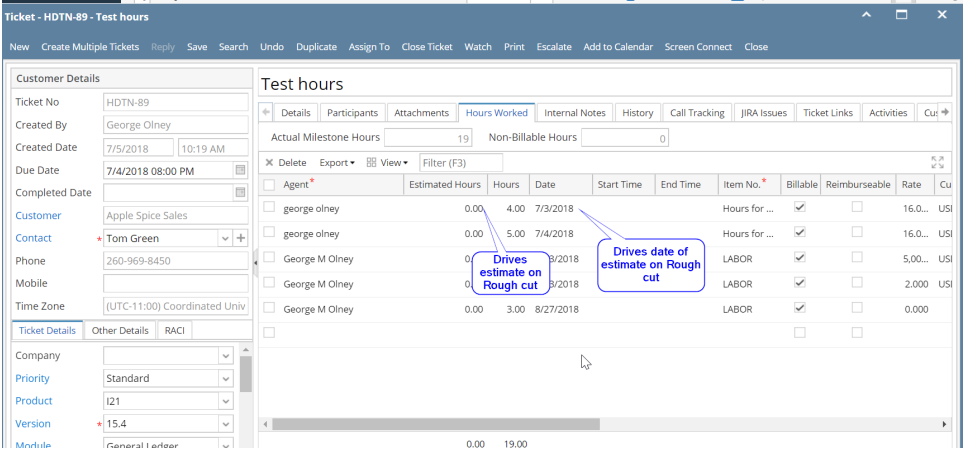
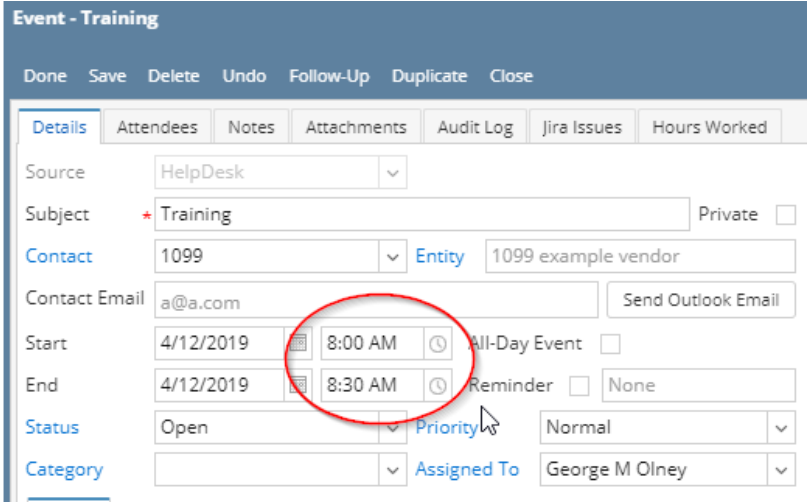


Rough Cut Capacity Fields

Report Fields	
Field Name	Description
Resource	This is the individual that is performing the service or planning the hours
Ticket	This is the help desk tickets - help desk tickets are the source of this report
Customer	This is the customer on the related ticket
Estimated hours	<p>This is the sum of the hours from the Estimated hours on the help desk ticket detail</p> 
Planned hours	<p>This is the number of hours that are on activities - it is included by checking the start date of the activity vs the plan date parameter of the report. the below activity would show 30 minutes if the plan date included 4-12-2019</p> 

Booked
hours

This is the number of hours entered as billable in the hours tab of the ticket - this should include billable and non-billable hours. The booked hours included on the report should be based upon the date on the hours worked tab vs the plan data parameter of the report

Review the modifications to system, if any

Details

Participants

Attachments

Hours Worked

Internal Notes

History

Call Tracking

JIRA Issue

Actual Milestone Hours Non-Billable Hours

⌕

Delete

⌵

Export

⌵

View

Filter (F3)

<input type="checkbox"/>	Agent*	Estimated Hours	Hours	Date	Start Time	End Time	Item No.*
<input checked="" type="checkbox"/>	George M Olney	10.00	2.00	7/12/2019			Hours for ...
<input type="checkbox"/>							

TBD

Field Name	Description