



STANDARD SUPPORT QUESTIONS FOR HELP DESK

SITE GROUP ADMINISTRATOR INFORMATION

First and Last Name Group Administrator: _____

Phone Number: _____

Email Address _____

Agency or Company Name: _____

Physical Site Location: _____

QUESTIONS

What is the First and Last Name of the end user(s)?

What are the telephone number(s) affected?

What is the MAC Address(es) for the phone(s)?

Description of user reported issue? Please include remote party telephone numbers where available.

Was other party calling from Cell / Mobile phone?

What is the Date(s) and Time(s) the issue occurred?

Is the service issue reported intermittent? (Yes or No).

What is the severity of the issue being experienced (e.g. P1, P2, P3 or P4)?

Is the user able to make calls? (Yes or No).

If not, what type(s) of call(s) are not being able to be made (i.e. IP to IP call)?

Is the user able to receive calls? (Yes or No).

If not, what type(s) of call(s) are not being received (i.e. IP to IP call)?

What is the current status of the phone display (e.g. the phone display screen is blank or not, phone icons are hollow or shaded, no service etc.)?

Are calls being dropped? (Yes or No).

If so, are they being lost during the dialing or the conversation?

Has any activity been performed your system recently? (i.e. desktop or network maintenance such as patches, upgrades, software/hardware changes, etc.)

Is the user able to reproduce the symptom? (Yes or No).

If yes, what are the steps/actions required to reproduce the issue?