# Support Ticket Form

**Purpose:** This form is used to collect essential information from customers reporting support issues. It helps customer service teams to prioritize and track resolutions efficiently.

## Customer Information

**Name:** {name}

**Email:** {email}

**Phone Number:** {phone}

## Issue Details

**Issue Type:** {issueType}

**Priority:** {priority}

**Description:**

*{description}*

## Attachments

{^hasAttachments}*No attachments provided.*{/hasAttachments}

{#hasAttachments}

* {fileName}

{/hasAttachments}

## Related Tickets

{^relatedTickets}*No related tickets found.*{/relatedTickets}

{#relatedTickets}

* **{ticketId}:** {ticketSummary}

{/relatedTickets}

## Ticket History

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Status** | **Updated By** | **Notes** |
| {#history}{date} | {status} | {updatedBy} | {notes}{/history} |

## Preferred Contact Method

**Preferred Method:** {contactMethod}

Please ensure all the above details are accurate before submitting your request.