

# Test IT Support Requests

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This document contains a list of test IT support requests with their expected classifications and elements, designed to facilitate efficient question and answer interactions with a Large Language Model (LLM).

## Request ID: req\_001

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- **Request:** I forgot my password and can't log into my computer. How do I reset it?
- **Expected Classification:** password\_reset
- **Expected Elements:**
  - self-service portal
  - company.com/reset
  - account lockout
- **Escalate:** No

## Request ID: req\_002

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- **Request:** I'm trying to install new software but keep getting an error message saying I don't have permission.
- **Expected Classification:** software\_installation
- **Expected Elements:**
  - administrator privileges
  - manager approval
  - antivirus
- **Escalate:** No

## Request ID: req\_003

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- **Request:** My laptop screen went completely black and won't turn on. I have an important presentation tomorrow.
- **Expected Classification:** hardware\_failure
- **Expected Elements:**
  - hardware support
  - backup data
  - temporary equipment
- **Escalate:** Yes

## Request ID: req\_004

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- **Request:** I can connect to WiFi but can't access any websites or company applications.
- **Expected Classification:** network\_connectivity
- **Expected Elements:**
  - network adapter
  - guest network
  - network team
- **Escalate:** No

## Request ID: req\_005

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- **Request:** My email stopped syncing yesterday and I'm not receiving any new messages.
- **Expected Classification:** email\_configuration
- **Expected Elements:**
  - IMAP settings
  - spam folder

- email admin
- **Escalate:** No

## Request ID: req\_006

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- **Request:** I think someone hacked my computer because I\'m seeing strange pop-ups and my browser homepage changed.
- **Expected Classification:** security\_incident
- **Expected Elements:**
  - security team
  - immediate attention
  - malware
- **Escalate:** Yes

## Request ID: req\_007

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- **Request:** Can you help me set up a new distribution list for our marketing team?
- **Expected Classification:** email\_configuration
- **Expected Elements:**
  - email admin
  - distribution list
- **Escalate:** No

## Request ID: req\_008

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- **Request:** What\'s the policy for installing personal software on work computers?
- **Expected Classification:** policy\_question
- **Expected Elements:**
  - approved vendor
  - manager approval

- personal software
- **Escalate:** No