List of Classes we found:

* SMEs
* System
* Efficiency
* Problems
* Experience
* Program
* Company
* Technical Support Team
* Single Person
* People
* Customers
* Users
* Things Simple
* Issues
* IT support levels
* Society
* Era of pandemic
* Technological field
* Last decade
* Ignorance
* Problem
* Solution
* Efficient results
* Collaboration
* Registers
* Structure
* Customer service
* IT related services
* Internet providers
* Consulting centers
* Technical support
* Request
* Control
* Organization of the problems
* Structure
* Hierarchical way
* Business
* Internet
* Calls
* Failures
* Points
* Town
* Manager
* Notes
* Name
* Client
* Sector
* Exercise
* Time
* Phone call
* Email
* Message
* Social network
* Complaint
* Consulting
* Technical support center
* Pcs
* Machine
* File
* Screen
* Cache files
* Order
* Priority
* Levels
* Deadline
* Protocol
* Satisfaction
* Incident
* Level 0
* Level 1
* Level 2
* Level 3
* Level 4
* Technician
* Support structure
* Answers
* Questions
* Software
* Agents
* Help desk
* Applications
* Hardware
* Configurations
* Specialists
* Investigation
* Code
* Enhancements
* Vendors
* Organization

List of Classes we use:

* Administrator
* Client
* File
* Login
* Problem
* Technical
* TypeProblem
* BaseData
* FatherMenu
* Main