

PD Tool for Problem Determination - Consumer

FACILITATOR GUIDE

Table of Contents

Revision History	Page 2
Icon Key	Page 3
Overview	Page 4
Agenda	Page 5
PD Tool for Problem Determination	Page 6

Icon Key

?	Ask Ask the question listed.
[<u>!</u>	Say Make an introductory or content-related statement. These statements are scripted. You may adapt them to your own style or situation.
9-0-0	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.
D	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.
2	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 elearning courses. This session provides them the opportunity to see you demonstrate how to use the PD Tool, to practice using the Tool, to 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 working with the technology to resolve customer issues.

We have 10 PD codes in this module. You will explain and demonstrate 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
PDTIPZ141	No power
PDTIPZ921	A few keys (not function keys) not working. Wrong character displayed; keys wrongly mapped
PDTIPZB11	Camera not working
PDTIPZ112	Power on but No Post (no display, No video) + no beep sound
PDTIPZD21	Hinge loose or damaged Bezel Crack
PDTIPZB31	AC adaptor faulty
PDTIPZ261	Machine lag, slow, thermal performance, Stutter, CPU Throttling, GPU Throttling, Dynamic frequency
PDTIPZ811	Battery cannot be charged, or Battery not detected
PDTIPZ955	Touchpad does not work
PDTIPZ516	Display flickering, Corrupted video, Garbage display, White screen, colored screen, White display, LCD color bias, Abnormal colored, LCD monitor color cast

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. Wrong character displayed; keys wrongly mapped – Demonstration	8
PD code 3: Camera not working – Demonstration	10
PD code 4: Power on but No Post (no display, No video) + no beep sound – Demonstration	10
PD code 5: Hinge loose or damaged/Bezel Crack – Demonstration	5
PD code 6: AC adaptor faulty – Demonstration	10
Activity Introduction	5
Activity – Display flickering	15
Activity – Touchpad doesn't work	15
Activity – Camera not working	15
Activity – Hing loose or damaged	15
Summary	05
Q&A	05
Total	150

PD Tool for Problem Determination



Display:



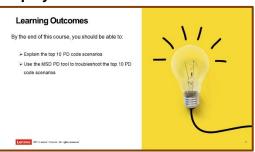


Say:

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. At the end, we will summarize this module with an activity to help us review what we have learnt.



Display:





Say:

This course aims to familiarize you with the PD guide and build your confidence in handling customer calls for the top 10 consumer 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 consumer 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 codes scenarios for consumer machine type. Now, you may have a question – "Why are we going to discuss this again since we already learnt this in the previous module?". The answer is whatever we have learnt in the hardware and software modules are all potential troubleshooting methods we can use, here, with the PD Guide. 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 and let's look at the first checklist.

Say:

- Power reset: The 1st checklist suggests us to do a power reset the PC with only the original configuration. When suggesting the customer to do a power reset, make sure they're not using any other external devices such as hard drive, keyboard, and mouse (If laptop).
 - Instruction to provide: Please unplug all the external devices such as keyboard, mouse, hard drive from the computer and (press the power button for 15seconds/ 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.
- Power indicator and Novo button check: Here we will need to verify the activity of power indicator when plug in the adapter such as power indicator on or blinking. Also, press the Novo button to see if there is any activity. If it works with the Novo button, then follow the replacement procedure for the power button. 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 on the power button?

Solutions:

- i. If none works, verify whether the customer is using the original and the compatible AC Adapter
- ii. Ensure all the connectors are firmly attached
- iii. There are times, some customers will use 3rd party adapter's 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
- iv. If the different power adapter or the power cable works, follow the replacement procedure.
- v. If any CID is found, make sure to follow CID replacement procedure and if there are any added fees inform the customer about the same.
- vi. 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: 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, not to get confused with the Dim display issue. If we miss it, it may lead to incorrect replacement or repair.



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.

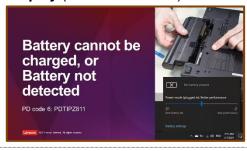


Important Points

In this scenario, some of the checklist suggests the customer to 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: 05mins)





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.

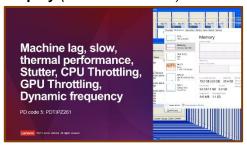


Important Points

Make sure to run the Lenovo Diagnostics. All the replacements are subjected 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.



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:





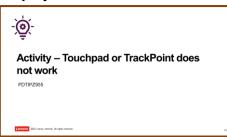


Facilitator Note

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



Display:



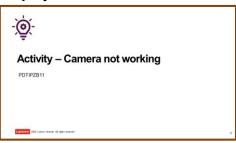


Facilitator Note

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



Display:



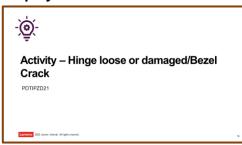


Facilitator Note

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



Display:





Facilitator Note

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



Display:





Debrief:

Summarize the topics



Q&A Session