Task: International Help Desk - Case #806

Introduction

In this activity, you will act as a **Tier 1 IT Support Technician** for a multinational corporation. You will listen to a recorded phone call from a remote employee experiencing connectivity issues. Your goal is to identify the technical problem, extract key data, and document the incident correctly.

Instructions

1. **Listen** to the audio file carefully (you may listen to it twice).
2. **Complete** the *Trouble Ticket* provided with the information from the call. **Pay attention** to the spelling of IDs and codes using the NATO Phonetic Alphabet. 3. **Submit** your completed ticket and answer the follow-up quiz.
   a. Trouble ticket: one per group and uploaded in Wordpress.
   b. Follow-up quiz: Individual, complete the task in moodle.

Reference Tool: The NATO Phonetic Alphabet

Use this table to decode the Employee ID and other technical strings mentioned in the call.

Letter	Word	Letter	Word
A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo

F	**Foxtrot**	**S**	**Sierra**
G	**Golf**	**T**	**Tango**
H	Hotel	**U**	**Uniform**
I	**India**	**V**	**Victor**
J	**Juliett**	**W**	**Whiskey**
K	**Kilo**	**X**	**X-ray**
L	**Lima**	**Y**	**Yankee**
M	**Mike**	**Z**	**Zulu**

INCIDENT REPORT / TROUBLE TICKET

1. USER INFORMATION

- **Full Name:** Hans viber o **Bravo tango**_____
- **Employee ID:** B5592T_____
- **Location:** Munich office_____

2. INCIDENT DETAILS

- **Device/Service: VPN / Remote Access**
- **Error Code:** 806 # GEO Protocol blocked_____
- **Description of Problem:** I cannot access the central server and I have a presentation in 30 (**Thirty**)minutes._____

- **Environment: (Home / Office / Public)** Public Airport._____

3. RESOLUTION / ACTION TAKEN

- **Root Cause:**
  Error 806# usually a firewall blocking the connection._____
- **Solution Provided:**
  Many public networks use the GRE protocol for security._____
- **New Gateway IP: 192.168.105.44**_____

4. STATUS

- **[✅] Resolved**
- **[ ] Escalated**
- **[ ] Pending**