



# #30 Several Critical Devices Experiencing Network Failures

Submitted		Received via	Requester		
May 10, 2025 at 20:29		Web Form	Customer <example@zendesk.com>		
Status category	Ticket status	Type	Priority	Group	Assignee
Solved	Solved	-	Low	Support	Aleeza Tabassum

Topic

Other

**Aleeza Tabassum** May 10, 2025 at 20:29

Customer contacted us through Outlook to report network outages on multiple critical devices.

**Aleeza Tabassum** May 10, 2025 at 20:29

Assigning concern teams on board

**Aleeza Tabassum** May 10, 2025 at 20:30

contacted the focals and network support teams through call

**Aleeza Tabassum** May 10, 2025 at 20:31

Engaging L3 Helpdesk support team for the Asia SD support

**Aleeza Tabassum** May 10, 2025 at 20:32

Concern teams on board, helping out with the networking issue, hence decreasing the priority of the ticket as suggested by the focal and network team

**Aleeza Tabassum** May 10, 2025 at 20:39

Subject: Network Failure Support for Critical Devices

Dear Customer,

Thank you for reporting network failures on several critical devices. Our team is here to assist you in resolving this issue.

Investigation and Support

We've initiated an investigation and will:

- Identify the root cause of the network failures
- Collaborate with your team to resolve the issue
- Provide guidance on preventive measures

Next Steps

To expedite the resolution:

1. Please provide detailed device information and error logs.
2. Our team will schedule a call to discuss the issue.

Support Contact

For immediate assistance, please contact us at:

support.network@roco.com  
+1-223-012-2187

We're committed to restoring your network functionality promptly.

Best regards,

Aleeza Tabassum  
Roco IT Support Team

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