Apprentice Information Systems, Inc.

Computer Solutions for the Next Generation

Customer Support Request Form	Page 1 of Pages
From:	То:
County:	
Office:	_ Attn: _ Date:// Time:
Level of Urgency (Please check one) Critical – Must be corrected TODAY. We are down and cannot continue operation until this is resolved. Important – Needs attention as soon as possible. The problem causes more work for the staff and delays serving the public. Nuisance – Other offices' critical problems should be corrected first, but don't forget that this needs done. Suggestion – Here is a good way to improve the program. An old problem – Still needs fixed An occasional problem	
Program or process: Describe the problem in your own words:	
(Attach additional notes, screen prints, reports or other materials which will help us understand the problem) Please indicate any special schedule, time conflicts or other conditions which will assist us in providing the best response to your situation (i.e., when you or the user having the problem will be in the office, number where they can be reached, if someone is breathing down your neck, etc.).	
	e fax a completed copy of this form to us nal resolution of this problem / request)
	/ /
Your Name	Date AIS Contact(s)
Dissatisfied Was Slo	eedy AIS Friendly Unkind ow Personnel Courteous Rude one Was Helpful No Help
Comments:	