**Task A**

You have joined the IT client support roster last week. You have already completed your orientation and process training. You have been given work instructions and technical manuals, and access to the case ticket system (spreadsheet application) to start work. Sharon, the person responsible for IT support, knows you are ready. There is already a ticket in the system (given below) and so in your first week in the IT support role you get to handle this ticket.

|  |  |
| --- | --- |
| Ticket #24 |  |
| **Name** | Colin Jackson |
| **E-mail** | jacko1948@communityassist.com |
| **Department** | Finance |
| **Computer ID** | CA-CFT10 |
| **Describe the problem** | Unable to connect with mailbox (Outlook) to collect and send email. Please resolve ASAP.  Thanks Colin. |

You need to review the issues given by the client in the above ticket. You also must check any repetitive incidents for possible past action and hints on the problem, document your leanings and ideas, and take further feedback to resolve the problem for the client. To complete this task, you are required to record how you would start to resolve the problem.

During the scenario, you need to complete the following:

* Prepare a list of questions that you could use when calling the client to refine your understanding of the problem.
* Document the possible course of action in the ticketing system.
* Construct an email to the customer which details the outcomes of your investigation and your understanding of the issue. You will need to investigate the issues that may cause this problem in Outlook and identify what is the most likely solution.
* Provide the client with some Internet based resources on using Outlook that they may use to build their own skills.
* Be respectful and professional in all communications.
* Seek feedback for the given solution.