

Central IT – Corporative Governance | +55 61 3030 - 4000

Version 1.3



Key Fields for E-mail Models

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Data: 09/15/2016

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Purpose

This document aims to provide the list of available key fields for the e-mail template registration. It's presented here the key fields for inclusion in the e-mail models template for:

- Incidents/ Requests Management
- Knowledge Base Management
- Change Management
- Problem Management
- Service Asset and Configuration Management

Incident/ Request Management Key Fields List

Key Field	Description
#{ATRASOSLASTR}	SLA delay Time Reports on the delay time of the SLA (service level agreement)
#{CONTRATO}	Contract of the Request Reports the name of the contract concerning the request/incident
#{DATAHORAINICIO}	Start Date and Time of the registration of the request Reports the date and time it was registered the service request/incident.
#{DATAHORAFIM}	Request Closure Date Reports the date it was completed the service request/incident.
#{DATAHORAINICIOSLASTR}	SLA Beginning Date and time Reports the date and time of beginning of the SLA (service level agreement).
#{DATAHORALIMITESTR}	Deadline to Request Service Reports the time limit (date and hour) for the request.
#{DATAHORASOLICITACAOSTR}	Request attending date and time Reports the date and time of the service request service/incident.
#{DEMANDA}	Request type Reports the type of request (incident or request)
#{DESCRICA0}	Request description Reports on the service description request/incident.
#{DESCRSITUACAO}	Request Situation Description Reports on the description of the situation in which the request is.
#{DETALHAMENTOCAUSA}	Detailing the cause of the Incident Reports detailing the cause of the incident.

Key Field	Description
#{EMAILCONTATO}	Requestor's email for contact Informs the requestor's email address.
#{FASEATUAL}	Current Request Phase Reports the current phase of the service request/incident;
#{GRUPOATUAL}	Current Responsible Group Reports the current responsible group for servicing the service request/incident.
#{GRUPONIVEL1}	1 level Group Reports on the Group 1 level configured for the service request.
#{IDSOLICITACAOSERVICO}	Request Number Reports the request /incident number.
#{IMPACTO}	Request/Incident Impact Reports the impact of service request/incident.
#{LINKPESQUISASATISFACAO}	Satisfaction survey Link Reports the link to do the evaluation of the service request/incident.
#{NOMECONTATO}	Requestor's name to contact Informs the requestor's name to contact.
#{NOMESERVICO}	Service Name Reports the name of the service requested.
#{NOMEUNIDADERESPONSAVEL}	Responsible unit Informs the responsible for the service request/incident.
#{NOMEUNIDADE SOLICITANTE}	Requesting unit Informs the requesting unit.
#{OBSERVACAO}	Requesting contact observation Reports on the observation described in service request/incident
#{ORIGEM}	Request Origin Reports the service request/incident origin.
#{PRIORIDADE}	Priority of the request Reports the service request/incident priority.
#{RESPONSAVEL}	Responsible for registering the request Informs the responsible for the service request/incident attending.
#{RESPOSTA}	Request Closure Description Reports on the description of the service request closure/incident.
#{SERVICO}	Requested Service Reports the name of the service that was requested.
#{SITUACAO}	Request Situation Reports the service request/incident situation.
#{SLAACOMBINAR}	SLA " To Define" Reports whether the SLA to be defined match.
#{SOLICITANTE}	Requestor's name Reports the name of the requestor.
#{SOLICITANTEUNIDADE}	Requestor's name and unit Informs the requestor's name and the unit in which it is allocated.

Key Field	Description
\$(TELEFONECONTATO)	Requestor's phone to contact Informs the requestor's telephone number to contact.
\$(URGENCIA)	Request Urgency Reports on the service emergency identification request/incident.

