Helpdesk Demo Case: VPN Connection Issue

Case Description

User 'Sara Müller' reports that she cannot connect to the company's internal system via VPN. The error message is a generic 'connection failed' with a timeout after a few seconds.

The request was logged via Freshdesk, and categorized as an 'Incident' with Medium priority.

Response

A professional response was sent requesting clarification and basic diagnostic steps:

- Is the user on Wi-Fi or Ethernet?

- Are there any error codes?

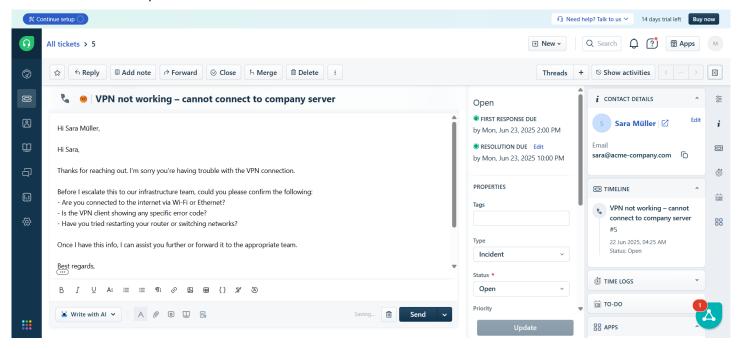- Has she tried rebooting her router or switching networks?

No direct system access was required at this stage, and the issue was pending escalation depending on the users reply.
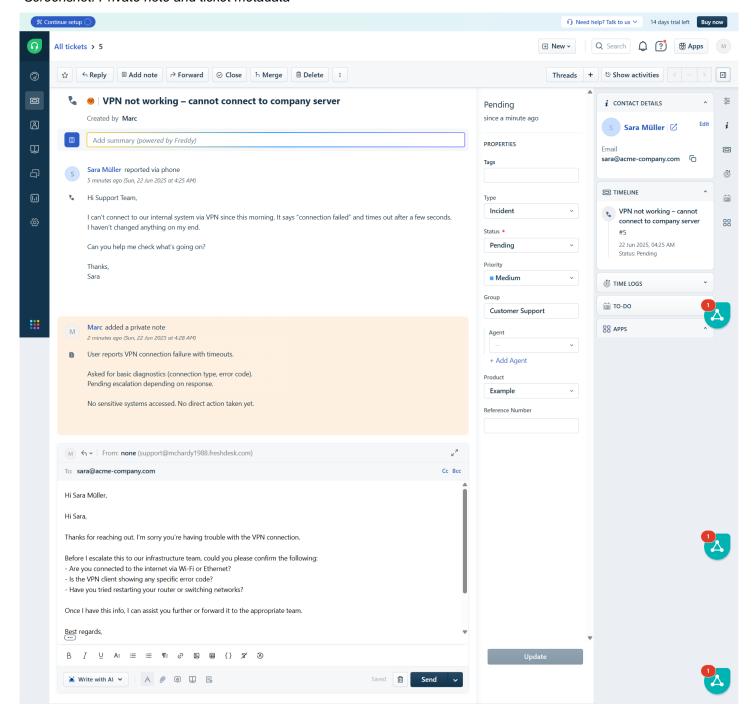
Internal Documentation

A private note was added to document the user's issue, diagnostics requested, and that no sensitive systems were accessed or altered.

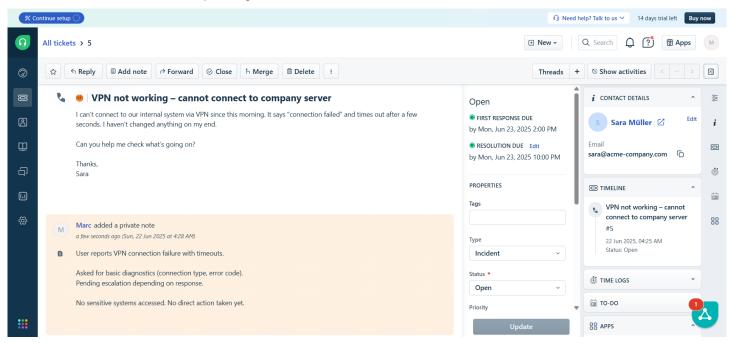Ticket was marked as 'Pending' and tagged for escalation if needed.

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Screenshot: Public response to user

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Screenshot: Private note and ticket metadata

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Screenshot: Full ticket view with pending status

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Screenshot: User request message and internal note