

» **The ticket category:** You'll need to devise a list of categories that is appropriate for your company, but you'll likely include categories similar to the following:

- Login and password
- New user onboarding
- Employee separation
- Hardware
- Email
- Printing
- Intranet
- Microsoft Office
- Virus/malware
- Phones
- Other

» **An indication of the ticket's status:** Here's an example of status options:

- Received
- Assigned
- In Progress
- Escalated
- Resolved
- Closed

» **All correspondence, including emails, messages, and detailed notes of all phone conversations:** These records should include the date and time of the correspondence.

» **Screen shots, event logs, and any other pertinent files.**

» **Detailed descriptions of everything that has been done to resolve the issue.**

» **Details of how the issue was ultimately resolved.**



TIP

Ideally, the user who initiated a support request should have access to the ticket and the opportunity to contribute notes to it. Keeping users in the loop will help with overall satisfaction of the trouble resolution process and can help them appreciate that their problem has not been forgotten but is indeed being worked on.