

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.

Helpdesk Demo Case: VPN Connection Issue

Screenshot: Public response to user

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VPN not working – cannot connect to company server

Hi Sara Müller,

Hi Sara,

Thanks for reaching out. I'm sorry you're having trouble with the VPN connection.

Before I escalate this to our infrastructure team, could you please confirm the following:

- Are you connected to the internet via Wi-Fi or Ethernet?
- Is the VPN client showing any specific error code?
- Have you tried restarting your router or switching networks?

Once I have this info, I can assist you further or forward it to the appropriate team.

Best regards,

Write with AI

SaveSend

Open

FIRST RESPONSE DUE
by Mon, Jun 23, 2025 2:00 PM

RESOLUTION DUE
by Mon, Jun 23, 2025 10:00 PM

PROPERTIES

Tags

Type
Incident

Status
Open

Priority

Update

CONTACT DETAILS

Sara Müller

Email
sara@acme-company.com

TIMELINE

VPN not working – cannot connect to company server
#5
22 Jun 2025, 04:25 AM
Status: Open

TIME LOGS

TO-DO

APPS

Helpdesk Demo Case: VPN Connection Issue

Screenshot: Private note and ticket metadata

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VPN not working – cannot connect to company server

Created by Marc

Add summary (powered by Freddy)

Sara Müller

reported via phone

5 minutes ago (Sun, 22 Jun 2025 at 4:25 AM)

Hi Support Team,

I can't connect to our internal system via VPN since this morning. It says "connection failed" and times out after a few seconds. I haven't changed anything on my end.

Can you help me check what's going on?

Thanks,

Sara

Marc added a private note

2 minutes ago (Sun, 22 Jun 2025 at 4:28 AM)

User reports VPN connection failure with timeouts.

Asked for basic diagnostics (connection type, error code). Pending escalation depending on response.

No sensitive systems accessed. No direct action taken yet.

From: none (support@mchardy1988.freshdesk.com)

To: sara@acme-company.com

Hi Sara Müller,

Hi Sara,

Thanks for reaching out. I'm sorry you're having trouble with the VPN connection.

Before I escalate this to our infrastructure team, could you please confirm the following:

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Write with AI

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Saved

Send

Pending

since a minute ago

PROPERTIES

Tags

Type

Incident

Status

Pending

Priority

Medium

Group

Customer Support

Agent

+ Add Agent

Product

Example

Reference Number

Update

CONTACT DETAILS

Sara Müller

Email

sara@acme-company.com

TIMELINE

VPN not working – cannot connect to company server

#5

22 Jun 2025, 04:25 AM

Status: Pending

TIME LOGS

TO-DO

APPS

Page 3

Helpdesk Demo Case: VPN Connection Issue

Screenshot: Full ticket view with pending status

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a few seconds ago (Sun, 22 Jun 2025 at 4:28 AM)

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Open

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by Mon, Jun 23, 2025 2:00 PM

RESOLUTION DUE
by Mon, Jun 23, 2025 10:00 PM

PROPERTIES

Tags

Type
Incident

Status *
Open

Priority

Update

CONTACT DETAILS

Sara MüllerEdit

Email
sara@acme-company.com

TIMELINE

VPN not working – cannot connect to company server
#5
22 Jun 2025, 04:25 AM
Status: Open

TIME LOGS

TO-DO

APPS

Helpdesk Demo Case: VPN Connection Issue

Screenshot: User request message and internal note

Continue setup

Properties updated

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Add note

Forward

Close

Merge

Delete

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Threads

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Show activities

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VPN not working – cannot connect to company server

Created by Marc

Add summary (powered by Freddy)

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Best regards,

B I U A: [icon] [icon] [icon] [icon] [icon] [icon] [icon] [icon] [icon] [icon]

Write with AI [icon] [icon] [icon] [icon] [icon] [icon] [icon] [icon] [icon] [icon]

Saved [icon] Send

Pending
since 2 minutes ago

PROPERTIES

Tags
vpn x connection x
network x escalation x

Type
Incident

Status
Pending

Priority
Medium

Group
Customer Support

Agent
--
+ Add Agent

Product
Example

Reference Number

Update

CONTACT DETAILS

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Email
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TO-DO

APPS