[Knowledge Base Management Key Fields List](#)

Key Field	Description
\$(APROVADOR)	Knowledge Approver Reports the name of the knowledge approver.
\$(AUTOR)	Knowledge Author Reports the name of the author of the knowledge.
\$(CONTEUDO)	Knowledge content. Reports on the description of the content of knowledge.
\$(DATAEXPIRACAO)	Expiration date. Reports on the expiration date.
\$(DATAINICIO)	Date of knowledge creation Reports on the date of creation of knowledge.
\$(DATAPUBLICACAO)	Date of publication. Reports on the date of publication of the knowledge.
\$(FONTEREFERENCIA)	Source/reference of knowledge. Reports on the description of the source of the knowledge.
\$(JUSTIFICATIVAOBSERVACAO)	Justification/Observation. Reports on the description of the justification of knowledge/observation.
\$(ORIGEM)	Origin of the Knowledge. Reports on the identification of the origin of the knowledge.
\$(PRIVACIDADE)	Privacy of knowledge. Reports on the identification of privacy.
\$(SITUACAO)	Situation of knowledge. Reports on the identification of the knowledge.
\$(TITULO)	Title of the Knowledge. Reports on the description of the title of knowledge.
\$(VERSAO)	Version of Knowledge. Reports the version of the knowledge.

Change Management Key Fields List

Key Fields	Description
#{ATRASOSTR}	Time delay. Reports on the delay time of the change request.
#{DATAACEITACAO}	Date of acceptance. Reports on the date of acceptance of the request for change.
#{DATACONCLUSAOSTR}	Date of completion. Reports on the date of completion of the change request.
#{DATAHORACAPTURA}	Capture date and time of the request. Reports the date and time of capture of the change request.
#{DATAHORAINICIOSTR}	Date and time of Registration of the request. Reports on the date and time when the change request was registered.
#{DATAHORAINICIOAGENDADA}	Scheduled start date and time. Reports the date and time of beginning of the change request that was scheduled.
#{DATAHORASOLICITACAOSTR}	Date and time of Registration of the request. Reports on the date and time when the change request was registered.
#{DATAHORATERMINOAGEN-}	End date and time scheduled. Reports on the ending date and time of the change request that was scheduled.
#{DATAHORATERMINOSTR}	Deadline. Reports on the deadline for the change request.
#{DATAINICIO}	Start date of the meeting. Reports on the start date of the scheduled meeting.
#{DATAVOTACAO}	Date of Vote. Reports on the voting date for approval of the change request.
#{DESCRICA}	Description of the Change request. Reports on the description of the change request.
#{DESCRSITUACAO}	Situation. Reports on the State of the change request.
#{DURACAOESTIMADA}	Estimated Duration. Reports on the estimated duration of the scheduled meeting.
#{EMAILSOLICITANTE}	Email of requestor. Informs the requestor's email of the change request.
#{FECHAMENTO}	Closing. Reports on the description of the closing of the change request.
#{HORAINICIO}	Start time of the meeting. Reports on the start time of the scheduled meeting.
#{IDREQUISICAOMUDANCA}	Change request number. Reports on the identification number of the change request.
#{NIVELIMPACTO}	Impact. Reports on the impact of the change request.
#{LOCALREUNIAO}	Location of the meeting. Reports on the location of the scheduled meeting.

Key Fields	Description
#{NIVELURGENCIA}	Urgency. Reports on the urgency of the change request.
#{NOME CATEGORIA MUDANCA}	Category of change. Reports of the change request category.
#{NOME CONTATO}	Contact name. Inform the requestor's name to contact.
#{NOME GRUPO ATUAL}	Current Group. Reports on the current group responsible for the change request.
#{NOME GRUPO NIVEL 1}	Group 1 level. Reports on the Group 1 level configured for the change request.
#{NOME SOLICITANTE}	Requestor's name. Informs the requesting name change request.
#{NOME TAREFA}	Task. Reports on the current task of the change request.
#{PRIORIDADE}	Priority. Reports on the priority of the change request.
#{STATUS}	Change status. Reports on the status of the change request.
#{TIPO}	Type of Change request. Reports the type of change request that was registered.
#{TITULO}	The title Change. Reports the change request title that was registered.

