**WoW Incident Request Form**

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| --- | --- |
| Details | Response |
| What is Desktop SKU? |  |
| What is the name and version of the published application encountering the issue? |  |
| Short Description of the issue |  |
| Screenshot of the issue (as an attachment) |  |
| The estimated time when the problem started? |  |
| What is the username of the end-user(s) encountering the issue? |  |
| What is the name of the virtual machine encountering the issue? |  |
| What Clients is the user using? |  |
| What is the Horizon Client version running on the end-user device? |  |
| Is the user accessing the desktop using an internal network or via the internet? |  |
| Is the issue reproducible by the end-user(s)? |  |
| The number of users impacted? |  |
| Type of Impact |  |