Customer Support Tracking #

Customer Support Call Sheet

All customer support requests, during normal business hours should be reported directly to MobileTec via e-mail "support@mobiletec.net" or fax 813-877-7589.

After normal business hours contact the Customer Support `Help Desk' by dialing the 24-hour Hotline `Answering Service' at 800-273-5541.

DATE: _____ **TIME:** _____

CUSTOMER NAME (Agency / Department):_____

NAME Reported By:_____ **Tel. #**_____

NAME Alternate Contact:_____ **Tel. #** _____

SELECT APPLICABLE PRODUCT:

- ☐ MESSAGE SWITCH
- ☐ MOBILE
- ☐ CAD
- ☐ RMS
- ☐ REPORT WRITER
- ☐ JAIL
- ☐ GEO
- ☐ INTERFACE
- ☐ IP-LINK
- ☐ ACCESS-CONTROL
- ☐ PRINTER

☐ HARDWARE: _____

REQUEST CATEGORY

- ☐ REQUEST FOR SERVICE / MAINTENANCE / SUPPORT
- ☐ REQUEST FOR PRODUCT ENHANCEMENT / MODIFICATION
- ☐ REQUEST FOR TRAINING
- ☐ REQUEST FOR DOCUMENTATION

☐ OTHER: _____

DETAILS:

_____

_____

_____

☐PRIORITY 1 requires immediate attention / resolution
☐PRIORITY 2 can be addressed the next business day.
☐PRIORITY 3 does not require immediate attention can be scheduled for resolution
☐INFORMATION ONLY