Problem Management Key Fields List

Key Fields	Description
#{ACOESCORRETAS}	Actions Carried Out Correctly. Reports on the description of actions carried out correctly for the review of major problem.
#{ACOESINCORRETAS}	Incorrectly Performed Actions. Reports on the description of actions carried out incorrectly for the review of major problem.
#{CAUSARAIZ}	Root cause of the problem. Reports on the description of the root cause of the problem.
#{CONTRATO}	Contract. Reports the name of the contract concerning the problem record.
#{DATAHORACAPTURA}	Date and time of Beginning of registry Problem. Reports the date and time it was registered the problem.
#{DATAHORAFIM}	Date and time of the completion of the Problem. Reports the date and time that was the problem.
#{DATAHORALIMITE}	Deadline for the Problem. Reports the time limit (date and hour) for the problem.
#{DATAHORALIMITESOLUCIONAR}	Deadline to fix/workaround. Reports on the deadline to fix/workaround.
#{DESCRICAO}	Description of the problem. Reports on the problem description.
#{DIAGNOSTICO}	Diagnosis of the problem. Reports on the description of the diagnosis of the problem.
#{EMAILCONTATO}	Contact's email. Informs the requestor's email for contact.
#{FASE}	Situation of the problem. Reports on the situation (phase) where problem lies.
#{FECHAMENTO}	Closure of the Problem. Reports on the closing of the problem description.
#{IDPROBLEMA}	Identification number of the Problem. Reports the number of registry identification problem.
#{IMPACTO}	Impact of the problem. Reports on the identification of the impact of the problem.
#{LINKPESQUISASATISFACAO}	Link to satisfaction survey. Reports on the link to do the evaluation of the problem.
#{MELHORIASFUTURAS}	Possible Future Improvements. Reports on the possible future improvements description regarding the review of major problem.
#{MSGERROASSOCIADA}	Associated error message. Reports the error message associated with what was described in the assessment and diagnosis of the problem.
#{NOMECONTATO}	Contact name. Informs the requestor's name to contact.

Key Fields	Description
`\${NOMEGRUPOATUAL}`	Performer Group. Reports on the behalf of the executor of the problem.
`\${PRAZOHH}`	Time limit (hours) for the Problem. Reports on the deadline for the problem.
`\${PRIORIDADE}`	Priority. Reports on the priority of the problem.
`\${PROATIVOREATIVO}`	Management of the problem. Reports on the management of the problem (proactive or reactive).
`\${RECORRENCIAPROBLEMA}`	Recurrence of the problem. Reports on the description of how to prevent the recurrence of the problem regarding the review of major problem.
`\${RESPONSABILIDADETERCEIROS}`	Responsibility of third parties. Reports on the description of third-party liability regarding the review of major problem.
`\${RESPONSAVEL}`	Responsible for the Problem. Informs the responsible for servicing of the current problem.
`\${SEVERIDADE}`	Severity of the problem. Reports on the description of the severity of the problem.
`\${SOLICITANTE}`	Requestor's name. Informs the registrant's name.
`\${SOLUCAOCONTORNO}`	Description of the solution. Reports on the description of the solution of the problem.
`\${SOLUCAODEFINITIVA}`	Description of the Final Solution. Reports on the description of the final solution of the problem.
`\${STATUS}`	Status of the Problem. Reports on the status in which the problem is.
`\${TITULO}`	The title Problem. Reports on the title of the problem that was registered.
`\${URGENCIA}`	Urgency of the problem. Reports on the identification of the Urgency of the problem.

