GSD. Software - How to handle unknown Software question and issues

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General Information:

Possible symptoms/errors:

User wants to know How to handle unknown Software question and issues

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Details:

The agent can offer some basic troubleshooting steps based on their experience but they are not able to help, ticket should be passed to the local IT.

Assignment Group:

Local IT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A