

# DCS 7.0

## Escalation Checklist

In order to standardize and simplify the escalation process of DCS/WBT issues to FutureSoft, please have the following information ready for FutureSoft support personnel when calling in an escalation.

DCS/WBT release: \_\_\_\_\_

Host Type: \_\_\_\_\_

Model Type (where applicable): \_\_\_\_\_

Trace File from DCS?:  (Filename)\_\_\_\_\_

Session File available?:  (Filename)\_\_\_\_\_

Problem Priority:  High  Medium  Low

Detailed description of problem: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Can Problem be duplicated?:  No  Yes

Exact steps taken to reproduce  
the problem:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Notes:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact FutureSoft Support Monday through Friday between the hours of 7 A.M. and 6 P.M. Central Time Zone at: (281)588-6868