CITE MSP Support Report

*Instructions are written in italics and purple. Please delete once fields are complete.*

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| **Ticket ID:** | **Support Technician Name:** |
| **Ticket Subject:** *Write a short description of the support issue here* | |
| **Is the Issue within scope of the Support Agreement? Yes  No** | |
| **Description of Support Provided**  *Write a short description of the support provided to resolve this ticket.* | |
| **Configuration Changes Implemented within this Support Ticket**  *Briefly describe the configuration changes required to resolve this support ticket.* | |
| **Description of Testing Completed**  *Describe the testing completed to ensure the ticket was resolved correctly. You can insert screenshots here to demonstrate testing or proof of completion.* | |
| **Is Waste Disposal Required? Yes  No**  **Description of Waste Disposal Method**  *Describe the method used to dispose of the waste if any. Otherwise note “no waste disposal required”* | |
| **Was the issue resolved on this service call? Yes  No** | |
| **Did this issue need to be escalated to a higher level? Yes  No** | |
| **Is Client Follow Up Required? Yes  No**  **Date of Follow Up** | |
| **Other Notes**  *Write any other notes for future reference or if relevant for the escalated support agent.* | |