Support Triage Check-List Form for Customers:

ACTUAL DATE PROBLEM OCCURRED: _____

    Approximate Time: _____

ENVIRONMENT: (Production, Test, Dev.) _____

    FACILITY/SITE/DATABASE: _____

RADLEY SOFTWARE VERSION: _____

SPECIFIC RADLEY TRANSACTION: _____

    Transaction-specific details: (WO Number, SO Number, PO Number, Item Number, Serial Number, Lot Number, Location Number, IntelliLabel Number, etc. As much detail as can be provided is extremely helpful.)

    _____

USER/USERNAME ENCOUNTERING PROBLEM: _____

DEVICE NAME/NUMBER: _____

SEQUENCE OF EVENTS: (If possible – what were the steps the user performed? Any 'Previous' or 'Aborts' or out-of-the-ordinary changes from the default prompt steps?)

    _____

Printing Issues (Please include all applicable information from above as well.)

PRINTER TYPE/MODEL NUMBER: _____

 PRINTER NAME/IP ADDRESS: _____

LABEL FORMAT NAME: _____

Hardware Issues (RMA's for Hand-held devices, Printers, etc.)

DEVICE TYPE: (CK3, CK30, CK71, etc.) _____

DEVICE SERIAL NUMBER: _____

SPECIFIC PROBLEM: (Lens cracked, device won't boot up, scan beam doesn't activate, etc.)

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