|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| YOUR LOGO | | | **Document Delivery** | | | | | YOUR PRODUCT LOGO | |
| **Sales Team** | | | | | | | | | |
| **Responsible Analyst:** | | {{Analyst\_Name}} | | | **E-mail:** | {{Analyst\_Name}} | | | |
| **Client:** | {{Client}} | | | **Document Version: v1** | | | **OS:** | | {{OS\_number}} |
| **Description:** | {{OS\_description}} | | | | | | | | |

OS answering guidelines:

* The tickets are answered by the properly trained technical and functional consultants;
* The tickets are only closed after the client confirms the solution’s efficiency;
* To count the OS’s time of service, the days in which the call was with the status of “Waiting for Customer” and “Delivered” are discounted.

|  |
| --- |
| OS Description |

**{{OS\_number}}:** {{OS\_description}}

**Version:** {{Version}}

**Device:** {{Device}}

**Device's OS Version:** {{Device\_OS\_Version}}

**Environment:** {{Environment}}

|  |
| --- |
| OS Analysis and Solution Evidence |

**Cause:**

{{Cause}}

**Solution:**

{{Solution}}

|  |
| --- |
| Evidence |

{{evidence}}

|  |
| --- |
| Conclusion |

{{Conclusion}}