**West Lothian College**

**Help Desk Trouble Ticket #190677**

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| **TICKET INFORMATION** |

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| **User name:** |  | **User ID:** |  |
| **Job title:** |  |  | |
| **Manager:** |  | **Department:** |  |
| **Ticket category:** |  |  | |
| **Date and time:** |  | **Technician:** |  |
|  |  |  |  |
| **PROBLEM DESCRIPTION** | | | |
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| **TECHNICIAN RESPONSE** | | | |
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| **Assigned to: Date: Time: Total time worked:** | | | |
| **Initial action:** | | | |
| **Solution:** | | | |
| **Follow up action:** | | | |
| **Importance**:  Mission critical  Slowing user down  Can be scheduled  **Conclusion**:  Resolved  Pending  Unresolved | | | |
| **Final notes:** | | | |
| *Trouble Ticket downloaded from: http://techrepublic.com* | | | |