



1. Submit Request

Submit via Phone
Dial: 412-329-1054

Submit via email
email to: support@questeq.com



2. Receive Request Number

You will receive an email notification containing the ticket number and case details. **See Image A.**

You can reply directly to the e-mail notification and your message will be added to the ticket.



3. Receive Request Status Updates



The technician can reply to your inquiries and you will receive an email with the text captured in the ticket history.

See Image B.



4. Receive Closure Notification

When your issue has been resolved a technician will close your ticket and you will receive an e-mail notification that will allow you to confirm or deny the closure of the ticket. Additionally the email will contain a link to a satisfaction survey. **See Image C.**


 Fri 5/19/2017 9:07 AM
 p6h7pv.i1hnb5@app.sherpadesk.com
 Tkt 24 | computer not turning on
 To  Victoria White

My computer is not turning on. When I try the light flashes red and it beeps a few times. I checked the connections in the back and they look OK.

ACME2

24
computer not turning on

Organization	ACME2
Account	Questeq Network Operations Center
User	Victoria White (QHS) Help Desk Specialist vwhite@questeq.com
Technician	New Tickets Queue
Class	Technology Support
Project	
Logged Time	0 hours

Image A

You will receive an email notification of the ticket created.


Image B

You can reply to the e-mail and your message will be added to the ticket.

24
Open

computer not turning on

Overview
Logs
Time
Related
Assignments





Victoria White (QHS) to Rachael Modany (QHS)

RESPONSE

[Delete](#) [Edit](#) A few minutes ago

Just checking the status of this ticket. My computer is still not turning on.


 Fri 5/19/2017 9:30 AM
 p6h7pv.i1hnb5@app.sherpadesk.com
 Tkt 24 | computer not turning on
 To  Victoria White

Replaced this computer with a new machine.
 Ticket was CLOSED by Rachael Modany (QHS).
 CC's: Rachael Modany (QHS)
ACME2
24
 computer not turning on

Image C

When your issue has been resolved a technician will close your ticket and you will receive an e-mail notification.