BRIDGEPORT COPIER SERVICE CALL WORKSHEET

Gather this information before calling service to help us diagnose issues faster.

Company: _____

Caller: _____

Phone Number: _____

Person Experiencing the Issue: _____

Copier Information

Location (department, room, office area, etc.):

_____

Make / Model:

_____

Type of Issue

☐ Printing ☐ Copying ☐ Scanning ☐ Faxing

☐ Paper Jam ☐ Print Quality ☐ Error Message ☐ Other

Problem Description

What were you trying to do?

_____

What happened?

_____

_____

Error Message (if applicable)

_____

Impact

☐ One user affected ☐ Multiple users affected

☐ Copier still usable ☐ Copier unusable

Additional Information

When did the issue start? ☐ Today ☐ This Week ☐ Earlier ☐ Not Sure

Has this happened before? ☐ Yes ☐ No ☐ Not Sure

Tip: If calling on behalf of another employee, spend a minute gathering the details above before contacting Bridgeport.