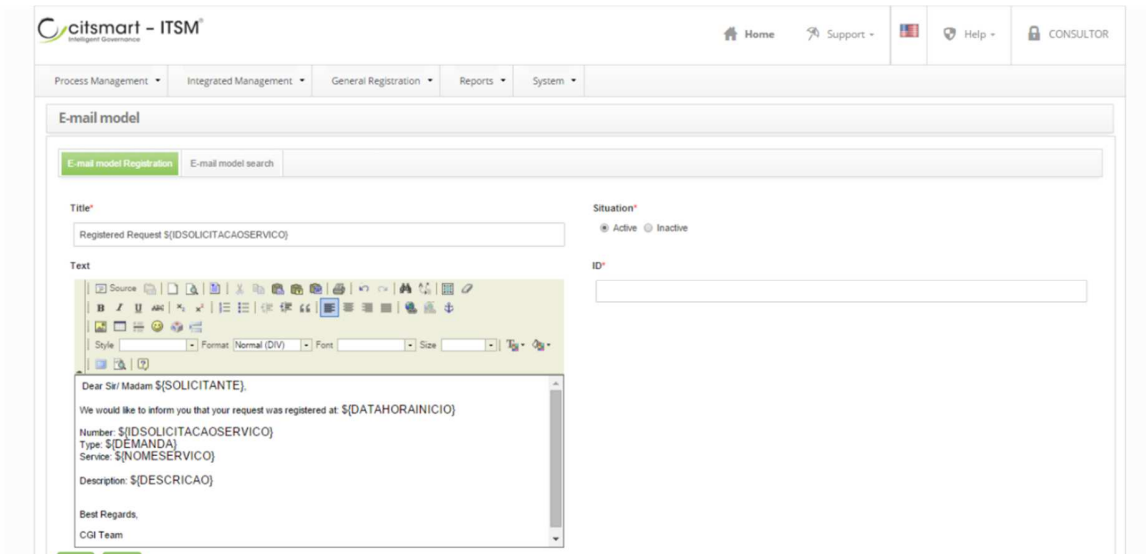
Service Asset and Configuration Management Key Fields List

Key Fields	Description
#{CLASSE}	Configuration Item (CI) Class. Inform the CI class description
#{CRITICIDADE}	Service Criticality. Inform the ID criticality of the service for the configuration item.
#{DATAEXPIRACAO}	Expiration date Reports on the date of expiry of the configuration item.
#{DATAINICIO}	Initial date of registration of CI Reports on the date on which the registry configuration item.
#{FAMILIA}	Configuration Item Family Reports on the description of the configuration item.
#{IDENTIFICACAO}	Identification of configuration Item (CI). Reports on the identification of the configuration item.
#{IMPACTO}	configuration Item (CI) Impact. Reports on the identification of the impact of the configuration item. configuration Item (CI) Location. Reports on the description of the location of the configuration item.
#{NOMEGRUPOITEMCONFIGURACAO}	CI group. Reports on the Group's description of the configuration item.
#{NOMEMIDIA}	Media. Reports on the description of the configuration item related media.
#{NOMETIPOITEMCONFIGURACAO}	Configuration Item (CI) Type Reports on the description of the configuration item type.
#{NOMEUSUARIO}	Employee (User). Reports the name of the employee who held the record of the configuration item.
#{NUMEROINCIDENTE}	Incident/Request. Reports on the description of incident/request related to the configuration item.
#{NUMEROMUDANCA}	Change. Reports on the change request description related to the configuration item.
#{NUMEROPROBLEMA}	Problem. Reports on the description of the problem related to the configuration item.
#{NUMEROSERIE}	Serial number of the IC. According to the serial number of the configuration item.
#{STATUS}	Status of the IC. Reports identifying the status of the configuration item.
#{URGENCIA}	Urgency. Reports on the identification of the urgency of the configuration item.
#{VERSAO}	CI Version. Reports on the description of the configuration item version.

Using the Key Fields

Below are the examples of use of key fields available for inclusion in the email template registration:

Example of Key Fields insertion in the email template



E-mail models Examples

➤ ID:87

Change the Description of the service request- `${IDSOLICITACAOSERVICO}`

Please be advised that the service request Number `${IDSOLICITACAOSERVICO}` has been changed.

Description:
`${DESCRICA}`

Yours,

Name of the Company

➤ **ID: 9**

Change the folder- $\{NOME\}$

Please be advised that the folder $\{NOME\}$ has changed.

Yours,

Name of the Company

➤ **ID: 86**

There was a change in the service request - $\{IDSOLICITACAOSERVICO\}$

Please be advised that there was a change in the service request number $\{IDSOLICITACAOSERVICO\}$.

Change of service request- $\{IDSOLICITACAOSERVICO\}$

Please be advised that the service request Number $\{IDSOLICITACAOSERVICO\}$ has been changed.

