

# Writing Better Tickets

This course teaches IT support specialists and help desk technicians how to write clear, effective support tickets. Learn to document issues, include key details, and use templates for faster, more accurate resolutions. Strong ticket writing improves team efficiency, reduces errors, and speeds up problem-solving.

[CBT Nuggets course material](#) →

## WEEK 1

### Writing Better Tickets

The impact of poorly written trouble tickets

Fundamentals of a Good Trouble Ticket

Essential Components of a Trouble Ticket

Ticket Writing for Different Scenarios

Using Templates and Checklists

Vendor Tickets

Ticket Follow-Up and Updates

Change Management Notifications

Validation