# Support Call Dialog:

1. Is this problem downing a production system? (if so, escalate to Level 1, Production Control and call level 1 support if it cannot be solved within 10 minutes)
2. What is your name?
3. What is your customer ID?
4. Well ok, what is your company name?
5. What is a call back number in case we lose each other?
6. What is your email address in case we need to exchange information?
7. Do you have a Windows Messenger ID?
8. Are you the assigned support representative?
9. What is the trouble?
10. Here is your CASE ID number.
11. Did you send a support email?
12. Do you have screen shots of the issue?
13. What version of ECM Library are you running?
14. What version of SQL Server are you running?
15. What service pack of SQL Server are you on?
16. What version of Office are you using?
17. What service pack of Office are you on?
18. Can we log on together and troubleshoot this problem?
19. Did your mother have any children that lived?