PO: "Recognize" is not a good action verb because you can't tell if they recognized it or not. You need an action verb that requires them to do something that you can measure. You are asking them to do two things in your objective. Change it to one thing. Try this:

Task: Explain the advantages of a trouble ticket.
Condition: (You really don't need to do anything if you just are going to require a paper and pencil to do the final test.)
Standard: According to . . . (here you will need to find a written guidelines)

Look, in your Explanation, you need to tell them what a Trouble Ticket is, show them a picture of one (or of the screen projected from the software), tell them what it is for and what they need to look for.

What you are calling advantages are not all advantages. You need to take out all the things that are not advantages and just teach those. If the learners are going to be consumers, then they only need to know the advantages for the consumer. If they are help desk techs, then they need to know two sets of advantages:

To the organization
To the consumer.

I'd separate the content along those lines. I'd also put it in plain English where it will be easily understood. (This is the hard part!)

I would not teach the parts of the ticket in this lesson. I'd save it for another lesson. (You are right about KISS!) The more complicated you present information, the harder it is for the learner to learn it.

For an Activity. I'd give them a worksheet that had the advantages listed in one column and across from each item, I have them write Why that is an advantage. Kind of like this:

The reported problem
Finds similar problems and
Resolutions form previous problems.
| 12. Allows the team to be flexible with their workload |
| 13. Tool to use for performance appraisals |

**Summary:**
- Review definitions
- Trouble tickets have advantages to the technicians, to the tech leaders, and to the tech director. They are a valuable tool that can assist with workload, staffing, and training.

**Evaluation:**
- Have trainees define trouble ticket and identify the advantages of creating trouble tickets on the attached quiz.

**Conclusion:**
- Link discussion to the next one: "Creating a Trouble Ticket"
- Conclude

**References:**
- TCMS (Total Call Management Systems) website
- Toll Free Phone: 800-884-1300
- Full Spectrum websites
- Toll-Free Phone: 877-833-8535
- SearchCRM.com Definitions of Trouble Ticket
- Trouble-Ticket.org

**Training aids:**
- Flips, charts, and markers for brainstorm event

**Notes:**

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**Trouble Ticket Exam**

1. What is a trouble ticket?
2. Name at five advantages associated with trouble tickets
   a. 
   b. 
   c. 
   d. 
   e. 
3. Joe Banks calls the help desk and tells you that he cannot highlight a specific word on his word document. Identify one advantage to writing the trouble ticket.

**PowerPoints:** You have too much information on #5. Try to have no more than 6 or 7 lines below the title. So, you need to break your list into more than one slide.

If you are using Word to do them, put each slide in its own "Text Box." Like this text box, I am using here.

You have too many advantages to "List." I also think 5 of them is less than half. That is hardly a standard one would accept.

I like the 3rd question. Now come up with items like that for most of the advantages.

Also, that is another good activity... maybe better than the one I suggested above.