Yours,

Name of the Company

➤ **ID: 12**

There was a change in the document- $\{TITULO\}$

Please be advised that the document $\{TITULO\}$ has been changed.

Yours,

Name of the Company.

➤ **ID: 14**

There was a change in the Configuration Item - $\{IDENTIFICACAO\}$

Please be advised that the configuration Item identified as $\{IDENTIFICACAO\}$ suffered a change.

Yours,

Name of the Company

➤ **ID: 15**

There was a change in the Configuration of the Group - \${IDENTIFICACAO};

Please be advised that the configuration identified as \${IDENTIFICACAO} was changed for the Group \${NOMEGRUPOITEMCONFIGURACAO};

Yours,

Name of the Company

➤ **ID: 17**

There was a change in the Service - \${NOMESERVICO};

Please be advised that the service identified as \${NOMESERVICO} suffered a change.

Yours,

Name of the Company

➤ **ID: 75**

Related Service Request

Please be advised the group that the executor of request number \${IDSOLICITACAOSERVICO} is in attendance as shown in the data below, and the same request is related to the request \${IDSOLICITACAORELACIONADA}.

Type: \${DEMANDA}
Service: \${SERVICO}

Description:
\${DESCRICAO}

Yours,

Name of the Company.

“This e-mail account is used only for notification, please do not respond. Questions, contact the customer service channel. “

➤ **ID: 73**

BI Citsmart-Auto Import Not Executed.

BI Citsmart Auto Import Not Executed.

The parameter \${PARAMETRO} is inactivated, or its value is different from "Y"

Yours,

Name of the Company.

➤ **ID: 72**

BI Citsmart Auto Import Error Notification

BI Citsmart Auto Import Not Executed.

There was a problem in the execution before the identification of scheduling and batch processing.

Yours,

Name of the Company.

➤ **ID: 70**

BI Citsmart Import Error Notification Auto Specific Agent.

BI Citsmart Auto Import Not Executed!

There was a problem in the execution of the Specific schedule:

Connection ID: \${IDCONEXAO}

Connection Name: \${NOMECONEXAO}

Link: \${LINKCONEXAO}

Batch processing: \${IDPROCESSAMENTO} - \${DESCRPROCESSAMENTO}

Yours,

Name of the Company

➤ **ID: 69**

BI Citsmart Import Error Notification Auto Specific Agent.

BI Citsmart Auto Import Not Executed!

There was a problem in the execution of the Exception schedule:

Connection ID: \${IDCONEXAO}

Connection Name: \${NOMECONEXAO}

Link: \${LINKCONEXAO}

Batch processing: \${IDPROCESSAMENTO} - \${DESCRPROCESSAMENTO}

Yours,

Name of the Company

➤ **ID: 71**

BI Citsmart Import Error Notification Auto Specific Agent.

BI Citsmart Auto Import Not Executed!

There was a problem in the execution of the Standard schedule:

Connection ID: \${IDCONEXAO}
Connection Name: \${NOMECONEXAO}
Link: \${LINKCONEXAO}
Batch processing: \${IDPROCESSAMENTO} - \${DESCRPROCESSAMENTO}

Yours,

Name of the Company

➤ **ID: 88**

CITSMART - Request Number \${IDSOLICITACAOSERVICO} completed.
Hello \${NOMECONTATO},

Our support team has completed your request number
Number: \${IDSOLICITACAOSERVICO}.

Response by resolver group:
\${RESPOSTA}

In order to get excellence in our services, Company Name would like to know your views on the Services provided in this service. We count on your evaluation.

Yours,
Company Name support team.
\${LINKPESQUISASATISFACAO}

➤ **ID: 76**

Completed Related Request

We would like to inform to the performer group that the request number \${IDSOLICITACAOSERVICO} was completed as the information below, and it is related to the request \${IDSOLICITACAORELACIONADA}.

Type: \${DEMANDA}
Service: \${SERVICO}

Description:
\${DESCRICA}

Yours,

Name of the Company.

“This e-mail account is used only for notification, please do not respond. Questions, contact the customer service channel. ”

➤ **ID: 8**

Folder creation - \${NOME}
Please be advised that this folder was created \${NOME}.

