

Trouble Report Form

Agency Name:	Motorola Case Number:
Contact Name:	E-mail Address:
Contact Phone:	Contact Fax:
Severity Level:	CAD Correction#:
Subject:	
Product/Version:	
Problem Description:	Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.
Steps to Duplicate:	Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.
Step One:	
Step Two:	
Step Three:	
Step Four:	
Step Five:	
Step Six:	
Step Seven:	
Additional Steps:	
Expected Results:	
Actual Results:	
Configuration Checked:	