Can all analyst solve both hardware and software issues?

What happens if a problem never experienced occurs – client helpdesk operators

Can everyone access all the queries? – specialist representatives

What is an acceptable time - client

If someone calls on behalf of someone else how do we go about logging the caller and the persons who is having the problem, do we put their name or id NUMBER? – HELPDESK OPERATOR

Will the entry of serial numbers link automatically so we know whether taking the OS and software down is needed? – tech advisors

How will all calls be stored which are related? Key word to sort them/order?? – bossman

Do calls have priorities as some will be more important than others. - bossman