

TROUBLE TICKET TEMPLATE

Kakapo Systems Partner Portal

Please use the below template when raising a trouble ticket in the Kakapo portal. Please ensure as much of this template is complete as possible, including any screenshots and that logs for the user experiencing the issue are attached to the ticket.

Logs can be gathered from the Unity clients by clicking on Help > About in the main menu, then clicking on the working folder which will show this folder in Explorer (Windows) or Finder (Mac).

Description of Issue*

Detailed description of the issue, such as 'when the user attempt to make a call through Unity by double-clicking on a user in the Contacts tab, the call is never started'.

- How many users are being affected?
- Is this a new Unity installation?
- If not when did the issue begin to occur?
- What has changed recently on the customer network, or Broadworks environment, or has Unity updated to a later version?

If the issue relates to a specific call, please include the remote party number, and the time that the call was answered and released (if applicable).

Screenshots

All relevant screenshots should be pasted in this section, including any additional arrows etc to highlight the issue.

Diagnostics*	<p>What investigation has been done by tier-1 support to investigate the issue and try to find a resolution.</p> <ul style="list-style-type: none"> • Were you able to try the same action or another machine? • If so, what was the outcome? • Does the issue reoccur when logging into the same machine with different login details?
Logs (required)	<p>Please make sure the complete Unity Log folder is compressed and attached to the ticket.</p>
Unity Settings Export (Windows Only)	<p>If using Unity on Windows, click Help > Export Unity Settings from the main Unity menu to export the Unity settings to the Kakapo portal. These do not need to be manually uploaded, the client does it automatically.</p>

***Section must be filled with detailed description**