XPERTEEZ TECHNOLOGY PRIVATE LIMITED

WEBEL IT PARK, RAJARHAT, UNIT 209 PHASE II, NEWTOWN DH BLOCK, AA 1, KOLKATA 700156



**IT Request Form for Xperteez Technology:**

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**IT SUPPORT REQUEST FORM**

**REQUSTER INFORMATION**

**- Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**- Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**- Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**- Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**- Date of Request: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**REQUEST TYPE (Check one)**

**[ ] Hardware Issue (e.g., laptop, printer, peripheral)**

**[ ] Software Issue (e.g., app crashes, login errors)**

**[ ] Network/Connectivity (e.g., Wi-Fi, VPN, email)**

**[ ] Account Access (e.g., password reset, permissions)**

**[ ] New Equipment/Software Request**

**[ ] Other (describe below)**

**PRIORITY LEVEL**

**[ ] Low (Minor issue, no urgency)**

**[ ] Medium (Affects productivity)**

**[ ] High (Critical: Business operations halted)**

**DESCRIPTION OF ISSUE/REQUEST**

**- Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**- Error Messages (if any): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**- Steps to Reproduce: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ADDITIONAL NOTES**

**- Attach Screenshots/Files: [Upload]**

**SUBMISSION & FOLLOW-UP**

**- Preferred Contact Method: [ ] Email | [ ] Phone | [ ] Teams/Slack**

**- Urgency Deadline (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUBMIT FORM TO:**

**- Email: it-support@xperteez.com**

**- Portal: [Xperteez IT Help Desk Portal Link]**

**RESPONSE TIME:**

**- Low/Medium: Within 24 business hours**

**- High: Within 2–4 hours**

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**NOTES FOR IT TEAM (INTERNAL USE ONLY)**

**- Ticket #: \_\_\_\_\_\_\_\_\_\_\_**

**- Assigned To: \_\_\_\_\_\_\_\_**

**- Resolution Date: \_\_\_\_\_\_**

**- Status: [ ] Open | [ ] In Progress | [ ] Resolved**