

Help Desk Ticket Form Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Describe one routine software issue for the named help desk. Every question is optional; it is fine not to know a technical detail. Do not include passwords, access codes, private customer information or raw logs. Use the organization's urgent or security reporting route for those issues. Return this form through the stated support channel.

1. Which application or service were you using when the problem occurred?

2. What task were you trying to complete?

3. What happened instead of the result you expected? Include only non-sensitive error wording if useful.

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4. When did you most recently experience the problem? Include the date, approximate time and time zone if known.

5. What steps led up to the problem? Describe what you already observed; do not repeat an action that could change or delete information.

6. How is this issue affecting the task right now?

- ☐ I cannot continue the task
- ☐ I can continue using a workaround
- ☐ I can continue, but the task takes longer
- ☐ The issue is not affecting the task now
- ☐ Another effect
- ☐ Not sure

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7. What have you already tried, and what happened afterward?
