



CTCOMP HELP *(ful)* DESK TIPS AND TRICKS


HelpDesk@ctcomp.com | 860.426.9967

Do you need assistance from the CTComp Help Desk?


If so, read this short document for information on how to submit the best ticket possible. If you provide us with the information below, our team will be able to help you more efficiently and effectively.


 **Take a screenshot!** If your application stops working and shows an error message, include a screenshot when submitting your ticket. How your screen looks at the time of the problem tells us a lot more than you may think!


 **Tell us what time works best for you.** When submitting your request for service, let us know what time or day of the week works best for you! That way, we can schedule your service efficiently and serve you as quickly as possible. If you leave early or are going on vacation, let us know! Even information you don't think is important could be a critical piece of our service puzzle.

 **Phone or email?** When filling out your email ticket or leaving a phone message, remember to let us know your preferred method of communication. That way, you never miss important updates on your tech!

Pro tip: For early morning and late evening issues, the best way to reach us is by phone.

 **Leave your best number.** Let us know which number you'll actually answer (if it's not your company's!) We promise that we'll only call when it's really important.


 **Give us the details.** If you leave us a voicemail, don't forget to lead with your first name, last name, and company! That way, we can locate and hopefully solve your problem before even contacting you back. *Where are you calling from? Who is experiencing the issue?*


 **IS IT URGENT?** Is your issue pressing and time-sensitive? If so, let us know upfront, and we'll prioritize your ticket!


What's the difference between urgent and important?


Urgent means your applications are completely down and you can't work.

Important means you can work but need attention as soon as possible.

 **Be specific!** Describe your issue or request in as much detail as possible. This helps us find better solutions upfront, all while bothering you as little as possible.

 **What's the background?** Consider what led up to the problem. What application were you using? Did you notice any unusual sounds or messages before the problem occurred?

 **Has this happened before?** Let us know if this is an entirely new issue or something that has happened previously.

 **Tell us how we did!** Your feedback makes us better. When we close your ticket, please let us know how we did. Your input matters to us, and your 100% satisfaction is our goal.