QUERY FORMAT
Please send your queries to helpdesk@ckycindia.in in the following format to ensure they are resolved efficiently.
The below format will help us obtain all pertinent information in the first instance itself.

Kindly provide all the details marked as mandatory (*)

Description	Remarks
Query type * (Functional/Technical)	
Query type* (Request/Enquiry/Troubleshooting/complaint)	
Enviroment (Test/Live)*	
Institute Name*	
Institute code*	
Affected User IDs	
Contact person details*	
Name*	
Landline number + Extension*	
Mobile number*	
Details for Technical query	
Date & time when issue was first observed	
Function (Upload/update/Search/Download)	
Problem channel (SFTP/website/API)	
IP adress of source system (for queries regarding SFTP/API)	
Description	
Attach supporting file (eg. screenshot/ping response/Traceroute report/error log)	
Description of Functional query	