

Help Desk Technician's Name		Date of Call	Time Commenced
<input type="text"/>		<input type="text" value="22/06/05"/>	<input type="text" value="15.22"/>
Reported By		Address	
<input type="text"/>		<input type="text"/>	
Under Warranty	Service Tag No.	Make	Model
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Processor	RAM Size	Operating System	Network Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Problem Description		Diagnosis	
<input type="text"/>		<input type="text"/>	
Cleared by Phone		Job Number	
<input type="text"/>		<input type="text"/>	
Passed to Supplier	Time	Ref. No.	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Passed to Third Party	Time	Ref. No.	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Requires Visit	Time	Visiting Technician	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Equipment Required		Comments (e.g. case history)	
<input type="text"/>		<input type="text"/>	

Fig 1

