Real Case Scenario + Role Play Included

You are a support technician receiving a ticket from an employee whose.

computer isn’t connecting to the office printer. Your goal is to contact the employee, ask.

the right questions and solve the issue via remote assistance. Walk through using a

ticketing system to log the issue, record all steps taken, and mark it as resolved.

**Ticket Reception and Initial Assessment**

* **Receive the ticket:** Acknowledge the ticket in your help desk system (Jira in this case). Note the employee's name, contact information, and a brief description of the issue.
* **Gather preliminary information:** Before contacting the employee, check the ticket for any details like printer model, operating system, error messages, and recent changes made to the system. This can help you narrow down the potential causes.

**Employee Contact and Information Gathering**

* **Contact the employee:** Reach out to the employee via phone or chat. Introduce yourself and confirm the issue they're experiencing.
* **Ask clarifying questions:**
  + "Can you describe the exact problem you're encountering?" (e.g., error messages, printer behavior)
  + "What type of printer are you using?" (model, make)
  + "Is this a wired or wireless connection?"
  + "Have you been able to print to this printer before?" If yes, "When did it last work?"
  + "Have there been any recent changes to your computer or network setup?" (software updates, new hardware)
  + "Can you print to other printers?" (helps isolate if the issue is with the printer or the computer)

**Remote Assistance and Troubleshooting**

* **Initiate remote assistance:** Use a remote access tool (e.g., TeamViewer, AnyDesk) to connect to the employee's computer with their permission.
* **Log all actions in Jira:** Document each step you take in the ticket for future reference and knowledge base purposes.
* **Basic troubleshooting steps:**
  + **Check printer status:**
    - Is the printer turned on and connected to the power outlet?
    - Is the printer online?
    - Are there any error messages displayed on the printer's control panel (e.g., paper jam, low ink)?
  + **Check physical connections:**
    - If wired, ensure the USB cable is securely connected to both the computer and the printer. Try a different USB port and cable if possible.
    - If wireless, check the Wi-Fi connection on both the printer and the computer. Ensure the printer is connected to the correct network.
  + **Check printer queue:**
    - Open the print queue and check for any stuck print jobs. Clear the queue if necessary.
  + **Restart devices:**
    - Restart the printer and the employee's computer. This often resolves temporary glitches.
* **Advanced troubleshooting steps (if basic steps don't resolve the issue):**
  + **Check printer drivers:**
    - Ensure the correct printer drivers are installed. Update or reinstall the drivers if needed.
    - Check for driver conflicts.
  + **Verify network settings:**
    - Check the network configuration on the printer and computer (IP address, subnet mask, gateway).
    - Ensure firewalls are not blocking communication with the printer.
  + **Run printer troubleshooter:**
    - Use the built-in printer troubleshooter in the operating system to automatically diagnose and fix common problems.
  + **Check printer sharing settings (if applicable):**
    - If the printer is shared on the network, verify the sharing permissions and settings.
  + **Consult printer documentation:**
    - Refer to the printer's user manual or manufacturer's website for specific troubleshooting steps.

**Issue Resolution and Ticket Closure**

* **Confirm issue resolution:** Once the issue is resolved, ask the employee to confirm they can print successfully.
* **Provide guidance and documentation:** Offer any necessary guidance on preventing similar issues in the future. Provide links to relevant help articles or documentation.
* **Document resolution in Jira:** Record the solution in the ticket, including the steps taken and any relevant information.
* **Mark the ticket as resolved:** Close the ticket in Jira, indicating the successful resolution of the issue.

**Follow-up (optional)**

* Follow up with the employee after a day or two to ensure the issue hasn't reoccurred and they are satisfied with the resolution.