

Date:

Ticket/Ref:

Technician:

Preferred contact:

1) Customer and Device Information

Customer name: Company (if any):
Phone: Email:
Device type: Brand/model:
Approx age: Serial (optional):
OS: In-person or remote:

2) Issue Summary

What is the problem? (include error messages if possible)

When did it start? Any changes before it

Is it constant? Yes No Any error codes?

3) Common Symptoms (check all that apply)

<input type="checkbox"/> No power / no lights	<input type="checkbox"/> Wi-Fi / internet problems
<input type="checkbox"/> Powers on but no display	<input type="checkbox"/> USB / peripherals not working
<input type="checkbox"/> Blue screen / crash	<input type="checkbox"/> Storage low / disk errors
<input type="checkbox"/> Slow performance	<input type="checkbox"/> Software won't open / crashes
<input type="checkbox"/> Overheating / loud fan	<input type="checkbox"/> Windows update failing
<input type="checkbox"/> Random restarts	<input type="checkbox"/> Suspected malware

4) Access, Data, and Priority

Admin access? Urgency/deadline:

Any data at risk or backup needed?