

Q.No.	Questions
1	when you are getting error in VPN
2	when you are getting error in Outlook and Teams Login
3	when you are getting error while trying to connect hyper-VM
4	when you are facing laptop hanging/Slowness Issue
5	Any kind of Email issue
6	Request for new DL or update in any group or DL
7	when any kind of error in one drive
8	Any kind of request for new software install or any new access in Sharepoint
9	Any kind of request for external domain access in outlook/teams/sharepoint
10	Any kind of request for new asset or accessories
11	Any kind of Request for New VM
12	Any kind of request for LCS access, Devops access, VS access, Visio, Project etc
13	Any kind of request related to Azure VM access
14	One drive Installation and configuration
15	Extend License of HyperVM Server

Keywords
Error Code- 647- Account disbale ,648-password expire, 455- Permission Denied, 12- Invalid credentials
Synchronization,Offline>Password Expired
RDP License Expired, Turn Off
CPU utilization,Startup Services, OS update
Lagre attachment, send/receive errors
BFS Academy, Bafflesolall
Synchronization>Password Expired
Sharepoint-Common EMPL Folder,Development Folder
Laptop,Charger,Heaphones,Mouse,3 Pin Plug
HyperVM
Software
VM
Email id
Window server license is expired

Priority	Solution
P1	Transfer to IT Team
P1	Transfer to IT Team
P1	Transfer to IT Team
P3	Need to be Disk Cleanup as per sop
P2	Internet issue, password issue-IT Team,10mb
P2	Transfer to IT Team
P2	Transfer to IT Team
P2	Transfer to IT Team
P2	Transfer to IT Team
P2	Transfer to IT Team
P1	Transfer to IT Team
P1	Transfer to IT Team
P1	Transfer to IT Team
P2	As per SOP
P2	Transfer to IT Team