Yours,

Name of the Company.

➤ **ID: 59**

Travel request creation- \${IDSOLICITACAOSERVICO}
Please be advised that the travel request was created: \${IDSOLICITACAOSERVICO}.

Yours,

Name of the Company

➤ **ID: 11**

Document creation- \${TITULO}
Please be advised that the document was created: \${TITULO}.

Yours,

Name of the Company

➤ **ID: 16**

Configuration Item Creation - \${IDENTIFICACAO}
Please be advised that the Configuration Item identified as \${IDENTIFICACAO} was created.

Yours,

Name of the Company

➤ **ID: 74**

Creation Related Request
We would like to inform to the performer group that the request was registered according to the information below, and it is related to the request \${IDSOLICITACAORELACIONADA}.

Number: \${IDSOLICITACAOSERVICO}
Type: \${DEMANDA}

Service: \${SERVICO}

Description:
\${DESCRICA0}
Yours,

Name of the Company

“This e-mail account is used only for notification, please do not respond. Questions, contact the customer service channel. “

➤ **ID: 10**

Folder exclusion - \${NOME}

Please be advised that the folder \${NOME} was deleted.

Yours,

Name of the Company.

➤ **ID: 13**

Document Exclusion - \${TITULO}
Please be advised that the document \${TITULO} was deleted.

Yours,

Name of the Company

➤ **ID: 77**

Type of Configuration - Monitoring Item - \${IDENTIFICACAO}
Please be advised that there was a change in the configuration Item identified as \${IDENTIFICACAO} .

Description: \${DESCRICA0}
New Value: \${VALORSTR}

Yours,

Name of the Company.

➤ **ID: 89**

Change Completed
Please be advised the executor group that the change request of number \${IDREQUISICAOMUDANCA} was completed according to the information below:

Type: \${TIPO}
Title: \${TITULO}

Description:
\${DESCRICA0}

Yours,

Name of the Company.

“This e-mail account is used only for notification, please do not respond. Questions, contact the customer service channel. “

➤ **ID: 78**

Request occurrence - \${IDSOLICITACAOSERVICO}

Dear User\${NOMECONTATO},

The problem solver technician \${REGISTRADOPOR} registered the following occurrence:

Description:
\${DESCRICA0}

Occurrence:
\${OCORRENCIA}

Request Number: \${IDSOLICITACAOSERVICO}
Type: \${DEMANDA}
Service: \${SERVICO}
Contact information: \${INFORMACOESCONTATO}
Category: \${CATEGORIA}
Origin: \${ORIGEM}
Time Spent: \${TEMPOGASTO}

Yours,

Name of the Company

➤ **ID: 54**

Satisfaction survey - Request \${IDSOLICITACAOSERVICO}

The user \${USUARIO} graded as “\${NOTA}” in the satisfaction survey request \${IDSOLICITACAOSERVICO}. Follows the comment / suggestion for improvement reported by user:

\${COMENTARIO}

Yours,

Name of the Company

➤ **ID: 55**

Deadline for resolution ending - \${IDSOLICITACAOSERVICO}

Dear User \${NOMECONTATO},

Please be advised that the deadline for the resolution of the request \${IDSOLICITACAOSERVICO} is almost over.

Number: \${IDSOLICITACAOSERVICO}
Type: \${DEMANDA}
Service: \${SERVICO}

Description:
\${DESCRICA0}

Yours,

Name of the Company

➤ **ID: 35**

Problem in progress - \${IDPROBLEMA}

Dear User \${SOLICITANTE},

Please be advised that the problem created in \${DATAHORACAPTURA} is in progress according to the information below:

Number: \${IDPROBLEMA}
Title: \${TITULO}

Description:
\${TITULO}

\${DESCRICA0}

Service group: \${NAMEACTUALGROUP}

Yours,

Name of the Company

➤ **ID: 37**

Problem referred to your Working Group
The request was forwarded to the Working Group:

