

Go, Zachary

From: Domingo, John Daniel
Sent: Sunday, October 20, 2024 7:21 AM
To: Capalaran, Ar-Jay; Go, Zachary
Cc: Fujitsu - PH GDC IT End User Services; Fujitsu - PH GDC IT End User Services; Fujitsu - PH GDC IT Asset Record Management; Inola, Jomari
Subject: FG-INC0471103 MSR Unable to use headset - Zachary Go

Hi TL @Capalaran, Ar-Jay

Good day!
For your approval po. Thank you po

Machine Service Request

This serves as your official MSR or Service Report


Notes:

- Please refer to the recommendation approved by IT – EUS Lead
- If recommendation is for replacement, please create a hardware request ticket in FJGlobal. Please refer to this [guide](#) and pre-requisite to approve your request for replacement.
- Once hardware request ticket has been approved, wait for the separate email from IT – EUS Team to cache or deploy your asset.

Date of Evaluation	10/20/2024
Ticket Number	FG-INC0471103
Affected User	Zachary Go
Group / Department	FJ GD GDC PH - JDU SSS CEB
Cost Center	52APJFD042
Site	Taguig City (TGCN)
Issue / Complaint	Unable to use headset

System Information

Unit Model	Jabbara Evolve 20 Stereo Headset
Serial number of unit	237871324
Asset tag of unit	SPEFY202334

Actions Taken by IT Team	
<ul style="list-style-type: none"> Assisted on teams As pe EU, There was a was the portion of the wire that had peel off. Please see attached photo 	
	
<ul style="list-style-type: none"> Advice EU to try a different headset on FJ laptop – working EU attached some tape around the wire on peel off area. 	
Possible root cause	Torn wire
Recommendation by IT Support	
<ul style="list-style-type: none"> For replacement 	
Evaluated by	John Daniel Domingo

Best Regards,

John Daniel Domingo

MIS/ Internal IT – End User Support Engineer

Email Address: johnddaniel.domingo@fujitsu.com

Work Schedule: 08:00 – 17:00 (Monday to Friday)

Rest Day: Saturday & Sunday

Fujitsu Philippines Global Delivery Center

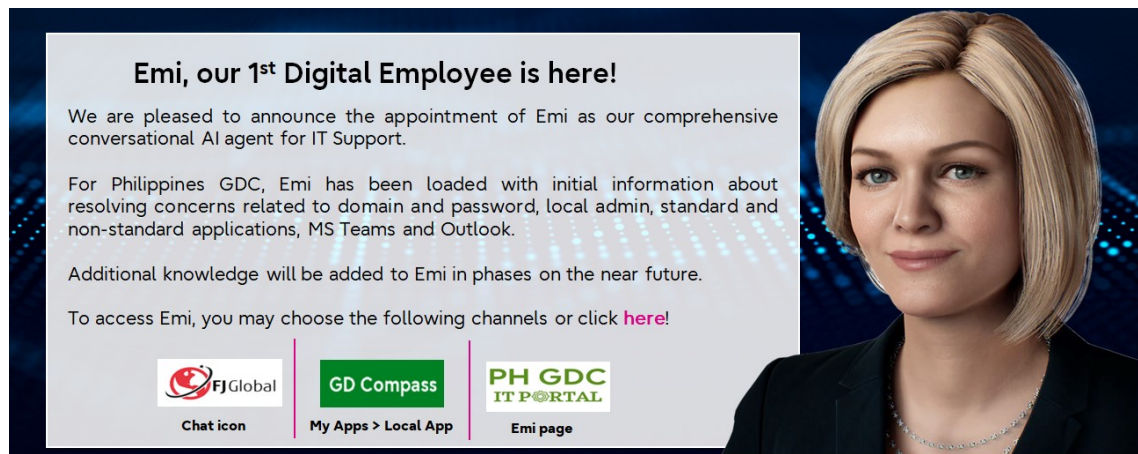
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Emi, our 1st Digital Employee is here!

We are pleased to announce the appointment of Emi as our comprehensive conversational AI agent for IT Support.

For Philippines GDC, Emi has been loaded with initial information about resolving concerns related to domain and password, local admin, standard and non-standard applications, MS Teams and Outlook.

Additional knowledge will be added to Emi in phases on the near future.

To access Emi, you may choose the following channels or click [here!](#)

		
Chat icon	My Apps > Local App	Emi page