



eCornerstone

Incident Call Report Record

The Incident Call Report Record is used by eCornerstone agencies to track all calls they make to the Cornerstone Call Center. The Cornerstone Call Center highly recommends that agencies track all the calls they make to the Call Center. By tracking calls, agencies have a detailed record they can refer to if they need to call the Call Center back for any reason, or should any further problems arise.

Call Reference # _____ **Date of Call** _____

Call Taker's Name _____

Description of Incident/Problem (list the screen/field on which you were working, what you were attempting to do, any error messages received, etc.)

Incident/Problem Resolution

Corrected during initial telephone call
Resolution _____

Requires follow-up telephone call(s). Support personnel are scheduled to contact site _____

Support personnel name(s) _____

Final resolution _____

Date resolved _____