

# Service Desk Email Incident Report

## Report Prepared By

Name: Nicole Nealy

Date: July 8, 2025

Role/Position: Service Desk Agent

## Incident Details

Incident ID: #54321

Date and Time of Incident: July 8, 2025

Reported By: Jenna Marshall

Client Company Name: GreenScape Landscaping

## Incident Description

Brief Description of the Incident:

Client was unable to access their main email account (support@greenscapelandscaping.com). The login page refreshed with no error message each time an attempt was made.

Impact on Client Operations:

Client was unable to send or receive emails, disrupting communication with clients and suppliers. Marked as high priority due to business operations impact.

## Initial Assessment

Initial Hypothesis of the Issue:

Suspected browser session issue (cache/cookies), browser incompatibility, or possible email server problem.

Relevant Information Gathered (include any error messages, descriptions of unusual behavior, etc.):

No error message displayed.

Problem began the previous evening.

No recent password changes or account setting modifications.

No reports of company-wide email outage at this time.

## Detailed Analysis

### Steps Taken to Identify the Problem:

Contacted client to confirm details and test alternate scenarios.  
Asked client to try accessing email from different browsers and devices.  
Requested client to test using incognito/private browser session.  
Advised clearing browser cache and cookies.

### Questions Asked:

Have you tried a different browser or device?  
Have there been any changes to your internet service or security software?  
Are you seeing any unusual notifications or messages during login?

### Client Responses:

Issue persisted across different devices but only in regular browser sessions.  
No changes to internet or security settings.  
No error messages displayed — page simply refreshed.

### Key Findings (What led to identifying the root cause?):

Problem isolated to browser session/cache on the client side. Using incognito mode allowed successful login, confirming the root cause as outdated cache/cookies.

## Resolution Steps

### Detailed Steps Taken to Resolve the Issue:

Guided client to clear browser cache and cookies.  
Had client reopen browser and log in again.  
Recommended using incognito mode as a temporary workaround.

### Client Actions (if any):

Cleared cache/cookies.  
Attempted login in incognito mode and confirmed successful access.

### Resolution Timeframe:

Approximately 45 minutes from initial contact to resolution.

## Outcome and Follow-Up

### Confirmation of Resolution (How was it confirmed that the issue was resolved?):

Client confirmed successful login to email in both regular and incognito browser sessions.

### Client Satisfaction (Any feedback received from the client post-resolution):

Client expressed appreciation for quick and clear assistance; no further issues reported.

Follow-Up Actions Recommended to the Client:

Regularly clear browser cache to avoid similar issues.

Update browser to the latest version.

Contact support if the issue recurs

## Lessons Learned and Recommendations

Insights Gained (What did you learn from this incident?):

Browser-related login issues are common and can often be resolved by clearing cache/cookies and using updated browsers.

Recommendations for Preventing Similar Incidents (For both the support team and the client):

Educate clients on routine browser maintenance.

Include this issue and resolution in the internal knowledge base.

Suggestions for Process Improvement:

Develop a quick-reference guide for common browser issues to reduce resolution time.

## Documentation and Closure

How was the incident documented in the ticketing system?

Ticket #54321 updated in Jira with full incident notes, client communication logs, troubleshooting steps, and resolution outcome.

Any additional notes or comments:

Client was cooperative and followed instructions promptly, contributing to efficient resolution.

## Sign-Off

Prepared by (Signature): Nicole Nealy

Date: July 8, 2025