# Help Desk Ticket

*Purpose: This document serves as a standardized form to log and track support requests and technical issues. It is intended for internal IT service management teams to monitor, prioritize, and resolve user-reported problems efficiently.*

## Requester Information

**Name:** {requesterName}

**Department:** {department}

**Email:** {email}

**Phone:** {phone}

## Ticket Details

**Ticket ID:** {ticketId}

**Date Submitted:** {submissionDate}

**Priority:** {priority}

**Status:** {status}

### Issue Description

{issueDescription}

### Troubleshooting Steps Taken

{#hasTroubleshooting}

* {troubleshootingStep}

{/hasTroubleshooting}

{^hasTroubleshooting}*No troubleshooting steps have been documented.*{/hasTroubleshooting}

## Attachments

{#attachments}

* **{fileName}:** {fileDescription}

{/attachments}

## Technician Assignment

**Assigned Technician:** {technicianName}

**Date Assigned:** {assignmentDate}

### Technician Notes

{#hasTechNotes}{techNotes}{/hasTechNotes}

{^hasTechNotes}*No technician notes available at this time.*{/hasTechNotes}

## Activity Log

|  |  |  |
| --- | --- | --- |
| **Date** | **User** | **Action Taken** |
| {#activityLog}{logDate} | {logUser} | {logAction}{/activityLog} |

## Resolution

{#isResolved}

**Resolved On:** {resolutionDate}

**Resolution Summary:** {resolutionSummary}

{/isResolved}

{^isResolved}*This issue is still open and under review.*{/isResolved}