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BSIT 4A

Mini-Activity

Support Ticket

Ticket ID: #2025-1034

Submitted by: Student A

Date/Time: Aug 31, 2025 – 10:24 AM

Issue Summary:

“My computer doesn’t work.”

Details Provided:

- Tried restarting.
- Still not working.

Assigned to: IT Support (Unassigned)

Discussion Prompt:

- What important information is missing?
 - On the ticket there are a couple of missing information such as the type of computer, is it a desktop or a laptop another is the operating system, model, brand and the version. Besides that information we should take a look if there are error messages because that would help us determining what kind of troubleshooting would we apply, another thing is that the issue summary is very vague where we can ask if it is powering on or it is not loading properly. Then we go to the urgency of the client if she/he need it immediately or not since if we are a system administrator we expect that we have a lot of client to attend to. And lastly is that we can ask what the client do before the computer did not work and if she/he checked the power cables, internet connections or even external devices.
- What more should be documented before support can resolve this ticket?
 - We need to ask what are the steps taken by the client on resolving the issues because sometimes client just forgets to turn on the power supply or loose power cable and we can have them basic troubleshoot. Another thing is that we need to see the history of the computer if the issue has already been happened before or there are updates or software installation. Now as an IT

support we can also ask the clients availability if when can we access the devices and lastly is, if possible we can let them take photos of the error messages or the error messages.