

PD Tool for Problem Determination - Commercial

FACILITATOR GUIDE

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Icon Key

	?
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Ask

Ask the question listed.



Say

Make an introductory or content-related statement. These statements are scripted. You may adapt them to your own style or situation.



Activity

Instruct participants to complete an activity either individually, in pairs, or in a small group.



Distribute

Distribute the indicated materials to the participants.



Display

Refer to the PowerPoint slide while facilitating.



Important Points

Be sure to make the points that are scripted.



Link

Instruct participants to access and navigate an intranet or Internet link.



Media

Play an audio or video file.



Debrief

Summarize the learning experience and identify what was learned from the activity.



Transition

Make a transition statement. These statements are scripted. You may adapt them to your own style or situation.



Discuss

Group discussion of topic.



Facilitator Note

Notes of instruction given to facilitator to aid or standardize delivery.



Demonstration

Facilitator will demonstrate process steps in the system.



VILT

Instructions for a virtual classroom setting, including image of screen display and use of web conferencing platform tools.

PD Tool for Problem Determination

What's in This Module

Overview

This ILT session builds on what agents have already learned in their prerequisite technical basics e-learning courses. This session provides them the opportunity to see you demonstrate how to use the PD Tool, practice using the Tool, discuss processes, and ask questions.

By supplementing our technical basics courses with ILT sessions, we provide opportunities for agents to familiarize themselves with common call center scenarios and build confidence in working with the technology to resolve customer issues.

We have 10 PD codes in this module. You will explain and show the first 6 PD codes with the entire class and the associates will do the role-playing activity for the remaining 4 PD code scenarios.

Learning Outcomes

- 1. Explain the top 10 PD code scenarios
- 2. Use the MSD PD tool to troubleshoot the top 10 PD code scenarios

Pre-Preparation Needed:

- Check whether all the participants have completed all the mandatory courses in the "Technical Basics" learning plan and the PD features (CPRW127) course.
- Check any logistics or technical issues faced by participants
- Have separate cases created for all the PD codes mentioned below with sample machine serial number

PD Code	Symptom
PDTTPZ141	No power
PDTTPZ921	A few keys (not function keys) not working
PDTTPZ811	The battery cannot be charged
PDTTPZB31	AC adaptor faulty
PDTTPZ112	Power on but No POST (No Display, No video) + No Beep Sound
PDTTPZB21	USB device not recognized when attached
PDTTPZ516	Display flickering
PDTTPZ622	HDD faulty or cannot be detected include SSD and M2 storage device
PDTTPZ955	Touchpad or TrackPoint does not work mouse cursor
PDTTPZB11	Camera not working

Materials Needed:

- PowerPoint (PPT) Presentation
- Personal Computer (PC) for the facilitator
- Speakers or Headphones
- Microphones (can be attached to headphones)
- Prepared laptop and tools to practice troubleshooting

Systems and Websites Needed:

- Web conferencing tool (if remote)
- Internet connection (if remote)
- Test access to MSD sandbox

Agenda

Topic Title	Duration (minutes)
Introduction	3
Learning outcomes	5
Top 10 PD codes	3
PD code 1: No power – Demonstration	20
PD code 2: A few keys (not function keys) not working – Demonstration	8
PD code 3: Battery cannot be charged – Demonstration	8
PD code 4: AC adaptor faulty – Demonstration	10
PD code 5: Power on but No POST (No Display, No video) + No Beep Sound – Demonstration	10
PD code 6: USB device not recognized when attached – Demonstration	8
Activity Introduction	5
Activity - Display flickering	15
Activity - Touchpad or TrackPoint does not work	15
Activity - Camera not working	15
Activity - HDD faulty or cannot be detected including SSD and M2 storage device	15
Summary	05
Q&A	05
Total	150

PD Tool for Problem Determination



Display:



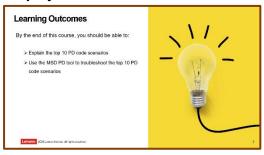


Say:

