

Intake Procedure.

1. Get customer to fill in top part of form up to 'What needs to be done'
2. Sign and date received fields
3. Get a description of the problem and fill in 'What needs to be done'
4. Take paper work and start a new ticket.
5. Fill in Subject line as "Customer name -- Short Problem Summary"
6. Fill in basic fields such as phone number.
7. Add a description of the problem.
8. Write Ticket number on paperwork (both copies)
9. Give Yellow copy to customer and tell them we will contact them as soon as the work is done or shred if internal.
10. Attach White copy to machine.
11. **Attach a sticky label marked with ticket number to each machine and every separate part that has come in (Put on the Under side of laptop).s)**
12. Place box on middle shelf if customers, to the right hand side of shelves if internal. Try to keep them in order if possible.

Treat incoming boxes in the same way. Try and keep an eye out for boxes that have been brought in outside of hours. **When boxes come in from the front desk/thrift store etc with paperwork attached please ensure a ticket is generated**, sticky labels are attached and the ticket number is entered on the paperwork.

If a box has been returned as a direct result of an issue we were working on recently reopen the old ticket, make a comment and set the status to new in the basics tab. Machine that have been in before but have a different issue, or have been out of tech support longer than two weeks get a new ticket. Don't forget the ticket number on the paper work and stickers.

Work Flow for Boxes.

Work through the new queue in chronological order -- first in first out except in the case of internal boxes. These are to be completed after customer boxes unless the ticket is more than a week old.

N.B. I normally deal with all email inquiries to the support queue but feel free to answer (or skip) these.

1. Open the ticket.
2. (preferably) take the ticket.
3. Add a comment for each stage of testing, resolution etc.
4. When finished call the customer, mark this on the ticket and move the ticket to the pending queue.

When a box is picked up resolve the ticket with a comment noting the date and any other relevant info. Shred the paper work.

Label all hard drives with a sticky label and ticket number when you remove them from a box.

We have plastic boxes for removed parts so we can keep them together.

If you are working on a box and can't finish for whatever reason:

1. Add a comment with whatever you have found out/have done.
2. Go to the basics tab mark the status to new and the owner to Nobody.

(keep an eye on the open queue as well for stray boxes).