|  |
| --- |
| The following report should be fully complete and sent to clientsupport@basismedia.co.uk for investigation via your company representative(s) or Helpdesk. |
| **Customer Identification** Company Name + Location / Branch | Click or tap here to enter text. |
| **Customer Ticket Reference**Add details of your internal Reference Number if applicable | Click or tap here to enter text. |

|  |
| --- |
| The customer understands that without this minimum information any issues cannot be investigated fully and will be rejected by the Vendor |
| **Customer Contact Information:** |
| Name: | Click or tap here to enter text. |
| Tel No: | Click or tap here to enter text. |
| Users Email Address: | Click or tap here to enter text. |
| **Time/Date of incident** This is **critica**l for checking the database logs | Click or tap to enter a date. |
| **Internet Browser Used + Version**E.g. Chrome / IE11 / Safari etc | Click or tap here to enter text.  |

|  |
| --- |
| **User Type + System Used** |
| **Day-One Control Panel** | Control Panel User | [ ]  |
| **Journey Website** | website Site Candidate [Internal]  | [ ]  |
| New Colleague [External] | [ ]  |

|  |
| --- |
| **Issue Details****Exact** steps taken to the point of the issue occurringWhich webpage / which buttons clicked / what was the user trying to do? – i.e. login, register, conduct task, sign contract, close task, reset password, website page navigation |
| **Login** | Click or tap here to enter text. |
| **Resetting / Forgotten password** | Click or tap here to enter text. |
| **Tasks (Pack Items)** | Click or tap here to enter text. |
| **Library Documents** **(My Documents)** | Click or tap here to enter text. |
| **Static Website** | Click or tap here to enter text. |
| **Other** | Click or tap here to enter text. |

|  |  |
| --- | --- |
| **Error Messages**Where possible give details error message / pop up’s / screen shots or details of any button if unresponsive. (Attach to email) | Click or tap here to enter text.  |
| **Document Issues** Provide details of any documentation issues, i.e. download document, view document | **Document Attached**Yes [ ]  / No [ ]  |
| **Document name:**Click or tap here to enter text. |
| **Other Supporting Information**Click or tap here to enter text. |

**\* \* \* For Internal use only \* \* \***

|  |  |
| --- | --- |
| **Date Received**Date issue first reported by Customer | Click or tap to enter a date. |
| **Recipient**Member of Client Services Team | Click or tap here to enter text. |
| **Is report information complete?**All sections complete (where applicable) and supporting evidence attached |  Yes\* [ ]  / No\* [ ]  |

|  |  |
| --- | --- |
| **\*If ‘Yes’ – ISSUE ACCEPTED** |  |
| **Ticket ref:** | Click or tap here to enter text. |
| **Account Handler:** | **Name:**Click or tap here to enter text. |
| **Developer Assigned** | **Name:**Click or tap here to enter text. |
| **Date:** | Click or tap to enter a date. |
| **Resolution of Issue**Details of how has this been resolved?i.e. User Error / Bug Fix / System Update | Click or tap here to enter text. |
| **Date Resolved and Customer Notified** | Click or tap to enter a date. |
| **\*If ‘No’ – ISSUE REJECTED** |
| **Date Report Returned to Customer:** | Click or tap to enter a date. |
| **Missing Information:**Provide details of information required and return to Customer | Click or tap here to enter text. |
| **NOTE:** Tickets will be closed if report is incomplete and no further information is provided within **5 Business Days** |