

9.5.2 Worksheet: Gather Information from the Customer (Student Technician Sheet)

Print and complete this activity.

Gather data from the customer to begin the troubleshooting process. Document the customer's problem in the work order below.

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

Work Order

Generating a New Ticket

Category _____ Closure Code _____ Status _____

Type _____ Escalated _____ Pending _____

Item _____ Pending Until Date _____

Business Impacting? ☐ Yes ☐ No

Summary _____

Case ID# _____ Connection Type _____
Priority _____ Environment _____
User Platform _____

Problem Description: _____

Problem Solution: _____

(Student Customer Sheet)

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: Henry Jones

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 e-mail last week about changing my password, but I have not changed my password yet.

(NOTE: Once you have given the level-one tech the problem description, use the Computer Configuration to answer any follow up questions the technician may ask.)

Computer Configuration

- Windows XP Pro
- I do not know when it was last updated.
- There is some kind of anti-virus program that used to run when I started the computer, but I haven't seen it recently.