Welcome, everyone. Here is our next course "PD Tool for Problem Determination". As we move through the training, if you have any questions, please feel free to raise your hand or add them to the chat, and [chat administrator] will answer them or stop me as needed. In the end, we will summarize this module with an activity to help us review what we have learned



Display:





Say:

This course aims to familiarize you with the PD guide and build your confidence in handling customer calls for the top 10 commercial PD code scenarios. We discussed these troubleshooting steps in our Technical Basics courses and we're going to draw on that knowledge in today's session. In this course, you will familiarize yourself with the top 10 commercial PD codes, watch troubleshooting demonstrations using the PD Tool, practice using the PD tool, and have the opportunity to ask questions and get one-on-one help It will help you to increase your skills, build confidence using the PD Tool, and, hopefully, reduce your average call handling time. We will discuss the troubleshooting methods for the scenarios from the PD Guide by drawing from what you learned in the hardware/software troubleshooting modules.



Display:





Say: Here are the top 10 commercial PD codes. Let's get started



Display: (Duration: 20mins)





Facilitator Note

Show the screen with the case created for the scenario and navigate to PD Guide



Demonstration:

Here is our first PD Code scenario and let's look at the first checklist.

Say:

1. <u>Symptom check</u>: Here we will need to verify the activity of LED lights in keyboards, fan sounds, beep sounds, and, in the LCD, as well. If there is any activity, we need to continue troubleshooting the "No POST" issue. If there is no activity, continue to the next checklist.

Here are some suggested questions:

- Do you see any activity on the display?
- Do you hear any sound or noise coming from the machine?
- Do you see any LED flashing on the keyboard or the power button?
- 2. <u>Known issue check</u>: Verify whether there is any ongoing issue for the machine type in the "Tips Viewer" column.
- 3. <u>Power reset</u>: The next checklist suggests we do a power reset on the PC with only the original configuration. When suggesting the customer do a power reset, make sure they're not using any other external devices such as a hard drive, keyboard, and mouse (If laptop).

Example - Instruction to provide:

Please unplug all the external devices such as the keyboard, mouse, and hard drive from the computer and (press the power button for 15 seconds/ use the paperclip to press and hold the reset hole for 5 seconds). Once the system is off, turn it on again by attaching only the power button.

4. <u>Power button and Novo button check</u>: Here we need to verify whether there is any damage to the power button and novo button. You can ask the customer to send you a picture or you can use the Rescue Lens feature. If there is any damage, we need to continue with the CID process.

Here are some suggested questions:

- Could you send me the picture of the Power Button and (Novo Button)?
- I need to verify the power button. Let's use the recuse lens to review them quickly.

5. AC Adaptor check: Our 5th checklist is to verify whether the customer is using the original and the compatible AC Adapter and ensure all the connectors are firmly attached. There are times, some customers will use 3rd party adapter which may not transfer sufficient power to charge the battery. If they don't have the original adapter/cable, ask the customer to find it or buy a new one. If they have the original cable, verify whether the adapter and the power cables are damaged. If there is damage, follow the CID process and dispatch the parts accordingly. For the best result, use the Rescue Lens to verify the damage.

Here are some suggested questions:

- Are you using the original power adapter and the cable?
- Could you check whether all the connectors are firmly attached?
- AC Adapter swap test: In this step, we need to suggest the customer try a different AC adapter.
 This step is to isolate whether the problem is with the laptop or the adapter. If there is none available, do not force the customer.

Here are some suggested questions:

- Do you have any other AC adapter that we can try with your laptop?
- 7. <u>Wall outlet check</u>: Here, you need to suggest the customer try a different power outlet. This step is to isolate whether the problem is with the adapter or the power outlet.
- 8. <u>DC-in and USB-C port check</u>: Now, we need to verify whether there is any damage to the DC-in/USB-C port. For the best result, use the Rescue Lens to verify the damage.

