

TECH PULSE TECH SUPPORT

CALL LOG FORM >>

TEAM NAMES & STUDENT NUMBERS:

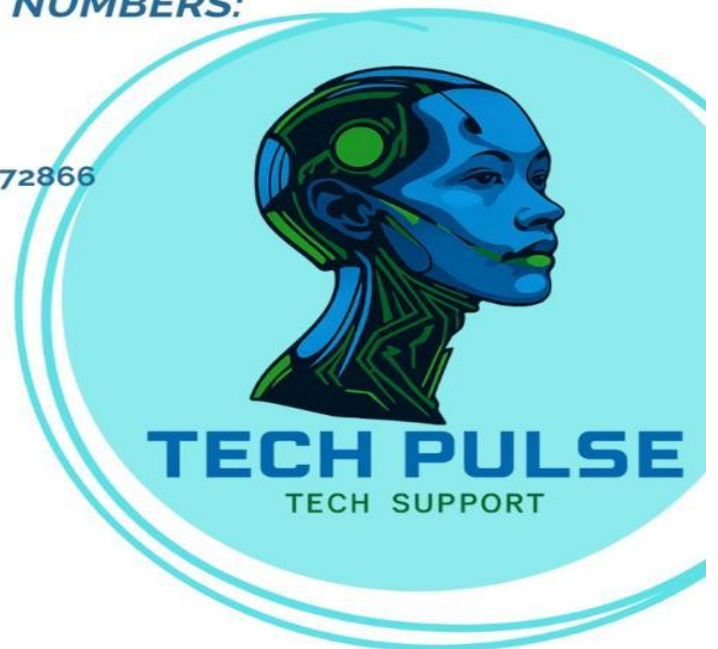
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Date: 10 August 2025

Group 18



Level 1: Front level support/Helpdesk

Level 1 support is the first line of contact whenever customers have an issue that needs to be resolved. Level 1 IT support personnel are trained to solve common basic problems that users might face, they are not specialists, and they are not technically highly trained. Issues that cannot be solved by level 1 IT support are escalated to Level 2 (BMC Blogs, 2024).

Level 2: Technical support

Level 2 IT support consists of personnel that are highly trained. They make use of detailed troubleshooting methods, harder problem-solving and more complicated, uncommon problems, they can handle most issues that level 1 IT support cannot resolve (BMC Blogs, 2024).

Level 3 It support: Expert/specialists

Level 3 IT support are highly skilled personnel that are experts or specialists in whatever field of IT support they chose to be in. Level 3 IT support are the most technically trained out of all the 3 levels being discussed, they can tackle issues that level 1 and level 2 IT support could not solve (BMC Blogs, 2024).

Reference list

BMC Blogs. 2024. IT Support Levels Clearly Explained: L1, L2, L3 & More. [online]
Available at: https://www.bmc.com/blogs/support-levels-level-1-level-2-level-3/?utm_source=chatgpt.com#ref4 [Accessed 10 Aug. 2025].