

A useful support ticket

Five prompts that help a teammate understand the issue and act.

Goal and result

What were you trying to do? State the expected result and what actually happened.

Environment

Name the app or area, device and browser, if known.

Error and time

Copy the exact error or describe the visible behavior. Add when it happened.

Already tried

List steps and results. You do not need to try extra fixes.

Work impact

Say what work is affected, the deadline, and what still works.

WORKED EXAMPLE

Sales dashboard CSV export returns E214

Goal and result	SalesView weekly report: expected a CSV file; got "E214 - export unavailable," with no file.
Environment	Work laptop; Chrome.
Error and time	Monday, 9:20 a.m.; E214 - export unavailable.
Already tried	Reloaded once and retried; same error. No browser settings changed.
Work impact	Needed for 10 a.m. planning. The report still works onscreen.

Turn facts into a useful ticket

Use only what is known. Leave the cause open if it is unknown.

PRACTICE FACTS / PROJECTBOARD

The shared board opens, but you cannot comment. At 2:15 p.m. today, on a work laptop in Edge, Save stayed inactive after you typed a comment. Reloading once did not change it. Teammates can comment. You need a handoff note before 4 p.m. The cause is unknown.

Short title

Goal and result Expected result and what happened.

Environment App or area, device and browser.

Error and time Exact error or visible behavior, plus time.

Already tried Steps tried and their results.

Work impact Affected work, deadline and what still works.

SELF-CHECK

Did you include all five prompts? Did you describe observed facts and leave the cause open?

Use the fictional facts above. In real work, follow workplace policy and include relevant details only. Exclude passwords, access codes and unrelated personal or customer details.