**Fault Log Sheet**

Date/Time Fault recorded

04/07/2014 05:02pm

Fault Logged by: Technician Assigned:

Daniel Hanna

Miranda Keyes

Preferred method of communication:

Phone Email IM In-person Other

✓

Description of problem:

When using excel 2010 to create sales figures report, the client reports that the formulae does not recalculate automatically.

Urgency:

Low Medium High

✓

Type of user:

✓

Experienced Novice Technical

Number of computers affected:

1

Room number of computer or laptop number:

Room 270

Resolution

Searched in online help and found that I need to check the option for formulas.

In excel had client check file, options, formulas, calculation options.

Workbook calculation was set to manual changed to automatic click ok.

Client checked spread sheet all functioning normally.

Since this is an experienced client I have referred her to internal Excel training documentation for further information, should she require it.

Technician’s signature: Technicians print name:

User’s signature: Users print name:

Questionnaire:

|  |  |  |
| --- | --- | --- |
| No. | Question | Poor Great |
|  | Were you happy with the response time for this problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Was the IT Support technician helpful and friendly? | 1 2 3 4 5 6 7 8 9 10 |
|  | Did the IT Support technician explain things in a way which you understood? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the apparent knowledge of the technician? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the length of time taken to resolve the problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the problem resolution which was delivered? | 1 2 3 4 5 6 7 8 9 10 |