



Lab - Remote Technician - Repair Boot Problem

Introduction

In this lab, you will gather data from the customer, and then instruct the customer to fix a computer that does not boot. Document the customer's problem in the work order below.

Student Technician Sheet

Company Name: JH Travel, Inc.
Contact: Dan Handy
Company Address: 204 N. Main Street
Company Phone: 1-866-555-0998

Work Order

Generating a New Ticket

Category:		Closure Code:	N/A	Status:	Open
Type:	N/A	Escalated:	Yes	Pending:	N/A
Item:	N/A			Pending Until Date:	N/A
		Business Impacting?	<input checked="" type="checkbox"/> Yes		<input type="checkbox"/> No

Summary

Case ID#:	47	Connection Type:	N/A
Priority:	2	Environment:	N/A
User Platform:			

Problem Description:

Problem Solution:

Student Customer Sheet

Use the contact information and problem description below to report the following information to a level-two technician:

Contact Information

Company Name: JH Travel, Inc.

Contact: Dan Handy

Company Address: 204 N. Main Street

Company Phone: 1-866-555-0998

Problem Description

Ok, so I work with cars all the time and I know how they work, but I do not know how my computer works. This morning was pretty slow because I guess more and more people are using those Internet travel sites. So, after my morning coffee, I decided to figure out what makes my computer work. I opened up the case and just started looking at the different things inside. When I put everything back together, everything seemed to fit and I didn't see any leftover parts. Now it does not work at all. It beeps at me all the time.

Note: After you have given the level-two tech the problem description, use the Additional Information to answer any follow up questions the technician may ask.

Additional Information

- Windows 7
- Computer has no new hardware
- Computer has not been moved recently
- Except for the beeping, I did not hear any other strange sounds from the computer
- I do not smell any electronics burning or smoke
- Computer looks the same as it did yesterday