

Answers: 12.4.2.2 Lab - Document Customer Information in a Work Order

Introduction

As a help desk technician, it is your job to gather data from the customer to begin the troubleshooting process. As a Level 1 technician, you do not have administrative rights to the customer's computer. Issues that require administrative rights must be escalated to a Level 2 technician. Use the Customer Information sheet on page 2 or one provided by your Instructor to document the customer's problem in the work order below. Assign a case number of your choice and set the Priority as a P2 (Significant Issue). Describe the problem and recommend a solution.

Technician Sheet

Company Name:

Contact:

Company Address:

Company Phone:

Work Order

Generating a New Ticket

Category:

Status:

Escalated:

Business Impacting Yes No

Summary

Case ID#:

Priority:

User Platform:

Problem Description:

Problem Solution:

Customer Information

Use the contact information and problem description below to report the following information to a level-one technician:

Contact Information

Company Name:Organization of Associated Chartered Federations, Inc.

Contact:Braxton Jones

Note: Braxton contributes significantly to the organization's daily operations.

Company Address:...123 E. Main Street

Company Phone:480-555-1234

Category:.....Security

Problem Description

I am not able to login. I was able to login yesterday and all days previously. I tried to login with a different computer but was unsuccessful there also. I received an email last week about changing my password, but I have not changed my password yet.

Additional Information

- Windows 7