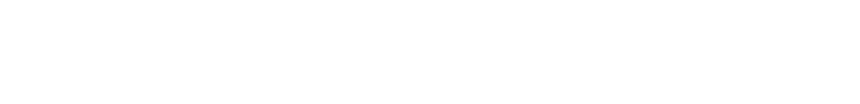
# Ticket Information Priority: Medium



**Name: Liam Boss Department: CEO**

**Date and Time:7/19/2025 Technician: Saúl Abraham Arana Calderón**

# Description of Issue

I have finally decided I need a new computer in my office. My Gateway PC running Windows XP will not run the applications I need to run the company. I need you to design a replacement system, price out the components, and locate a vendor for the purchase. The budget for the system is $1500. At a minimum I need a PC (with keyboard, mouse, and speakers), at least two 24” monitors, and a printer of reasonable quality. I also need the ability to host and participate in video conferences. Please provide a couple of pictures of the key components of the system. Once I review your input, I will make a purchase decision.

# Technician Response

| Component | Model/Details | Price (USD) | Vendor |
| --- | --- | --- | --- |
| **CPU** | Intel Core i5-12400F, 6-Core, 12-Thread | $108.99 | Amazon |
| **CPU Cooler** | ID-COOLING SE-903-XT, 92mm Air Cooler | $14.99 | Amazon |
| **Motherboard** | ASUS B760M-AYW WIFI D4 II, Micro ATX, LGA1700 | $99.99 | Newegg |
| **RAM** | Timetec 16 GB (2×8 GB) DDR4-3200 CL16 | $31.99 | Newegg |
| **Storage** | Silicon Power UD90 2 TB NVMe PCIe 4.0 SSD | $89.97 | B&H |
| **Graphics Card** | MSI GeForce RTX 3050 6 GB VENTUS 2X OC | $179.99 | B&H |
| **Case** | Thermaltake Versa H18 MicroATX | $27.73 | Amazon |
| **Power Supply** | MSI MAG A650BE 650W 80+ Bronze, Semi-Modular | $69.98 | Amazon |
| **Operating System** | Microsoft Windows 11 Pro 64-bit OEM | $146.18 | Amazon |
| **Monitor (×2)** | Samsung C24F390 24” Curved Full HD Monitor | $139.98 | B&H |
| **Keyboard** | HP 230 Wireless Keyboard | $18.99 | Best Buy |
| **Mouse** | Sabrent Wireless Optical Mouse | $9.99 | Other World Computing |
| **Speakers** | Creative Labs Pebble V2 USB | $32.99 | B&H |
| **Webcam** | Green Extreme T200 HD Webcam | $14.99 | Adorama |
| **Printer** | Epson L3250 Wireless Ink Tank Printer | $179.00 | Epson Store |
| **Total** |  | **$1165.75** |  |

**Hours Worked:** 5.0.

**Importance:**  Mission Critical  Slowing User Down  Schedule When Able

Resolved  Pending (Escalated)  Unresolved

# Additional Comments

The new system is optimized for office productivity and video conferencing. It ensures smooth multitasking and fast storage, with room for future upgrades. Recommended vendors are listed for each component. Delivery and assembly should be straightforward.

# Pictures (Insert Additional as Needed)

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Description automatically generated A white square with a blue border

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