution Time
  - o Resolved By
  - o Requester Notified of Resolution
  - Close Time
  - o Closed By
  - o Category