

Answers: [13.5.2.2 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.

Work Order

Student Technician Sheet

Company Name: _____
Contact: _____
Company Address: _____
Company Phone: _____

Generating a New Ticket

Category: _____ **Status:** _____ **Escalated:** _____
Business Impacting? (Yes / No) **Yes** _____
Summary _____
Case ID#: _____ **Priority** _____
User Platform: _____

Problem Description:

Type your answers here.

Problem Solution:

Type your answers here.

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