Discuss



Discuss the checklists and solutions with the class. Here are some questions to guide the discussion:

- 1. Does anyone have any questions about the checklists and solutions I just covered? Is anything unclear?
- 2. Does anyone have a different method for troubleshooting the No Power PD Code?
- 3. What does everyone else think?



Display: (Duration: 8mins)





Facilitator Note

Show the screen with the case created for the scenario and navigate to PD Guide



Demonstration

- Explain all the checklists and the solutions in detail as mentioned in the above example.
- Provide all the best practices.



Important Points

If you look at the checklist and the solutions, you will notice that they all require you to review them. The customer may be unable to describe the CID issues. Make use of the Rescue Lens to discover the defect.



Display:(Duration: 8mins)





Facilitator Note

Show the screen with the case created for the scenario and navigate to PD Guide



Demonstration

- Explain all the checklists and the solutions in detail as mentioned in the above example.
- Provide all the best practices.



Important Points

Make sure to run the Lenovo Diagnostics. All the replacements are subject to warranty. Do not replace or dispatch any parts if not covered under warranty. Advise the customer about the additional fees if a replacement part is needed.



Display:(Duration: 10mins)





Facilitator Note

Show the screen with the case created for the scenario and navigate to PD Guide



Demonstration

- Explain all the checklists and the solutions in detail as mentioned in the above example.
- Provide all the best practices.

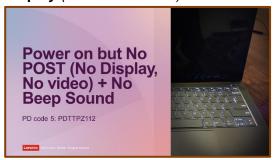


Important Points

In this scenario, some of the checklists suggest the customer try alternatives. If there are no alternatives, never force the customer to do it. Make sure to identify any CID defects. If the CID is identified, make sure to follow the CID replacement procedure.



Display:(Duration: 10mins)





Facilitator Note

Show the screen with the case created for the scenario and navigate to PD Guide



Demonstration

- Explain all the checklists and the solutions in detail as mentioned in the above example.
- Provide all the best practices.



Important Points

In this scenario, make sure to identify the cause, so as not to get confused with the Dim display issue. If we miss, it may lead to incorrect replacement or repair.



Display:(Duration: 8mins)





Facilitator Note

Show the screen with the case created for the scenario and navigate to PD Guide



Demonstration

- Explain all the checklists and the solutions in detail as mentioned in the above example.
- Provide all the best practices.



Display:





Say:

"Let's do an activity now.

Facilitator Note

These activities aim to brainstorm all the possible questioning methods

Activity Instruction to facilitator (Applies to all activities):

- 1. Split the class into 4 groups and assign a captain for the team.
- 2. Call up the captains and ask them to "Roll a die", whoever gets the lower number gets to choose the activity topic for their team.
- 3. Help them to create a test case based on their topic. Provide 10 minutes for them to discuss with their team.
- 4. After 10 minutes, you will act as a customer and the team members will act as a customer support representative. You will go with the scenario of the topic they choose.
- 5. The entire class should see the roleplay, at the end, you need to discuss the pros and cons with the entire class.
- 6. One group at a time, complete the activity for all 4 groups.

They are expected to

- Greet you,
- Give their introduction,
- Probe your issue, and acknowledge it,
- Use the PD guide, and probe, to give you steps to solve the issue



Display:



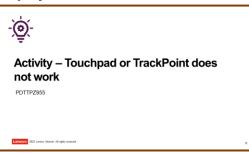


Facilitator Note

Follow the activity guide. Once the activity is completed, discuss the same with the entire class



Display:





Facilitator Note

Follow the activity guide. Once the activity is completed, discuss the same with the entire class



Display:







Facilitator Note

Follow the activity guide. Once the activity is completed, discuss the same with the entire class



Display:



Activity 4 – HDD faulty or cannot be detected include SSD and M2 storage device

PDTTPZ622



Facilitator Note

Follow the activity guide. Once the activity is completed, discuss the same with the entire class



Display:





Debrief:

Debrief the entire course



Q&A Session