

Help Desk Ticket Resolution Report



Help Desk Ticket Resolution Report

Booyoung Kim

This report summarises two client support tickets resolved during my IT support training. The tickets show troubleshooting, communication, and escalation skills used in both software and hardware scenarios.

Ticket 1 – Software Issue

1. Client issue: Key applications crashed during document editing.

Hammad Maqsood

To: helponc4@screencraft.net.au

↓ Mar 11

Anyone, Active

OFFICIAL

BK

Hi,

I hope this message finds you well. I wanted to bring to your attention some occasional technical glitches I've been experiencing while working on the curriculum materials. Specifically, I've encountered unexpected crashes in key applications like presentation software and document editors. Though these crashes haven't been frequent enough to significantly delay our progress, they are causing disruptions in my workflow and occasional loss of work. While the financial impact and the number of people affected remain minimal at this point, I wanted to give you a heads-up. Can you help me?

Here is a screen shot of some error data. Can you please explain this to me?



regards,

Hammad

2. Priority Status: Normal

- Low: These questions are from people who aren't active customers or leads. This includes sponsorship requests and general customer feedback that doesn't require an immediate response.

- **Normal:** These are questions or issues that aren't blocking customers from using the product, but they do require a quick response.

- High: These issues prevent using the product or service effectively. They require an immediate response.

- Urgent: These are issues that either completely block the use of the product or are coming from upset customers who need their case escalated. These problems should always be your top priority.

DU

3. Analysis Table: Urgency – Low, Impact - Medium

		IMPACT		
		H	M	L
URGENCY	H	1	2	3
	M	2	3	4
	L	3	4	5

Priority Code	Description	Target Response Time	Target Resolution Time
1	Critical	Immediate	1 Hour
2	High	10 Minutes	4 Hours
3	Medium	1 Hour	8 Hours
4	Low	4 Hours	24 Hours
5	Very low	1 Day	1 Week

4. The reason of Impact Analysis status:

The issue happens in main programs that are important for daily tasks, like making presentations and editing documents. This means it has a medium impact (Impact: M) on the work. However, the problem does not happen often, does not cause big money loss, and only a few people are affected, so the urgency is low (Urgency: L).

5. Research solutions and offer these solutions to the client

Thanks again for your reply.

Let's keep it simple. **Running Windows Updates** will make sure your system is fully up to date, which often resolves app crashes and improves

Step-by-Step Instructions – Run Windows Update (Windows 10)

In Windows 10, you decide when and how to get the latest updates to keep your device running smoothly and securely.

1. Select Start  go to Settings  > Update & Security  > Windows Update  > select Check for Windows updates.
2. If any updates are available for you, select Download & install. Your device will download and install the updates. If prompted to do so, restart your device to apply the updates.

To get Windows Updates automatically, see [Get Windows updates as soon as they're available for your device](#).

To prevent inconvenient installs and restarts when you're using your device from Windows Updates, see [Keep your device up to date with active hours](#).

[Check for Windows updates](#)

Step-by-Step Instructions – Run Windows Update (Windows 11)

In Windows 11, you decide when and how to get the latest updates to keep your device running smoothly and securely.

1. Select Start  > Settings  > Windows Update  > select Check for Windows updates.
2. If any updates are available for you, select Download & install. Your device will download and install the updates. If prompted to do so, restart your device to apply the updates.

To get Windows Updates automatically, see [Get Windows updates as soon as they're available for your device](#).

To prevent inconvenient installs and restarts when you're using your device from Windows Updates, see [Keep your device up to date with active hours](#).

[Check for Windows updates](#)

You can also refer to the official Microsoft guide below for detailed instructions on how to automatically update your Windows 10 or 11 system:

[Install Windows updates - Microsoft Support](#)

Please let me know if you need further assistance.

BK

[Instructions - Windows Update \(Windows 11\)](#)

6. Reply to the ticket asking if the issue is resolved.

If the issue persists after these steps, please reply to this email with any updated error messages you notice. Let us know how you go, and we'll continue to support you through it.

Kind regards,
Booyoung Kim
ICT Support Team – IT4U Helpdesk

BK

7. Thanks for the client, and close the ticket.

you marked as Closed

BK

you

Hi Hammad,

Good to hear that the issue is resolved. Please feel free to contact us again if you have any further problems.

I will close this ticket.

Thank you so much.

Kind regards,
Booyoung Kim
ICT Support Team – IT4U Helpdesk

BK

Ticket 2 – Hardware Issue

1. Client issue: Hardware issue including burning smell and it may lead safety problems as well. (Fire)
2. Client's ticket priority status: Urgent
3. Analysis Table: Urgency – High, Impact - High

		IMPACT		
		H	M	L
URGENCY	H	1	2	3
	M	2	3	4
	L	3	4	5

Priority Code	Description	Target Response Time	Target Resolution Time
1	Critical	Immediate	1 Hour
2	High	10 Minutes	4 Hours
3	Medium	1 Hour	8 Hours
4	Low	4 Hours	24 Hours
5	Very low	1 Day	1 Week

4. Client's hardware problem and reply to the ticket summarizing the problem

Client:

Hammad Maqsood

To: helponc4@screencraft.net.au

↓ Mar 1

Anyone, Activ

OFFICIAL

Hi,

I am writing to you today in my capacity as the Events Coordinator, urgently seeking your assistance with a critical issue affecting my personal computer. This problem is significantly impacting my ability to prepare for upcoming events, specifically finalising promotional materials, managing logistics, and communicating with vendors].