Number: \${IDPROBLEMA}
Type: \${PROATIVOREATIVO}
Title: \${TITULO}

Description:
\${DESCRICA0}

Yours,

Name of the Company

➤ **ID: 36**

PROBLEM Solved - \${IDPROBLEMA}

Dear User \${SOLICITANTE},

Please be advised that the o PROBLEM \${IDPROBLEMA}, was solved in \${DATAHORAFIM}, according to the information below:

Number: \${IDPROBLEMA}
Type: \${PROATIVOREATIVO}
Title: \${TITULO}

Status:\${STATUS}
Description:\${DESCRICA}

Yours,

Name of the Company

➤ **ID: 34**

Problem Registered - \${IDPROBLEMA}

Dear User \${SOLICITANTE},

Please be advised that the o PROBLEM created, was registered in \${DATAHORACAPTURA}, according to the information below:

Number: \${IDPROBLEMA}
Type: \${PROATIVOREATIVO}
Title: \${TITULO}

Description:\${DESCRICA}

Yours,

Name of the Company

➤ **ID: 51**

Release registration - \${IDREQUISICAOLIBERACAO}

Dear User \${NOMESOLICITANTE},

Please be advised that the release request was registered in \${DATAHORAINICIOSTR}, according to the information below:

Number: \${IDREQUISICAOLIBERACAO}
Type: \${TIPO}
Title: \${TITULO}

Description:\${DESCRICA}

Yours,

Name of the Company

➤ **ID: 79**

Occurrence Record through the request Portal - \${IDSOLICITACAOSERVICO}

Please be advised the executor group that there was an occurrence to request number registered \${IDSOLICITACAOSERVICO} according to the information below:

Date/hour: \${DATAHORA}
Registered by: \${REGISTRADOPOR},
Category: \${CATEGORIA}
Origin: \${ORIGEM}
Occurrence: \${OCORRENCIAS}
Contact information: \${INFORMACOESCONTATO}

Description: \${DESCRICA}

Yours,

Name of the Company.

“This e-mail account is used only for notification, please do not respond. Questions, contact the customer service channel. “

➤ **ID: 26**

Request de Change in progress - \${IDREQUISICAOMUDANCA}

Dear User \${NOMESOLICITANTE},

Please be advised that the change request registered in \${DATAHORAINICIOSTR} is in attendance, according to the information below:

Number: \${IDREQUISICAOMUDANCA}
Title: \${TITULO}

Description:
\${TITULO}

\${DESCRICA}

Service group: \${NOMEACTUALGROUP}

Yours,

Name of the Company

➤ **ID: 28**

Request Change Terminated - \${IDREQUISICAOMUDANCA}

Dear User \${NOMESOLICITANTE},

Please be advised that the change request was Terminated in \${DATAHORACONCLUSAO}, according to the information below:

Number: \${IDREQUISICAOMUDANCA}
Type: \${TIPO}
Title: \${TITULO}

Status: \${STATUS}
Description:
\${DESCRICA}

Yours,

Name of the Company

➤ **ID: 27**

Change Request Registered - \${IDREQUISICAOMUDANCA}

Dear User \${NOMESOLICITANTE},

Please be advised that the change request was registered in \${DATAHORAINICIOSTR}, according to the information below:

Number: \${IDREQUISICAOMUDANCA}
Type: \${TIPO}
Title: \${TITULO}

Description:
\${DESCRICA}

Yours,

Name of the Company

➤ **ID: 29**

Request forwarded for the CHANGE ADVISORY COMMITTEE

The Change Request below was forwarded for the change advisory committee of which the user is part of:

Number: \${IDREQUISICAOMUDANCA}
Type: \${TIPO}
Title: \${TITULO}

Description:
\${DESCRICA}

Yours,

Name of the Company

➤ **ID: 53**

Request Release in progress - \${IDREQUISICAOLIBERACAO}

Dear User \${NOMESOLICITANTE},

Please be advised that the request release registered in \${DATAHORAINICIOSTR} is in attendance, according to the information below:

