### Call Handling Process

Reference the accompanying Visio Reference: **AHOLD – HP Call Flow Process** document

* The TSES Deskside Support Technician must provide the following information to the HP Stabilization Support Call Center:

-Contact information: (John Smith, AHOLD)

-Serial Number – primary entitlement data

-Summary of issue, product model, physical address and location

-Contact call back information (phone, pager & cell phone, email, backup contact information)

* Trusted service calls are allowed
* DMR (Disk Media Retention) of the device fleet is not allowed at this time
* All service tickets must default to the iGSO Profile for the GCSS ticketing system that has been created in the name of the HP technical lead for the AHOLD program, Benjamin Wilkinson.

|  |  |
| --- | --- |
| User Employee ID | #81192386 |
| User Preferred GCSS Login ID | ben\_wilkinson |
| One Page Tool Access | No |
| User NT Logon | AMERICAS\wilkiben |
| User Email | [benjamin.wilkinson@hp.com](mailto:benjamin.wilkinson@hp.com) |
| User Street | 1149 Harrisburg Pike |
| User City | Carlisle |
| User State / Province | PA |
| User Postal Code | #17013 |
| User Country Code | [US](http://enhanced2.sharepoint.hp.com/teams/csm2/PEG/SystemAccess/Lists/LST%20Country%20Codes/DispForm.aspx?ID=247&RootFolder=*) |
| User Region | [AMS](http://enhanced2.sharepoint.hp.com/teams/csm2/PEG/SystemAccess/Lists/Region/DispForm.aspx?ID=1&RootFolder=*) |
| User Mobile Phone | 717 226 6380 |

1. **Initiate the process: Call (479) 271-5440** or send an **Email** to [**ahold.helpdesk@hp.com**](mailto:ahold.helpdesk@hp.com) and open a service ticket with a HP Stabilization Support Helpdesk agent.

* The agent on duty will work with the caller to help diagnose and identify the correct part number
* The TSES Deskside Support Technician must record the assigned case number and agent contact information for monitoring and tracking purposes.

1. **Monitor a case in progress by calling (479) 271-5440** to speak with an HP Stabilization Support agent and request case status. To escalate a case status, request to speak with the Manager on Duty.

##### SLA

##### Service call handling, parts dispatch and delivery, and onsite technical support must reflect the efforts for successful 8 business hour call to repair SLA for all AHOLD locations.

##### Call Closure and Defective Part Return

* Open service tickets must be closed within 24 business hours
* The HP Stabilization Support helpdesk staff will contact the HP onsite technician to validate repair success and close the open GCSS ticket.
* The HP onsite technician is responsible to return the defective part back to HP, using the return address label received with the replacement part.

##### Disk Media Retention

* No Disk Media Retention

1) If disk drives are not returned to HP, notify and invoice the AHOLD account team -

(Alex Shovlowsky)

##### T&M Repair Cases

* T&M engagement will be performed for devices that are:

1) Out of warranty

2) Subjected to abuse and warranty is voided

3) Not under contract

For T&M cases, do not engage the HP Stabilization Support Call Center. Please use the traditional TS classic services call dispatch method.

**Escalations and Program Questions**

##### AHOLD Account:

##### Lead CE: Benjamin Wilkinson (717) 226-6380 [benjamin.wilkinson@hp.com](mailto:benjamin.wilkinson@hp.com)

##### District Manager: Alex Shovlowsky (704) 281-2746 [alex.shovlowsky@hp.com](mailto:alex.shovlowsky@hp.com)

**HP Stabilization Support Helpdesk :**

##### Helpdesk Mgr: Charlotte Jean Berger (650) 224-7046 [charlotte.berger@hp.com](mailto:charlotte.berger@hp.com)

##### Helpdesk Lead: Gary Halvorson (479) 271 5412 [gary.halvorson@hp.com](mailto:gary.halvorson@hp.com)