**Technical Support Request Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company Name:** | TechEase Solutions | **Department:** | Customer Support |
| **Form No.:** | TSRF-2025-014 | **Date:** | 13-Oct-2025 |

**Section 1: Customer Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Name | Muhammad Ali | Company/Organization | ABC Manufacturing Ltd. |
| Contact Number | +92 300 4567890 | Email Address | ali@abcmfg.com |
| Preferred Contact Method | ☑ Email ☐ Phone ☐ WhatsApp | Customer ID (if applicable) | CUST-3421 |

**Section 2: Product / Service Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Product / Service Name | Inventory Management Software | Model / Version | IMS v3.5 |
| Serial / License No. | LIC-785423 | Date of Purchase | 10-Aug-2024 |
| Warranty Status | Active (till 10-Aug-2025) |  |  |

**Section 3: Issue Description**

|  |  |  |  |
| --- | --- | --- | --- |
| Type of Issue | ☐ Software Bug ☑ Installation Error ☐ Connectivity Issue ☐ Hardware Fault ☐ Other | | |
| Detailed Description | Installation fails midway with “missing dependency” error. Tried reinstalling twice. | | |
| Detailed Description | Installation fails midway with “missing dependency” error. Tried reinstalling twice. | | |
| Error Message (if any) | *DependencyNotFound.dll missing* | Priority Level | ☐ Low ☑ Medium ☐ High ☐ Critical |
| Date & Time Reported | 13-Oct-2025 10:15 AM |  |  |

**Section 4: Support Action Log (for Technical Team)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Step No.** | **Date** | **Action Taken** | **Responsible Technician** | **Status** | **Remarks** |
| 1 | 13-Oct-2025 | Logged initial report | J. Ahmed | In Progress | Awaiting diagnostic log |
| 2 | 14-Oct-2025 | Requested reinstall logs | S. Khan | Pending |  |

**Section 5: Resolution Summary (to be filled by Support Team)**

|  |  |  |  |
| --- | --- | --- | --- |
| Root Cause Identified | Missing Microsoft .NET Framework | Solution Provided | Installed required framework and updated installer. |
| Date Resolved | 15-Oct-2025 | Resolved By | S. Khan |
| Customer Confirmation | ☑ Issue Resolved ☐ Still Unresolved | Customer Signature |  |

**Section 6: Office Use Only**

|  |  |  |  |
| --- | --- | --- | --- |
| Ticket Number |  | Response Time (hrs) |  |
| Status |  |  |  |

**Section 7: Authorization**

|  |  |  |  |
| --- | --- | --- | --- |
| **Prepared By** | **Designation** | **Signature** | **Date** |
| J. Ahmed | Support Engineer | \_\_\_\_\_\_\_\_\_\_\_ | 13-Oct-2025 |
| Approved By | Support Manager | \_\_\_\_\_\_\_\_\_\_\_ | 15-Oct-2025 |