System Identification #: _____

In-Progress Form (Internal Use Only)

Technician: ( ) Bill ( ) Bryan ( ) Andrew

Customer Name: _____ **Phone:** _____

Diagnosis:

[ ] Hard Drive Defect
[ ] Motherboard Defect
[ ] Video Card Defect
[ ] Virus/Spyware
[ ] Other / Notes: _____
[ ] Memory Defect
[ ] Sound Card Defect
[ ] Driver Issue

_____
_____
_____
_____

[ ] Waiting for Parts: _____ (N / A)

[ ] Parts Installed: _____ (N / A)

[ ] Scanning: (N / A)

[ ] Combofix
[ ] Spybot
[ ] Kaspersky / Other virus scanner

[ ] Other / Notes: _____

_____
_____
_____
_____

[ ] System Finished (Date / Time): _____
[ ] Customer Called (Date / Time): _____
[ ] Customer Called (2nd Attempt): _____
[ ] Customer Called (3rd Attempt): _____
[ ] Customer Called (4th Attempt): _____