

NGTS Trouble Ticket Required Fields

1. **MAC Address:** *Enter the twelve alphanumeric character MAC Address located on the base of the phone.*
2. **Model of Phone:** *Enter the model number located on the phone base.*
3. **Directory Number:** *Enter the exact 10-digit number of the user profile for this phone.*
4. **Name of User:** *Enter first and last name of end user.*
5. **Detailed Description of Issue:** *examples*
 - To add a number to a phone:
 - Describe what type of line you want on the phone.
 - To add a Secondary Number, Speed Dial, or Busy Lamp Field:
 - For secondary number - *Describe if you want calls on that line to ring and flash or flash only. This is only relevant to secondary numbers.*
 - For multiple numbers that need to be added – *Rank numbers in sequential order to display on the phone or side car.*
 - For Password Reset - *Describe which password needs to be reset:*
 - Voicemail
 - Personal Director
 - CCM User Page
6. **Who can be contacted?** *Provide complete name and 10-digit number.*

Send Completed Trouble Ticket to: incidentsngts@cbts.cinbell.com.