The issue centres around severe overheating, exhibiting concerning symptoms such as:

- Unusual fan behaviour
- Burning smell
- Unusual warmth or heat
- Unusual system noises
- Significant performance slowdowns
- Sudden shutdowns or restarts
- Reduced performance

BK

Here is a screen shot of some error data. Can you please explain this to me?



Reply:

BK you

Impact: High (H) & Urgency: High (H): 1
The issue is severe and could lead to hardware damage or safety risks.
Priority Code: 1
Response Time: Immediate

↓ Apr 2 ▾
Booyoung Kim, Pending

BK

Hi Hammad,

Thank you for reporting this issue. Based on your description, your computer is experiencing severe overheating, which could lead to hardware failure and potential safety hazards.

Hi Hammad,

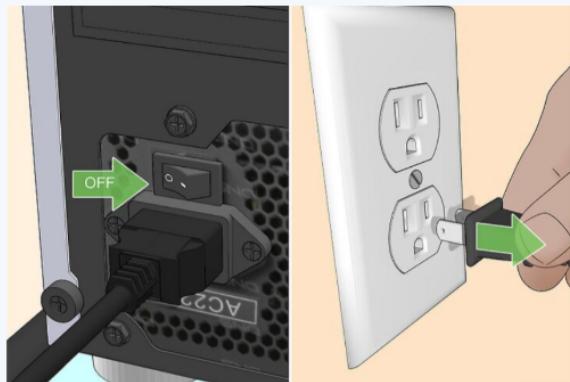
Thank you for your reply and for doing your best to follow the previous instructions. I completely understand how multiple steps can be complicated.

Based on your update, it's highly likely that the internal cooling fan is failing and needs to be replaced.

Here's a simple step-by-step solution you can follow:

Step 1: Shut Down and Unplug the Computer

To prevent further damage, power off your computer and unplug it from the power source.



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5. Suggest 3rd party business and the support they can provide.

BK

you

Hi Hammad,

Sure!

Here's a trusted third-party service that can help you with the fan replacement:

Business Name: Austin Computers Osborne Park

Website: www.austin.net.au

Location: 3/52 Frobisher St, Osborne Park WA 6017

Phone: (08) 9202 0100

Emails:

sales@austin.net.au

accounts@austin.net.au

management@austin.net.au

Support They Provide:

PC hardware installation and upgrades (including fans, CPU coolers, etc.)

In-store technical services and repairs

Diagnostics and internal cleaning

Walk-in service or online booking

Warranty & Inclusions:

1-year warranty on most replacement parts (depends on the item)

30-day workmanship guarantee on services

Common Services & Prices:

Priority Booking: \$50

Insurance Report: \$120

Data Backup/Transfer: \$140-\$180

Software Installation: \$99-\$160

BIOS Update: \$30

PC Cleaning: \$89

Inspection Fee (if no fault is found): \$89

Hardware Installation (like fans): \$60-\$120

Email Setup: \$89-\$120

Virus Removal: \$150-\$200

System Format/Reinstall: \$120-\$200

SSD Upgrade & Cloning: \$120-\$150

BK

You can bring your own replacement fan or buy one directly from them.

You can contact them by email, phone, or just walk in.

Let me know if you'd like help making a booking!

Best regards,

Booyoung Kim

ICT Support Team

IT4U Helpdesk

6. Provide required steps to install the new part.

Steps to Replace the Fan

1. Power off and Unplug

Unplug the power cable and all other connections.

Press the power button once to discharge any remaining electricity.

2. Open the Case

Remove the side panel of your desktop by unscrewing the screws at the back or side.

Place the case on a flat surface with good lighting.

3. Locate the Fan

Identify whether you're replacing:

A case fan (mounted on the front, back, or top of the case), or
A CPU fan (mounted on top of the CPU heatsink).

BK

4. Unplug the Fan

Trace the cable from the fan to the motherboard.

Gently unplug the connector from the fan header (usually labeled SYS_FAN or CPU_FAN).

5. Unscrew the Old Fan

Use a screwdriver to remove the screws holding the fan to the case or CPU bracket.

6. Install the New Fan

Align the new fan in the same orientation as the old one (watch airflow direction!).

Screw it into place.

7. The hardware maintenance steps needed to ensure.

 If it's a CPU fan, clean off the old thermal paste from the CPU and heatsink with isopropyl alcohol, apply a small dot of new thermal paste, then mount the new fan.

7. Close the case and turn on the PC

Plug the cable into the correct fan header on the motherboard.

Close the Case

Reattach the side panel.

Plug the PC back in and power it on.

 Make sure the fan spins and sounds quiet

BK

8. Suggest options to dispose of the old computer part

Dispose of the Faulty Fan Properly:

You can take the old fan to an e-waste recycling centre near Perth:

City of Perth Recycling Centre – Balcatta

Total Green Recycling – Welshpool

<https://www.totalgreenrecycling.com.au/>

BK

Just drop it off with other small electronics. Most places accept old computer parts for free.

9. Ask the client if the issue is resolved, and if I can close the ticket

Please let me know if you need help contacting the repair service, or if you'd like us to arrange the repair for you. Once your fan is replaced, we can also help with maintenance tips to keep your PC running smoothly.

Looking forward to your confirmation so we can close this ticket.

Kind regards,
Booyoung Kim
ICT Support Team
IT4U Helpdesk

BK

 you

Hi Hammad,

BK

Good to hear that the issue is resolved. Please feel free to contact us again if you have any further problems.

I will close this ticket.

Thank you so much.

Conclusion: These help desk tasks demonstrate my ability to analyse ICT problems, prioritise based on urgency and impact, and communicate professionally with clients while following standard IT support procedures.