

Why You Should Submit a Support Ticket



6 Reasons it is important to submit a support ticket when you are having IT issues.

1 Troubleshooting collaboration within IT: A ticket allows all Next Level IT team members to see your request, discuss possible solutions, and ensure that the most appropriate person addresses it.

2 Accountability: A documented ticket holds us, your support team, accountable for responding promptly. (We want to make sure we resolve your issue!)

3 Collaboration: A ticket establishes a conversation in a central location with you to discuss the issue and identify troubleshooting steps and the solution.

4 Creates a historical record for future reference: You may have an issue that recurred, so we can review how we previously fixed it. Or, we get a ticket from someone else with the same problem. A documented solution saves everyone a lot of time.

5 Tracking trends: There could be documentation that needs to be updated for clarity. Maybe there's an emerging bug with an OS update or an app your organization uses. Perhaps a change was rolled out that is causing issues. If we see trends developing among the tickets, we can determine the best action to limit its impact on you and your coworkers.

6 The most important reason to submit a ticket: *If we don't know there is a problem, we can't help!*



If you have any questions or issues, please email Next Level Support at support@nextleveltech.com or call our support number: 614-859-9613.