



#47 Unable to Access Office Applications

Submitted		Received via	Requester		
May 13, 2025 at 13:22		Web Form	Soobin Do <soobin.do@example.com>		
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	Incident	Normal	Support	Aleeza Tabassum

Topic

Order

Aleeza Tabassum May 13, 2025 at 13:22

The user reached out to the IT support team via Slack message, reporting an issue with accessing office applications. Team promptly created a ticket on customer's behalf behalf

Aleeza Tabassum May 13, 2025 at 13:35

Subject: Issue with Accessing Office Applications

Dear Soobin,
Thank you for reaching out to us regarding the issue with accessing office applications. We're happy to assist you.

To resolve the issue, we've identified a few potential solutions:

1. Check for software updates: Ensure all office applications are up-to-date.
2. Clear cache and cookies: This may resolve any temporary technical issues.
3. Verify login credentials: Confirm your login details are correct.

If these steps don't resolve the issue, please provide more details about the error message you're receiving.

Our technical team will investigate further and provide a solution.
If you have any further questions or concerns, please don't hesitate to reach out. We're here to help.

Best regards,
Aleeza
Roco IT Support Team

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