**Role Play Interaction (Real Case Scenario #1)**

**Ticket Reception and Initial Assessment**

**Technician**: *Logs into Jira and sees a new ticket from an employee named Alex.*

* **Ticket Details**:
  + **Employee Name**: Alex Johnson
  + **Issue**: Computer not connecting to the office printer
  + **Description**: “Unable to print documents. Printer is not showing up on my computer.”

**Technician**: *Acknowledges the ticket in Jira and starts gathering preliminary information.*

* **Preliminary Information**:
  + Printer model: HP LaserJet Pro M404
  + Operating system: Windows 10/11
  + No error messages mentioned in the ticket
  + No recent changes noted

**Employee Contact and Information Gathering**

**Technician**: *Calls Alex.*

**Technician**: “Hi Alex, this is [Your Name] from IT support. I see you’ve reported an issue with connecting to the office printer. Can you describe the exact problem you’re encountering?”

**Alex**: “Hi, yes. My computer isn’t detecting the printer at all. It was working fine yesterday.”

**Technician**: “Got it. What type of connection are you using for the printer? Is it wired or wireless?”

**Alex**: “It’s a wireless connection.”

**Technician**: “Okay, have there been any recent changes to your computer or network setup? Any software updates or new hardware?”

**Alex**: “No, nothing has changed recently.”

**Technician**: “Alright, can you print to other printers, or is it just this one that’s causing issues?”

**Alex**: “I haven’t tried other printers, but this is the only one I usually use.”

**Remote Assistance and Troubleshooting**

**Technician**: “Thanks for the information, Alex. I’ll need to connect to your computer remotely to troubleshoot the issue. Is that okay with you?”

**Alex**: “Sure, that’s fine.”

**Technician**: *Initiates remote assistance using TeamViewer and logs all actions in Jira.*

* **Basic Troubleshooting Steps**:
  + **Check printer status**:
    - Printer is turned on and connected to the power outlet.
    - Printer is online.
    - No error messages on the printer’s control panel.
  + **Check Wi-Fi connection**:
    - Printer is connected to the correct network.
    - Computer is also connected to the same network.
  + **Check printer queue**:
    - No stuck print jobs in the queue.
  + **Restart devices**:
    - Restarts both the printer and Alex’s computer.

**Technician**: “I’ve restarted your printer and computer. Let’s see if that resolves the issue. Can you try printing a test page now?”

**Alex**: “Still not working. The printer isn’t showing up.”

* **Advanced Troubleshooting Steps**:
  + **Check printer drivers**:
    - Ensures the correct printer drivers are installed.
    - Updates the drivers to the latest version.
  + **Verify network settings**:
    - Checks the network configuration on both the printer and computer.
    - Ensures firewalls are not blocking communication with the printer.
  + **Run printer troubleshooter**:
    - Uses the built-in Windows printer troubleshooter to diagnose and fix common problems.

**Technician**: “I’ve updated the printer drivers and checked the network settings. Let’s run the Windows printer troubleshooter to see if it can identify any issues.”

*Runs the troubleshooter, which identifies and fixes a network configuration issue.*

**Technician**: “The troubleshooter found a network configuration issue and fixed it. Can you try printing again?”

**Alex**: “It’s working now! Thank you so much.”

**Issue Resolution and Ticket Closure**

**Technician**: “Great to hear! I’ll document the resolution in Jira. If you encounter any more issues, feel free to reach out.”

* **Document resolution in Jira**:
  + Records the steps taken to resolve the issue.
  + Notes the network configuration fix identified by the troubleshooter.
* **Mark the ticket as resolved**: Closes the ticket in Jira, indicating the successful resolution of the issue.

**Follow-up (optional)**

**Technician**: *Follows up with Alex after two days to ensure the issue hasn’t reoccurred and that Alex is satisfied with the resolution.*

**Technician**: “Hi Alex, just checking in to make sure your printer is still working fine. Is everything okay?”

**Alex**: “Yes, everything is working perfectly. Thanks again!”