Number: \${IDREQUISICAOLIBERACAO}
Title: \${TITULO}

Description:
\${TITULO}

\${DESCRICAO}

Service group: \${NOMEGRUPOATUAL}

Yours,

Name of the Company

➤ **ID: 52**

Release Request Terminated - \${IDREQUISICAOLIBERACAO}
Dear User \${NOMESOLICITANTE},

Please be advised that the a release request was terminated in \${DATAHORACONCLUSAO}, according to the information below:

Number: \${IDREQUISICAOLIBERACAO}
Type: \${TIPO}
Title: \${TITULO}

Status: \${STATUS}
Description:
\${DESCRICAO}

Yours,

Name of the Company

➤ **ID: 30**

Request Change forwarded for your WORKING GROUP

The Change Request below was forwarded for your WORKING GROUP:

Number: \${IDREQUISICAOMUDANCA}
Type: \${TIPO}
Title: \${TITULO}

Description:
\${DESCRICAO}

Yours,

Name of the Company

➤ **ID: 39**

Request Change Meeting Scheduled

Dear User \${NOMECONTATO},

Please be advised that there will be a meeting related to the change request of Number \${IDREQUISICAOMUDANCA}.

Place: \${LOCALREUNIAO}

Date: \${DATAINICIO}

Time: \${HORAINICIO}

Estimated Duration: \${DURACAOESTIMADA} minutes

Description:

\${DESCRICAO}

Yours,

Name of the Company

➤ **ID: 66**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User,

Please be advised that on member of the trip request Number: \${IDSOLICITACAOSERVICO} has already provided the spending accounts and now it is awaiting for the conference.

Service: \${SERVICO}

\${INFORMACOESCOMPLEMENTARESHTML}

Yours,

Name of the Company

➤ **ID: 67**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User,

Please be advised that the accountability request for the trip Number: \${IDSOLICITACAOSERVICO} was not approved, please check the reason and make the necessary corrections.

Service: \${SERVICO}

\${INFORMACOESCOMPLEMENTARESHTML}

Yours,

Name of the Company

➤ **ID: 68**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User \${NOMECONTATO},

Please be advised that the Trip Request Number: \${IDSOLICITACAOSERVICO} was closed successfully.

Service: \${SERVICO}

\${INFORMACOESCOMPLEMENTARESHTML}

Yours,

Name of the Company

➤ **ID: 65**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User

We wish you a good Trip and we would like to inform you that on your return of the Trip Request Number: \${IDSOLICITACAOSERVICO} will be waiting for the accountability assignment.

Service: \${SERVICO}

\${INFORMACOESCOMPLEMENTARESHTML}

Yours,

Name of the Company

➤ **ID: 62**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User \${NOMECONTATO},

Please be advised that the Trip Request Number: \${IDSOLICITACAOSERVICO} was not authorized by the following justification:

\${JUSTIFICATIVA}

Service: \${SERVICO}

\${INFORMACOESCOMPLEMENTARESHTML}

Yours,

Name of the Company

➤ **ID: 61**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User

Please be advised that the Trip Request Number: \${IDSOLICITACAOSERVICO} was approved and it is pending the purchases of items for your Trip.
Service: \${SERVICO}

\${INFORMACOESCOMPLEMENTARESHTML}

Yours,

Name of the Company.

➤ **ID: 60**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User \${NOMECONTATO},

Please be advised that the Request Number: \${IDSOLICITACAOSERVICO} requires your authorization:

Service: \${SERVICO}

\${INFORMACOESCOMPLINENTARESHTML}

Yours,

Name of the Company.

➤ **ID: 63**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User

Please be advised that the Trip Request Number: \${IDSOLICITACAOSERVICO} was approved and it awaits the advance of the trip Items

Service: \${SERVICO}

\${INFORMACOESCOMPLEMENTARESHTML}

Yours,

Name of the Company.

➤ **ID: 57**

Trip Request - \${IDSOLICITACAOSERVICO}

Dear User \${NOMECONTATO},

Please be advised that the your request was registered in \${DATAHORASOLICITACAO}, according to the information below:

Number: \${IDSOLICITACAOSERVICO}

Service: \${SERVICO}



\$(INFORMACOESCOMPLEMENTARESHTML)

Yours,

Name of the Company