Help Desk Ticket

Ticket Number: 01   **Ticket Category: Hardware**

Ticket Information

Name: Sara Richards   **Department:** Sales

Date and Time: 12 April 2018   **Technician:** Edward Chang

Description of Problem

Sara called in to report a software problem. She is unable to access one part of the TestOut program and she thinks that it might be down. She wants us to check that, because she needs to access that program in order to complete a project she is currently working on.
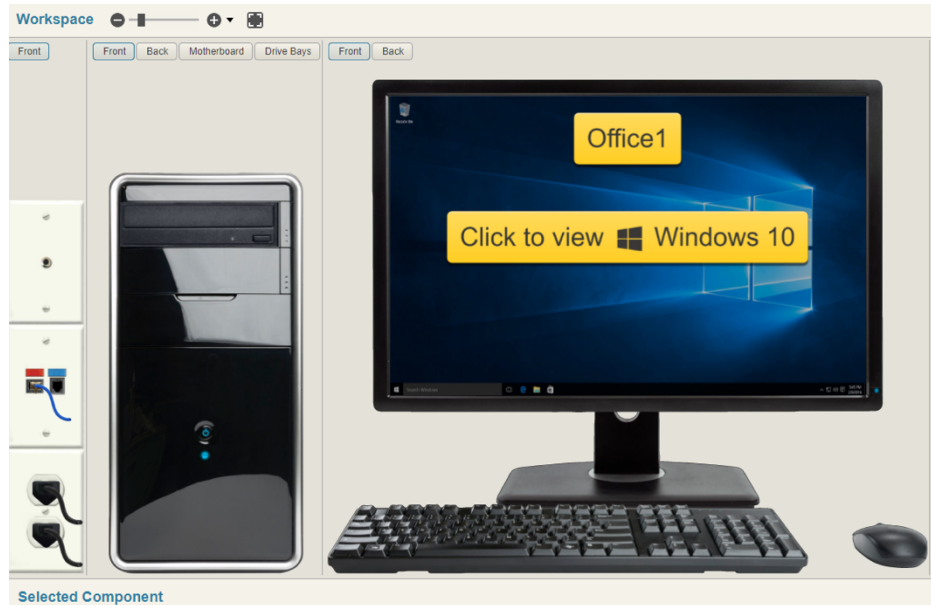
Technician Response

1. I verified that the program is in fact working.
2. I took pictures of the different screens to show that it is working correctly.
3. I still need to contact him to verify if it is still a problem for him.

Hours Worked: .5

Pictures (Insert Additional as Needed)

Front | Front | Back | Motherboard | Drive Bays | Front | Back

Office1

Click to view ⊞ Windows 10

Selected Component

Importance: ☐ Mission Critical ☒ Slowing User Down ☐ Schedule When Able

Conclusion: ☐ Resolved ☐ Pending (Escalated) ☒ Unresolved

Additional Comments

Enter any other comments pertinent to the issue