Customer issue resolution log

Track outstanding requests and avoid forgotten customer replies.

Three steps

1. Record the reported issue
2. Agree a next step
3. Close only after resolution

A worked example

Order reference	103
Issue	Missing page
Promised reply	Tuesday
Owner	Support
Status	Open

An open issue needs a reply by Tuesday.

Collect only necessary customer information.

Customer issue resolution log

Use one row per item or decision. Start with what you know.

Order reference	Issue	Promised reply	Owner	Status

My next action / when