

A	Code	"KB"
B	Keywords	Up to 250 characters, mandatory
C	Problem	Up to 2000 Characters
D	Topic	Up to 32 Characters
E	Sub-Topic	Up to 32 characters
F	Web Link	Up to 200 characters
G	User	Up to 40 characters. The User's Tag, User must exist.
H	Flag	Numeric (set to 0)
I	Creation Date	10 characters. Default today's date.
J	Source Call Ref	Up to 16 characters. The Reference of the originating Ticket.
K	Solution	Up to 10,000 characters
L-O	Flags	Leave blank
P	Prod Ref	16 Characters – must exist
Q	Cust Ref	16 Characters – must exist
R	Internal	Numeric
S	Unvalidated	Numeric
T	Status	Numeric
U	ID	Numeric
V	Solution	Up to 128 characters
W		Leave blank
X	Relevance	Numeric
Y	Script Id	Numeric
Z	Service	Up to 40 characters
AA	Value	Up to 40 characters
AB	Cost	Numeric
AC	Type	Up to 40 characters
AD	Root Cause	Up to 128 characters
AE	Tier	Numeric
AF	Rating no	Numeric
AG	Rating Average	Numeric